



**Formal letters** officials, business associates, organisations etc को लिखे जाते हैं ताकि उनसे business profession से संबंधित मुद्दों और चिंताओं पर विचार विमर्श कर सकें। इसमें शामिल हैं-

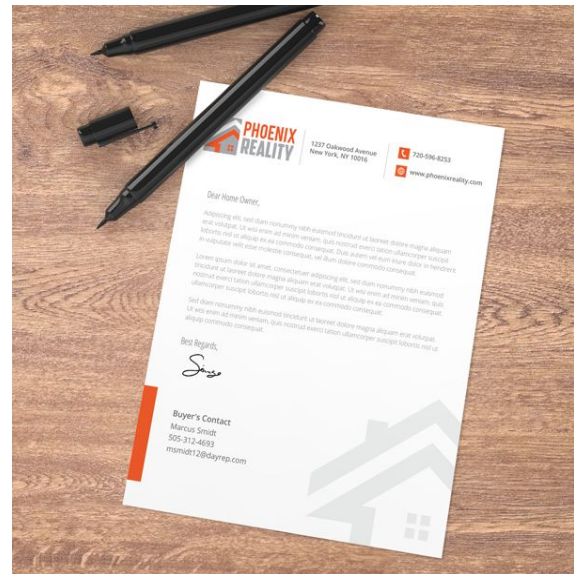
1. Business letters (एक व्यावसायिक संगठन से दूसरे में, सरकारी कार्यालयों आदि के लिए)
2. Official letters (नौकरी के लिए आवेदन करने, छुट्टी के लिए आवेदन करने के लिए)
3. Letter of application (to apply for a job, apply for leave etc)

### Parts of a formal letter

पिछले lesson में हमने letter के बहुत सारे parts देखे थे। एक business letter में usually following parts होते हैं-

### Heading

Business letters usually company के letterhead पर लिखा जाता है। यहाँ एक picture लगी है उसे ध्यान से देखे। ये एक company जिसका नाम Phoenix Reality है उसकी है, letterhead पर हमेशा company का नाम, address (return address), phone number, fax number, email address etc. होते हैं।



### Use of 'Messrs' (M/S)

Messrs आमतौर पर कंपनी के नाम के लिए prefix होता है जिसमें किसी व्यक्ति या व्यक्तियों के नाम शामिल हो Example-

Messrs Ratnakar and sons Ltd  
Messrs P Krishna and Brothers Ltd

यदि company के पास एक title है, जिसमें व्यक्ति का नाम शामिल नहीं है तो 'Messrs' नहीं लिखा जाना चाहिए। It can simply be written as-

The Dhanlaxmi Bank Ltd  
The Pink City Cables Ltd

### Enclosures

अक्सर business/ formal letters के साथ documents attached होते हैं। इन सभी documents (enclosures) का mention letter की date के बाद, letter के end में या फिर body part में detail में किया जाना चाहिए, जो पत्र के left-hand side के निचले कोने पर लिखा जाता है।

Example-

1. Resume
2. Xerox copy of the salary slip

## Tips to write an effective formal letter

i) Be polite and formal. (विनम्र और औपचारिक रहें।)

ii) It should start by introducing yourself and describing the purpose of writing. (पत्र में खुद के बारे में बताने से शुरुआत जारी और फर पत्र लिखने के उद्देश्य के बारे में बताएं।)

iii) Briefly describe what you want to convey through the letter, give complete information along with necessary details like- date, reference number etc.

(पत्र के माध्यम से आप जो भी बताना चाहते हैं, उसके बारे में संक्षेप में बताएं, आवश्यक जानकारी जैसे- तारीख, संदर्भ संख्या आदि के साथ पूरी जानकारी दें।)

iv) Conclude with a hope/ appeal/ warning/ suggestion, as required. (आवश्यकता के अनुसार एक आशा / अपील / चेतावनी / सुझाव के साथ अंत करें।)

v) If you are writing to an authority about a problem in your area, briefly give its details and seek or suggest a solution. (यदि आप अपने क्षेत्र की किसी समस्या के बारे में किसी प्राधिकरण को लिख रहे हैं, तो संक्षेप में उसका विवरण दें और उसका हल निकालें या सुझाव दें।)



अब Formal letters के कुछ examples देखते हैं। पर उससे पहले आप कुछ बातें जान लें-

1. Formal letter में Salutation के बाद आप किसी का first name नहीं लिखेंगे। जब आप किसी से formally मिल रहे हों तो भी इस बात का ध्यान रखें के आप किसी को उनके पहले नाम से ना पुकारें। आप हमेशा last name का use करेंगे , जैसे-

अगर किसी का नाम Pranay Bajaj है तो आप लिखेंगे या बोलेंगे - Mr Bajaj

2. Letter के last में signature के बाद आप अपना नाम block letters में लिखेंगे।

जैसे- अगर आपका नाम है Ishita Choubey तो आप लिखेंगे - ISHITA CHOUBEY

3. Formal letter में signature line में हमेशा अपनी position (post ), contact number, email address, company's address जरूर लिखें।

## **SAMPLE LETTERS**

**1. Write a letter to M/s. Pearson Publishing House, New York complaining that the books sent by them were not those you had ordered for. Ask for a replacement. You are Rajat Sharma, 8/256, Lane 4, Sector-56, Gurugram. (COMPLAIN)**

8/256, Lane 4

Sector- 56, Gurugram

February 20, 2019

M/s. Pearson Publishing House

Consumer Complaint Division

New York

Subject- Complaint regarding receipt of the wrong set of books.

Sir/Madam

On February 1, 2019, 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 as soon as possible 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.

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

Sincerely

Rajat Sharma

Enclosure(s)- Copy of receipt and transaction docs.



**2. As Shivank Juneja (4th Floor, DLF Square, Kalyani Nagar) write a letter to Anwar Dharma Hiring Manager of the company Al Zaher Interiors (Dubai) showing your interest in the position of Recruitment Assistant. (APPLICATION)**

4th Floor, DLF Square  
Kalyani Nagar  
Pune 411014

April 17, 2020

Mr Anwar Dharma  
Hiring Manager  
Al Zaher Interiors  
M22, Al Habtoor Building  
Salahuddin Road  
Dubai, UAE

**Subject- Job application for Recruitment Assistant**

Dear Mr Dharma

I am writing to express my interest in the position of Recruitment Assistant in your esteemed company.

Having recently obtained my Bachelor's Degree in Business Administration major in Human Resource Development Management (BSBA-HRM) from the University of Delhi, I wish to bring my knowledge, skills and commitment to excellence to your company's innovative environment.

As a Business Administration student, majoring in HR management, I've become equipped with the necessary knowledge that comes with the position including manpower recruitment, workforce organization, personnel training and compensation as well as legal provisions and other labour concerns.

My internship at Mandiri Corporation also afforded me with the crucial skills to work with some of the best professionals in the recruitment and human resources industry. Being a trainee has developed in me enthusiasm and a true passion for human resources and has subsequently convinced me that human resource management is my true calling.

For additional details regarding my qualification and expertise, please review my attached

resume.

Thank you for taking the time to consider this application and I look forward to hearing from you.

Sincerely

*(signature)*  
SHIVANK JUNEJA

**3. Write a letter to the Sales Manager of Melody Modes Ltd. replying to the questions they asked about the products and services of your company - Orange Tree Group, New Delhi.**

The Sales Manager  
Melody Modes Ltd.  
New Delhi- 75

Your Ref: KPS/C3, Our Ref: Con/13/1

Dear Sir

Thank you for your letter of 12 May' 2020 regarding our conference facilities for your sales convention in November this year.

I have pleasure in enclosing our current conference brochure and tariff. You will note that we offer a variety of venues inside the hotel itself, for groups of between 20 and 150 people, with a choice of catering facilities and with or without accommodation. This year we are also able to arrange functions in marquees in the hotel grounds, with a more limited range of catering, but again with or without hotel accommodation.

We have two lecture rooms, with audiovisual equipment – overhead projectors and video and DVD facilities – which might be of interest to you. There are also product display facilities within the hotel.

If you require all or some of your delegates to be accommodated in the hotel, I recommend early booking, as November is one of our peak months. We offer 4-star accommodation, every room with en suite facilities, minibar, television, personal safe, trouser press. We have two restaurants, four bars, a fully equipped gymnasium, and an indoor/outdoor swimming pool.

I look forward to hearing from you further, and I shall be happy to supply any additional information you might require; you will be very welcome to visit the hotel to see for yourself

the facilities we offer.

Yours faithfully

Pankaj Ahuja  
General Manager  
Contact- 9818181818  
Email- armanager@otgroup.com  
Orange Tree Group  
New Delhi

**4. Write a letter to the store person from where you bought the television, complaining about the faulty product and asking for its replacement and proper solution. (COMPLAIN)**

Mukesh Malhotra  
Sudirman Street  
Noida-14

1st December' 2019

Sir

RE: COMPLAINT ABOUT FAULTY TELEVISION CABINET PURCHASED AT CABINET WORLD ON 15 DECEMBER 2019

I am unhappy with the quality of a television cabinet I bought at 5 Street on 9 November 2019 and I am writing to seek a replacement.

The cabinet doors do not open and shut properly and the stain on the cabinet is uneven, with one half darker than the other. The cabinet was delivered on 15 November and I noticed this problem as soon as I unpacked it from the box.

The cabinet is not of acceptable quality and does not match the sample cabinet I was shown in store. I would like you to replace it with one of the same quality and finish as the sample and arrange for the return of the faulty cabinet at no cost.

I have attached a photocopy of my receipt as proof of purchase. I would like to have this problem fixed quickly please. If I do not hear from you within 10 days, I will lodge a formal complaint with Consumer Affairs in my state.

You can contact me on 9818213232 during working hours or after hours on 9810101010 to discuss this matter further.

Yours sincerely

Braun Strowman

**5. Keeping in mind a discussion in the meeting about some product of a company (EFC Ltd). As a purchasing manager write a letter to the store manager placing order of the products he discussed with you in the meeting. (PLACING ORDER)**

Rounak Shrivastava  
Store Manager  
EFC Ltd  
Koregaon Park  
Pune

Dear Mr. Shrivastava

RE: Purchase Order for Products

On behalf of Rodeo Enterprise, I would like to place an order for the following products from your company. Please refer to the attachment for the order list.

The terms and conditions will be the same as per our previous orders; that is, cash on delivery. Please note the extra condition with this batch of order; that is, the products on the order list must be delivered within a month from the date of this order letter.

We are in an urgent rush for our annual year end production and we need these products within a month to meet our production target. If you miss our specified delivery target, there will be a penalty incurred on your pricing, as per our business collaboration contract which is effective until the end of 2020.

Thank you for your kind understanding and prompt service. Please feel free to contact me on 8765432100 for further clarifications on this purchase order.

Yours Sincerely

Shivani Narang  
Purchasing Manager