

## Chapter Analysis

Question Type & Marks	Year					
	2016		2017		2018	
	D	OD	D	OD	D	OD
6 marks	1	1	1	1	1	1

➤ Note: 1 question here indicates that 1 question in each set for that year has been asked.

## Introduction

- Letter-writing is an art. So, it must aim at a certain standard of form and elegance. While writing a letter we must always think of the person to whom we are writing. The subject-matter, no doubt, is important, but we must write it in a way which will make the letter interesting to the person receiving it. A letter written rustically may contain useful information, but it may be lacking in elegance, and violate the norms which requires a good taste. So, one must observe certain standards of form and good taste in the order and structure of one's letters. This means that there should be no carelessness about it, and it should not suggest discourtesy and indifference to the person addressed.
- We should always remember that letter plays an important role in maintaining our communication and relations with friends and relatives, as well as establishing commercial and other kinds of relations with foreigners.

## Classification of Letters

Letters may be divided into the following classes :

- Business or Official Letters :** For making enquiries, registering complaints, asking for and giving information, placing orders and sending replies.
- Letter to the Editor :** Giving suggestions or opinion on issues of public interest
- Application for a Job :** While forwarding your resume for a job opportunity.

## Salutations & Subscriptions :

Family & friends —	Dear...	Yours affectionately/lovingly Or Your loving friend/son etc
Strangers —	Dear Sir/Madam	Yours truly
Business Persons/Officials —	Sir	Yours truly/sincerely
Principal/Teachers —	Respected Sir/Madam Or Sir/Madam	Yours obediently Or Yours faithfully
Editors—	Sir	Yours truly/sincerely

## Useful Expressions

Enquiry —	I am writing to enquire about Please let us know We'll be glad if you
Complaint —	It is a matter of great regret that ..... This is to bring to your notice that ..... This is to complain .....

**Request —** I would be grateful if .....  
Kindly oblige me by .....

**For job application —** With reference to your advertisement dated X/X/XXXX, I offer myself as a candidate .....  
Through some reliable sources, I have come to know that .....

**To Conclude :**

- (i) Looking forward to your reply.
- (ii) Thanking you in anticipation for a positive reply.
- (iii) With warm regards

**Format of a Formal Letter :**

- |                      |                |                        |
|----------------------|----------------|------------------------|
| 1. Sender's address, | 2. Date,       | 3. Receiver's address, |
| 4. Subject/heading,  | 5. Salutation, | 6. Complimentary close |

*Sender's Address*

.....

.....

*Date*

*Receiver's Address*

*Subject : Underline the Subject*

*Dear Sir, .....*

.....

.....

..... *Body* .....

.....

.....

*Yours Sincerely*

*Signature*

*(NAME)*

**Format for Application for a Job**

**RESUME**

(to be attached with Job Application RESUME/BIO DATA/CV)

<b>Name</b>	—	.....
<b>Father's Name</b>	—	.....
<b>Date of Birth</b>	—	.....
<b>Educational Qualification</b>	—	.....
<b>Experience</b>	—	.....
<b>Marital Status</b>	—	.....
<b>Corresponding Address</b>	—	.....
<b>Phone No.</b>	—	.....
<b>E-mail id</b>	—	.....
<b>Languages Known</b>	—	.....
<b>Hobbies</b>	—	.....

**Marking Scheme**

Format	1 mark
Content	3 marks
Expression	2 marks
Grammatical accuracy, appropriate words and spelling	(i)
Coherence and relevance of ideas and style	(i)

**Previous Year's Questions**

(6 marks each)

**Type 1 : Business or Official Letter****(A) For Registering Complaints**

- Q. 1.** You are Tarun / Taruna who bought a new Luminous Inverter for your home from R.K. Electronics, Noida but found many functional problems as the charging is not done properly and battery water is getting leaked. Write a letter of complaint to the proprietor to take care of the same. (100-125 words) *[SQP 2018-19] 6*

**Ans.** LETTER OF COMPLAINT

PROBLEMS / FAULTS IN NEW INVERTER

**Suggested value points:**

- Introduction
- What is the complaint about
- List the problems in the inverter
- Ask for redressal of complaint

**Detailed Answer :**

G-49,  
Radha Dham,  
Noida

October 25, 2018

The Manager  
R.K. Electronics  
Noida

Subject: Defective Inverter

Sir,

I bought Luminous Inverter from your showroom on October 20, 2018 sale no. 6389. I regret to inform you that it is a defective piece. It automatically turns off after every half an hour. Many times its display starts blinking and the battery backup is only of forty minutes maximum. The water also keeps leaking from the battery.

I have been your regular customer since 2010. My customer id is 2078IN9. You can look up my purchase record in your system. I have been facing a lot of inconvenience during the outage. I appeal to you to replace the defective inverter as it is in the warranty period.

Looking forward to prompt response. From your end.

Yours truly,  
Taruna

- AI Q. 2.** You are Ramesh Kumar, Manager, Ekta Book House, Fort Road, Mumbai. You supplied a number of books to Prajapati Public School, Pune. The school complained that the books, received by it are not according to the order. Write a letter in 120-150 words to the Principal expressing regret, explaining the reasons why the error took place and promising a prompt and correct delivery. *[Comptt. Delhi/Outside Delhi 2018] 6*

**Ans.** **Format -1 mark**

1. sender's address
2. date
3. receiver's address
4. subject /heading
5. salutation
6. closing

**Content - 3 marks****Expression**

- grammatical accuracy, appropriate words and spelling
- coherence and relevance of ideas and style

**1 mark****1 mark****RESPONSE TO LETTER OF COMPLAINT****Suggested Value Points**

- reference of the books not according to the order
- expressing regret
- explaining reasons why the error took place
- promising a prompt and correct delivery
- any other relevant point

(any 3 points)

**Detailed Answer :**

Ekta Book house,  
Fort road,  
Mumbai

9 March 20xx

The Principal  
Prajapati Public School,  
Pune.

**Sub: Incorrect supply of books**

Dear Sir,

This is with reference to your letter dated March 8, 20xx regarding incorrect supply of books in comparison to order.

I sincerely regret for the error and apologise for the inconvenience caused to you in the matter.

The error happened due to the stock handling team whereby an order was received from a similar named school, Prajapati Model School, Guwahati.

I once again regret for the mix up and assure you that the correct books will be dispatched at the soonest.

Thanking you for your patience.

Yours sincerely

Ramesh Kumar

Manager

- Q. 3. Last month you purchased a TV set from Ram Electronics, Pushp Vihar, Ambala. It is not working properly (imagine a few defects). Write a letter of complaint in 120-150 words to the Manager asking for repair or replacement. You are Amar/Amrita, M-114 Model Town, Ambala. [Delhi Set I, 2017]** 6

**Ans.** M-114  
Model Town  
Ambala

9 March 2017

The Sales Manager  
Ram Electronics  
Pushp Vihar  
Ambala

**Subject : Replacement of a faulty television**

Dear Sir

Last month I bought a Samsung TV from your shop. It had a warranty of two years and I paid in full at the time of purchase. Now I find that some features are not working properly. In fact there are shadows in the screen that come and go. Also some of the buttons of the set are not working properly.

I request you to arrange for replacement of the TV set at the earliest as it is causing inconvenience.

Thanking you in anticipation.

Yours sincerely,

Amrita

- Q. 4. You are living in a village along a national highway. The state roadways bus does not stop near your village. Write a letter in 120-150 words to the General Manager, State Roadways requesting a bus stop for your village. Give all the reasons why you need a bus stop there. You are Omar/Amna, Gopalpur, Distt. Ramnagar.**

[Delhi Set I, 2017] 6

**Ans.** E-11, Gopalpur  
Dist. Ramnagar  
Uttarakhand

9 March 2017

The General Manager  
State Roadways  
Uttarakhand

**Subject : Request to set up a bus stop in our village**

Dear Sir,

I would like to draw your attention to the requirement of a bus stop in our village. I am a resident of Gopalpur and at present we do not have a bus stop here.

The setting up of a bus stop will make our lives more convenient and children can reach schools on time and adults can reach their offices on time. It will also provide quick transportation to patients who wish to go to the neighbouring hospital.

I request you to look into the matter and take the necessary action.

Thanking you

Yours sincerely

Amna

- Q. 5.** There is a senior secondary school running right in the middle of Manu Vihar, a middle class colony full of housing society flats. In the morning as well as in the afternoon the road passing in front of the school is congested with school buses, mini buses, private cars etc. Write a letter in 120-150 words to the Dy. Commissioner (Traffic) to provide at least two traffic police constables to regulate the traffic. You are Gautam/Gita, A-21, Akashdeep Apartments, Manu Vihar, Delhi. [Outside Delhi Set I, 2017] 6

**Ans.** A – 21

Manu Vihar

Delhi

March 14, 20xx

Deputy Commissioner (Traffic)

New Delhi

**Subject : Growing Problem of Traffic Jams and Chaos**

Sir,

This is to bring to your notice the increased situation of traffic jams and congestion in the residential area of Manu Vihar. Due to the presence of Accolades Senior Secondary School in the middle of Manu Vihar, a colony full of housing society flats, the road in front of the school always remains congested with school buses, vans and private cars. The situation worsens during mornings and afternoons when the school begins and get over.

I, a resident of that area, on behalf of the other sufferers, request you to please appoint at least two police constables to regulate the traffic in the area.

Thanking you in anticipation.

Yours truly

Gita

- Q. 6.** Yesterday you went to Sunrise Hospital, Market Road, New Delhi taking the victim of a hit and run accident. There were chaotic conditions in the casualty department. The injured was attended only after a lot of precious time was lost. Write a letter of complaint in about 120-150 words to the Medical Superintendent. You are Karan/Karuna, M114, Mall Road, Delhi. [Delhi Set I, 2016] 6

**Ans. Value Points :**

[LETTER OF COMPLAINT TO MEDICAL SUPERINTENDENT]

– description of chaotic condition

– how victim was attended to

– loss of vital & precious time, its result

– suggestions to improve the situation (Any other relevant details)

[CBSE Marking Scheme, 2016]

**Detailed Answer :**

M114, Mall Road

Delhi

March 5, 2016

The Medical Superintendent

Sunrise Hospital

Market Road

New Delhi.

**Sub : Chaotic Conditions in Casualty Department.**

Sir,

Yesterday I was shocked to see the real state of one of the most prestigious hospitals 'Sunrise Hospital' in

the national capital, Delhi. Delhi is known as the heart of our country. But I witnessed heartless behaviour of our second 'Gods', i.e. the doctors.

It happened so that I went to the hospital, taking with me a victim of a 'hit and run' accident case. I pleaded with the doctors in the casualty department to attend to him on an urgent basis as he was bleeding profusely. But the doctors did not pay any heed to my hand folded requests. Instead of offering a helping hand to him, they preferred that the case should be first attended by the police. Moreover, I was asked to submit a handsome amount at the counter in order to get him admitted to the hospital. I was absolutely in a fix because the victim was not my acquaintance. I tried to help him just out of a sense of humanity. Fortunately, one of my friends, who was an advocate, came there. He asked the doctors to start the treatment immediately and warned that as per the law, the case would go against them if they showed any negligence or waited for police enquiry. Only then, the injured was attended to, but till then a lot of precious time had been lost.

I hope, that you'll look into this matter yourself so that such dreadful negligence that may defame this noble profession, may not take place in future.

Thanking you

Yours sincerely

Karuna

- Q. 7. Park Lane, Chanakyapuram, Mysore is proud to have four reputed public schools in close proximity to each other. In the morning and afternoon there is a heavy traffic jam along the road and hundreds of students are put to a lot of inconvenience.**

**Write a letter in 120-150 words to the Deputy Commissioner of Police (Traffic) describing the problem. Suggest a few measures to regulate the traffic. You are Karuna Shetty/Karan Kumar, Principal, Sunrise Global School.**

[Delhi Set II, 2016] 6

**Ans. Value Points :**

[INCONVENIENCE DUE TO HEAVY TRAFFIC]

Description of problem

– (heavy traffic / jam / inconvenience to students / coming late) suggestions to regulate traffic

– deputing volunteers to manage traffic

– signals to be installed

– construction of subways

– other suggestions

– request to Deputy Commissioner of Police to take adequate action **(Any other relevant details)**

**(Any three) [CBSE Marking Scheme, 2016]**

**Detailed Answer :**

Park Lane, Chanakyapuram

Mysore

March 7, 20xx

The Deputy Commissioner of Police (Traffic)

Mysore

**Sub : Traffic Problem during the School Hours.**

Sir,

Mysore is proud to have four reputed public schools in close proximity to each other. But in the morning hours as well as in the afternoon, there is a heavy traffic jam along the road. The traffic condition here becomes very chaotic. Hundreds of students face a lot of inconvenience. Accidents are very frequent and the safety of the children is at risk.

Sir, it is my humble request that a traffic point should be put here. There should be an arrangement for traffic police as well. A board indicating 'Schools Ahead' should also be put up there.

I am sure that if these steps along with some other positive changes are taken to regulate the traffic, it will surely prove to be a relief.

In anticipation of positive and quick action.

Yours truly

Karuna Shetty

(Principal, Sunrise Global School)

- Q. 8. In all big cities, road rage has become a serious problem. A minor scratch, a little push, or a small brushing past can lead to a scuffle, sometimes resulting even in murder. Write a letter in 120-150 words to the Police Commissioner giving your views on the problem and its solutions. You are Karuna/Karan, M 114, Mall Road, Delhi.** [Outside Delhi Set I, 2016] 6

**Ans. Value Points :**

[LETTER TO POLICE COMMISSIONER –ROAD RAGE]

Problems of road rage

– extremely aggressive behaviour

➤ verbal

➤ physical

– extreme cases – murder

– spontaneous / impulsive action solutions

– be a polite driver

– avoid confrontations

– keep driving environment calm

– find alternate routes if necessary

– implement stricter traffic laws

– use surveillance technology (Any other relevant points)

(Any four) [CBSE Marking Scheme, 2016]

**Detailed Answer :**

M114, Mall Road

Delhi

24 Nov 20xx

The Police Commissioner

New Delhi

**Sub : Control Over Road Rage.**

Dear Sir,

Every year, thousands of people are injured or killed in car wrecks caused by road rage. Despite this fact many people still behave impatiently and become angry on the road. Driving is a curious display of public and private acts. The personal feeling of power over a couple thousand pound car is intoxicating. Road rage/aggressive driving starts from things such as illegal or improper lane changes, failing to yield to the right way, and excessive speeding just to name a few. Everyday we deal with this type of driving.

Weak enforcement of law, highway traffic, the growing congestion in cities and personal issues play a major role in the disposition of an aggressive driver. The angry driver may demonstrate his or her displeasure by speeding around the other vehicle, cutting the other car off, and/or with a number of verbal and non-verbal messages.

We must take the issue seriously and try to check it. Traffic on highways should be better managed. Besides, traffic rules should be enforced strictly so that people are not able to change lanes or overspeed. Traffic police should be available in proximity in case a misunderstanding happens between drivers. We must control this outrageous behavior before someone else gets hurt.

Thanking you

Yours sincerely

Karan

- Q. 9. You bought a flat from PQR Builders, Sector 55, Noida. Within a period of two months you have started facing a lot of problems like seepage on the walls and ceilings, wall paint peeling off, leaking sanitary fittings, lift getting stalled etc. Write a letter of complaint in 120-150 words to the Works Manager. You are Karuna/Karan, A9D Apoorva Apts, Noida.** [Outside Delhi Set II, 2016] 6

Ans. Value Points :

[LETTER OF COMPLAINT]

- details of the flat purchased problems
- seepage in walls and ceilings
- wall paint peeling off
- leaking sanitary fittings
- lift getting stalled etc.
- request to solve problems immediately (Any other relevant points)

[CBSE Marking Scheme, 2016]

5. A9D Spoona Apts  
Noida

1<sup>st</sup> March 2016

The Works Manager  
PQR Builders  
Noida

Subject : Complaint regarding flat

Sir

Kindly refer to your registration number  
568/42/38 <sup>for</sup> the ~~issue~~ looking of flat A9D in  
Spoonaa apartments. The flat was bought  
on 2-1-16.

I regret to inform you that our stay  
in this flat has not been pleasant.

It doesn't provide the standards claimed by  
the ~~best~~ PQR builders. The wall paint keeps  
peeling off. ~~Now~~ There is seepage of water in  
the walls which can be quite hazardous.  
Leaking sanitary fittings <sup>and</sup> improper functioning  
of lift cause great trouble to the residents.

Kindly <sup>look</sup> ~~see~~ into the matter and make necessary  
repair arrangements to improve the condition  
of the flat. ~~as~~ The contract clearly states provision  
of free service against any fault by the builders.

Yours sincerely  
Kamra

F 1  
C 3  
E 1+1

[Topper's Answer 2016]



OR

**Detailed Answer :**

A9D

Apoorva Apts

Noida

24 Feb, 2016

The Works Manager

PQR Builders

Sector 55

Noida

**Sub : Complaint Regarding the Flat.**

Dear Sir,

I had bought a flat in the month of May from PQR Builders in ABC Apartments. But I am very disappointed that the quality that you had promised, has not been delivered.

Not even a year has passed and we have already started facing a lot of problems. There is seepage in the walls and ceilings. The wall paint is peeling off and even the sanitary fittings are leaking. But the greatest inconvenience is caused because of the lift. It gets stalled every now and then and we, especially the senior citizens, have to face a lot of problems.

We did not expect this kind of service from a renowned builder like you. Kindly look into the matter and do the needful.

Thanking you

Yours sincerely

Karan

- Q. 10. Your school recently launched a GPRS system in the school buses which will enable the parents to keep track of their children while they are travelling in the bus. The service, however, is not smooth and is facing a lot of problems. As the Transport Incharge of DML Public School, Delhi, write a letter in about 120-150 words to the Manager, Forumloft, 21 Park Street, Delhi, complaining about the same. [CBSE SQP, 2015-16] 6**

**Ans.** DML Public School

Delhi

Feb. 15, 2016

The Manager

Forumloft

21 Park Street

Delhi

**Sub : Complaint about GPRS System.**

Dear Sir,

This is with reference to the GPRS System that we purchased and got installed from your company last month.

We are very disappointed that the system is not working smoothly and we are facing a lot of problems regarding that. The objective of having that system installed was to give parents the facility to keep a track of their children while they are travelling in the buses. But, since the system is not working properly, the parents are complaining and we are facing a lot of inconvenience.

Kindly look into the matter and do the needful as soon as possible.

Yours truly

XYZ

(Transport Incharge)

- Q. 11. The drinking water supplied to your locality Anandlok Colony, Kanpur has a dirty colour and foul smell. As secretary of the Residents Welfare Association, write a letter in 120-150 words to the Chief Engineer, Water Authority, Kanpur complaining about the problem and requesting him to take necessary action at the earliest.**

*[Comptt. Outside Delhi Set II, 2015] 6*

**Ans.** Anandlok Colony  
Kanpur

14 February, 20xx

The Chief Engineer  
Water Authority  
Kanpur

**Sub : Complaint of Dirty Water**

Dear Sir,

This is regarding the water supply in Anandlok Colony, Kanpur. We would like to inform you that the water, supplied in this colony is not clean. It has a dirty colour and foul smell and is surely not fit to drink.

We have made several complaints to the department but the situation has not improved. This dirty water is responsible for many diseases and the residents are facing a lot of problems.

Kindly take the necessary action as soon as possible so that we can get a clean and safe drinking water.

Thanking you

Yours sincerely

(Ritesh Singh)

Secretary

(Residents Welfare Society)

- Q. 12. You are Mahesh/Mohita, President, R.W.A., Govindpuri, Bangalore. The main park in your locality which was once a model park lies in a state of utter neglect. It has become a favourite spot for anti-social elements and a permanent resting place for stray animals. Write a letter to the Municipal Commissioner requesting him to instruct the horticulture department to take prompt action and restore the park to its original condition.**

*[Comptt. Delhi, 2014] 6*

**Ans.** R.W.A.  
Govindpuri  
Bangalore

11th September, 20xx

The Municipal Commissioner  
Bangalore

**Subject : Park in a State of Utter Neglect.**

Sir,

Through this letter of mine, I wish to draw your attention towards the deteriorating condition of the main park in our city. The city park which was once famous for its beauty and facilities has now become a favourite spot for anti-social elements and also a permanent resting place for stray animals. There is no one to ward them off. The general public is now scared of using these parks.

The municipality should see to it that these stray animals do not enter the park. They should adopt a strict policy. Also the frequency of animal catching vans should be increased. The Horticulture Department should be asked to take prompt action to restore the park to its original condition so that the park lovers no longer hesitate to use the park. Security should also be increased so that no anti-social elements are able to enter the park.

I sincerely hope that a strict action will be taken to satisfy my request.

Thanking you

Yours faithfully

Mahesh

(President)

- Q. 13. You are Ramesh/Romola of 37, Raj Nagar, Delhi. Write a letter to the General Manager, D.T.C. complaining about the inadequate bus service in your area and urging him to take urgent steps in the matter.**

[Comptt. Delhi-I, 2014] 6

**Ans.** 37, Raj Nagar,

Delhi

20th July, 20xx

The General Manager

Delhi Transport Corporation

Delhi.

**Subject : Poor Bus Service.**

Sir,

I would like to inform you that in our area i.e., Raj Nagar, the bus service is very poor. Very few buses ply through our area which creates a lot of inconvenience for the people. The area is a bit away and residents need to go to every part of the city. Therefore, you are requested to arrange more buses in this area so that the people do not face the problem of transportation.

I hope you will take some action and do the needful as soon as possible.

Thanking you

Yours sincerely

Ramesh

- Q. 14. You are Kailash/Kumkum of 92, Govind Dham, Kolkata. You have received a letter from your brother who is staying in the hostel of Shaktimandir Public School, Darjeeling stating that he is being bullied by some senior students who threaten him with severe consequences, if he complains. Write a letter to the hostel warden requesting him to take urgent action.**

[Comptt. Delhi Set-II, 2014] 6

**Ans.** 92, Govind Dham,

Kolkata

12 October, 20xx

The Hostel Warden

Shakti Mandir Public School

Darjeeling

**Subject : 'Urgent Action Against Seniors'.**

Sir,

This is to bring to your kind notice that my brother Soni Dhar, a student of Class XII, studying in your school and residing in the hostel is being bullied at the hostel quite often.

Children are sent to hostel to broaden their horizon, boost confidence, learn to live independently and improve interpersonal skills. The house masters are meant to compensate for the parents' absence. The situation in your hostel seems different. My brother, Soni is constantly being bullied by senior students who threaten him with severe consequences, if he complains. He is regularly called by his seniors to their rooms at odd hours and asked to get eatables from the college canteen. I request you to look into the matter and take strict action against the seniors. The Supreme Court has also banned bullying and ragging.

Hoping for immediate action from your side.

Thanking you

Yours faithfully

Kailash Dhar

- Q. 15. You had bought a mobile phone from a reputed showroom in Mumbai, but after a month it developed a serious fault. Write a complaint letter to the manager asking for immediate repair or replacement of the same. You are Sadiq/Razia, 123, T.T. Nagar, Bhopal. [Foreign, 2014] 6**

**Ans.** 123, T.T. Nagar

Bhopal

28 September, 20xx

The Manager

Mobile Store

Mumbai

**Subject :** Complaint Against faulty Mobile.

Sir

*It is a matter of regret that I am writing a letter of complaint to your company.*

*I bought a Samsung 45, mobile from your store last month i.e., on 30th Aug. 20XX receipt no. 3136. It worked very efficiently for about 3 weeks but now it has started creating problems. It hangs very often and the sound increases and decreases automatically.*

*My business is suffering because of this. Since it is still in warranty period, I request you to solve the problem immediately or replace it. In anticipation of a quick action.*

*Yours sincerely*

Sadiq

- Q. 16. You live in a crowded area in Mumbai. Unauthorized parking of vehicles in your area is causing a lot of inconvenience to the locals. Write a letter to the Police Commissioner of the District complaining against this practice. You are Rohan/Rohini, of Sakinaka, Mumbai. [Delhi Set III, 2014] 6**

**Ans.** MIG Flats, Sakinaka

Mumbai

20 May 20xx

The District Police Commissioner

Sakinaka Police Station

Mumbai

**Subject :** Unauthorised parking of vehicles

Sir,

*Through this letter of mine, I wish to draw your kind attention towards the unauthorized parking of vehicles in our area which is posing a lot of problems to all the residents. It leads to traffic jams most of the time. Our area has also become theft prone as it has become a thorough-fare. It has become difficult for the inhabitants to walk and the children to play as there is no room left after the parking.*

*I request you to take stern action so that we can heave a sigh of relief and live peacefully.*

*Thanking you*

*Yours sincerely*

Rohini

- Q. 18. You had bought an expensive wrist watch last week. Now you realize that it is not functioning properly. Write a letter in 125-150 words to the Manager, Edison Watch Works, New Delhi, complaining about it and requesting him to repair or replace it immediately. You are Gobind/Gopa of 68, Park Street Kolkata. [Outside Delhi Set III, 2014] 6**

**Ans.** 68, Park Street

Kolkata

10 May 20xx

The Manager

Edison Watch Works

New Delhi

**Subject : Complaint Against Defective Watch**

Sir,

*I Through this letter of mine I wish to bring to your notice that I had bought an expensive wrist watch of your company from shop here. But I regret to inform you that it is not working properly. I have to reset the time again and again as it lags one hour behind the time.*

*I request you to replace the watch or get it repaired by deputing someone to do this job at the earliest.*

Thanking you

Yours sincerely

Gobind

- Q. 19. During rainy season the roads around your school get broken and develop pot holes. This leads to a lot of inconvenience to the staff and students of the school. Write a letter of complaint to the Municipal Commissioner, Ramnagar. You are the Principal, National Public School. [Comptt., 2013] 6**

**Ans.** National Public School  
Ramnagar

30 March, 20xx

The Municipal Commissioner  
Ramnagar

**Sub : Bad Condition of Roads**

Dear Sir,

*I through this letter, wish to bring to your notice the bad condition of the roads in our area.*

*For the last four months the road has been almost impassable. We have made several complaints. But the problem has been neglected for a long time. The surface of the road is broken by the heavy rains. There are heaps of road material on both sides of the road. They leave only little room in the middle. The side drains are blocked and the water flows out, hence the road gets flooded even after a slight rain. There are pot-holes on the road. The broken culvert is also a danger to vehicles.*

*The students and staff are facing a lot of problems. Kindly look into the matter and do the needful.*

Yours sincerely

K.V. Rana

(Principal)

- Q. 20. You are Jay/Jaya, living at 1, M.G. Road, Krishna Nagar, Udupi. Though your locality is a decade old, drinking water supply and sewage connection have not been provided in your locality as yet. Write a letter to the Executive Engineer, Karnataka Water and Drainage board, Division V, Udupi, about the problems faced by the residents seeking immediate action. [Comptt. Outside Delhi Set I, 2013] 6**

**Ans.** 1, M.G. Road  
Krishna Nagar  
Udupi

25<sup>th</sup> May, 20xx

The Executive Engineer  
Karnataka Water and Drainage Board  
Division V  
Udupi

**Subject : Proper Sewage and Water Supply Connection**

Dear Sir,

*I would like to draw your attention to the miserable condition of the people living in Krishna Nagar. We live in a locality which is a decade old and is also an Udupi Development Authority approved one. Yet the locality does not have proper water supply and sewage connections.*

*People depend on water tankers or on tubewells for water supply. There is no proper sewage connection here. As a result water stagnates by the roadside which is becoming a health hazard.*

*I, on behalf of the entire locality, very politely request you to look into this matter at the earliest and solve our problems.*

*Thanking you*

*Yours faithfully*

*Jay*

- Q. 21.** You are Srikant/Sheela, living at 1, M.G. Road, Trichy. You are appearing for the All India Pre Medical Entrance Test conducted by the CBSE. You have got your Admit Card but you want to get your centre changed to New Delhi. Write a letter to the Asstt. Secretary, AIPMT Examination, CBSE, Preet Vihar, Delhi seeking the change of your centre. Furnish valid reasons for your request. *[Comptt. Outside Delhi Set I, 2013] 6*

**Ans.** 1, M.G. Road

Trichy

26<sup>th</sup> March, 20xx

The Asstt. Secretary

AIPMT Examination

CBSE

Preet Vihar

Delhi

**Subject : Change of Test Centre**

Dear Sir,

*I am going to appear for the AIPMT exam to be conducted by CBSE on 26<sup>th</sup> April, 20xx. I have received my examination admit card and my roll no. is TPC 001. I had filled the exam centre as Chennai but now I have come to know that the exam conducted by AFMC is on 27<sup>th</sup> April and will be held in Delhi. I request you to change my centre to Delhi so that I can appear for both the exams conveniently.*

*Thanking you*

*Yours faithfully*

*Srikant*

- Q. 22.** You are Jay/Jaya, living at 1, M.G. Road, Trichy. You are very much concerned about the irregular supply of drinking water supplied through taps, which indirectly makes even low income people spend a substantial amount every month on buying drinking water. Write a letter to the municipal authorities about the problem and the financial burden arising out of this issue, seeking immediate corrective measures. *[Comptt. Outside Delhi Set II, 2013] 6*

**Ans.** 1, M.G. Road

Trichy

25<sup>th</sup> June, 20xx

The Municipal Corporation

Trichy

**Subject : Irregular Water Supply**

Dear Sir,

*I wish to draw your attention to the fact that the water supply in our locality is very erratic and irregular. There is no supply of water for days at a stretch. Water is a basic necessity of life without which life would come to an end. This is what forces even the poor people to pay a hefty price for it. This is an added financial burden on the people.*

*Kindly look into the matter at the earliest to remove the misery of the people.*

*Thanking you*

*Yours sincerely*

*Jay*

**Q. 23.** You are Maya/Mohit, a renowned musician. You feel that music as a subject does not have as much importance in school curriculum as it deserves. Write a letter to the Director of Education emphasizing the need to make it a compulsory subject at least upto secondary classes since music not only helps in developing skills but makes us better human beings. You are living at 15, Rajnagar, Kanpur. [Comptt. Outside Delhi Set II, 2013] 6

**Ans.** 15, Rajnagar  
Kanpur

1 July, 20xx

The Director of Education  
Delhi

**Subject :** Music as a Compulsory Subject

Dear Sir,

I would humbly like to request you to make music a compulsory subject at least upto class X. Though music has its own importance and value like games and sports, it has been neglected and it is gradually declining. I believe schools can revive it.

Like sports, music also will not only help the child to refresh himself but also help him to get a break from his hectic study schedule. It will also help the children in learning skills. The students excelling in it can also form a strong base and pursue it as their career.

Hope that you will surely consider the matter seriously and take some steps in this direction.

In anticipation of some positive action,

Thanking you

Yours faithfully

Maya

#### Commonly Made Errors

- Many students lack adequate analysis of the letter and add incorrect point in their letter.

#### Answering Tips

- Read the Question thoroughly and focus on the problem asked.

### (B) For Placing Orders

**Q.1.** Your school has opened a new activity wing for the kindergarten students for which you require play equipment. Write a letter in 120-150 words to Bright Sports Materials, Paharganj, Delhi placing an order for educational toys and other play equipment. You are Principal, XYZ School, Delhi.

[SQP 2015-16] 6

**Ans.** Format - 1 mark

LETTER -Placing an order for educational toys and other play equipments

- details of the flat purchased problems

Suggested Value Points

- reference to advertisement / correspondence / telephone conversation

- details of the order

• list of educational toys and other play equipments

• numbers / quantity required

• discount on catalogue prices

#### Detailed Answer :

XYZ School

Delhi

15 February 20xx

The Manager

Bright Sports Materials

Paharganj

New Delhi

**Sub : Placing an Order for Kindergarten Toys**

Dear Sir,

Thank you for the catalogue that you have sent along with the latest price list. After going through it, we would like to place an order for the following items :

Product	Code	Quantity
Baby slides	ab234	02
Stuffed Toys	gh45	08

Along with this, kindly send some educational games and toys as well. Attached herewith is a draft of 25% advance payment. Rest of the payment will be made on delivery. Please note that we shall not be responsible for any damages during transportation.

Thanking you

Yours sincerely

ABC

(Principal)

**Q.2. You are Neeraj/Neeraja Shekhar, Principal, Vasant Public School, Pune. Your school has just started a music department. Write a letter to the Manager of Melody House, Pune, wholesale suppliers of musical instruments, placing an order for musical instruments for the school. Ask for a discount on the catalogue prices. (120–150 words)** [Delhi 2018] 6

**Ans.** Format - 1 mark

1. sender's address
2. date
3. receiver's address
4. subject /heading
5. salutation
6. closing

Content - 3 mark

Expression

grammatical accuracy, appropriate words and spelling -

1 mark

coherence and relevance of ideas and style

1 mark

LETTER -Placing an order for musical instruments

Suggested Value Points

- reference to advertisement / correspondence / telephone conversation

- details of the order

l musical instruments

l numbers / quantity

l discount on catalogue prices

- terms and conditions

(optional)

l delivery time

l advance payment/mode of payment

l price

l make / brand

- any other relevant point

(any 3 points)

6 marks

**Detailed Answer :**

Vasant Public School

Pune

15 February 20xx

The Manager

Melody House,

Pune

**Sub : Placing an Order for Musical Instruments**

Dear Sir,

Thank you for the catalogue that you have sent along with the latest price list. After going through it, we would like to place an order for the following items :



Product	Code	Quantity
Guitars	ab234	08
Congos	gh45	08
Violins	df53	04
Tablas	yt78	06 pairs

Along with this, kindly send the related equipment accessories as well. Attached herewith is a draft of 25% advance payment. Rest of the payment will be made on delivery. Please ensure that the items are well packed and are in good condition. We shall not be responsible for any damages during transportation.

Thanking you

Yours sincerely

Neeraj

(Principal)

- Q. 3. You are Ramesh Kumar, librarian of Aryamba Public School, Fort Road, Kochi. Write a letter in 120-150 words to Academic Book Centre, Mount Road, Chennai, placing an order for books you need for the library. Ask for a discount and an quick delivery of the books.** [Comptt. Delhi Set II, 2015] 6

**Ans.** Aryamba Public School

Fort Road

Kochi

June 8, 20xx

The Sales Manager

Academic Book Center

Mount Road

Chennai

**Sub : Placing an Order.**

Dear Sir,

Thank you for sending us your catalogue along with the latest price list. After going through the same we would like to order the following books :

Title	Quantity
Harry Potter series	2
Short Stories by Ruskin Bond	5
Geetanjali	10

Kindly send us the books at the earliest with the regular discount that we get from you, being your regular customer. The payment will be made by cheque. Besides, we will not be responsible for any damaged books or the books which are not in accordance with the order as above.

Thanking you

Yours sincerely

Ramesh Kumar

(Librarian)

- Q. 4. You are Ravikant, sports teacher of Sunshine Public School, Karol Bagh, Delhi. A month ago you placed an order for the supply of a few sports goods. So far you have not received the goods. Write a letter in 120-150 words to the Sales Manager, Olympic Sports F-12 Darya Ganj, Delhi requesting a speedy delivery of the goods.** [Comptt. Delhi Set I, 2015] 6

**Ans.** Sunshine Public School

Karol Bagh

Delhi

28 December, 20xx

The Sales Manager  
Olympic Sports  
F-12 Darya Ganj  
New Delhi

**Sub : Order Not Received.**

Dear Sir,

This is with reference to the order that we had placed against the cash memo 254321 on 14 Nov, 20xx. According to our terms and conditions, the order was to be delivered by Dec 15. But we are sorry to inform you that we still have not received the goods that we had ordered.

Keeping in view of our upcoming Sports Day, we would like you to deliver the order as soon as possible, or we will have to cancel the order and procure the goods from some other place.

Thanking you,

Yours sincerely

Ravikant

(Sports Teacher)

- Q. 6. You are Arun / Arti 12, Raja Road, Kanpur. You had ordered Ram Book Depot, 4 Mall Road, Delhi were for the supply of two books. You wanted to give them as a gift to a friend of yours. On receiving them you disappointed to find that the books are damaged. Write a complaint letter in 120-150 words to the Manager, about your problem.** [Comptt. Outside Delhi Set I, 2015] 6

**Ans.** 12 Raja Road

Kanpur

28 December 20xx

The Manager

Ram Book Depot

4 Mall Road

Delhi

**Sub : Damaged Goods Received.**

Dear Sir,

This is with reference to the order of two books that we had placed against the cash memo no. 254321 on 14 Nov. 20xx. We have received the order but we were very disappointed to see that the books are in a damaged condition. The cover pages are torn and some of the pages inside are also damaged.

Kindly make arrangements for returning the same and accordingly either send me fresh books or refund my money.

Thanking you

Yours sincerely

Arti

- Q. 7. You are the librarian of Amla Public School. You had placed an order for text books with Dhanpati & Sons. Since the books did not arrive on time, you have decided to cancel the order. Write a letter to the manager, Dhanpati & Sons, Chennai, cancelling the order.** [Delhi Set I, 2014] 6

**Ans.** Amla Public School

Chennai

7 April 20xx

The Manager

Dhanpati & Sons

Chennai

**Subject : Cancellation of order.**

Sir,

I would like to inform you that I had placed an order for text books for class IX to XII with you a month ago. I deeply regret to bring it to your notice that I have not received the books till date. Since the current academic session has started and students need to have the books, I hereby cancel the order due to the non-arrival of books in time.

Thanking you

Your sincerely

ABC

(Librarian)

[CBSE Marking Scheme, 2014]

- Q. 8. You are the Physical Education Instructor of All Saints School. You had placed an order for sports goods with Bat and Ball Enterprises. When the items arrived you found that some of them were defective. Write a letter to the Manager, Bat and Ball Enterprises, asking him to replace the defective items (125-150 words).**

[Delhi Set III, 2014] 6

**Ans.** All Saints School

Noida

18 May 20xx

The Manager

Bat and Ball Enterprises

New Delhi

**Subject : Defective sports goods**

Sir,

I wish to draw your kind attention towards the bulk order for the supply of cricket-kits, footballs, volleyballs and the nets which I received on 16th May 20xx. I regret to inform you that most of the sports goods received at our end are defective. Therefore, I request you to depute someone to attend to this complaint and replace the defective items as early as possible.

Thanking you

Your sincerely

Vishal Kobra

(Physical Education Instructor)

[CBSE Marking Scheme, 2014]

- Q. 9. You are Arman/Arpita of 14 M.G. Road, Pune. You had bought the text book, 'Vistas' for Class XII from a neighbourhood bookstore. After browsing through the book, you realized that a few pages were missing and the print overlapped on a few pages. Write a complaint letter in 125-150 words to the manager, Dawn Books, Lawrence Road, Chennai requesting him for a replacement or refund**

[Outside Delhi Set III, 2014] 6

**Ans.** 14 M.G. Road Pune

24 March 20xx

The Manager

Dawn Books, Lawrence Road

Chennai,

**Subject : Complaint for improperly printed book.**

Sir,

This is with reference to the improper printing of a text book 'Vistas' for class XII. I purchased this book from a neighbouring bookstore. When I returned home and browsed through this book. I was shocked to find that a few pages are missing and the print is overlapping on some pages, to such an extent that I cannot decipher the words.

I request you to replace this copy of 'Vistas' for class XII or refund the amount for the book, to the address provided below.

Yours sincerely

Arpita

**Q. 10. Write a letter of Lightways Sports, Amrapali, Thane, placing an order for sports articles (minimum 4) to be supplied to your school, ABC Matriculation School, Civil Lines, Poona. Sign as Ravi/Raveena, Sports Secretary.** [Delhi Set I, 2013] 6

**Ans.** ABC Matriculation School  
Civil Lines  
Poona  
April 12, 20xx  
  
The Sales Manager  
Lightways Sports, Amrapali  
Thane

**Subject : Order for sports articles**

Dear Sir,

With reference to your catalogue sent to us, we wish to place a bulk order for the supply of cricket-kits, volleyball nets, footballs, badminton racquets, lawn tennis balls, nets and other necessary sports accessories. It will be very kind of you if you could send your terms and conditions for the supply of the mentioned articles.

The particulars of items and the quantity to be supplied are given below :

S. No.	Particulars	No. of Items
1.	Cricket bats	2 dozen
2.	Cricket balls	2 dozen
3.	Gloves	4 dozen
4.	Pads	4 dozen
5.	Volleyball-nets	4 pieces
6.	Footballs	2 dozen
7.	Badminton racquets	2 dozen

Kindly let us know the discount you offer on bulk-purchase. We would also like to know the mode of payment. It goes without saying that defective and substandard articles will not be accepted. We would like to hear from you at the earliest.

Thanking you

Yours Sincerely

Ravi

(Sports Secretary)

**Q. 11. You are Nalini/Vishal, Hostel Warden, Zenith Public School, Kosikalan. Write a letter to the Sales Manager, Bharat Electronics and Domestic Appliances Limited, New Delhi, placing an order for a few fans, microwave ovens and geysers that you wish to purchase for the hostel. Also ask for the discount permissible on the purchase.** [Delhi Set III, 2013] 6

**Ans.** Zenith Public School  
Kosikalan  
  
15 March 20xx  
  
The Sales Manager  
Bharat Electronics and Domestic Appliances Limited  
New Delhi

**Subject : Placing an order for hostel**

Sir,

We are running an educational institute and we need the following items for our hostel urgently as the new school session is going to start from 1<sup>st</sup> April. I request you to quote your rates and terms of supply for the following items.

S. No.	Particulars	No. of Items
1.	Fans	20
2.	Microwave Ovens	10
3.	Geysers	25

If your rates and other terms and conditions suit us, we shall be pleased to send you the order. Therefore, kindly send the rates and the discount permissible on the gross purchase and also the terms of payment at the earliest.

Thanking you

Yours sincerely

Nalini

(Hostel Warden)

**Q. 12.** You are Anoop/Akriti, Baden Powel Senior Secondary School, Delhi. Write a letter to the sales manager of Aparna Publishing House, placing an order for the book (minimum 4 titles) for your school library. Invent the necessary details. [Delhi, Set II & III, 2013] 6

**Ans.** Baden Powel Senior Secondary School

Delhi

18<sup>th</sup> November 2016

The Sales Manager

Aparna Publishing House

415, Lakshmi Deep Building

Lakshmi Nagar

New Delhi

**Subject :** Order for books

Dear Sir,

This is with reference to the annual order of books to be placed on behalf of the school authorities. Please find below the details of the order of books required for the next academic session.

S. No.	Particulars	No. of Items
1.	first flight (X)	5
2.	Bee-Hire (VIII)	5
3.	The World of Numbers (II)	3
4.	General Science (V)	4

We have been ordering all our books from you for the last four years and there has never been any complaint. We hope that this time also there will be no complaint and the books will be in good condition as always.

Please deliver the books before 25<sup>th</sup> of February. If there is any problem or discrepancy in the order placed and if the books are not delivered in time, the order will automatically stand cancelled.

Thanking you

Yours sincerely

Anoop

### (C) For Making Enquiries

**Q. 1.** You want to spend a week-long holiday at Shimla in the month of October. You have decided to stay at Hotel Snowview. Write a letter in 120-150 words to the manager to book a room. Mention the dates, facilities in the room, food, sight-seeing facilities etc. you will need. You are Amar/Amrita, M-114, Lake Road, Karnal.

[Delhi Set I, 2017] 6

**Ans.** M-114, Lake Road

Karnal

March 09, 20xx

The Manager,

Hotel Snow View,  
Shimla

**Subject : Enquiry Regarding facilities**

Sir,

Through this letter of mine I wish to inform you that we are planning a week-long holiday at Shimla in the first week of October. We have decided to stay at your hotel. We would highly appreciate if you will furnish us the following details:

- a) Availability of rooms/suites
- b) sight-seeing facility
- c) Room-rent
- d) Any package/discount on the above dates.

Kindly let us know the above mentioned details as early as possible so that we can reserve one room in the hotel.

Thanking you

Yours sincerely

Amar

- Q. 2. 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 in 120-150 words to the Director, Sapphire Academy requesting him to provide you with all the necessary information. You are Karan / Kirti, 48, Fort Apartments, Pune. [Comptt. Outside Delhi Set I, 2015] 6**

**Ans.** 48, Fort Apartments

Pune

12 February, 20xx

The Director

Sapphire Academy

Dadar

Mumbai

**Sub : Enquiry about the Course for NIFT.**

Dear Sir,

Through this letter of mine, I wish to inform you that I have just passed class XII and now want to join NIFT. I have come to know that your institution gives coaching to qualify the admission test for NIFT. I would like to join the same. Kindly furnish me the following details :

- The duration of the course
- The fees
- The qualifications to join the course (if any)

If you have any printed material or brochure on the same, kindly send it to me at the above address.

Thanking you

Yours sincerely

Karan

- Q. 3. You would like to join NDA coaching classes. Write a letter in 120-150 words to the Director Model Coaching Centre, Andheri, Mumbai to enquire about the coaching classes for the next examination. Ask for all necessary details. You are Sunita / Suraj, 4 Grant Road, Dadar. [Comptt. Outside Delhi Set II, 2015] 6**

**Ans.** 4 Grant Road

Dadar

Mumbai

12 Feb., 2016

The Director

Model Coaching Center

Andheri

Mumbai

**Sub : Enquiry about the Coaching for NDA.**

Dear Sir,

With reference of advertisement in 'The Times of India' dated 10 February 20xx, I would like to inform you that. I have just passed class XII and now want to join NDA. I have come to know that your institution gives coaching to qualify the admission test for NDA. I would like to join the same. Kindly furnish me with the following details :

- The duration of the course
- The fees
- The qualifications to join the course (if any)

If you have any printed material or a brochure on the same, kindly send it to me on the above address.

Thanking you

Yours sincerely

Suraj

- Q. 4. "You are Neeta/Naveen of 43, Ram Nagar, Meerut, studying at a coaching centre in Lakshmi Nagar, Delhi. You need accommodation for yourself. Write a letter to the Manager of Paying Guest Service, 15 Aditya Complex, Lakshmi Nagar, Delhi inquiring about the details such as the type of accommodation, monthly charges facilities provided, etc. [Comptt. Outside Delhi Set II, 2015] 6**

**Ans.** 43, Ram Nagar

Meerut

26<sup>th</sup> January, 20xx

The Manager

Paying Guest Service

Delhi.

**Subject : 'Enquiry About Accommodation'.**

Sir,

Through this letter of mine I wish to inform you that I am a resident of Meerut and have joined coaching classes in Laxmi Nagar, Delhi. I wanted to enquire the availability of a room for a paying guest. If so, please let me know whether it is single or twin sharing. Besides this could you also send me the details regarding monthly charges, i.e., boarding and lodging. Kindly also let me know if there is 24 hour power-supply, mode of transport available and also if there are any shopping centres located close by and is it safe for to come during the night from my coaching centre ?

Hope that you will send me the details as soon as possible so that I can shift there at the earliest.

Thanking you

Yours faithfully

Neeta Vyas

- Q. 5. You are awaiting your class 12th results. Meanwhile, you would like to do a short term course on personality development. Write a letter to the Director, Personal care, Hyderabad, enquiring about the course details. You are Kailash/Kusum of 148, Model Town, Delhi (125-150 words) [Foreign, 2014] 6**

**Ans.** 148, Model Town

Delhi

28<sup>th</sup> August, 20xx

The Director

Personal Care

Hyderabad

**Subject : Enquiry about short term courses available.**

Sir,

Through your advertisement I have come to know that you provide a short term course on Personality Development. I would like to join it as I am awaiting my class 12th result and I am free for about three months. Kindly let me know the duration of the course, the fee structure, the number of student in each batch and any transport facility provided by you.

Kindly inform me at the earliest so that I can join the course immediately, without wasting time.

Thanking you

Yours sincerely

Kusum

- Q. 6. You are interested in doing a short-term course in computer graphics during your holidays. Write a letter to the Director, Easy Computers, enquiring about their short term courses and asking for all the necessary details. You are Naresh/Nandini.** [Delhi Set I, 2014] 6

**Ans.** 75, M.G. Road  
Kanpur

10 April 20xx

The Director  
Easy Computers  
Kanpur

**Subject : Information about short-term course in computer graphics**

Sir,

I came across your advertisement announcing a short term course in computer graphics. I have appeared in class XII this year and would like to do a short term course in computer graphics. Kindly give me the following information regarding this course :

- (a) The duration of the course
- (b) Eligibility criteria
- (c) Timings for the classes
- (d) Fee structure
- (e) Placement opportunities

I request you to send the reply at the earliest. A self-addressed and duly stamped envelope is enclosed for your ready reference.

Thanking you

Yours truly

Nandini

- Q. 7. You are Meera/Mohit, living at 1-M.G. Road, Mysore. You wish to pursue your graduation course in medicine in Russia. Write a letter to Sure Future Ltd. 3, Shajahan Road, New Delhi, seeking information about different universities in Russia offering the course you wish to pursue and the qualifying examinations for admission in those universities. Also mention your qualifications.** [Comptt. Delhi Set II, 2013] 6

**Ans.** 1, M.G. Road  
Mysore

26<sup>th</sup> June, 20xx

The Director  
Sure Future Ltd.  
3, Shajahan Road  
New Delhi

**Subject : Information on Russian Universities**

Dear Sir,

I am a class XII science student and will appear for the Board exam in the current year. After that I wish to pursue a graduation degree in medicine from Russia. From a lot of sources as well as from the internet, I have come to know that your organization is the leader in this field. It would be really kind if you could furnish me the details about the admission procedures of the various universities there, along with the relevant brochures at the above mentioned address.

Thanking you

Yours faithfully

Meera

- Q. 8. You are Keshav / Karuna, living at 1, MG Road, Mysore. You wish to pursue your post graduate course in management in Singapore. Write a letter to Sure Future Ltd., 3, Shahjahan Road, New Delhi, seeking information about different universities in Singapore offering the course you wish to pursue and the qualifying examinations for admission in those universities. Mention your qualifications. Also ask for job opportunities after the course.** [Delhi Set II, 2013] 6



**Ans.** 1, M.G. Road  
Mysore  
29<sup>th</sup> April, 2016  
The Director  
Sure Future Ltd.  
3, Shahjahan Road  
New Delhi

**Subject :** Information about universities in Singapore.

Dear Sir,

I am a B. Com. final year student and after that I wish to pursue a post graduation degree in management from Singapore. I have come to know about your organization from a lot of sources as well as from the internet. It would be really great if you could furnish me the details about the admission procedures to various universities there along with the relevant brochures at the above mentioned address. It would be kind on your part if you could send me the details of placement opportunities after these courses as well.

Thanking you

Yours faithfully

Keshav

### (D) Asking for Information

- Q. 1.** You are principal, Kendriya Vidyalaya, Ramnagar. The number of students in the computer class is increasing. Next year starting in April 2017, you will need 25 more computers in your lab. Write a letter in 120-150 words to the Commissioner, K.V. Sangathan for funds. [Delhi Set III, 2017] 6

**Ans.** Kendriya Vidyalaya  
Ramnagar – 110033

25<sup>th</sup> January, 20xx

The Commissioner,  
Kendriya Vidyalaya Sangathan,  
Ramnagar – 110022

Respected Sir,

**Subject :** Request for funds to buy twenty-five new computers

I, Ragini Joshi, the Principal of Kendriya Vidyalaya, Ramnagar, would like to bring to your notice that the number of students in the computer class is set to increase in the upcoming academic year beginning April 2017.

In order to cater to the rising demand of students, we will need to install twenty-five new computers in the lab. It is my humble request to kindly grant us a sum of 7 lakh INR so that the students can be tutored properly.

Thanking you in anticipation.

Yours truly

Ragini Joshi

- Q. 2.** 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 named "Education for All" for funds. Write her letter in 120-150 words. Her name is Shweta Pandit. [Outside Delhi Set I, 2017] 6

**Ans.** Mountview Public School  
Kalka

9<sup>th</sup> March 20xx

Shewta Pandit  
Chairperson  
Education For All

**Subject :** Funds for replacement of blackboards.

Dear Ma'am

Let me begin by thanking you for your past concerns for our school and students. You have given our children a chance to outshine in life. Now we have more students getting a chance to be educated.

Since we have so many children I had a request for you, I was wondering if you could replace our Blackboards. As they have been in use for 5 years now, they are not in a good condition anymore.

It would be our pleasure if you can fulfil our request like always.

Thanking you

Yours sincerely

Rima

## Type 2 : Letter to The Editor

- Q.1. Public demonstration causes a lot of disturbance in daily routine of common man. You almost missed your important entrance examination as people blocked the highway. As Tarun / Taruna, a student aspiring to be a doctor, write a letter to the Editor of The Times of India highlighting the need to discourage such demonstrations and disturbance by public on highways which causes a great loss of time and opportunity for many. (100-125 words)** [SQP 2018-19] 6

<b>Ans. Format -</b>	[1 mark]
(1. Sender's address, 2. date, 3. receiver's address, 4. Subject, 5. salutation, 6. Closing.)	
<b>Content -</b>	[3 marks]
<b>Expression :</b>	
Grammatical accuracy, appropriate words and spellings	[1 mark]
Coherence and relevance of ideas and style	[1 mark]
<b>Value Points:</b>	
Letter to the Editor	
– Introduction	
– What is the complaint about	
Loss of Public property, time and missing of important assignments, effect on EMERGENCY services.	
– urge the concerned deptt. to take action	

### Detailed Answer:

155 – A

Green Avenue

New Delhi

October 9, 20xx

The Editor

The Times of India

New Delhi

**Sub: INCONVENIENCE CAUSED TO PUBLIC DUE TO PROTEST & DEMONSTRATION**

Sir,

Through the columns of your reported newspaper, I wish to express my concern over the problem of demonstrations and strikes. The people who suffer the most with demonstrations and strikes are the common people. I myself became the victim of one such public demonstration; I could not reach my entrance exam for JEE on time and missed it. These strikes, protests, and demonstrations cause many inconveniences to people. Some of the many demerits of Strikes, protests, and Blockades are given below:

- The general flow of life is stopped. Vehicles, transportation system is halted.
- People face inconvenience.
- Supply of essential goods and services is affected.
- Sick people or critically ill people can't be moved from one place to another.
- Production of essential goods is affected.
- Public property is damaged.
- Schools, colleges, and universities are shut down.
- The poor people who earn their wages on daily basis don't get work and wages

Through the medium of your esteemed daily I appeal to people and the Government to join hands against each protests and strikes. If they have anything to protest they may do it peacefully, without resorting to violence, damaging public property, etc. The Government must also make strict rules and regulations against violent protests and strikes.

Thanking you.

Yours truly,

Taruna

- Q. 2. In our society we do not give to our women the respect and status that they deserve. Women are stared at, stalked and even molested. We need to change the male mindset about women. Write a letter in 120-150 words to the editor of a national newspaper giving your views on the problem. You are Omar/Amna, A-114, Mall Road, Delhi.** [Delhi Set I, 2017] 6

**Ans.** A-114, Mall Road  
Delhi

March 09, 20xx

The Editor  
The Times of India  
New Delhi  
Sir

**Subject : Safety of Women**

Through the columns of your esteemed newspaper, I would like to draw the attention of all well-learned citizens of the nation towards the increasing incidents of eve-teasing in our society. Whether it is a small girl or an aged lady or a college-or office-going woman, such incidents are creating a great sense of fear in the minds of all.

We do talk about women empowerment on a regular basis and ask every citizen of this nation to be a part of it. But unfortunately, even after repetitive gender sensitization campaigns, the people are not learning. Women are still considered as the second gender in the society. We do not realise that this gender makes up half of the population of the nation, and still feel unsafe in the Indian society.

India is now developing at a rapid pace and its society should develop accordingly. The fight for women's safety is not the fight of an individual or of a particular gender, but it is the fight of all humans. If the society fails to serve half of its population, its end is not far.

I request you to give some space to this letter of mine in your newspaper so that people may become aware and bring a change in the society.

Thanking you

Yours truly

Amna

- Q. 3. National Book Trust organised a week-long book fair at Anna Grounds, Chennai. You visited the fair and bought a few books. You were pleased with the arrangements, enthusiasm of the visitors and the fact that books have not yet lost their relevance in the world of the Internet. Write a letter in 120-150 words to the editor of a local newspaper to express your feelings. You are Lalit/Latha, 112, Mount Road, Chennai.**

[Outside Delhi Set I, 2017] 6

**Ans.** 112, Mount Road  
Chennai

9<sup>th</sup> March 20xx

The Editor  
Divya Chennai Co.  
Sir

**Subject : Relevance of books in today's world**

In the world where internet has conquered everyone it is very surprising to find people still interested in books. Going to a book fair and showing enthusiasm is remarkable indeed.

I recently attended a book fair organised by National Book Trust which was a week long, in Chennai itself. When I first went there I did not expect there to be a crowd at the book fair as nowadays very few people still read books after the release of e-books. But as I entered I could still see the excitement in the people. The arrangements were all perfect. The people there were all well-read and knew exactly the books that I might want to read. There were different kinds of books talking about different things.

After seeing this I felt people should know that the essence of reading from a book in your hand has still not gone. The different smell of each book is one of its kind which is not available in an e-book. It would be very kind of you if you can publish this in your newspaper.

Thanking you

Yours sincerely

Latha

112

Mount Road  
Chennai

March 6, 2017

The Editor  
The Daily Chennai Express  
603, Post Road  
Chennai

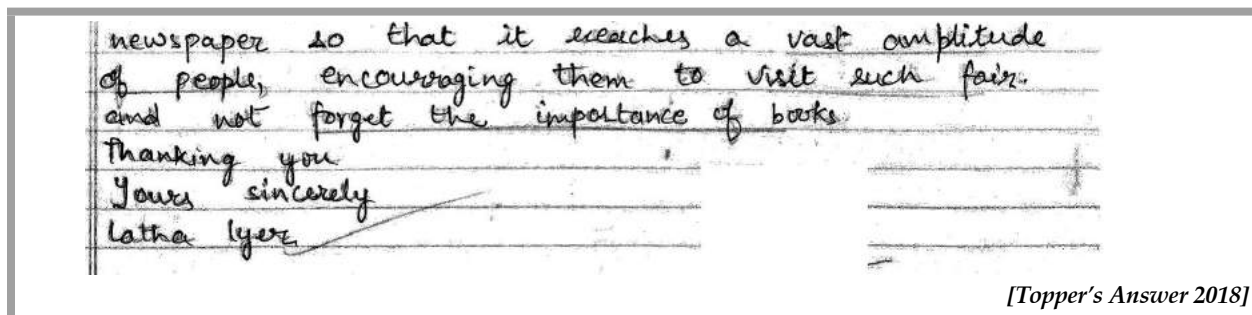
Subject: Book fair at Anna Grounds

Sir

I would like to bring to light, through your esteemed newspaper, the week long book fair that was held at Anna Grounds that was a huge success.

In the world of internet, books are slowly losing their importance, but the book fair held at Anna Grounds proved that there is no replacement for books. The week-long book fair was well organised. There was an appropriate place to park one's cars, and no chaos or confusion. A variety of book stalls filled the ground, ranging from fiction to non-fiction, kids' storybooks to biographies and autobiographies. The enthusiasm of the visitors was clearly visible. Book lovers keenly discussed the plots and writings of various authors and even the little ones were seen browsing through many books. There was even a stall for refreshments and various benches were placed throughout the ground to ensure that visitors could rest. The over-all ambience convinced everyone that books are indeed indispensable.

I hope my letter finds a place in your esteemed



**Q. 4.** Lack of job opportunities in the rural areas is forcing people to migrate to cities. Every big city thus has a number of slums in it. Life in these slums is miserable.

Write a letter in 120-150 words to the editor of a national newspaper on how we can improve the living conditions in these slums. You are Karan/Karuna, M114, Mall Road, Delhi. [Delhi Set I, 2016] 6

**Ans. Value Points :**

[LETTER TO EDITOR – MISERABLE CONDITION OF SLUMS]

**Problem :**

- pathetic living conditions
- survival difficult
- (lack of education, hygiene
- burden on resources)

**Causes :**

- migration from rural areas
- overcrowding / poverty

**Solutions :**

- discourage migration / create opportunities in rural areas
- adoption of slums by NGOs
- create awareness through media
- government policies and better infrastructure
- health and sanitation (Any other relevant points)

(Any three points) [CBSE Marking Scheme, 2016]

**Detailed Answer :**

M/114, Mall Road  
Delhi  
March 5, 20xx  
The Editor,  
The Tribune  
New Delhi

**Sub : Miserable Life Conditions in Slums.**

Sir,

Through the columns of your esteemed newspaper, I would like to draw the attention of the readers towards the miserable life of the slum dwellers in big cities like ours.

People from rural areas come to cities in search of jobs. As a result, big cities have a large number of slums. These slums present a despaired, diseased and troubled state of people in relation to their education, accommodation, progress, advancement and future prospects. The slum-dwellers suffer from poor health, hygiene and lack of employment. Poverty looms on their withered and skinny faces. They dwell in cramped holes.

Keeping these hard conditions in view, I appeal to all the citizens especially to the teachers, intellectuals as well as the concerned authorities to come forward to improve their poor living conditions and to work for the education of their children by putting aside different types of social inequalities as all human beings have the right to live and breathe equally.

Thanking you

Yours sincerely

Karuna

- Q. 5. Along with air and water pollution, our cities are also under an attack of noise pollution. Marriage processions, DJs during wedding receptions, loud music from neighbourhood flats etc. are all sources of noise which is not good for the old, the ailing and the students. Write a letter in 120-150 words to the editor of a local newspaper describing the problem and making a request to the concerned authorities to solve it. You are Karan/Karuna, M 114, Mall Road, Delhi.** *[Outside Delhi Set I, 2016] 6*

**Ans. Value Points :**

[LETTER TO THE EDITOR– NOISE POLLUTION]

**Problem :**

- sufferers - old, patients, students etc.
- affects both health and behaviour
- damage to psychological health
- causes hypertension, high stress levels, hearing loss, disturbed sleep
- other harmful effects
- lack of urban planning increases exposure to unwanted sounds
- request to authorities to solve problem (**Any other relevant details**)

*[CBSE Marking Scheme, 2016]*

**Detailed Answer :**

M114, Mall Road

Delhi

24 November 20xx

The Editor

Times of India

New Delhi

**Sub : Noise Pollution.**

Dear Sir,

Through the column of your esteemed daily, I would like to draw the attention of the concerned authorities towards the problem of Noise Pollution.

Besides air and water pollution, the capital city is also struggling with noise pollution but no one is paying attention to it. DJs playing music during parties, marriage processions or just loud music from neighbouring flats cause a lot of disturbance to the people in the surrounding areas. What is fun to some is an unbearable disturbance for others.

Noise pollution not only leads to psychological problems like stress, anxiety, etc. but also to health problems. It is seen that the performance of school going children and the health of the senior citizens are also adversely affected by it.

We need to be aware of this fact and should do something about it. The authorities must take it up as a serious issue and do the needful to solve the problem. Besides this, in general, making legislation, educating and creating awareness among the people is required for the control of any kind of pollution.

Thanking you

Yours sincerely

Karan

- Q. 6. It gives you a good feeling when you read in the newspapers about how patients from abroad come to hospitals in India and get themselves treated at a fraction of the expenses they would have incurred elsewhere. Write a letter in about 120-150 words to the editor of a national daily describing the importance of medical tourism for India. You are Karan/Karuna M 114, Mall Road, Kanpur.** *[Outside Delhi Set II, 2016] 6*

**Ans. Value Points :**

[LETTER TO THE EDITOR– IMPORTANCE OF MEDICAL TOURISM FOR INDIA]

**Importance of medical tourism for India :**

- cost effective and efficient medical sector
- skilled physicians and nursing practitioners
- world class medical facilities and infrastructure
- comprehensive solution for all medical needs
- alternative treatment and therapies

- earns foreign exchange
- improves relations with other countries
- enhances image of India (**Any other relevant details**)

(Any three) [CBSE Marking Scheme, 2016]

**Detailed Answer :**

M-114

Mall Road

Kanpur

24 February 20xx

The Editor

The Times of India

Delhi

**Sub : Importance of Medical Tourism.**

Dear Sir,

Medical tourism is a novel and trendy concept. By it we mean medical and surgical services availed by the tourists while vacationing or travelling in another country. India is the hottest and the most sought after emerging destination catering to the vastly flourishing medical tourism industry.

It is good to know that people from all walks of life cut across the entire span of the globe to travel to India for their treatment, in order to experience the most competent and world class medical services. India has some of the most highly qualified and experienced physicians in the world. The medical facilities present in the high end hospitals of India are at par with the facilities present in the hospitals in Western countries. Hospitals are equipped with the latest technology and the physicians have super-specialization in their respective specialities. In addition to the allopathic and modern medicine, India boasts of several other traditional medicine options like ayurveda, naturopathy, homeopathy, unani and yoga-cure.

The cost saving on medical expenses is huge as compared to the Western countries and is one of the biggest motivating factors for people who travel all the way to seek treatment in India. For example, the cost of an effective knee surgery is almost 40-60% lesser in India than that in the US, even if we include the stay in the hospital, tests, surgeon's fee and transportation costs to and fro from India.

We hope that this trend continues and Medical Tourism keeps flourishing in India in the times to come.

Thanking you

Yours sincerely

Karan

**Q. 7. When cricket teams go abroad the members are allowed to take their wives, even friends along with them. Does this fact distract them or help them to focus on their game in a better way ? If it is good, why don't we allow our athletes to enjoy the same privilege ?**

**Write a letter to editor of a national daily in 120-150 words giving your views on the issue. You are Navtej/ Navita, M-144 Mount Kailash, Kanpur.** [Delhi Set I, 2015] 6

**Ans.** M-114 Mount Kailash

Kanpur

April 12, 20xx

The Editor,

The Times of India

New Delhi

**Sub : Should sportsmen be accompanied by family and friends when they go abroad officially ?**

Dear Sir,

It has become a common practice for all the cricketers these days to take their family and friends along with them whenever they go abroad for their official trips. I wonder if this is good.

I believe that this will distract them from their goal as they will be more occupied with family and friends rather than focusing on their practice sessions and game. I am afraid the trips will be more like fun-filled holidays rather than official tours and this will definitely affect their performance. And let us not forget that on their performance depends the country's pride and dignity.

On the other hand, if the officials feel that it actually helps them in focusing on their game, then may we ask why the same privilege is not given to our athletes. The rules should be the same for everyone and there should be no discrimination between sportsmen.

I hope that the sports bodies will take the issue under consideration and give it a serious thought.

Yours sincerely

Navtej

**Q. 8. Recently you went to your native village to visit your grandparents. You saw that some of the children in the age group 5 - 14 (the age at which they should have been at school) remained at home, were working in the fields or simply loitering in the streets.**

**Write a letter in 120-150 words to the editor of a national daily analysing the problem and offering solutions to it. You are Navtej/Navita, M-114 Mount Kailash, Kanpur. [Delhi Set I, 2015] 6**

**Ans.** M-114 Mount Kailash

Kanpur

April 12, 20xx

The Editor,

The Times of India

New Delhi

**Sub : Children missing the school**

Dear Sir,

It is disheartening to see that many of the children in our country still do not go to school and rather spend their childhood working.

A few days ago, I visited Singhpur village, my grandfather's native place. I was very disappointed to see that children in the age group of 5-14 were working in the fields or simply loitering on the streets. The parents, instead of sending them to the school, prefer to make them work. They do not realise how important education is for the future of their children and the country.

It is very essential that the people in rural areas are made aware of the importance of education and towards the efforts made by the government. The programmes of 'Compulsory Education for All' or 'mid-day meals' should be made known to them. Apart from that, there should also be efforts to educate the adults of that area. Only when they are educated and aware, they will realise the value of education and send their children to school.

I hope all the children in our country will go to school and the dream of hundred percent literacy in India will become reality.

Thanking you

Yours sincerely

Navtej

**Q. 9. On Teacher's Day, you read in a newspaper that privately owned and managed schools in small towns or even in the suburbs of metropolitan cities exploit their teachers by paying them just a fraction of their authorised salaries. This affects their performance in the classroom and thus the lives of their students. Write a letter in 120-150 words to the editor of a national daily raising your voice against such exploitation. Suggest ways to solve this problem. You are Navtej/Navita, 112 Taj Road, Agra. [Outside Delhi Set I, 2015] 6**



**Ans. (LETTER TO THE EDITOR–EXPLOITATION OF TEACHERS)**

**Suggested Value Points**

- private schools becoming business minded
- not enough appreciation for teacher's contribution
- pay fraction of their authorised salaries
- no perks and allowances
- leads to demotivation and loss of interest in work
- affects performance in classroom
- difficult to get and retain quality teachers

**Suggestions :**

- government to ensure that such schools pay salaries as per govt. fixed pay scales
- school authorities to be more humane
- good salary will draw good and competent teachers
- payment through banks
- government agency to monitor salary and perks **(Any other relevant points)** [CBSE Marking Scheme, 2015]

**Detailed Answer :**

112, Taj Road,  
Agra  
April 12, 20xx  
The Editor,  
The Times of India  
New Delhi

**Sub : Exploitation of Teachers.**

Dear Sir,

The news item in your esteemed newspaper on the exploitation of teachers in private schools was not only shocking but also sad. Nothing can be worse to know that the teachers, who dedicatedly teach the future generations of the country, themselves are victims of such kind of exploitation. It is not surprising that on being paid such low salaries, in fact, being paid a fraction of their authorised salaries, that also without any perks and allowances, they become demotivated and lose interest in their work and this affects their performance in their classrooms. In such conditions, it is difficult to get and retain quality teachers. It also gives rise to the tuition culture which is affecting our education system badly.

The government must keep a strict check on these schools and make sure that the teachers are paid their authorised salaries as per the govt. fixed pay scales. The govt. agencies should monitor teachers' salary and perks, given by school. School authorities should be humane in their duties towards their teachers. If they give good salary to teachers, only then will they draw competent teachers. They should pay salaries through banks to ensure that everything is in black and white. The teachers themselves should unite and fight against such injustice and complain about such employers. It is when these 'guiding lights' are given their due share, that the nation will be enlightened. I hope that the scenario will change soon and our teachers will get what they deserve.

Thanking you

Yours sincerely

Navtej

**Q. 10. You are Navtej/Navita, Secretary, Environment Club, Akash Public School, Agra. You, along with a group of students, went on a 3-day tour to Corbett National Park. You found how the tourists abuse the available facilities and thus endanger the environment. Write a letter in 120-150 words to the editor of a national daily highlighting the situation. Suggest ways through which the environment of the Park can be saved.**

[Outside Delhi Set I, 2015] 6

**Ans. Suggested value points**

- tourism – largest industry worldwide
- adding to degradation of parks
- harms environment in many ways
- trampling vegetation
- littering in places
- disturbing wildlife
- vehicles parked in prohibited areas

(Any three points)

**Solution :**

- limiting visitors / vehicles
- educating tourists on the issue
- taking help of local people
- penalty for abuse of facilities, laws
- increase in patrolling by forest guards
- increase staff and stricter implementation
- limit noise pollution
- use of non-polluting fuel

(Any three points) (Any other relevant details) [CBSE Marking Scheme, 2015]

**Detailed Answer :**

Akash Public School

Agra

April 12, 20xx

The Editor,

The Times of India

New Delhi

**Sub : Abuse of Facilities at National Park.**

Dear Sir,

It is both disheartening and disappointing to see that even today when the entire world is gearing up to save the environment, there are still some people who do not care about it.

A few days back, a group of students from our school went to Corbett National Park. We were shocked to see the way tourists were abusing the facilities there and endangering the environment further. In spite of a ban on lighting a fire, we saw people carelessly lighting matchsticks to light their cigarettes in the forest. Also, heaps of polythene on the roads was proof enough of people's callousness towards the environment. One could also see the tourists throwing garbage in the water bodies used by animals to drink water.

We expect the tourists to be more responsible. It is very essential that security of the Park is raised and any littering of polythene or form of garbage is checked. In fact, tourists should be checked before entering the sanctuary and no such things should be permitted inside.

I request you to publish this letter in your newspaper so that the authorities and the tourists both wake up to this fact soon-that if we threaten our environment we threaten our own existence.

Thanking you

Yours sincerely

Navtej

(Secretary)

- Q. 11. You are Amit/Amita staying at Sunrise Apartments, Gymkhana Road, Pune. The main road leading to this colony has three open manholes causing frequent accidents at night. The street light is also not available. Write a letter to the Editor of "The Times of India" expressing your concern about the apathy of the authorities towards this situation. Also suggest ways to mobilize city dwellers, with the help of school children, for the cause for safe roads.**

[CBSE SQP, 2014-15] 6

**Ans.** Sunrise Apartments  
Gymkhana Road  
Pune.  
20<sup>th</sup> July 20xx  
The Editor,  
The Times of India  
Delhi.

**Sub. : Problems Due to Open Manholes.**

Sir,

Through the column of your esteemed daily newspaper, I would like to draw the attention of the Municipal Commissioner towards the problems faced by the residents of our colony due to open manholes.

These have become a cause of frequent accidents, especially at night. Non-availability of the street lights adds to the miseries. The concerned authorities have been contacted many times but to no avail.

To avoid any fatal accident, the manholes should be closed immediately. City dwellers and school going children can also help in keeping the roads safe by not throwing garbage on the roads and not leaving stones and bricks here and there. They should also drive slowly and safely.

Kindly give space to this letter of mine so that the concerned authorities become aware of it and take some quick and positive action.

Thanking you

Yours sincerely

Amit

- Q. 12. You are Navid/Nafeesa of 10, Nehru Nagar, Ahmedabad. The 60-foot-wide main road in Nehru Nagar Market remains congested throughout the day because of massive encroachments on both sides of the road causing a lot of inconvenience to pedestrians, especially children and women. Write a letter to the editor of a national daily newspaper requesting him to highlight the problems faced by the residents, giving concrete suggestions for improving the situation.** [Comptt. Delhi-II, 2014] 6

**Ans.** 10, Nehru Nagar,  
Ahmedabad  
7 October, 20xx  
The Editor,  
The National Herald  
Ahmedabad

**Subject : Roadside Encroachments Cause Traffic Problems**

Sir,

Through the columns of your esteemed newspaper, I would like to highlight the problems of traffic that are caused due to the roadside encroachments.

There is a problem of encroachment on the main road in Nehru Nagar Market. The roadside vendors occupy all the pedestrian footpaths by setting up shops and by displaying their goods. Sometimes they set up their carts on roadside thus leading to road blocks. As a result, there is no place for pedestrians to walk. A lot of inconvenience is caused to them, especially to the children and women.

I would request you to publish articles in your newspaper to make the authorities aware of the problem and to urge them to take actions to solve it.

Thanking you

Yours sincerely

Nafeesa

- Q. 14. Your town has been badly hit by floods due to enormous rains. Write a letter to the editor of a national daily giving a detailed account of the loss of life and property. Also make an appeal to the people and the government to provide help and succour to the afflicted. You are Sucheta/Sunil, 15, Tilak Nagar, Murshidabad.**

[Comptt., Outside Delhi-I, 2013] 6

**Ans.** 15, Tilak Nagar  
Murshidabad  
12 August, 20xx  
The Editor,

*The Times of India*

*Murshidabad.*

**Subject : 'Relief for flood victims'**

*Sir,*

*Through the columns of your reputed newspaper. I wish to draw your attention towards enormous rains that have caused floods in our area. There has been a great loss of life and property. People and animals have perished. Crops have been completely destroyed. There is no place left for those who have survived. Relief measures such as food and water are insufficient.*

*There is a great need for improving disaster management programmes. It should work to promote public health, safety and general welfare and to minimize public and private losses due to floods.*

*The government and NGOs should come forward to supply more survival kits which should consist of hygiene kits, blankets, medicines, etc. There is an urgent need to reach out to the affected families.*

*Hoping to receive generous support from all at the earliest.*

*Thanking you*

*Yours sincerely*

*Sunil*

- Q. 14. Despite all the incentives the government is providing to encourage education of the girl child, the number of girls in the rural schools is not rising to the desired level. Write a letter to the editor of a national daily giving your views on the problem. Make a few suggestions on how the situation can be improved. You are Rani/Raj, 121 Bank Street Kanpur. [Comptt., Outside Delhi Set I, 2013] 6**

**Ans.** 121, Bank Street

*Kanpur*

*23 March 20xx*

*The Editor,*

*The Times of India*

*Kanpur*

**Subject : Educating the girl child**

*Dear Sir,*

*Through the columns of your esteemed newspaper. I wish to draw the attention of one and all towards lesser girls going to schools.*

*Today's girl child will be the mother of tomorrow. As a mother she can give her child a sound nursing and capable upbringing. At the micro level, educated woman help in making the whole family, including the older family members, understand the values and importance of education, and at the macro level, educated women add to the social and economic development of the nation.*

*Women's social conditions started deteriorating with the passage of time. Instead of being provided with education, they were being subjected to sufferings under the Purdah System and due to practices like child marriage. In some states female infanticide is prevalent even today. A new culture of the elimination of female foetus has gradually become rampant. Discrimination between the education of girls and boys is common in rural areas. Things are changing, though slowly, but steadily gradually but slowly.*

*The various awareness programmes launched by the government for encouraging girls' education, have played a positive role in this direction but the result is not up to the desired level. Education for a girl child means making the next generation well-educated, full of virtues, free from the useless superstitions, confident and capable to do something good for the family, for the society and for the country as a whole.*

*So it is perfectly true that educating a girl child means educating a family. Development cannot be accelerated unless girls are given right education in the right direction.*

*I hope that the concerned authorities will take effective steps to check this.*

*Thanking you*

*Yours sincerely*

*Raj*

- Q. 15. Cases of drunken driving by the youth leading to casualties are on the rise in the metropolitan cities of India. You feel concerned. Write a letter to the editor of a national daily giving your views on the problem. Offer suggestions on how this evil can be curbed. You are Rani/Raj, 121 Bank Street, Ramnagar.**

[Comptt., Outside Delhi Set I, 2013] 6

**Ans.** 121, Bank Street  
Ramnagar  
28 March, 20xx  
The Editor,  
Hindustan Times  
New Delhi

**Sub : Increasing Cases of Drunken Driving**

Dear Sir,

Through this letter of mine, I would like to draw everyone's attention towards increasing cases of drunken driving. Each year numerous lives are lost due to careless and irrational driving. The disregard for safe driving has been a major predicament for the country over the years. For many years the police have relied heavily on speed cameras, breath analyzer tests and heavy fines as deterrents against unlawful drivers, but still over the years, the fatality rate has increased.

Teenagers are the greatest victims of this. Most of the times, they see it as fun and get carried away without realizing the consequences. They are not in denial mode when it comes to being too intoxicated to drive. Intoxication implies a loss of motor control, judgement ability and reduced inhibition that can easily occur in adolescents with the intake of even a relatively small amount of alcohol. Unfortunately, many make the decision to get behind the wheel of a car while intoxicated and the result is obvious. Driving under its influence has become the leading cause of death in young adults, aged fifteen to twenty-four years.

Educating people about the ramifications of drinking and driving may lower the future number of violators and victims. Besides that, strict checking by the govt. will also discourage people from drinking and driving. Friends and relatives must be aware and should be ready to help in this matter. They can offer to drive and discourage the drunken person from driving.

We need to check this problem before it destroys individuals, families and societies. Let's nip it in the bud before it is too late.

Kindly publish this letter of mine in your newspaper so that everyone may become aware of it.

Thanking you.

Yours sincerely

Rani

- Q. 16. Government schools in metro cities have big playgrounds. They run in double shifts: morning for girls and afternoon for boys. As a result, the sportsperson can't find enough time to make proper use of the grounds. Write a letter to the editor of a national daily raising the issue. Offer some suggestions. You are Rani/Raj, 121 Bank Street, New Delhi.**

[Comptt. Outside Delhi Set II, 2013] 6

**Ans.** 121, Bank Street  
New Delhi  
23 March 20xx  
The Editor  
The Times of India  
New Delhi

**Sub : Playgrounds For Sports Persons.**

Dear Sir,

If you go through the manifestos of almost all the major political parties, all of them harp on the same issues like waterlogging and cleanliness. Unfortunately, none, including the independents, put in a word about creating more playgrounds. There are no sportsgrounds in government schools in the metros where talented children can groom themselves into sportspersons. If they have, the timings are divided between the boys' shifts and the girls' shifts and deserving children do not get sufficient time to practice.

Every school should have a playground in proportion to their strength, and enough time should be allotted so as to ensure that students get enough exposure to sports. Lack of exposure will lead to lack of aptitude to play. Authorities should make sure that the right infrastructure is available to students.

Besides providing sports personalities with the exposure, having the right facilities will improve the student's health benefits as well.

No place can develop by depending only upon the central or state government. I hope the local govt. authorities will become aware after reading this letter in your newspaper and look into the matter as it is the local government which is responsible for the all-round development of a city.

Thanking you

Yours sincerely

Raj

- Q. 17. You are Keshav/Karuna, living at 1-M.G. Road, Bengaluru. You are very much concerned about the bad state of roads in the city. Write a letter to the Editor of a newspaper expressing your concern over the problem faced by the commuters and giving suitable suggestions to solve the problem. [Comptt. Delhi Set I, 2013] 6**

**Ans.** 1, M. G. Road,

Bengaluru

20<sup>th</sup> July 20xx

The Editor,

The Deccan Times

Bengaluru

**Subject : Broken Roads Create Havoc**

Dear Sir,

Through the column of your esteemed newspaper, I would like to draw the attention of the Public Works Department and the municipality towards the poor condition of roads in our city. Our city is a growing metropolitan, with people coming from across the globe to conduct business.

The roads not only make commuting difficult but also put us to shame. There are huge pits in the road and the roads are broken at a lot of places for long stretches. There are not only huge garbage dumps, but also vendors selling their wares on the roadside, which add to the misery.

The city authorities should immediately pay attention towards the same and keep repairing the roads when required and not wait for them to get into a dilapidated situation.

Kindly help in drawing the attention of the authorities.

Thanking you

Yours sincerely

Keshav

- Q. 18. You are Reema/Rohit, living at 1-M.G. Road, Perambalur. You are very much concerned about the frequent and inadequate supply of electricity in the town, which has never happened so badly in the past. Write a letter to the editor of a newspaper throwing light on the gravity of the situation, expressing your concern over the problems faced by the people and giving suitable suggestions to solve the problem. [Comptt. Delhi Set II, 2013] 6**

**Ans.** 1, M.G. Road,

Perambalur

25<sup>th</sup> June, 20xx

The Editor,

The Deccan Times

Perambalur

**Subject : Insufficient Electricity Supply.**

Dear Sir,

Through the column of your newspaper, I would like to draw the attention of the State Electricity Board to the fact that city remains in the dark for many hours at a stretch and that too very frequently. This has never happened before. The lives of people have become miserable because in today's date, people are dependent on electricity for everything. Since there is no electricity, there is a shortage of water also. The household budget also has gone haywire because food items get spoilt because of lack of electricity.

The electricity board should repair lines and take strict measures against electricity theft so that the public in general need not suffer.

It is a matter of great concern and needs urgent attention.

Thanking you

Yours sincerely

Reema

- Q. 19. You are Keshav/Karuna, living at 1-M.G. Road, Perambalur. You are very much concerned about the poor quality and inadequate supply of drinking water in the town. Write a letter to the Editor of a newspaper expressing your concern over the problems faced by the people and giving suitable suggestions to solve the problems.**  
[Comptt. Delhi Set III, 2013] 6

**Ans.** 1, M.G. Road  
Perambalur  
26<sup>th</sup> August, 20xx  
The Editor,  
Deccan Herald  
Perambalur

**Subject : Inadequate and Poor Water Supply.**

Dear Sir,

Through the column of your esteemed newspaper I would like to draw the attention of the authorities to the fact that water is a basic necessity of life and the people of Perambalur are not being provided with even that. The water supplied is not enough, as the taps run dry for two days at a stretch. And when water is supplied, it is stinking and yellow in colour. This is causing rampant diseases and health issues also.

It's high time the authorities looked into it and improved the water supply of the city.

Thanking you

Yours sincerely

Keshav

- Q. 20. Day by day lavish weddings are becoming more and more fashionable. Hotels, farm houses and banquet halls are booked months in advance. Even lower middle class families are entertaining thousand plus guests. Write a letter to the editor of a national daily advocating simple weddings. You are Rani/Raj, 121 Bank Street, Kanpur.**  
[Outside Delhi Set I, 2013] 6

**Ans.** 121, Bank Street  
Kanpur  
23 March, 20xx  
The Editor,  
The Times of India  
Kanpur

**Sub : Wastage in the form of weddings**

Dear Sir,

Through this letter of mine I wish to draw the attention of one and all towards lavish weddings

Several crores are spent on weddings and the reason often cited is that it is a once in a lifetime moment. Those who can afford such extravagant displays of wealth are making it difficult for those who cannot. On one hand, we blame the government for increasing prices everywhere. We complain about the rising petroleum prices, we hold protests against the government for the reason that our lives are being affected because of the rise in the prices but on the other hand we turn into spendthrifts when it comes to weddings.

The problem is that we have a very casual approach to the problem. We have accepted this lousy practice as something that needs to be followed and we lose our hair worrying from where to arrange money to afford this type of marriage but we don't even think that this is something that should be redundant.

There is absolutely no way we can justify such extravagant spending on weddings. It's high time we should touch base moved to simple wedding system. Some of the regions in the country have initiated this practice.

I request you to publish this letter of mine in your reprinted newspaper so that people may think of arranging simple wedding and not wait money.

Thanking you

Yours sincerely

Rani

- Q. 21. Marriage processions are expressive of our joy on a happy occasion. But of late they have become very noisy. They cause traffic jams, particularly during auspicious days of marriages they become public nuisance. Write a letter to the editor of a national daily giving your views on the problem. Offer some suggestions. You are Rani/Raj, 121 Bank Street, Ramnagar. [Outside Delhi, Set III, 2013] 6**

**Ans.** 121, Bank Street  
Ramnagar  
23 March 20xx  
The Editor,  
Times of India  
New Delhi

**Sub : Wedding Processions a Public Nuisance.**

Dear Sir,

Indian weddings are known for their grandeur and fanfare and marriage processions form an important part of them. Yes, celebrations such as wedding processions are required and I understand that the people concerned really enjoy that. However, what I don't understand is why are they becoming a public nuisance to people who are nowhere related to the particular celebration?

Once in a while, one can be late to office/miss an important meeting, etc., but what about emergency vehicles that have to pass through the route on which such a procession is being conducted?

These traffic jams are common during auspicious days because of marriage processions. Apart from that, noise and brawls on roads have also become a common sight during marriage days.

In our celebrations we must not forget that our enjoyment should not become a cause of inconvenience to someone else. The processions should be kept away from main roads and allowed only on the by-lanes and for short distances. There should also be a time constraint. The Indian-weddings should not be at the cost of others' lives and emergencies.

Kindly give space to this letter of mine in your newspaper to spread awareness amongst people.

Thanking you

Yours sincerely

Rani

- Q. 22. As a regular commuter by bus from Noida to Delhi, you have been witnessing rash driving by the bus drivers daily without an exception. Write a letter to the Editor, 'The Times of India' drawing the attention of the General Manager, Delhi Transport Corporation to this problem. You are Priti/Prakash 15, Udyog Vihar, Noida. [Delhi Set I, 2013] 6**

**Ans.** 15, Udyog Vihar  
Noida  
18<sup>th</sup> April, 20xx  
The Editor  
The Times of India  
New Delhi

**Subject : Rash driving by the bus drivers**

Dear Sir,

May I draw your kind attention towards the crossing near Udyog Vihar at Noida Road, which is always busy. Earlier the road was not busy but last month due to the inauguration of the New Grain Market and the opening of two educational institutions, the road has become too busy to cross it conveniently. Minor or serious accidents happen twice or thrice a week. This is due to rash driving by bus drivers. The vehicles run very fast without caring about the cyclists and pedestrians. The growing number of vehicles transporting the grains in season add on to the problem. It would be a good idea to create awareness regarding traffic rules in that area. Strict measures should be taken against those who violate these rules.

I would like to request you to highlight this problem in the column of your newspaper so that the related authorities can take necessary measures to curb this problem at the earliest.

Thanking you

Yours faithfully

Priti



- Q. 23.** 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. You are Shantha/Suresh, 12 M.G. Road, Chennai. [Delhi Set II & III, 2013] 6

**Ans.** 12 M.G. Road

Chennai

12<sup>th</sup> March, 20xx

The Editor,

The Hindu

Chennai

**Subject :** Stray Animals On Roads

Dear Sir,

Through the column of your esteemed newspaper, I would like to highlight the problem of traffic that is caused due to stray animals. These animals cause traffic jams as well as accidents.

This is the problem being faced in almost all the major and important roads of markets. These animals occupy all the footpaths, meant for pedestrians to walk on. Usually animals squat there and in the middle of the road.

Though I have already written to the concerned authorities yet no action has been taken so far. I would request you to publish this article in your newspaper to draw the attention of the Municipal Commissioner, Chennai and to urge the concerned authorities take action to solve it.

Thanking you

Yours sincerely

Suresh

- Q. 24.** You are Kamini/Kamal of 10 Civil Lines Extension, Chanakyapuri, New Delhi. The main road leading to your locality has three open manholes causing frequent accidents at night, especially during the rainy season. Write a letter to the editor of the 'Times of India' drawing attention of the Municipal Commissioner to this problem of the residents. [Delhi Set II & III, 2013] 6

**Ans.** 10 Civil Lines Extension

Chanakyapuri

New Delhi

28<sup>th</sup> April 20xx

The Editor,

The Times of India

Delhi

**Subject :** Manholes Leading to Rampant Accidents.

Dear Sir,

Through the columns of your esteemed newspaper, I would like to draw the kind attention of the municipal corporation towards the three open manholes, right in the center of the main road leading to our locality in Civil Lines area.

These manholes are situated at the prime location and therefore, over the last one week a lot of accidents have happened because of the same. Also, due to the arrival of monsoons, the situation has become more dangerous and demands immediate attention. These manholes also have standing water which is now causing diseases in addition to the accidents.

We have filed many complaints but all of them seem to have fallen on deaf ears. I hope you will publish my article in your esteemed newspaper and help induce the authorities to take the necessary action.

Thanking you

Yours truly

Kamal

- Q. 25.** Recently you travelled from Bangalore city to Vasco in Vasco Express. To your dismay, you found that the coach was infested with cockroaches. Write a letter to the Editor, 'The Hindu' drawing the attention of the General Manager, Southern Railways, to the prevailing unhygienic conditions and asking for remedial action. You are Saroj/Saran, 5/31 Bangalore Cantt., Bangalore. [Outside Delhi Set I, 2013] 6

**Ans.** 5/31,

Bangalore Cantt.

Bangalore

15<sup>th</sup> April 20xx

The Editor,

The Hindu

Bangalore

**Subject : Prevailing Unhygienic Condition in a Train Coach**

Dear Sir,

Through the column of your esteemed newspaper I want to draw the attention of the General Manager, Southern Railways towards the prevailing unhygienic conditions in the train coach of Vasco Express.

Two days ago I travelled from Bangalore city to Vasco in the Vasco Express. To my dismay I found that the coach was infested with cockroaches. There was lack of cleanliness. The toilets had not been cleaned and food was also left uncovered. I was very upset to see the prevailing conditions. So I want the erring staff to be reprimanded.

There should be a regular check and inspection so that staff may set in towards right direction.

Kindly highlight this problem in your newspaper to make the concerned authorities become aware of it.

Thanking you

Yours faithfully

Saroj

- Q. 26. Recently you travelled in a state transport bus from Chennai to Thiruvallavur and to your shock air-conditioning in this coach was not working properly. The quality of the maintenance of the bus was also not good. All the way you spent time in unbearable heat. Write a letter to the editor of 'The Hindu' drawing the attention of the General Manager (maintenance) for taking action in this matter. You are Hema/ Ganesh, 25, Avadi, Chennai.** *[Outside Delhi Set II, 2013] 6*

**Ans.** 25, Avadi

Chennai

5<sup>th</sup> January 20xx

The Editor,

The Hindu

Chennai

**Subject : Pathetic Condition of State Transport**

Dear Sir,

Through the column of your esteemed newspaper, I would like to draw the attention of the General Manager (maintenance) towards the pathetic state of the State Transport.

My last journey from Chennai to Thiruvallavur was a nightmare. Not only were the air conditioners not working properly but the maintenance of that A. C. bus was also unimaginably bad. Even after paying for an air-conditioned and comfortable journey, passengers had to deal with unbearable heat throughout the way. Many passengers fainted and many children had stomach problems due to the heat-stroke. Even after getting paid so highly, the service providers provided such bad service.

I hope you will publish my article in your local daily and help stir up the attention of the concerned authorities towards the appalling state of the transport system so that passengers do not face similar difficulties in the future.

Thanking you

Yours truly

Hema

- Q. 27. Games and sports are not given much importance in the country as is given to academics. As a result of this our achievements in the international arena are not very spectacular. Write a letter to the editor of the national daily on the importance of sports and games and on the need to create awareness about it. You are Sunita/ Sameer, 8/35 M.G. Road, Bangalore.** *[Outside Delhi Set II, 2013] 6*

**Ans.** 8/35, M.G. Road

Bangalore

4<sup>th</sup> December, 20xx

The Editor,

The Times of India

Delhi

**Subject : Declining Importance of Sports and Games**

Dear Sir,

Through the column of your esteemed newspaper, I would like to draw the attention of the concerned authorities towards the declining importance of sports and games in the country.

Even after millions of rupees being allocated for the improvement of sports and games in the country, our ranking in the international arena is declining. Millions of sportspersons who have the ability to bring laurels to the country do not have the right infrastructure, coaches and the facilities to support them.

We need to encourage talent at the local level by improving the facilities at the local level, i.e., in schools and clubs so that young people can get enough training and enter the national level with expertise.

This is a matter of grave concern and I would request you to publish my opinion in your esteemed newspaper and help draw the attention of the sports ministry as well as the general public towards this issue.

Thanking you

Yours truly

Sameer

#### **Commonly Made Errors**

- Students write the letters in one whole.
- Students do not read the question thoroughly thus they are unable to grasp the topic.

#### **Answering Tips**

- Letters should always be written in paragraphs.
- Read and analyse the questions, then start answering in proper format using specific points related to the topic instead of rambling.

### **Type 3 : APPLICATION FOR JOB**

- Q. 1.** You are Ashish/Nimmi Dhar B-94 Ford Road, Jammu. You have read the advertisement given below. You are qualified for the job. Write an application in 120-150 words along with a resume. [Delhi Set III, 2017] 6

**India Chemical Industries, Delhi**

**Requires : Accounts Officers**

**Qualification : B Com.**

**Experience : Minimum 4 years**

**Job requirement : Maintaining books of accounts, preparation of Balance Sheet etc. Salary : Best in the industry**

**Apply to : Managing Director, ICI,**

**B-12 Barakhamba Road,**

**New Delhi**

**Ans.** B-94, Ford Road

Jammu

20<sup>th</sup> January, 20xx

The Managing Director, ICI

B-12, Barakhamba Road

New Delhi

**Subject : Application for the post of Accounts Officer**

Dear Sir/Madam,

I am Nammi Dhar, a post-graduate in Commerce from Jammu University. I wish to apply for the post of Accounts Officer in your reputed company. I came to know about the vacancy from a newspaper advertisement in 'The Times of India'.

Please find my resume attached for the purpose. I would like to add that I am a very hardworking person with a keen interest in accounting and finance. My academic qualification, age and other eligibility conditions agree to those specified by the company for the job.

I thank you in anticipation of an early response.

Yours truly

Nimmi Dhar

#### CURRICULUM VITAE

**Name** : Nimmi Dhar  
**Mother Name** : Ms. Ambika Dhar  
**Father's Name** : Mr H. P. Dhar  
**Date of Birth** : 5 April 1988  
**Address** : B-94 Ford Road, Jammu  
**Telephone** : 1122334455  
**Email-id** : nimmidhar@gmail.com

#### **Academic Qualifications :**

Examination	Board/University	Course	Year	Division
S.S.C.	CBSE	Commerce	2008	1 <sup>st</sup>
Graduation	Jammu University	B.Com	2011	1 <sup>st</sup>
Post Graduation	Jammu University	M.Com	2013	1 <sup>st</sup>

#### **Experience : ABC Finances, August 2013**

- Preparing balance sheets
- Salary computation
- Fund management and cost projection
- Maintenance of account books

**Skills** : Good knowledge of MS Office and Tally

**Languages known** : English, Hindi, Punjabi

**Hobbies and Interests** : Writing, reading and travelling

**Reference** : Mr. Rohan Joshi,

Deputy Manager,

ABC Finances

- Q. 2.** Sunshine Public School, Pune requires two sports coaches (one male and one female). Each should be a degree holder in physical education as well as an SAI certified coach in athletic. You have seen their advertisement and you know that you have qualifications. Write an application in 120-150 words along with your resume. You are Praveen/Praveena, M-114, Najafgarh, Delhi. [Delhi Set III, 2017] 6

**Ans.** M- 114, Najafgarh

Sunshine Public School

New Delhi

5 April 20xx

**Subject** : Application for the Post of Sports Coach

Dear Sir/Madam,

I am Praveena, a SAI certified coach in athletics. I wish to apply for the position of 'Sports Coach' in your reputed school. I came to know about the vacancy through the newspaper advertisement in 'The Times of India'.

Please find my resume attached for the purpose. I would like to add that I am a very hardworking person with an aim of excelling in the field of athletics. My academic qualifications, age and other eligibility conditions agree to those specified by the job requirements.

I thank you in anticipation of an early response.

Yours truly,  
Praveena Patel

#### CURRICULUM VITAE

**Name** : Praveena Patel  
**Father's Name** : Mr Vinod Patel  
**Date of Birth** : 5 April 1988  
**Residential Address** : M-114 Najafgarh NewDelhi  
**Telephone :** : 1122334455  
**Email-id :** : nimmidhar@gmail.com

#### **Academic Qualifications :**

Examination	Board/University	Course	Year	Division
S.S.C.	CBSE	Commerce	2008	1 <sup>st</sup>
Graduation	Delhi University	B.A. Physical Education	2011	1 <sup>st</sup>
Post-Graduation	Delhi University	M.A. Physical Education	2013	1 <sup>st</sup>

**Experience :** St. Albans School, August 2013

- Preparing students for state and National level tournaments
- Organising Annual Sports events

**Skills :** Gymnastics

**Languages known :** English, Hindi, Punjabi

**Hobbies and Interests :** Writing, reading and travelling

**Achievements :** Gold medalist in National Level gymnastics

**Reference :** Mr. Rohan Joshi, Principal, St. Albans School

**Q. 3. Write an application (including a resume) in 120-150 words for the post of receptionist advertised in a national newspaper by JKL Publishers, Peshwa Road, Pune. You are Karuna, M/114, Mall Road, Pune, a graduate from SNDT University and have done a Secretarial Practice Course from YWCA, Mumbai. [Delhi Set II, 2016] 6**

**Ans. Value Points :**

[JOB APPLICATION – POST OF RECEPTIONIST]

– reference to the advertisement

– post - receptionist

– request for consideration

– personal details

➤ address

➤ qualification

– achievements

– experience (optional)

– references (**Any other relevant points**)

**NOTE :** the resume can be a part of the letter or as an enclosure.

[CBSE Marking Scheme, 2016]

**Detailed Answer :**

M/114, Mall Road

Pune

March 10, 20xx

The Manager,

JKL Publishers

Peshwa Road

Pune

**Sub : Application for the Post of Receptionist.**

Dear Sir,

With reference to your advertisement published in 'The Indian Express' dated 9 March 20xx, I'd like to submit my resume for the post of receptionist. I am a graduate from SNDT University. I have also done Secretarial Practice Course from YWCA, Mumbai. If given a chance, I'll leave no stone unturned in the fulfillment of my duties.

I hope this application of mine will get due consideration under your kind perusal. My resume is furnished here below.

Thanking you

Yours faithfully

Karuna

RESUME	
<b>Name</b>	: Karuna
<b>Father's Name</b>	: Sh. J.K. Verma
<b>Date of Birth</b>	: 15 June, 1990
<b>Address</b>	: M/114, Mall Road, Pune
<b>Educational qualification</b>	: B.A. from SNDT university.
<b>Professional qualification</b>	: Secretarial Practice course from YWCA, Mumbai.
<b>Experience</b>	: 2 years
<b>Marital Status</b>	: Unmarried
<b>Phone No.</b>	: 94125-----
<b>E-mail id</b>	: kkaruna@gmail.com
<b>Languages Known</b>	: Hindi, English
<b>Hobbies</b>	: Reading, Painting

- Q. 4.** You see a classified advertisement in the newspaper inviting applications for the post of a Sales Executive in a reputed bank. Write a letter with bio-data in about 120-150 words to the HR Manager, HABC Bank, Lajpat Nagar, New Delhi, applying for the post advertised. You are Avani/Aviral of 120, Kirti Nagar, Delhi.

[Comptt. Delhi Set I, 2015] 6

**Ans. Value Points :**

[LETTER APPLYING FOR A JOB]

– reference to advertisement

– Bio-data should include – name, father's name, date of birth, qualifications, experience, sex, marital status, nationality, contact address and telephone number, email id and most importantly two references.

– Attachments

[CBSE Marking Scheme, 2015]

**Detailed Answer :**

120, Kirti Nagar

New Delhi

17th April, 20xx

The HR Manager,

HABC Bank

Lajpat Nagar

New Delhi

**Sub:** Application for the post of Sales Executive

Dear Sir,

With reference to your advertisement published in 'The Times of India' dated 15 April 20xx, I would like to submit my resume for the post of 'Sales Executive'. I am a MBA from SNDT University. I did my B.Com (Hons.) from University of Delhi. I have a total experience of 3 years in the relevant field. If given a chance, I'll try to do everything in my capability to contribute in the company's growth.

I have attached my resume for your kind consideration.

Hope to get a positive reply from your side!

Thanking you

Yours truly

Avani

RESUME		
Name	:	Avani Kumar Soni
Father's Name	:	Sh. Mahesh Kumar Soni
Date of Birth	:	09th April 1993
Address	:	120, Kirti Nagar, New Delhi
Educational Qualification	:	B.Com (Hons.) from University of Delhi
Professional Qualification	:	MBA from SNDT University
Experience	:	3 years
Marital Status	:	Unmarried
Phone No	:	8010-----
Email Id	:	avani@gmail.com
Languages Known	:	English, Hindi
Hobbies	:	Reading, Painting

- Q. 5.** You are Ketan Panday of 63, Civil Lines, Delhi. You saw an advertisement in the Hindu for the post of accountant in a reputed firm. Write an application in 120-150 words to the area manager of Gayatri Consultants, 2, Barakhamba Road, New Delhi, giving your detailed biodata. [Comptt. Delhi Set I, 2015] 6

**Ans.** 63, Civil Lines

Delhi

14th March, 20xx

The Area Manager,

Gayatri Consultants

2, Barakhamba Road

New Delhi

**Sub : Application for the Post of Accountant.**

Dear Sir,

This is with reference to your advertisement published in 'The Hindu', dated 12 March 20xx for the post of an accountant, I want to present myself as one of the candidates for the same.

I am a young man of 25. I did my Masters in accountancy in 2010 and since then I have acquired sufficient experience working with various reputed companies.

Now I would like to switch over to your prestigious concern for better career prospects.

I hope my qualifications will meet your requirements. My resume is attached herewith for your perusal

Thanking you

Yours sincerely

Ketan Pandey

RESUME		
Name	:	Ketan Pandey
Father's Name	:	Mr. S.K. Pandey
D.O.B	:	30 Nov., 20xx
Contact No.	:	9412-----
Address	:	63, Civil Lines, Delhi
Nationality	:	Indian
Marital Status	:	Single
Qualifications	:	Masters in Accountancy From Delhi University
Experience	:	20xx – 20xx – ABC Company 20xx – till date – XYZ Company
Hobbies	:	Listening Music and Reading
Proficiency in other fields	:	Computers (Basics and Languages)
References	:	1) Mr. S. Faujdar GM, CNB Company ITO, New Delhi 2) Dr. S. Guha MD, Cardiology 12 Patel Nagar, Delhi

- Q. 6.** You are Shreya/Shreyas. Write an application in response to the following advertisement in a national daily. You consider yourself suitable and eligible for this post.

Applications are invited for the post of a Nursery teacher/PRT in Y.K. International School, Ghaziabad, U.P. The candidate must have a minimum experience of 3 years of teaching at the primary and pre-primary level. The applicant must have a pleasant and energetic personality. She/he should be creative and adaptable. Attractive salary. Interested candidates should apply to the Principal with a detailed resume.

[CBSE SQP, 2014-15] 6

OR

You are Suresh/Smita. You come across the following advertisement in a national daily. You consider yourself suitable and eligible for the post. Write an application in response to the advertisement.

Applications are invited for the post of a Nursery teacher in a reputed school of Delhi. The candidate must have at least 5 years experience of teaching tiny tots. The applicants must have a pleasant personality. He/she should be creative and innovative. Attractive salary. Interested candidates should apply to The Principal, AKS International, Indrapuram, New Delhi within 10 days with detailed resume.

[CBSE SQP 2012]

**Ans.** 34/1+2/B,

Indrapuram

Ghaziabad

20 July, 20xx

The Principal,

Y.K. International School

Ghaziabad

**Sub. : Application for the post of Nursery Teacher.**

Dear Sir,

With reference to your advertisement in 'The Hindu' dated 18th July, 20XX for the vacancy of a Nursery Teacher in your reputed school, I wish to apply for the same.



*It is my proud privilege to inform you that I am a young and energetic female with an experience of teaching nursery classes for 5 years.*

*I hope my qualifications would meet your requirement. I am enclosing my resume for you kind perusal.*

*In anticipation of a favourable response.*

*Yours faithfully*

*Shreya*

RESUME		
Name	:	Shreya Sharma
Father's Name	:	Mr. O.P. Sharma
Date of Birth	:	30 July, 1986
Address	:	34/1+2/B, Indrapuram, Ghaziabad.
Educational Qualification	:	M.A. (English), NTT
Experience	:	3 Years
Marital Status	:	Married
Phone No.	:	94123-----
E-mail id	:	Shreya86@gmail.com
Languages Known	:	Hindi & English
Hobbies	:	Listening to music, Travelling

**Q. 7. You are Anand/Arti of 14, Model Town, Delhi. You have seen an advertisement in The Hindu for the post of Chief Chef in a 5-Star Hotel. Apply for the job with complete biodata. Write in 125-150 words.**

*[Outside Delhi Set III, 2014] 6*

**Ans.** 14 Model Town

Delhi

27<sup>th</sup> April, 2016

The Manager,

Hotel Clarks

Delhi

**Subject :** Application for the post of Chief Chef

Dear Sir,

*With reference to your advertisement in 'The Hindu', dated 25 April, 20xx for the post of Chief Chef, I hereby apply for the same. I am a young lady with a keen interest in cooking. I have won many cooking competitions. If given a chance, I will try my level best to reach up to your expectations and will work with complete dedication. I am enclosing my bio-data for your perusal.*

*Thanking you*

*Yours faithfully*

*Arti*

BIO-DATA		
Name	:	Arti Garg
Father's Name	:	Mr. K.L. Garg
D.O.B.	:	20 Oct., 1995
Address	:	14, Model Town Delhi
Educational Qualification	:	M.Sc. (Home Science) from Delhi University
Experience	:	1 Year as a chef in a reputed hotel
Marital Status	:	Unmarried

Nationality	:	Indian
Hobbies	:	Cooking, writing stories, listening to music
Reference	:	Mr. M.K. Madan
		Deptt. of English
		Delhi University

**Q. 8. You are Prem/Parul of 16, TT Nagar, Bhopal. You would like to apply for the post of Marketing Manager in a reputed firm in Mumbai. Write a letter to the Public Relations Officer, Chantac Enterprises, Mumbai, applying for this job. Write the letter in 125-150 words giving your bio-data. [Outside Delhi Set I, 2014] 6**

**Ans.** 16, TT Nagar

Bhopal

30 May, 20xx

The Public Relations Officer,

Chantac Enterprises

Mumbai

**Subject :** Application for the post of Marketing Manager.

Dear Sir,

This is with reference to your advertisement in 'Times of India' dated 27 May 20xx for the post of Marketing Manager, I wish to apply for the same. I am enclosing my bio-data for your kind perusal. I assure you that if I am selected I will leave no stone unturned towards the benefit of the company. I will discharge my duties with full co-operation and dedication.

Thanking you

Yours sincerely

Prem

BIO-DATA		
Name	:	Prem Dhir
Father's Name	:	Mr. S.P. Dhir
D.O.B.	:	20 Oct., 1990
Address	:	16, TT Nagar, Bhopal
Educational Qualification	:	B.Sc from M.P. University, M.Com. from Delhi University, MBA from Delhi University.
Experience	:	6 Months in ABC and Sons, as Asst. Marketing Manager
Nationality	:	Indian
Languages Known	:	Hindi, English
Reference	:	1. Mr. P.C. Mahajan Manager, State Bank of India, Bhopal
		2. Prof. L.K. Kapoor Deptt. of Chemistry, Govt. College for Men, Delhi

**Q. 9. You are Rani/Raj, resident of 121, Ram Nagar, Sitapur (U.P.). You have come across the following advertisement in a national daily. You consider yourself suitable for the advertised post. Write an application along with a brief resume in response to the advertisement.**

**Applications are invited for the post of laboratory assistant in a reputed public school. The candidate must be B.Sc. with two years of experience. Attractive salary. Apply to Principal, National Public School, Kanpur.**

[Comptt., Outside Delhi Set II, 2013] 6

**Ans.** 121, Ram Nagar

Sitapur

23 March, 20xx

The Principal,

National Public School

Kanpur

Sub : Application for the post of Laboratory Assistant

Dear Sir,

This is in response to your advertisement in 'Hindustan Times' dated 21 March, 20xx for the post of a Lab Assistant. I would like to apply for the same.

I have done my graduation in Science. Thereafter, I have acquired sufficient experience working in various institutions. I would like to switch to your prestigious institution for better career prospects.

I have enclosed my resume. I hope my particulars would meet the requirements.

Yours sincerely

Rani

RESUME	
Name	: Rani
Father's Name	: Mr. Ram Shankar
D.O.B	: 12 <sup>th</sup> April 1985
Address	: 121, Bank Street Ram Nagar, Sitapur
Education	: B.Sc (Biology) Honours from Delhi University
Experience	: (2002-2005) Librarian, G.G. Public School. (2005-till date) Librarian, S.S. Convent School
Hobbies & Interests	: Reading & Painting
Reference	: Mr. D. Saraswat Principal, Somerset International School New Delhi

#### Commonly Made Error

- Students do not write the letter in correct format
- Students generally miss the important details while giving the Resume/Bio-Data

#### Answering Tips

- The letter must be Written in a proper format.
- The main body of the letter should include all the required details
- Bio-data/Resume should cover all the important details



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