

C. 3 Report Writing

As part of an organisation, you will be required to write reports on specific tasks. This may pertain to the opening of a new branch of your organization, launching a new product by your company; the progress your organization has made during a specific period, the progress of a new construction; the analysis and reasons for the failure of a new product, an accident that happened, a strike by the employees and so on. Thus, reports are of several kinds: Survey / feasibility reports, progress reports and investigative reports.

The purpose of writing reports is to give a brief appraisal of the information to the concerned authority regarding what has happened in the specific area and suggest or recommend measures for implementation as and when required.

The basic format of the report:

The cover page (Title, who authorised, who prepared, the date, month and year of submission)

The title page* (Title, who authorised, who prepared, the date, month and year of submission)

Contents

List of abbreviations

List of illustrations

Acknowledgements

Body of the report*

Background (The context which led to the undertaking of task)

Purpose

Terms of reference (Information regarding who authorised to write the report; who prepared the report; the mode and date of authorisation; the last date for submission of report)

Work done (The specific work done and the various methodologies adopted to carry them out)

Findings (what was observed and found)

Conclusion / Recommendations (The conclusions or decisions arrived at and the probable courses of action recommended)

Note of dissent (In case of a team submitting the report, the details of disagreement by any)

Depending on the length and nature of the report, the parts unmarked with an asterisk can be included or omitted, while those with asterisks are obligatory.

Sample Report

The Title Page

A Feasibility Report on Establishing a Water Softening and Bottling Unit in Mudichur

Submitted by

Mr. K. Muthu

Area Manager

Healthwater Pvt. Ltd.

Tambaram

Submitted to

Mr. S. Krishnan

Regional Manager

Healthwater Pvt. Ltd.

Chennai

Report 1

Background

Potable water is becoming more and more scarce nowadays. This is especially so with the fast expanding areas of Chennai. In this context, it is proposed to establish a new unit for water softening and bottling by "Healthwater" at Mudichur.

Purpose

To analyse the feasibility of opening a new water softening and bottling unit at Mudichur

Terms of reference

Letter No 130, dated 10 January 2014, from Mr. S. Krishnan, Regional Manager, Healthwater Pvt. Ltd., Chennai to Mr. K. Muthu, Area Manager, Healthwater Pvt. Ltd., Tambaram directing to submit the report on or before 16 February 2014

Work done

1. A survey was undertaken to ascertain the source of drinking water supply in 300 independent houses in and around Mudichur.
2. A lab test was carried out to test the quality of drinking water used by them.
3. The transport facilities in and around Mudichur were explored.
4. A questionnaire was distributed among the 300 households to find the demand for purified, soft water.
5. The availability of land for establishing the new unit was looked into by contacting various sources like real estate agents and individual land owners.

Findings

1. It was found that the major source of water in Mudichur and nearby areas is open wells.
2. The water tested in the lab has been found to be hard.
3. Two wheelers and small tempos with a capacity of accommodating ten to fifteen persons are the chief modes of transport in and around Mudichur.
4. 98% of the people have shown a preference for safe and potable water even if from a different source.
5. Five acres of land with a huge well is available for sale at a competitive rate of Rs. 32 lakhs.

Recommendations

1. It is highly recommended that a water softening and bottling unit in Mudichur be established.
2. The bottles, cans and other packaging materials can be procured from our ongoing unit from Tambaram till the new unit at Mudichur starts manufacturing the required materials.
3. We could make use of the tempos during lean hours to supply the water till we arrange for our own vehicles.

Note of dissent: Nil

Report 2

Fire Accident in MJL Tyre Industries – An Investigative Report

Purpose

To find the causes for the fire accident and to suggest measures to prevent such incidents in future.

Terms of reference

As per the letter No 121/2014 dated 12 January 2014, Mr. S.Raghuram Director Retd, Tamil Nadu Fire Service as the Chairperson and Mr Mukesh Krishnan, Deputy Superintendent of Police (Retd.) and Mr Krishnamurthy, Safety Inspector, Tamil Nadu Pollution Control Board were appointed as members by the MJL Board of Directors to find out the reasons for the major fire accident that took place in MJL Tyre Industries, Chennai - 600021, on 10 January 2014 and to suggest suitable remedial measures to overcome such incidents in future and to provide an estimate about the loss. The committee has to submit the report on or before 31 January 2014.

Work Done

1. The Committee members visited the MJL Tyre Industries from 13th to 20th January 2014, and inspected the various places gutted by fire, and the damaged materials during firefighting.
2. The team interacted with the Chief Engineers of Production, Sales and Purchase Departments. They also held discussions with the Manager Human Resource (HR) and with workers at all levels.
3. They investigated the accident through various angles, analysed the details and facts collected and noted down the causes that led to the incident.
4. The total loss was estimated and damage to human life and destruction of property were calculated.
5. The wounded people were met and information regarding the incident was gathered and recorded.
6. All collected information was pieced together, discussed in detail, and final solutions and suggestions were recorded.

Findings

1. It was found that the fire outbreak was caused due to the accumulation of dust in the machines in the production area, and thus in this happened because of the slackness and lethargy on the part of the persons in charge there who failed to notice the breakdown in the automatic cooling system and take timely action to rectify the same.
2. Simultaneously the fire spread to the warehouse where the manufactured tires were stocked for sale.
3. Because of the uncontrollable fire all the properties were burnt. Caught unawares, more than seven persons lost their lives and fifteen were heavily injured and three lost their eyesight.
4. The other workers could not come to aid as they were suffocated by the thick black smoke that emanated.
5. The total loss is estimated to be Rs. 100 crores. 25 crore worth of factory shed and buildings, 50 crore worth of machines, 15 crore worth of finished projects and 10 crore worth of raw materials were burnt.

Recommendations

1. Suitable punishment should be given to the people who were on duty at the time of the accident as the entire incident could have been averted if the workers in the particular Production area had been vigilant.
2. Latest safety equipment, wherever required, should be installed on the advice of experts.
3. The machines and safety equipment should be inspected and if necessary, serviced once a month.
4. Suitable monetary compensation should be given to the families of workers who lost their lives and employment could be offered to the next of kin.
5. Suitable alternative jobs may be given to those who were partially wounded.
6. Counseling can be extended to the traumatically affected.

7. An amount of 90 crores may be claimed by way of insurance. This does not include the raw materials as they were not insured at the time of accident.

C. 3. 1 For Practice

- a. Hermes Cosmetics, Mumbai wants to launch a face massager for use by both men and women. As part of a three-member team, write a report on the feasibility of introducing this new product.
- b. As the Manager of Newtech Systems, Maraimalai Nagar, submit report to the Proprietor on the feasibility of supplying 500 high end laptops to the government schools in and around your area.
- c. Write the cover page for the investigative report on the fire accident given above.
- d. As the Chairman of the five-member inquiry committee write a report on the workers' strike and its impact in the Star Mobile Industries, Sriperumpudur.

Write a report on the irregularities that caused heavy loss in the Sil Cement Industries, Ariyalur.