



WORKSHEET – FORMAL LETTER

Class: X

Sub: ENGLISH COMMUNICATIVE

LETTER TO THE EDITOR

Letter to the editor is written to share one's views on a political or social or environmental issue. It is addressed to the editor of the newspaper in which we wish to get it published. The purpose of the letter is to share our views.

FORMAT

- Sender's address-
- Date
- Receiver's address
- Subject/Heading
- Salutation
- Body of letter: (introduction, the issue, details of the issue, suggestions)
- Closing: (request to publish the letter, greeting and signature)

FORMAT IN DETAIL

Sender's Address

The address and contact details of the sender are written here. It is written at the top on the left-hand corner of the page above the date. Do not write sender's name or title, as it's included in the letter's closing. Include complete address: Residence number/Office name, Street name, locality, city, and PIN code.

Sender's Address

Flat #14, S-Block
Metro Towers
Sector 12
Noida-201301

DATE

The date is written below the Sender's address after leaving one line. While writing date, note that the day is written in figures, month in words and year in full figures.

E.g.: March 13, 2023

OR 13th March, 2023

DO NOT WRITE 13-03-2023

Receiver's address:

The address of the recipient of the letter is written here. It is written below the date after leaving one line. (write name of the newspaper. Do Not write Local daily or National daily)

The Editor
The Times of India
Express Building
Bahadur Shah Zafar Marg
New Delhi-110002

Subject: The main purpose of the letter forms the subject. It must be written in one line. It must convey the matter for which the letter is written.

E.g. Subject: Increasing Incidents of Chain Snatching

Salutation:

It is the complimentary greeting to the person to whom the letter is addressed. It is a formal way of beginning a letter. The common and popular way of salutation in formal letter is the use of 'Sir, Dear Sir or Madam.

(Do not write Respected sir)

If the name is not known we write Dear Sir/Madam etc. Leave one line blank after the salutation.

Opening Paragraph

The introductory paragraph introduces the theme/issues /concern. It gives the reason for the letter.

e.g. Through the columns of your highly esteemed newspaper, I would like to draw the attention of the authorities concerned towards the increasing incidents of chain snatching in our town.....

Paragraph 2- The main part includes the details of the problem/issue. It is the most essential part of the letter.

Paragraph 3 – In this paragraph you give your suggestions for the issue raised. Give two to three suggestions. (Creating awareness is a common suggestion for many social or environmental issues)

Concluding Paragraph-

The closing should restate the purpose of the letter and request some kind of action.

e.g. I hope my views would be brought to the notice of the concerned authorities through your newspaper and the situation will be very soon under control.

OR

I request you to give some space to my voice in your esteemed newspaper and help me arouse the attention of the concerned authorities.

Closing:

Closing begins at the same vertical point as your date and one line after the last body paragraph. Capitalize the first letter only.

E.g. Thanking you

Yours sincerely, truly, faithfully etc.

Signature

NAME (block letters)

Designation (if any)

SAMPLE LETTER

You are Abhinav / Athira of House No, B-110 DLF City, Gurgaon, Haryana. Write a letter to the editor of a local daily expressing your concern about increasing noise pollution in your city.

HouseNo.B-110
DLF City
Gurgaon
Haryana,122001

18 March, 2023

The Editor
The Times of India
Bahadur Shah Zafar Marg
New Delhi-110 001

Subject: Noise pollution in the city

Dear Sir,

Through the columns of your highly esteemed newspaper, I would like to draw the attention of the authorities concerned towards the increasing noise pollution in the city.

The biggest nuisance that the residents of this city face today is the problem of noise pollution. Increasing number of vehicles on the road, rising growth of factories, construction work etc. are responsible for causing noise pollution. On several days many people have to spend sleepless nights, the worst sufferers are the old and sick people.

Increasing noise pollution is a big threat to the health and fitness of the people. Noise pollution affects us mentally and physically. Scientists and experts state that any noise level exceeding 90 db. Constitutes noise pollution. Continued exposure to noise pollution can lead to hypertension, heart related problems and also irritation and lack of patience.

As a concerned citizen I very strongly believe that we need to educate the common man about the harms of noise pollution. It is after we take up this step that we can proceed towards the formulation of laws to curb noise pollution. The next important step after the formulation of laws is to enforce them with strict punishments and consequences. The Government should put a blanket ban on the use of loudspeakers at night. Even during the day, the maximum level of sound should be fixed. Immediate and effective steps are necessary to restore peace and tranquility in the city.

Kindly publish my views in the columns of your esteemed newspaper so that the concerned authorities and responsible citizens take specific steps to address the problem.

Thanking you

Yours truly

signature

ABHINAVTOMAR

QUESTIONS FOR PRACTICE

1. 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 authorized salaries. This affects their performance in the classroom and thus the lives of their students. Write a letter in 100 – 120 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.
2. 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 100-120 words to the editor of a national daily analyzing the problem and offering solutions to it. You are Ramesh/Rachana, M-114 Mount Kailash, Kanpur.
3. You are Aryan/ Amrita resident of C/43, Sea view apartment, Panaji, Goa. You have read a report in a magazine that there are 12 million child workers in your country. Write a letter to the editor of a newspaper giving your views on why child labour exists and how it can be abolished.
4. You feel that India will face a severe water crisis by the year 2030. Write a letter to the Editor of The National Daily expressing your concern about it and requesting individuals and authorities to take steps to avert this crisis. You are Shalini/ Shaheed. (100-120 words)
5. Our rivers are very polluted. Industries and sewage from our houses are polluting them. What can we do to save our rivers? Write a letter in 100-120 words to the editor of a national

newspaper describing the problem and suggesting solutions to it. You are Karuna / Karan, M114, Mall Road, Delhi.

6. 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 100-120 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.
7. You are Ram/Rajani, a resident of Nagpur. You feel students should use the Internet mostly for gaining knowledge rather than wasting away time merely on entertainment. Write a letter in 120-150 words to the Editor, 'The Harbinger', 9, Bund Marg, Hyderabad, pointing out how schools can control students' net surfing at school and enable them to use internet fruitfully.

LETTER OF COMPLAINT

A Complaint Letter is written to address any type of wrong-happenings, offence, grievance or resentment arising out of a product, service, etc.

- **POINTS TO REMEMBER:**
- It is extremely important to provide all the details in your complaint letter as the information can be further used for verification.
- Describe what is wrong with the product/ describe the problem.
- Give the date of purchase and place of purchase.
- To justify your complaint, you should enclose all the relevant documents along with the letter.
- Explain how you would like to resolve the problem.
- Write that you look forward to receiving a reply with a resolution.
- Set a date or time in which to receive the reply.
- Although the motive of complaint letter is to vent out your grievance and frustration, it is imperative that you use a tone which is polite and simple. Try to be formal and avoid using offensive and disrespectful words.
- Make sure that you introduce yourself properly.
- Do not deviate from the topic and write to-the-point.
- Make sure you adhere to the format.
- Leave a line between paragraphs to make it look clean.

Topics for writing a Complaint Letter

- Incomplete or defective/ change or wrong order of goods or services.
- Delay/ damage/ inferior quality of goods or services
- Goods delivered at the wrong address
- Work undertaken is unsatisfactory
- Exhibiting socially unacceptable /inappropriate /insensitive behaviors
- Mistakes in preparing the invoice/bills etc.
- Mistakes in a bill or reminders for payment after the bill has been paid
- Offending or damaging public and private properties etc.

FORMAT

- Sender's address
- Date
- Receiver's designation and address
- Subject

- Salutation
- Content-Introduction, Body, Conclusion
- Complimentary close
- Signature and name
- Designation of writer
- Enclosures if any

SAMPLE 1

Write a letter to M/s. Oxford Publishing House, New Delhi complaining that the books sent by them were not those you had ordered for. Ask for replacement. You are Varun Joshi/Varshini Joshi, Sector-20, Chandigarh.

Sector-20,
Bank Road
Chandigarh

20th August, 2023

The Manager
M/s. Oxford Publishing House
Consumer Complaint Division
New Delhi

Subject- Complaint regarding receipt of wrong set of books.

Sir/Madam,

On 1st July, 2023 I bought a book set (Order No. 000154) to be delivered to Chandigarh, Sector-20. To my dismay, I have not received the set I ordered for and have instead, received the wrong book set. I am highly disappointed.

To resolve the problem, I would appreciate it if you could replace the wrong book set with the one originally ordered. Please let me know what action you propose to take. I look forward to hearing from you within the next ten days. Enclosed are copies of the transaction document and the receipt.

Awaiting your reply and a resolution to my problem. I will wait until the aforementioned time before seeking help from the consumer protection agency. Please contact me at the above address or by phone at 098100XXX.

Thanking you

Yours faithfully,
Varun Joshi

VARUN JOSHI

Enclosure(s)- Copy of receipt and transaction document

SAMPLE 2

You are Sameer/ Sakshi living at D-420, Preet Vihar, Municipal Road, New Delhi. You have noticed that the public park with fountains in your area is quite neglected, not maintained properly and people are using the park for their family functions. Write a letter to the Commissioner of Municipal Corporation of Delhi (MCD) requesting him to save the park from being ruined.

D-420, Preet Vihar
Municipal Road
New Delhi.

30th October, 2023

The Commissioner
MCD
Sansad Marg
New Delhi-110001

Subject:- Poor condition of the public park

Dear Sir

Through this letter I would like to bring to your notice that the public park with dancing fountains and lush green plantation, on which government had spent lakhs of rupees for its development and maintenance, is lying neglected and almost ruined. Once, a model park, it now lies in a state of utter neglect. The park used to be a wonderful lush place to meditate and spend time with nature.

People use it for marriage parties, public functions and other get-together activities. Every activity leaves it in worse condition. Consequently, its value as a green lung of this area is totally lost. Since last few months, it seems like the council has not been taking care of the park. The flowers and grass are dying. There is no new cultivation and no greenery left in the park. There is no place left for children to play and old people to take a walk. It has become a favourite spot for anti-social elements and a permanent resting place for stray animals. The Resident's Welfare Association (RWA) has left no stone unturned to do their bit in improving the condition of the park but all in vain.

Kindly take necessary action to improve the condition of the park and revive its glory and enchanting beauty. It is the only place where the residents of this area gasp for fresh air and energy after their stressful day.

Thanking you

Yours faithfully

(Signature)

QUESTIONS FOR PRACTICE

1. You are Sumit Arora, Secretary, Welfare Association, Qutab Enclave, New Delhi. Write a letter to the Asstt. Commissioner of Police complaining about the deteriorating law and order situation in your locality.
2. Rajesh Mundra of 49 Hudson Lanes, Delhi, bought a colour TV-set from M/s Gupta Electronics, Kamla Nagar, two months ago. He finds that the set is not up to the mark; its sound is not clear and the picture changes to black and white every now and then. The trouble started about 15 days ago. Write a letter to the dealer complaining about the TV-set and requesting him to send his engineer to rectify the defect and if there is any manufacturing defect, the dealer should replace it with a new TV-set.
3. Write a letter to M/s Radha Krishna Publications, 2, Ansari Road, Darya Ganj New Delhi, complaining about the parcel of books which you have received in a damaged condition.
4. You bought two shirts from M/s Perfect Clothiers, Kamla Nagar, Delhi. On unpacking, you find, to your surprise, that both the shirts have faded patches. Moreover, the stripes are not in lines and due to this, the shirts look shabby. Write a letter of complaint to the manager asking for a replacement at their cost. Sign yourself as ABC.
5. Write a letter to the Municipal Corporation complaining about the inadequate parking facilities in Commercial Street in Nehru Place, which is causing a lot of inconvenience to the people. You are Sahil/Sanya Mahajan.
6. Naveen Chaudhri of 105, Batty Road, Patna bought an HP Desk Jet 200 Printer from The Computer Centre, the sole dealer of Hewlett Packard at Ranchi, for use with his newly acquired personal computer, a month ago. Now he finds that the print quality is poor and the ink nozzles of the print cartridge get frequently clogged. The printer has been given one-year warranty against any technical fault. Now write a letter as Naveen Chaudhry to the dealer complaining about the same and requesting him to attend to it.
7. You are Arun / Arti 12, Raja Road, Kanpur. You had ordered Ram Book Depot, 4 Mall Road, Delhi for the supply of two books. You wanted to give them as a gift to a friend of yours. On receiving them you were disappointed to find that the books were damaged. Write a complaint letter in 120-150 words to the Manager, about your problem.
8. You are Somita Roy, the librarian of ABC Public School, New Delhi. Write a letter to the Unique Book Co., New Delhi, complaining about the poor quality of books supplied to your library.
9. Yesterday you went to Sunrise Hospital, Market Road, New Delhi taking with you the victim of a hit and run accident. There were chaotic conditions in the casualty department. The injured was attended to after a lot of precious time had been lost. Write a letter of complaint in 120-150 words to the Medical Superintendent. You are Karan/Karuna, M114, Mall Road, Delhi.
10. You bought a wristwatch, having one-year guarantee, but it is not properly working only after a month. Write a letter to the Sales Manager, HMT Sales Depot, Parliament Street New Delhi, asking for a replacement.