

IIT Madras

BSc Degree

Copyright and terms of use

IIT Madras is the sole owner of the content available in this portal - onlinedegree.iitm.ac.in and the content is copyrighted to IIT Madras.

- Learners may download copyrighted material for their use for the purpose of the online program only.
- Except as otherwise expressly permitted under copyright law, no use other than for the purpose of the online program is permitted.
- No copying, redistribution, retransmission, publication or exploitation, commercial or otherwise of material will be permitted without the express permission of IIT Madras.
- Learner acknowledges that he/she does not acquire any ownership rights by downloading copyrighted material.
- Learners may not modify, publish, transmit, participate in the transfer or sale, create derivative works, or in any way exploit, any of the content, in whole or in part.

English-1 (Basic English)
Dr. Shreesh Chaudhary
Professor (Retd.)
Department of Humanities and Social Sciences
Indian Institute of Technology Madras, Chennai
Writing Instructions

(Refer Slide Time: 0:10)



WRITING
IGI AIRPORT TO NOIDA CITY
CENTRE



Hello and welcome to this another session in writing module. Today, in this session, we are going to talk about interpreting, and writing manuals, instructions, guidelines, et cetera for the readers.

(Refer Slide Time: 0:51)

IGI AIRPORT TO NOIDA CITY CENTRE



IGI Airport



For the sake of example, we will take a metro train ride from Indra Gandhi international airport in New Delhi to Noida city centre metro rail station in Noida, Uttar Pradesh.

(Refer Slide Time: 1:18)

- Among engineers, scientists, doctors, managers, drivers, GPS, maps and plans have always produced much writing and speaking.
- Writing/talking in this manner is only slightly different from talking and writing otherwise.



Actually, why should we do that? The reason is that among engineers in particular, but also scientists, doctors, managers of a variety, drivers and those who read GPS and maps and plans have always something related to maps and plans to write. Actually these things, these stuffs have produced much writing and speaking in this community, in the community of engineers, managers, scientists, surgeons, drivers, tour operators.

They have done a lot of writing and talking in this manner what is so difficult about talking and writing about maps or plans; not much really. If you come to think of it is not much of a challenge provided one looks at it, one looks at the map, one looks at the chart carefully and takes all the details or all the necessary details. And then can write about relevant things then it is not difficult.

(Refer Slide Time: 2:58)

- Talking/writing here involves much language to do with sequence, directions, numbers, and options.
- Managing these parameters ensures success in complex operations like flying and landing aircrafts, or in performing complex surgeries, landing on Moon and other extra-terrestrial planets and satellites. **At the heart of it all, there is language.**



What are the relevant things in interpreting a map? In writing about a map? Well the relevant things, the important things here are you describe the sequence. What comes after what? What comes before what? What do we do first? What do we do next? What will follow whom? Did the guard blow the whistle before the train started? Or did the train start before guard blow the whistle? Or did the train start and the guard blow whistle at the same time?

So, the sequence is important; directions are important. When you read a map it is important if you are look to know, if you are looking at it from north to south, or from south to north, from east to west, or from west to east. If you are looking at a railway timetable are looking at up trains. Trains that go from depot to a terminal point and down trains that come from terminal point to the depot. What are you looking at? Are you looking at x or are you looking at y?

So, the sequence is very important in reading map. You make the slightest mistake with it, actually, people say that you can get away with some mistakes of language. But you cannot get away; you cannot be pardoned, you cannot go without being punished if you make a mistake with regard to these things while reading a map. What are those things? Sequence number one, directions which way, north to south, south to north, east to west, west to east, et cetera.

Numbers, do you mean 13 thirteen or do you mean 30 thirty? Are you trying to say that you will arrive at, your train arrives at 5:13 or 5:30? So in reading all maps and planning is not just sequence, not just directions. But numbers in numbers correct spelling and pronunciation are

important. Imagine writing 13 as thirtyn, thirtyn. Suppose there is a student who writes 13 but makes a mistake of spelling and writes thirtyn.

How do you think readers will react, readers will have a hell. They will be confused like mad. Did the writer mean thirty or did the writer mean thirteen? They will go mad with confusion. So that is, in that sense, I mean. You can get away with a mistake two of spelling perhaps people will pardon you if you wrote thirteen as thirteen or tyin or tien, but they may not excuse you, they may not forgive you, if you meant 13 and wrote thirtyn.

So, it is important to know the numbers and to express the difference between one number and another in correct spelling or correct pronunciation. And then options, in all maps, in all plans you have a choice. The first thing is, the first choice is you enter the railway station, or you do not. If you do not enter the railway station, then you are not taking the railway train. If you enter the railway station, you have a choice.

Do you take platform A or platform B? Platform 1 nor platform 2? Or in the language of railways, they use this for signal. Do you take home signal or outer signal? So even they have a choice. Even drivers have to choose. Should they start slowing down now because the trains cannot be broken at once? Breaking of the train begins, the breaking of the speed of the train, so that the train can stop at the designated railway station.

So, that kind of braking begins in express trains maybe about 3 kilometres before. Today because of technology they start 1 kilometre before. In airplanes, aircrafts it happens in under 500 meters. But they have a very powerful machine. But planning nevertheless, planning nevertheless is required complex operations. Complex operations flying an aircraft, take the ship out of the harbour. Or for instance performing complex surgeries, cutting one limb adding something else there is a teamwork.

And the surgeon who leads this team knows the importance of sequencing, knows the importance of being accurate with everything with direction, with numbers, with sequence, and with options. So options are important what do you say where? What do you take where? Do you take right or left? Or depending on that you make one mistake, and you are lost? Allow me to tell you a story. A very senior officer in a responsible position was once travelling by a railway train from some railway station in north Bihar to Bombay. I am sorry to Kochi.

The train came on time. The train was at the platform. This passenger and a member of his family were little late in coming so as they came they took the coolie, the coolie took their luggage and told them do not worry the train stops here for some time. It is a watering station the train takes water and crew changes it takes time do not worry. Let us go slowly we will reach. So they started walking from the main platform to the platform to the platform between 2 railway lines.

And that railway station had about 7 or 8 platforms or seven perhaps. So the coolie followed by the officer, followed by the member of the family. Both the coolie and the officer climbed the bridge started moving towards platform number 3. And as they came at that point on the bridge where they should exit, they took the left turn, and they came down. But the female member following them was a bit slow in walking. She did not notice that they had taken the first exit to the left; she walked to the next exit.

Did not find them and then they got, then she got confused where were these two men the coolie and the passenger. On the other side, the officer, before boarding the trains, looks backward to ask his female relative, ask the lady to get in first does not find him. Imagine the kind of panic, the kind of confusion got forbid. It happens to you the coolie was honest and helpful, and the female relative was found. The train luckily stopped long enough they boarded the train.

And the journey ended happily as it ends in a cinema. But the correct option at the correct point is extremely important in the success of reading and executing any plan following any map. And the way you write, the way you speak must be clear enough. Slightest confusion in speaking and in writing and the reader or the listener is gone, is confused. Complex operations as I have said like flying an aircraft, landing it down, sending satellites to moon or to other extra-terrestrial objects.

Or tiny microscopic things like laser surgery. They are all performed following the same principle. So what is the principle? The sequence, the direction, the numbers, the options. That is how you do cooking when you, I wonder if anyone of among you knows cooking. But if you know cooking, you know the importance of sequence what you do first in order to get a wonderful good south Indian fluffy idli. You know what to do first.

Then you know what to do next and at each step you have an option step one do you do A or B. step two you do A or B or C or D. So your writing or your oral instruction should be very clear, should be an ambiguous, precise, and brief in all these matters. Then you not only read the map, yourself correctly you also help others read the maps, plans, designs correctly. But at the heart of it, all at the central place is occupied by language. You should have the correct language. Come next.

(Refer Slide Time: 14:27)

ACTIVITY

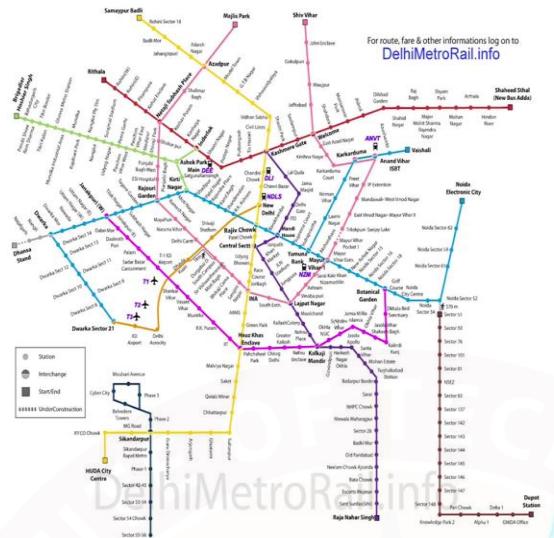
- Look at the attached map, and in about 150 words instruct a friend coming from another country how she/he can reach Noida City Centre Metro Rail station where you can receive him/her.
- Words of address will not be counted among the total no. of words.



Look at the attached map. In about 150 words, this is a typical examination proficiency test question. In about 150 words instruct a friend coming from another country how she or he, you have the choice can reach the railway station you live nearby. Near which you live in this case I have suggested Noida city centre metro rail station. Where you can go and receive your friend. But it can also be another station. No problem, choose the railway station, choose the metro station you like best or you like least.

Now while counting the numbers in the the number of words in your script, many test do not include words of address like so and so. Door number 10, road number 3 Lakshmipuram or Malleshwaram, Bangalore, no that is not included. So from the point, you begin the letter. That dear so and so until your sincerely. That is taken into account. Alright so let us look at one example first. First look at the map I am sorry let us look at the map.

(Refer Slide Time: 16:06)



These are the map that the traveller has to follow. This, as you might have noticed, is the map of Delhi metro railway routes, different lines, yellow line, green line, orange line, blue line. And depending upon where you want to go from where you choose you line or more than one line. In this case, as we have seen the visitor has to take the metro railway station from Indira Gandhi International Airport and has to come to the Noida city centre.

So, that is the the visitor or the writer, the instructor should read the map carefully. Where does the journey start? The journey starts somewhere on the orange line with from the airport. So here you know this is the airport. So from here, they have to take the metro rail to Noida. How do they go? They take the orange line and come to NDLS that is New Delhi railway station junction. And from NDLS, they come to Rajiv chowk.

Just about one station 2 or 3 minutes but then they have to change from orange line they come to the yellow line, on yellow itself they first go towards the Rajiv chowk. So direction 2 to 3 minutes, the passenger gets as Rajiv chowk, and from Rajiv chowk, the passenger can take the blue line and come right down to Noida city centre. That is the journey simple enough. Even a child can following this map, travel comfortably and correctly. So, writing should not be a problem. But writing does become a problem. Let us see an example.

(Refer Slide Time: 18:19)

FIRST DRAFT

Jennifer Lee,
Mastung Corporation,
#1307, No. 32, Sector 32,
Noida 201 102 India

To: Beatrice D'Souza
Mastung Corporation,
7404 D, South Martha Avenue
Manila 67 F, Philippines



Let us look at the first draft. As I have been saying does not matter what, how many mistakes you make in writing of the first draft. But all that you want to say should come here. So the address from to next.

(Refer Slide Time: 18:35)

22 Jan, 2021

Dear Beatrice,

I cannot tell how eagerly I am waiting for your visit. It is ages since I was visited by a friend. But I am sorry much as I wish to I cannot come to the New Delhi airport to receive you, I am so awfully preoccupied until late in the evening that day. So rather than keep you waiting at the airport, I would advise you to take the metro rail train from there and come to Noida City Centre.



Date. This writer does not mention a subject imagining; perhaps that is a personal bit of writing. This kind of writing, of course, is personal. But there is a lot of business involved, or you can say this is business writing where a lot of personal details are also involved. So let us see the letter begins Dear Beatrice. Dear Beatrice, I cannot tell you how eagerly I am waiting for a visit. It is

ages since I was visited by a friend. But I am sorry much as I wish to I cannot come to the New Delhi airport to receive you. And in this manner, the writer of this letter this mail goes on next.

(Refer Slide Time: 19:31)

It is actually a very simple thing to do. All you have to do is to board the train at the airport itself. Of course you must buy the ticket before you board. They will also give you a token using which you can enter the platform, and then take the train to Rajiv Chowk where you can change for the train to Noida City Centre. It is about 10 or 11 stations from there, you can see on the display board in the train. And any way this is the last station. So where everyone gets out you can also come out. I will be waiting for you at the exit. Just call me before you board the train.

To welcome you in India, we will have our first dinner at my home. I will cook a great vegetable for you.

Yours very own,
Jennifer (274 Words)



Read it carefully. Next.

(Refer Slide Time: 19:38)

COMMENTS



1. Unnecessary details: This is not the best occasion for the writer to say how happy she is, and what she is going to cook, etc., or why she cannot receive the visitor at the airport, etc.
2. Vague: Do you get the token with the ticket, or do you not? What do you do with it? How long do you hold the same?



Now, let us look what they have written already—number one unnecessary details. You do not really have to in this kind of communication praise your friend or to tell your friend why you are not coming. That you will not be there that is why you are sending this mail is simply clear

enough. Moreover, this is not the best occasion for writer to tell her friend how happy she is having the visitor.

There may be another occasion for that, but this letter, this manual of instruction is not the best possible place for the writer to say all that. Then there are many things which are vague. Come back to the original script.

(Refer Slide Time: 20:45)

It is actually a very simple thing to do. All you have to do is to board the train at the airport itself. Of course you must buy the ticket before you board. They will also give you a token using which you can enter the platform, and then take the train to Rajiv Chowk where you can change for the train to Noida City Centre. It is about 10 or 11 stations from there, you can see on the display board in the train. And any way this is the last station. So where everyone gets out you can also come out. I will be waiting for you at the exit. Just call me before you board the train.

To welcome you in India, we will have our first dinner at my home. I will cook a great vegetable for you.

Yours very own,
Jennifer (274 Words)



What is the status of the token? Is it an addition to the ticket in lieu of the ticket? What do you do with the ticket? What do you do with the token? So simply say they will also give you a token using which you can enter the platform. And then take the train to Rajiv chowk. No mention of whether orange line, or blue line, or red line. How do you use? What do you do with token after you reached Rajiv chowk? If you throw it away, you will never be able to come out of the metro rail system. These things ought to have been explained. But they have not been. Next.

(Refer Slide Time: 21:29)

COMMENTS

1. Unnecessary details: This is not the best occasion for the writer to say how happy she is, and what she is going to cook, etc., or why she cannot receive the visitor at the airport, etc.
2. Vague: Do you get the token with the ticket, or do you not? What do you do with it? How long do you hold the same?



So, and on the other hand, there is a lot of unnecessary details. Say, for example, why do you need to say in this reading a map what you are going to cook for your friend that evening. Even if your friend is foody, she need not be told in this instruction. Write another mail to a saying if you have any preferences please let me know. Otherwise, I am planning to cook cucumber. India grows lots of them, and it will be wonderful to have it in a tropical climate say that.

But not this bit of instruction where you want your friend to understand unambiguously. How she can reach your place from Indra Gandhi International Airport changing the train, changing the train twice. There are a few things which are vague. Do you get the taken with the token or do you have to pay separately for the token and the ticket? And what do you do with it? Do you keep it, or do you throw it away? How long do you keep it? Once you got inside, why should you keep it? But there are reasons for which you should keep your token carefully as you keep your ticket. Next.

(Refer Slide Time: 22:55)

3. Unclear: Time and distance from IGI to Rajiv Chowk, and from there to Noida City Centre. The writer does not say that a change of train is required before Rajiv Chowk, at NDLS stop.
4. Unclear: How long is it from Rajiv Chowk to Noida City Centre, and does the NC Centre have only one exit gate?
5. Verbose: Has 124 words more than permitted.



Many things are unclear. You do not mention the travel time; you do not mention distances. Or how many railway stations between the terminal and the initial on the terminal point. In the first draft, the writer does not even say that it involves a change of train at the NDLS railway station. Neither does the writer say how long is it from Rajiv Chowk to Noida city centre. Or does the Noida city centre metro station have only one exit?

So these details are left unmentioned as a result, they may cause confusion to the reader, to the listener, to the visitor unless they have already been here. In that case, they do not need your help or guidance. So, whenever you write for giving instruction or suggestions. The utmost clarity is of importance. Look at another draft.

(Refer Slide Time: 24:17)

FINAL DRAFT



Jennifer Lee,
Mastung Corporation,
#1307, No. 32, Sector 32,
Noida 201 102 India

To: Beatrice D'Souza
Mastung Corporation,
7404 D, South Martha Avenue
Manila 67 F, Philippines



Same things address here both the addresses then date by line.

(Refer Slide Time: 24:24)

22 Jan, 2021



Dear Beatrice,

Reg. Your visit to Noida
Please, see the map attached here. In about an hour you can reach Noida City Centre.

As you come out of the airport, walk to the Metro Rail counter.

1. Buy a one way ticket to NOIDA CITY CENTRE.
2. Retain the ticket and the token until the end of the journey.



So look at this final draft. Now we have not pretending; we are not claiming that is the best that can happen. Maybe we can still improve. We can do a still better job. But the point is have these things been taken care of, have the sequence, the time, the distance, the options being mentioned clearly let us see. Please see the map attached here in about an hour you can reach Noida city centre. That is from IGI rail airport Noida city centre should not take you longer than 60 minutes.

Follow the instructions as you come out of the airport walk to the metro rail counter. You will see directions at the exit of the airport. What is it you have to do once you go there? Buy a one-

way ticket to Noida city centre. The ticket will also bring you a token. So instruction number 2 retain the ticket in the token until the end of the journey. Next.

(Refer Slide Time: 25:29)

3. Using the token, enter the platform, and take the Orange Line train to NDLS (New Delhi Junction Station). In about 20 minutes, you will reach NDLS. Do not come out of the railway station. On the other side of the platform, take the yellow line train to Huda City Centre . In three minutes, you will reach the next station, Rajiv Chowk.
4. Do not go out of the station.
5. Change to Blue Line for Noida City Centre.
6. Last station is Noida City Centre.
7. Take the Exit 1. I will be there.

Happy journey. (153 Words)



Then there is what you do; next you cannot board a train without coming to the platform. So ordinarily many people make a mistake you will find your train on this platform. And then they write use this token to enter the platform. So what do you due forced board the train then enter the platform? Or do you enter the platform then board the train. So the sequence of writing must follow the possible sequence of the way a passenger would board a train.

So here using the token, enter the platform, and take the orange line writer should have say the when here and keep the token carefully. You cannot come out of the metro rail system without the token through that extent even the final draft can undergo another revision. And take the orange line train to NDLS. That is new Delhi railway junction. Should you come out of the station or no? No, do not come out of the railway station.

On the other side of the platform take the yellow line train to Huda city centre. The next station is Rajiv Chowk. In three minutes, you may reach, you will reach the next station called Rajiv chowk. Once again, do not go out of the station. Which we also mean retain the token. There at the Rajiv Gandhi chowk change to the blue line for Noida city centre. And one blue line at the last station is the Noida city centre.

Just come out and take the exit one not left or right. That may be confusing. Whose is left, whose right. So take the exit one or the first exit, and the writer says she will be there. Maybe it is possible to change a few words here or there even in this draft. But the point is, does it follow sequence? Does it give instruction about distances and directions? Does it instruction about coming out or how to come out? If yes, then it is a good piece of writing. Next.

(Refer Slide Time: 28:04)



ACTIVITY

Look at the attached map, and in about 120 words instruct your friend coming from Mylapore to Open Air Theatre (OAT), IIT Madras.

https://drive.google.com/file/d/1udoj1_c62SYhaYR9tpRnIkEK4uEuruwZ/view?usp=sharing



None of us is born perfect. That is true also of language. We take about five years to learn the first language thou we hear it all the time. A foreign language, a second language and non-native language should also take you as much. But the best way to do it is do some reading and writing every day, in this case, look at a map, any map you like of anything you like and write instruction to your friend, your family about how they can enter your office in this building.

Or enter your room in this hostel. That will also be a great exercise write it, revise it, write it, revise it until you become satisfactory for you and you will not only get a job, you will not only have peace of mind. More importantly or most importantly, you will also learn some life-skills. So to conclude, writing about a map or a design or a plan is very easy provided you read the map carefully before you start and you write each step as they ought to be followed. Thank you very much. Have a good day.