

UNIT-2

READING AND WRITING SKILLS

- Reading style: Skimming; Scanning; Churning & Assimilation
- Effective writing tools and methods:
 - Inductive
 - Deductive
 - Exposition
 - Linear
 - Interrupted
 - Spatial
 - Chronological
- Official and Business Letter writing,
- Agenda, Notices, Minutes of meeting

UNIT-3

READING AND WRITING SKILLS

Reading

"Reading is to mind what exercise is to the body."

The skill that helps to identify and understand the symbols in a language is called reading. It is one of the forms of verbal communication. It is the process of looking at a series of written symbols and getting meaning from them. When we read, we use our eyes to receive written symbols (letters, punctuation marks, and spaces) and we use our brains to convert them into words, sentences, and paragraphs that communicate something. It is an input mode to enhance knowledge. Proficiency in reading enhanced self-confidence. "The more you read the better you can write."

Reading Comprehension

The ability to comprehend a text is called reading comprehension. It is an ability to process text, understand its meaning and integrate it with previous knowledge.

Tips for Enhancing Reading Skills

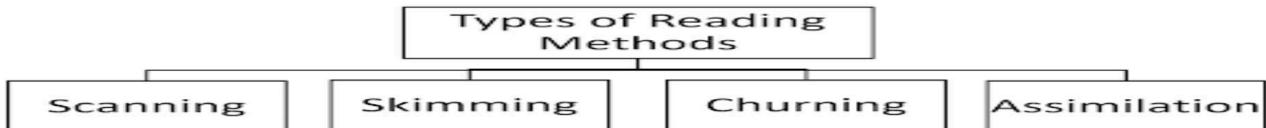
In order to enhance proficiency in reading we should -

1. Read regularly and set reading goals.
2. Read in portions.
3. Adopt reading strategies.
4. Associate with current events.
5. Try to personalize the content, and connects with lives.
6. Incorporate other visual & verbal aids while reading.
7. Highlight valuable information.
8. Understand common themes.
9. Share with others what is read.
10. Try to solve problems with the writing piece.

Reading skills

The students and professionals need to read a variety of texts in order to understand concepts and to know what is going around them. Good reading and comprehension skills can result into effective reading; better performance and also lead towards active participation which were the results into enhance self-esteem. Similarly, professionals also read a lot of material related to their work.

TYPES OF READING STYLE



1. Scanning

Scanning is a form of pre-reading.

Scanning means reading carefully to search for specific information.

The reader moves his eye quickly over the text to find particular words or phrases that are relevant to a particular work.

The reader avoids everything other than a particular thing. Whenever a reader reads any new book or text he uses the scanning method.

It is difficult to use the scanning technique when the text is very large (eg- in-depth articles, lengthy novels, etc.).

On the other hand, it can be done easily where the format of the text is simple and the length is short.

The main features-

1. It is a quick process.
2. Focus is given on a particular word or phrase.
3. It is usually practiced when a reader is reading the text the first time.

Examples-

1. Reading a menu card in a restaurant.
2. Reading a library catalog.
3. Reading a phone book to find a particular name in it.
4. Checking a particular mail in the mailbox.

Advantages of scanning

1. The readers are able to get the information quickly, directly, and specifically.
2. The readers can find specific information.
3. The readers become active while finding specific information.

Disadvantages of Scanning

1. Scanning means reading quickly; hence, the reader may leave important information.
2. Readers, sometimes, cannot decide what to choose or leave.
3. It reduces comprehension skills.
4. Cannot be used for pertinent information.

2. Skimming

Skimming is the process of reading quickly to revise the already-read text. A reader also takes a general idea about the text before reading a new text.

It's a useful technique to read longer texts quickly and efficiently. During skimming, the focus is given to critical points but details are skipped.

It is advised not to skim any research paper, important documents, contract papers, terms and conditions, etc.

The technique is useful when information is large but time is short. It is good for reading non-fiction work like course books. When a student revises for the examination, he uses skimming.

Example-

1. Reading a course book that you have already studied.
2. Reading notes just before an examination.
3. Revision of any text to look at the main points.
4. Reading reviews before buying a product online.

Features of Skimming

1. It is a quick process.
2. It takes less time for reading more text.
3. Main ideas are noticed.
4. Used for non-fictional text.

Advantages/Benefits of skim reading include:

1. It saves time.
2. Reader can understand the contents of each passage exactly.
3. Reader can read more in less time.
4. Reader can understand the organization of the text perfectly.
5. During competitive exams, it helps manage time.
6. Avoid wasting time on material that's less relevant.
7. It helps to focus on the key points.
8. It helps to retain more information.
9. Reader can improve his understanding of the text.
10. Also used for taking an overview of a new text.

Disadvantages:

1. It is superficial.
2. Reader doesn't get enough to be able to tell all the details.
3. Readers have to go back and re-read the entire passage again to understand.
4. Very important documents cannot be read through this method.

Differences between Skimming and Scanning

Points of Difference	Skimming	Scanning
Meaning	It's a way of reading fast so as to grasp the main points.	It's a way of reading fast so as to look carefully and quickly for a piece of specific information.
Reading Method	Quick	Quick but Selective
End result	Reading the maximum content in minimum time.	Finding out the required data.
Objective	To take an overview of the text.	To spot and cast specific facts.
Familiarity	The reader is not familiar with the text.	The reader knows what he is searching for.

Similarities between Skimming and Scanning

1. Both are used for fast reading techniques.
2. Both cannot be used for detailed studies.
3. Both types avoid details.

3. Churning

A churning style of reading means getting to the gist of the text.

Churning is related to reading slowly. It involves reading the text once or twice so as to understand its primary and secondary ideas in detail.

It is used to analyze the text and get the gist of the text. It is a combination of interpretation and inference.

Churning involves the following points-

1. Interpretation - It means getting the summary of all the important points and understanding the true in-depth meaning of a text.

2. Reading between lines

Understanding the hidden meaning or intention behind the stated words is known as reading between the lines. To achieve this The Reader should know how to connect the words in the text with what the author implies/ unsaid.

3. Inferring- Lexical and contextual

Enhancing your vocabulary can boost your reading comprehension speed as you can recognise or intelligently guess the meaning of a word in a context. Good vocabulary enables you to detect subtle differences in sentences and its meaning. Inferences mean drawing conclusions on the basis of the facts. It includes reading between the lines and understanding the fact that are not actually written. To make inferences, a reader has to apply his own logic and connect all the points. He requires understanding, reasoning, and analytical ability.

Tips for inferring meaning

- ❖ Do not stop reading if you are not able to recall the meaning of a certain word or phrase
- ❖ Analyse the word structure through word roots, prefixes-suffixes, phrases to guess or infer the meaning of unknown words
- ❖ Domain knowledge is necessary to give meaning to otherwise confusing sentences

4. Understanding the discourse of coherence- Churning helps to understand the logical development of ideas and understand it by a variety of expressions like; but, yet, so, as, since, while, whereas, nonetheless, despite, consequently, either, indeed, eventually, hence, etc.

The term 'discourse' refers to serious speech writing on a particular subject and the term ' coherence' refers a logical development of ideas within a text. To clearly express the relationship between the various segments of a discourse the reader can use a variety of expression like

- ❖ For showing contrast - whereas, while, on the other hand, despite, in spite of, yet, although, etc.
- ❖ For Additional information- moreover, furthermore, as well as, also, not only....but also, too, etc.
- ❖ For showing what is next - regarding, as fast as ...is concerned, with regard to, with respect to,
- ❖ For expressing results - as a consequence, thereby, thus, therefore, hence, as a result, etc.

These words are known as transitional words or connectors or signal words. They help the readers to follow from one idea to another smoothly.

Main Features of Churning

1. It is a slow process.
2. Only the gist of the text is taken.
3. It takes an understanding of in-depth meaning, sentence structure, and coherence.

Advantages

1. The reader infers the unstated facts in the text.
2. The reader enhances his vocabulary.
3. Reader gets the main idea of the text.

Disadvantages

1. It takes lots of time if the reader is a beginner.
2. It may be tiresome to note down the meaning of every unknown/new word.
3. The reader may lose interest.

4. Assimilation

Assimilation means reading a text and setting the information in long-term memory.

It is used to comprehend the text completely.

It enables the reader to deliver the consumed knowledge to anyone easily and with clarity.

Assimilation is used for the deep study of any topic because the text is read thoroughly.

The reader can answer the questions based on a particular topic. It is a slow reading process.

Assimilation refers to comprehending the text so that you can answer any question based on the text. It is the end product of skimming, scanning and churning processes during the reading of a given text.

Features of Assimilation

a) Structure of a paragraph: A typical paragraph consists of three parts the first part is topic sentence which includes the central idea of the paragraph. The second part contains sentences that develop the topic sentence explanation examples and arguments. The last part of the paragraph is often a summary call linking sentence to the next paragraph

b) Punctuation: punctuation indicates how the author wants you to interpret a piece of text. For example if the author put something in brackets, that part of the sentence should be interpreted as an addition sentence if you understand the meaning and usage of punctuations will be easier to understand the grammatical structures.

c) Author's viewpoint: It simply means the author's point of view to certain additional words or phrases to put a value to a word. For example the words like:

Surprisingly, shock, unexpectedly, to be disappointed, pity, etc- (shows emotions of author)

Certain, obviously, naturally, undoubtedly, likely, hardly, rarely, etc show a level of certainty.

SUMMARIZING

As we know that it is difficult to remember the contents so we use a method called summarizing. The steps of summarizing is given below

- ✓ Step1: familiarize yourself with the material
- ✓ Step 2: select important information
- ✓ Step 3: paraphrase the information
- ✓ Step 4: insert link between sentences and paragraphs
- ✓ Step 5: adjust the length of summary.

EFFECTIVE WRITING TOOLS

TOOLS FOR EFFECTIVE WRITING

The tools of effective writing are those particular elements that help a writer convert his ideas into an effective text. These tools help writer to write effectively and allow readers to understand the text completely in one reading. Almost similar tools are applied to preparing texts for longer documents like reports, proposals, articles, research papers, etc; for preparing the written text of speeches also.

Writing tools aid to present ideas in the most suitable and understandable format for the target audience. Hence, the developed content is clear, correct, accurate, and descriptive. Few of the effective writing tools as follows-

Topic Sentence- The sentence clearly stating the theme of a text is a topic sentence. It describes the main idea of a paragraph. A paragraph is developed around the topic sentence. It helps a writer to bring unity, coherence, and development.

Unity- Unity means oneness of thought. One idea is dealt with throughout the paragraph. All the sentences point towards the same idea. When the writer changes to a new idea, the writer should begin a new paragraph. Unity can be achieved by relevant illustrations and examples. This tool helps a writer to stick to a single idea in a paragraph.

Coherence- Coherence refers to the smooth flow of ideas in a paragraph so that readers can understand the paragraph. This tool helps a writer to develop an effective paragraph.

How to Achieve Coherence

By repeating a Key Term/Phrase related to the central idea.

By using Synonyms

Pronouns/relative pronouns

Transitional Words- (moreover, besides this, etc.)

Emphasis- The word is derived from the Greek word 'emphainein' meaning "to display." In the English language, it means emphasis. In paragraph writing, emphasis refers to the power of expression to indicate the importance of words. This tool helps a writer to bring unity.

How to Achieve Emphasis-

- Giving a forceful Introduction
- Writing an Effective Conclusion
- Making a Purposeful Repetition
- Examples and Illustrations
- Comparison and Contrast
- Mechanical Devices- (Capitalization, italics, bold, symbols, colors, etc.)

Adequate Development- Adequate development means sufficient length of a document. This tool is used to give moderate length- neither short nor lengthy. This tool helps a writer to adjust his thoughts within the limit of the length of the text.

Clarity- Clarity means no confusion. This tool helps a writer state his purpose clearly to make the reader understand the message. This tool allows a writer to discuss only one idea in one paragraph.

How to Achieve Clarity

- Avoiding technical jargon
- Splitting the message into separate paragraphs
- Highlighting key points
- Avoiding ambiguity by correct spelling, pronouns, proverbs, etc
- Avoiding lengthy sentences
- Using simple language in place of high-sounding words

Correctness- Correctness means no mistakes. A written document should be accurate in spelling, punctuation, sentence structure, data, and figures. The correct message has a good impact on the receiver. This tool helps a writer to write an error-free document.

Completeness- Completeness means writing all the relevant information in the document. The complete information helps a reader in better understanding and decision-making. If a message has incomplete details, feedback will not be satisfactory, and effective communication is impossible. This tool helps a writer to make his message comprehensive for readers.

How to Achieve Completeness

By providing the necessary information

By answering who, what, when, where, and why

By satisfying all the queries

Organization- Organization refers to a well-placed beginning, middle, and ending with proper headings and subheadings, and the message can be understood easily. This tool helps a writer to develop a logical text with a starting, middle, and end.

Descriptiveness- Descriptiveness is a tool for giving value to writing. It means to cover each aspect by giving proper description. For example- while writing a manual for mobile, troubleshooting and precautions are also described. This tool helps a writer to provide all the necessary things that are required by the reader.

Language- Language is a tool for putting thoughts into reality. The choice of words reflects clarity of thoughts. Language should match the type and purpose of writing. This tool helps a writer to convert thoughts, views, information, emotion, etc. into verbal content.

Appropriateness- Appropriate means relevant. The style and content should match the taste of the reader. For example- the children's book will be designed differently from the youth. This tool helps the writer to create content according to the reader.

Acceptability- This applies to legal policies, rules, and regulations. The written material must be acceptable to a wide range of audience. This tool helps the writer in the careful selection of language that is acceptable to a large section of society.

Conciseness- Conciseness means using fewer words for writing a message by removing unnecessary words and phrases from the text. Conciseness helps a writer to complete his message impactfully with the minimum number of words.

How to achieve Conciseness

- By removing redundancy,
- By reducing clauses to phrases
- By reducing phrases and clauses to single words.
- By avoiding the use of words really, very, totally, etc.,
- By avoiding euphemisms.

Flow- A Flow in writing indicates the sequential movement of thoughts and ideas that helps a writer grab attention as the reader finds the message comprehensive.

How to Achieve Flow in Writing

- Make sentence relationships apparent,
- Use cohesive devices to join sentences(however, since, because, since, though),
- Interlink sentences with proper ideas, arrange sentences with logical ideas
- order (to achieve clarity), deep thoughts, and development

PRINCIPLES OF PARAGRAPH WRITING

Essentials:

- a) Presentation of single idea.
- b) A sequence of well-connected sentences.
- c) Thematic unity within the paragraph.
- d) Conciseness and exactness.

It is essential to develop the ability to write effective paragraphs. As the writing needs to be purposeful, precise and reader oriented, it is important to compose paragraphs that are clear, cohesive, concise and result oriented. Paragraph writing is a significant production skill, integrating both composing and organizing skills. In order to write an effective paragraph, a careful writing plan should be adapted **to ensure proper length, unity, coherence, logical development and organization of ideas.**

1. The main sentences express the main idea of the paragraph.
2. The major supportive sentences expand, illustrate, and explain, support or strength the main idea with secondary points and major supportive details.
3. The minor supporting sentences exemplify and import the main idea with minor points, minor supporting details.

REQUISITES OF PARAGRAPH CONSTRUCTION:

In general, the purpose of a paragraph is to express one point, idea or opinion.

For example: Students require more recreational time in order to better focus on lessons in class.

This main idea is expressed through three sections of a paragraph:

- Beginning - Introduce your idea.
- Middle - Explain your idea.
- End - Make your point again, transition to next paragraph.

There are four sentence types used to construct a paragraph:

1. **Topic sentence:** One sentence which states your idea, point, or opinion. This sentence should use a strong verb and make a bold statement.

For example: Students require more recreational time in order to better focus on lessons in class.

NOTE: Notice the strong verb 'require' which is a call to action. A weaker form of this sentence might be: *I think students probably need more recreational time ...* This weaker form is inappropriate for a topic sentence.

2. **Supporting sentences:** Supporting sentences (notice the plural) provide explanations and support for the topic sentence (main idea) of your paragraph.

For example: In fact, studies have shown that students who enjoy a recess of more than 45 minutes consistently score better on tests immediately following the recess period. Clinical analysis further suggests that physical exercise greatly improves the ability to focus on academic materials.

NOTE: Supporting sentences provide the evidence for your topic sentence. Supporting sentences that include facts, statistics and logical reasoning are much more convincing than simple statements of opinion.

- 3. Concluding sentence:** The concluding sentence restates the main idea (found in your topic sentence) and reinforces the point or opinion.

For example: Longer periods of recess are clearly required to allow students the best possible chances of success in their studies.

- 4. Transitional sentence:** The transitional sentence prepares the reader for the following paragraph.

For example: Clearly, physical exercise is just one of the necessary ingredients for improving student scores on standardized tests.

WRITING METHODS

There are so many ways of developing a paragraph. However, the basic patterns of logically organizing information in a paragraph include:

Chronological Method: When the matter refers to some developments in terms of time, a chronological order introduces system in its presentation. This order is preferred in historical narrations.

Example Chronological Paragraph

During my college days, I used to get up at 6 in the morning and study for 2 hours daily. I would enter the mess at 8:00 am without taking a bath. The college started at 9:00 am. Usually, I reached late for the first lecture. I kept sitting at my bench till 12:50 pm. After reaching the mess I finished my lunch fast and went to the hostel for a nap at 01:15 pm.

Spatial Order Method: When the matter refers to certain areas, an area-wise arrangement of the matter must be preferred to present it systematically.

Example Spatial Paragraph

As I entered the room I saw a big wooden almirah at the front wall just opposite to entry door. To the left of the almirah, there was a small window. A narrow passage towards the washroom was just left to the window. The left wall has a large painting. Below the painting, an armchair was lying vacant. As I moved my eyes to the right, I saw a study table that was big enough to give place to a small book tray, a tabletop, a pen stand, a few papers, a writing pad, a few file folders, and one radio.

Inductive Order Method: When the matter consists of some details or known facts, the consideration of which leads to a conclusion, it is desirable to adapt the inductive method. This is a logical arrangement, beginning with the supporting information available and concluding with a topic sentence or a conclusion.

Example Inductive Paragraph

Oceans have ingredients which can benefit human health. Several important medical treatments are based on chemicals discovered in marine animals. On the other hand, increasingly common phenomena such as harmful algal blooms have demonstrated their negative impact on human health. The health of marine ecosystems is affected by human activities such as pollution, global warming, and over fishing. But at the same time, human health depends on thriving ocean ecosystems. *We need a better understanding of the many ways marine organisms affect human health, both positively by providing drugs and bio-products, and negatively by causing human ailments.*

Deductive Order Method: The deductive method is the opposite of the inductive method. It reverses the arrangement of matter prescribed in the inductive method. When a statement is made in the beginning, and it is followed by the facts that substantiate the assertion or suggestion made in the beginning, this method is adopted. In it, one starts with the topic sentence, and goes on to record the supporting facts.

Example Deductive Paragraph

Beneficial and harmful links exist between human health and ocean health. While several important medical treatments are based on chemicals discovered in marine animals, increasingly common phenomena such as harmful algal blooms have demonstrated their negative impact on human health. The health of marine ecosystems is affected by human activities such as pollution, global warming, and over fishing. But human health in turn depends on thriving ocean ecosystems.

Linear Method: Linear means 'consisting of lines' or 'one dimensional'. Each sentence leads to the next one in a paragraph, with the purpose of maintaining a forward movement; and each paragraph can be a step to take us to a goal. A logical series can be made even a consecutive arrangement of information.

Example Linear Paragraph –

The pan was put on the gas stove and Meera lit the burner. Then she poured one cup of water. When it boiled she added tea leaves, sugar, and ginger to it. After one minute, she added milk to it and boiled it for 1 more minute. The tea was ready

Exposition Method: These paragraphs explain how something works or what the reader is to do to make it work. Such paragraphs demand certain knowledge. Nevertheless, writing them is a great exercise to understand the material, because you keep learning when you teach. In expository writing, linking words like first, second, then, and finally are usually used to help readers follow the ideas. Exposition is explanatory writing. Exposition can be an incidental part of a description or a narration, or it can be the heart of an article.

Example Exposition Paragraph

"When students have completed the assignment, they simply click the Mark as Done button to let the teacher know they have finished. Note: The teacher does NOT receive an alert or email notification when work has been turned in, or marked as done. If a student is turning in late work, it is recommended that they leave a private comment to notify the teacher of late work or special circumstances."

Interrupted method: Whenever the writer gives a break to the line of thought and gives a turn to the idea to produce the desired effect, he uses this method... In general, the purpose of a paragraph is to express one point, idea or opinion. It includes breaking ideas to elaborate things and for clear understanding.

Example Interrupted Paragraph

Usually, my neighbour feeds stray animals. Every day, he gets up early and takes plenty of variety of food for them. *Before a year, he was a different person. He drank a lot and kicked small animals that came in front of his gate. He also, used to shout and bully the people in neighbourhood. Nobody liked him. One day he fell ill and was confined to his room. Then a small puppy barked a lot in front of his door and dragged the attention of the people to his house. People came and took him to the hospital. His life was saved due to that small puppy. This incident changed his life.* Now, that man has changed himself and he has good relations with all the neighbours.

Business Correspondence

Business correspondence refers to all modes of written communication. These include communication through letters, telegram, fax, e-mail, memos, notice, reports etc.

Letters are external correspondence that you send from your company to a vendor, to a prospective client, to an agency or to some other company.

Official and Business Letters

1. Your letters not only reflect your communication abilities but also are a reflection of your company.

2. You have to take care to follow accepted letter formats, maintain the proper tone and avoid errors.
3. Written correspondence requires polite language, neutral tone, clear requests and careful editing to eliminate any chance of misunderstanding.
4. Business letters should be clear, concise and well edited.
5. Business has a clear purpose usually stated in first paragraph. They might cover more than one topic, and if so, the ideas and paragraph are organized in logical order.
6. Letters are often the first and the last contact with customers and business associates which means they provide the first and last impressions of the writer as well as the organization.

Letter Format

There are two accepted letter formats:

1. Blocked Format: all lines including date, inside name and address, subject, paragraph and signature are placed at left hand margin.
2. Modified Block style with indented paragraphs: The date, subject statement, the complimentary close, signature and designation are put at the center of the page.

Types of Letters

Let us first understand that there are broadly two types of letters, namely Formal Letters, and Informal Letters. But then there are also a few types of letters based on their contents, formalities, the purpose of letter writing etc. Let us have a look at the few types of letters.

- **Formal Letter:** These letters follow a certain pattern and formality. They are strictly kept professional in nature, and directly address the issues concerned. Any type of business letter or letter to authorities falls within this given category.
- **Informal Letter:** These are personal letters. They need not follow any set pattern or adhere to any formalities. They contain personal information or are a written conversation. Informal letters are generally written to friends, acquaintances, relatives etc.
- **Business Letter:** This letter is written among business correspondents, generally contains commercial information such as quotations, orders, complaints, claims, letters for collections etc. Such letters are always strictly formal and follow a structure and pattern of formalities.
- **Official Letter:** This type of letter is written to inform offices, branches, subordinates of official information. It usually relays official information like rules, regulations, procedures, events, or any other such information. Official letters are also formal in nature and follow certain structure and decorum.
- **Social Letter:** A personal letter written on the occasion of a special event is known as a social letter. Congratulatory letter, condolence letter, invitation letter etc. are all social letters.
- **Circular Letter:** A letter that announces information to a large number of people is a circular letter. The same letter is circulated to a large group of people to correspond some important information like a change of address, change in management, the retirement of a partner etc.
- **Employment Letters:** Any letters with respect to the employment process, like joining letter, promotion letter, application letter etc.

OFFICIAL LETTERS

The letters that are written by an office for the purpose of coordination and information are called official letters. Official correspondence includes the letters exchanged between government departments, government officers, non-government organizations and persons, and government authorities. Official letters are informal in nature. They are based on a few formal rules and regulations. These letters differ from business letters and private letters in various ways. Government offices follow a prescribed pattern that makes them different from business letters.

Characteristics of Official Letters:-

1. Official letters have a particular number like - **No. TY456/89 (6)**
2. Etiquette and politeness are observed in all official letters, whatever the subject of the letter, as well as the recipient.
3. These letters are brief, straightforward, and free from ambiguity.
4. Language is simple and free from confusion. Words of slang, colloquialism, and bombastic style,
5. Too many quotations and foreign phrases should be avoided.
6. In official letters, we have paragraphs serially numbered.
7. In an official letter, only one subject is dealt with. It should not deal with two subjects at a time.
8. These letters follow set rules and regulations of official correspondence.
9. Correctness of language is the foremost requirement.

DIFFERENT FORMS OF OFFICIAL LETTERS

In the government office, many forms of communication are adopted, like-

- ✓ Official letters
- ✓ Demi - official letters
- ✓ Circular letters
- ✓ Express letters
- ✓ Memos
- ✓ Press notes
- ✓ Notifications
- ✓ Reminders
- ✓ Endorsement etc.

PARTS OF AN OFFICIAL LETTER

- ✓ Name of correspondent
- ✓ Name of the addressee
- ✓ Date and place
- ✓ Reference number
- ✓ Subject line
- ✓ Salutation
- ✓ Body of the letter
- ✓ Complementary close
- ✓ Signature block
- ✓ Superscription
- ✓ Optional (enclosures, copy)

EXAMPLE OF OFFICIAL (GOVERNMENT) LETTER

GOVERNMENT OF INDIA
Ministry of Finance, New Delhi

Reference No. T H-7/89/2016
From: Secretary,

18th July, 2016

Revenue Division
Ministry of Finance
New Delhi
To: Income Tax Commissioner

Government of Delhi

New Delhi
Subject: Arrangements to ease last-day rush.

Sir,

This is to remind you that the required arrangements to deal with the rush of the income taxpayers are still pending. You are requested to do everything possible to smoothen the process of collecting returns at various points in the city.

Yours faithfully

Sd/-

For Secretary

Collectorate, Meerut

REF: N-45/P 20 Moradabad

14th August, 2020

From: Satish Chandra I.A.S.
Collector, Moradabad
To: The Chief Secretary
Uttar Pradesh Government
Lucknow (U.P.)

Subject: Drought and assistance.

Sir,

It is to draw your attention to the losses suffered in the Moradabad region because of almost no rains for the third consecutive year. Conditions of severe drought have made life miserable for the weaker sections of society. Relief work can be started only with funds adequate for this task.

You are requested to sanction the grant of at least ten crore rupees for immediate relief measures.

Yours faithfully

Sd/-

Satish Chandra

I.A.S. Collector

DEMI - OFFICIAL LETTERS

Demi-official letters are written between two officers in different departments for inquiry. These are written to save time. These have a more personal tone but have been written on the official subject. According to Mr. Sinha, "This is a name given to an inquiry between two officers of different departments which have an indirect bearing on an official subject matter."

For instance, in case of a long outstanding payment that is not forthcoming from, say, Company 'B' despite reminders and follow-up by the staff of Company 'A', the Accountant of Company 'A' might write to his acquaintance or counterpart in Company 'B' a demi-official letter, giving it a personal touch, requesting that the matter be looked into.

In short, DO letters are half-personal and half-official letters, hence 'demi' which means half.

MAIN FEATURES

- Number, date, etc., should be written.
- Personal names of the recipient and sender are mentioned (sometimes, if communication is addressed to a Department in Charge of a minister, the designation should be written, for example - Secretary to Government of..., Department of Medical Sciences, etc.)
- These are started with- Dear Mr. Gupta, My Dear Sir, Dear Sir.....
- It is friendly and written in the first person.
- These letters are confidential.
- The recipient address is mentioned below the closing on the left-hand side.

EXAMPLE OF DEMI-OFFICIAL LETTER

23 July, 2022

From: Shefali Singh
Secretary
National Commission for Women
Lucknow
To: Mr. Asheesh Agarwal
Superintendent Engineer
Irrigation Department
Jaunpur

D.O. Letter No. : H/51/2022

Dear Mr. Agarwal

Three months ago, I referred to you the complaint made by Mrs. Pratibha Sharma against the discriminatory treatment given to her at your office. I hope you have completed the inquiries into this matter by now; therefore, I would like to be informed about the findings without further delay.

Regards.

Sd/-
Yours Sincerely

Shefali Singh

GOVERNMENT LETTERS

The letters written between different offices and departments of government, autonomous bodies and government or semi-government are called OFFICIAL or GOVERNMENT CORRESPONDENCE. These 13 letters also include letters written between two governments, inter-government, from one state government to another state or central government or vice versa. These letters are written by the concerned authoritative officer or authority in his official capacity and for the use of the office. It is different from business letters as they are not friendly and should have a direct style of addressing. The official letters demands special care of dignity and designation of the person or officer writing the letter.

LETTER TO AUTHORITIES

A letter to Authority is similar to a "Letter of persuasion". However it should not be mixed with a "Letter of Complaint"; its main aim is to try to convince and persuade an authority figure into doing something, or changing his mind on a particular matter. For instance, your boss at work decided to cancel some employee benefits such as free transportation for all workers, due to budget cuts. You can write a letter to your boss to argue your position.

MEMORANDUM (MEMO)

A memo is a brief written communication that is circulated within an organization. These are used to convey some information in an office. These can be written in any flow. Memos can be the prominent means of interpersonal communication in an organization as they help bridge the communication gap among the various sections of any organization and serve as permanent records of information. Memos are very straightforward, to the point, and brief. The subject is written in the center in bold and big font.

TYPES OF MEMO

There are three types of memos based on their purposes.

1- Documentary Memos: - These memos are written for the smooth functioning of departments and organizations. These are beneficial for records. These are neutral in their function- neither praise nor degrade a person.

2- Congratulatory Memos:- These memos are used to appreciate some for their outstanding performance. These are written for appraisal someone.

3- Disciplinary Memos: - These memos are used or written to maintain discipline in an organization or department.

STRUCTURE OF MEMO:

Heading, opening, main body, closing, signature, necessary enclosures, and copies are the main parts of a Memo.

EXAMPLE OF A MEMO

26 November 2022

From: B. N. Gaur, I.A.S.,

Anu Sachiv

Home (police) Department, Uttar Pradesh

Vidhan Bhawan Lucknow

To: Sri R. S. Sharma

I.A.S.

Chief Secretary

Government of Bihar, Patna

SUBJECT: COUNTERFEIT COINS

My Dear Sharma (Optional)

Please refer to your S.O. Letter No 2345/L-1907, dated 4 November 2022, with the mentioned subject.

No such case has been detected in Uttar Pradesh in which counterfeit coins belonging to the Mughal period might have been passed in sale to the government for being stocked in the state Museums. The delay in replying is regretted.

Sd/-

Yours sincerely

B. N. Gaur

CIRCULAR LETTERS

In government offices, intra or inter-departmental written communication can be in the form of circulars also. Sometimes, circulars are written to the junior to have an inquiry. These letters can be official or demi-official. For example, the government of India issues a circular to state departments, and then the state department circulates the circular to the heads of various departments. Generally, circulars are written to address a group or number of people.

PRESS NOTE

It is an informal notification. It is used to supply information on some matters. It avoids salutation and is drafted in the third person.

NOTIFICATION

This is formal and often notifies the orders of transfer, retirement, or some amendments in rules, etc. It is prepared just like a press note.

ENDORSEMENT

It is used when a letter, memorandum, resolution, circular, etc., or its copy has to be forwarded to other authorities, and no opinion by the transmitting office is required to be made on it.

A Step-by-Step Guide on How to Write an Official Letter

1. **Know your format.** Before you start writing, ensure your margins are set to one inch all around and that you're using a plain, readable font like twelve-point Times New Roman (your best bet), Arial, or Calibri.
2. **Include your address and date.** Write your address and the date in the upper right-hand corner.
3. **Include the recipient's address.** Flush to the left margin; write the name, organization, and address of the person to whom you're writing. If you're not already in contact with your recipient, find out precisely who would be the best person to contact. Carefully note the correct spelling of that person's name.
4. **Write the salutation.** Remember, you have both formal and informal options in terms of greeting.
5. **Write the letter.** Write your first paragraph by answering the question, "Why am I writing this letter on this day to this person?" Write your second paragraph by answering the question, "What new information do I want the reader to know?" Write your closing paragraph by answering the question, "What do I want to happen next?"
6. **Include a signature.** Type the closing signature phrase, hit Enter three or four times, and then type your name.
7. **Remember your enclosures.** If you're enclosing anything (like a résumé), leave a blank line under your name, and then type "Encl."
8. **Follow the four Ps:** Proofread your letter carefully! Print your letter! Pop it into an envelope! Post it quickly!

Official Letter Dos and Don'ts

- ✓ **DO** make every effort to find out the name of the person you're writing to. That personal touch can make all the difference. Also, ensure the name is spelled correctly!
- ✓ **DON'T** use the salutation "To whom it may concern." It's outdated and impersonal.

- ✓ **DO** follow the rules of standard written English, and carefully proofread your writing. Consider using an editor to polish your letter and ensure that it's free from error.
 - ✓ **DON'T** use overly familiar or colloquial language. Avoid contractions, and use complete sentences.
 - ✓ **DO** sound like yourself—just a very professional *version* of yours
 - ✓ **DON'T** use a thesaurus to try and sound more “intellectual.”
 - ✓ **DO** keep your letter short and to the point.
 - ✓ **DON'T** change the font size to adjust the appearance of your letter.
 - ✓ **DO** use letter-size paper and a business-size envelope.
 - ✓ **DON'T** use colored paper or stationery with any added embellishment or design—except your letterhead, if you have such a thing.
 - ✓ **DO** mail your letter as soon as possible after you write it. The date you wrote in the heading should ideally match the postmark.
- ✓

Business letter

A letter written to grow a business is called a business letter. A business letter is a formal document often sent from one company to another or from a company to its clients, employees, and stakeholders. Business letters are used for professional correspondence between individuals, as well.

DIFFERENCES BETWEEN OFFICIAL AND BUSINESS LETTERS

1. **Purpose-** Government letters serve Official interests, but business letters are written for business creation and relations.
2. **Function-** Official letters functions for office orders, instruction, circular, notices, etc., but business letters are written for trading, manufacturing, delivering, advertisement, credit management, and liaison with various private or governmental departments.
3. **Structure-** Official Letters have a predefined and specific structure, but business letters can have any formal structure.
4. **Salutation-** Official letters may or may not have salutation, but business letters have salutation as an essential part.
5. **Complimentary Close-** Official letters have no politely written complimentary close, but business letters have.
6. **Language-** Official letters have a specific and traditional language full of jargon, but business letters have a very sober common language.
7. **Relation-** The sender and receiver have no significant relationship in official letters, but the relationship between sender and receiver is crucial.

Elements of the business letters

- Heading- address of the sender
- Date
- Address of the receiver
- Subject(optional)
- Salutation/Greeting
- Body of the letter- Introduction/Opening
- Discussion/main body
- Conclusion/closing
- Subscription/complimentary close
- Signature
- Designation
- Enclosures (Encl :)
- Copy to (if the letter has to be sent to more than one person)

Heading

If you're wondering how to write a heading for an official letter, look no further! A heading for an official letter consists of two things: your address (plus the date) and your recipient's address.

Addresses

Your address: This should go in the upper right-hand corner of the page. Under your address, write the date. In the United States, use the Month Day, Year format (March 15, 2018). In Europe and elsewhere, it's fine to order the date with the day first (15 March 2018).

Recipient's address: The second part of a heading for an official letter is the name and address of the person you're writing to. While you don't include your name above your address, here, you should write out your recipient's full name (including title), the name of the organization (company, college, publication, or similar), and then the address.

Salutation

A salutation is the greeting you use in your letter, whether formal or informal, and the most common one continues to be "Dear" plus the name or title of the person you're writing to.

Salutation Examples

Dear First name Last name: If you're not sure of the person's gender, omit the title and use his or her complete name (e.g., *Dear Pat Smiley*).

Dear Mr./Ms./Dr. Last name: If you know the social or professional title (e.g., *Dr.* or *Professor*), use it with the person's last name. Use *Ms.* in preference to *Mrs.* unless you're certain your recipient prefers *Mrs.* It's best to avoid using *Miss*, which can be considered condescending.

Dear Sir or Madam: This is the perfect salutation when you don't know your recipient's name.

Body

Keep the body of an official letter as brief as possible.

First body paragraph

Open by clearly stating why you're writing this letter.

I am writing to complain about...

I am responding to your job advertisement in...

I am applying for the position of...

If this letter is part of a previously established correspondence, you should also note that here.

In response to your letter of...

At our recent meeting, you requested the first ten pages of my manuscript...

Second body paragraph

Here, you should include some supporting details about your work or educational experience, what makes you suited to a certain job, your disappointment with the company's product, or other relevant information. This paragraph expands on the first paragraph.

Closing body paragraph

This is where you can reiterate the main point of your letter, suggest a next step, and thank the recipient for her time—or all three!

Thank you for taking the time to consider my application.

I look forward to meeting you next week.

I would be happy to provide references or further samples of my work.

Signature

There are several appropriate closing signature phrases.

Letter Signature Examples

Sincerely yours is the most common closing. The short form, *Sincerely*, is also always a safe bet.

Respectfully yours or *Yours truly* or similar variations work as well.

Regards, Thank You, and With Appreciation could also be appropriate.

However, there are two pitfalls to avoid:

Don't make the body overly formal. Be careful not to let the formal tone of the signature phrase bleed into your writing. You shouldn't sound as if you're writing with a quill pen!

But keep the signature respectful. Don't let your modern, hipster ways tempt you into using a more casual signature phrase. Being a bit formal is welcome here. *Hang loose, dude* is not.

Enclosures

Dos and Don'ts of a good business letter

Dos

1. Do follow rules of a standard business letter.
2. Do target your correspondence to the reader.
3. Make sure there are no spelling, grammar or punctuation errors.
4. Limit to one page.
5. Keep a copy of everything that you send out.
6. Make sure there is an original signature on all the documents that you mail out.
7. Close with a direct request for some type of action.
8. Use high quality stationery for hard copies.

Don'ts

1. Don't be generic and impersonal.
2. Don't start every sentence with 'I'.
3. Don't include personal information if it is not relevant to the position.
4. Don't give false impression.

Business Letter Types:

1. Sales letter
2. Enquiry letter
3. Quotation letters (Replies to Enquiry letters)
4. Order letter
5. Complaint letter
6. Adjustment letter
7. Circular letter
8. Job Application Letters

1. **Sales letter:** There are different ways to attract customers towards our goods & services. Like an advertisement on T.V., radio, newspaper, etc., but in some situations, correspondence is more useful, because it directly contacts the prospective customer. Sales letters are written to connect to prospective customers directly.

Sales letters are unsolicited letters. These are written by suppliers or manufacturers of goods, to inform and introduce the customers to their product or service which will come to the market. The effectiveness

of such letters depends on the writer's ability to use language suited to his purpose and to influence the recipient, his thinking, his taste & behavior; therefore, sales letters should be persuasive.

2. **Enquiry letter:** when a buyer writes a letter to the seller to get information on goods and services about the quantity, quality, price, mode of payment, delivery, availability, etc., such a letter is called an inquiry letter.

The inquiry letters are broadly classified into the following four types:

Specific Enquiry: When a buyer writes a letter intentionally to know about particular or specific information about a specific product, such inquiry is called specific inquiry.

General Enquiry: When a buyer writes a letter to collect information of a general nature, such inquiry is called routine inquiry.

Solicited Enquiry: An inquiry in response to a sale letter and advertisement is called a solicited inquiry

Unsolicited Enquiry: When a buyer makes an inquiry at his own initiative to buy goods & services, the inquiry is called an unsolicited inquiry.

3. **Quotation letter:** A reply to the inquiry letter is an opportunity to promote sales. It is addressed to the prospective buyer in answer to his inquiry. It is necessary to give prompt attention to an inquiry. The sales manager must satisfy the buyer so that he can convert an Inquiry into an Order, and the supplier must not take time to send a complete reply. The quotation letters play a crucial role in the increase in sales and profit of a business organization.

A quotation letter must include-

- a. Price:
- b. Quantity:
- c. Terms of trade: discount, credit facility, delivery of goods, insurance, reveling charges etc.

Recently, it has been noticed that most sellers have printed quotation letters that have all the details about the product and services. In such cases, the seller must write a cover letter out of courtesy. It shows a personal interest and respect to the buyer who makes an inquiry.

4. **Order letter:** After receiving quotations from different suppliers, the buyer looks at competitive prices, qualities, and other terms quoted. The buyer selects the best quotation that is suitable and fulfills his requirements. Then, he orders the products/services from a company. A responsible person or a committee scrutinizes all the offers carefully before placing the order.

5. **Execution of order letter:**

When a supplier receives an order, he may send an acknowledgment to the buyer about the execution of the order given by them. It builds an abiding, friendly & profitable relationship with the buyer. This letter includes a thanks note to the buyer for placing the order to him, the expected delivery date or if the supply will be late then it should be written clearly with reason. In both cases, a cheerful and pleasant tone must be maintained. It must express deep gratitude & appreciate the interest of the buyer in the goods ordered. The supplier can even mention the favorable aspects of the goods, competitive prices, and other terms & services.

6. **Complaint letter:**

There are ample chances of committing a mistake (unknowingly) by the supplier during packing or transit because, in a business organization, the sales department accepts the order & starts making necessary arrangements for sending the goods. There are many people involved in this process &

sometimes some of them commit mistakes quite unknowingly. After receiving the consignment if the buyer discovers any mistake or discrepancy, he brings them to the notice of the sales department of the supplier by writing a complaint letter. It is written with the hope that the supplier might settle the matter without any further conflict between them.

Many buyers discover genuine mistakes soon after receiving the consignment. Such mistakes must be immediately brought to the notice of the supplier, because they may cause inconvenience & financial loss to the buyer. But the buyer should do it without displaying any anger & ironic remarks. The anger and sarcasm can snap the good and friendly business relations between seller & buyer.

7. Adjustment letter:

Every complaint letter must be welcomed by the supplier even though he can't enjoy it. It may express dissatisfaction or anger of the buyer for the inconvenience caused to him due to the supplier's mistakes. But the supplier should be glad to receive the opportunity provided by the complaint letter to realize his mistake and to correct it. Adjustment letters are a reply to the complaint letter. To maintain business relations, business interests, and the interruption of the business, the supplier must handle this correspondence very carefully, tactfully & delicately. Firstly, he has to apologize to the customer for making a complaint because they could have abandoned him & placed the orders with the other suppliers.

Therefore, the complaint must be treated as an opportunity to save the customer, preserve the customer's goodwill & put things right. The supplier has to answer the complaint promptly, and satisfactorily & specifically so that the customer realizes his sincerity & willingness to serve. The decision regarding the customer's claim must be taken only after sound thinking & investigation. If this requires more time, the supplier should at least send an immediate acknowledgment of the complaint.

8. Circular letter:

A businessman sends a circular letter when he has to communicate a formal message to several customers, shareholders, suppliers, business friends, employees, etc. It conveys a message about a certain fundamental change in the structure & policy of the business organization. It circulates the same message to all the receivers. Its subject matter is of common interest to all the customers & other business associates. It is printed or typed on a large scale because the same message is transmitted to several receivers. Therefore, it must be drafted appropriately and carefully. It must have an attractive style, effective language, meaningful and catchy words, a suitable tone & 'you attitude'.

The circular letters are advantageous because they save time & money. As it contains a common message, it can be made comprehensive enough to communicate the business policy of a business organization. It is also useful for circulating important information regarding decisions taken by the management & changes made in the structure of a business organization.

Meeting

Generally, meeting means an occasion when people come together to discuss or decide something. Meeting member to get together and discuss a problem or issue or a special matter. It is also defined as a situation in which two or more people meet together in order to take a decision. It is an effective and important tool in the communication process. Meeting enables face to face contact with a number of people at the same time. Many meetings take place in a business organization.

A meeting can be defined in the following way:

“Meeting is a gathering or assembly of two or more persons for the transaction of some lawful business of the human concern.” Meetings have a very important role in the communication machinery of any profession. Generally, meetings are held for the following aims:

- To get the solution to any problem
- To exchange opinions, and experience and make suggestions
- To plan and manage
- To transact official business, take decisions, and make recommendations.
- To acquire knowledge of new fields.

There are two types of formal meetings:

1. Public Meeting: It is addressed by the leader and attended by the public. Normally this meeting takes place in a hall or park/public place.
2. Professional Meeting: This type of meeting is organized by the different officers for a special concern related to business. These meetings have a specific agenda to discuss upon. In such a scenario, Minutes of the Meeting Minutes are the record of a meeting and are kept in safe custody.

There are three stages around meetings: **preparation, the actual meeting and follow-up**. Neglecting the preparation and follow-up make the actual meeting a waste of time.

Purpose of a meeting: The purposes of holding meetings are listed here in a skeleton form:

- ✓ To reach a common decision/agreement
- ✓ To solve a problem
- ✓ To understand a situation, exchange ideas and experiences
- ✓ To inform, explain, present ideas
- ✓ To give and get feedback on new ideas
- ✓ To give training
- ✓ To plan and prepare for action
- ✓ To resolve differences and misunderstandings
- ✓ To generate enthusiasm and seek cooperation
- ✓ To review past performance and evaluate it
- ✓ To create a feeling of continuity and solidarity in a body's working.

Preparation

Before you call a meeting, ask yourself the following questions:

Is this meeting necessary?

Is the timing, right?

What is my objective?

How much will the meeting cost?

If you have decided to call a meeting, then determine the following:

- Time
- Select participants
- Duration
- Venue and set-up

Meeting notice and agenda

Some of the major components of a business meeting are:

1. Notice of Meeting,
2. Agenda of Meeting
3. Minutes of the Meeting

Agenda

Agenda means- a plan of things to be done or problems to be addressed.

Agenda means - a list of items to be discussed at a formal meeting.

As stated earlier, an agenda is the list of items to be considered at a meeting. It is also called business or order of business. It comes from the Latin word agendum (singular) which means ‘a thing to be done.’ But agenda (the Latin plural) is used as a singular noun.

It is the route map of the meeting. The agenda may be a part of the notice or may be attached as an annexure. The convener/secretary prepares it in consultation with the chairperson and gets his approval.

The items of agenda should cover all that is necessary to be considered at that time. Meetings take time and effort to arrange; hence the agenda has to be well thought out. .

It also includes the things which are to be achieved during a meeting. The agenda is also used to determine the goal of a meeting.

Purpose of Agenda

The main purpose of an agenda is to give the participants a clear understanding of the meeting.

Importance/Advantages of Agenda

1. It logically guides the participants through the whole process.
2. It also makes the participant familiarized with the topics to be discussed.
3. It helps in the smooth flow of meetings.
4. It is helpful in productive meetings as it is planned in advance.
5. It saves time as time is fixed for each speaker.
6. Participants know the activities well in advance.
7. It gives the meeting a clear purpose.
8. It helps participants stay on track.
9. It helps define responsibilities.

Easy Steps to Write an Agenda

1. Write the title of the agenda.
2. Followed by a who, when, and where information.
3. Write an overview of the meeting.
4. Outline the topics and give a sufficient allotted time.
5. Add extra instructions.
6. Check for errors.
7. Prepare a fair draft

Tips for Writing an Agenda

1. Create the agenda three or more days or even weeks before the actual meeting.
2. Set up a standard meeting agenda.
3. Consult the team.
4. Write all the important information.
5. Follow a standard and well-structured agenda.
6. Distribute it before the actual meeting.

Dos and Don'ts of an Agenda

Dos

1. Plan and prepare the agenda ahead of time.
2. Give your agenda a title.
3. Include all the necessary information in your agenda.
4. Follow a standard agenda format.
5. Make your agenda clear and well-written.

Don'ts

1. Distribute it during the actual meeting.
2. Not preparing adequately.
3. Providing irrelevant, unnecessary, and insignificant information.
4. Using unfamiliar terminologies and jargon that are not familiar to the company.
5. Providing unorganized and disordered agenda.

Parts of an Agenda

Almost all business follows a similar format of an agenda to run their meeting effectively and ensure that it stays on time. An agenda must include the following sections in it.

- The title of the agenda: The titles are important in any agenda as it can be used as identification.
- Details of the meeting: this part includes the basic details of a meeting like-
 - ✓ Date:
 - ✓ Time:
 - ✓ Duration:
 - ✓ Place of meeting:
 - ✓ Meeting types: Brainstorming /discussion/Assessments
 - ✓ Purpose:
 - ✓ Objectives of the meeting:
 - ✓ Name of attendees:
- Roles of meetings
 - ✓ Meeting called by/Host:
 - ✓ Facilitator:
 - ✓ Note Keeper:
 - ✓ Time Keeper:
- List of Actions/activities
 - ✓ Name of speakers, their topics, and the time allocated is written serially.

- Prior meeting Action if any:
 - ✓ Preparation beforehand:
 - ✓ Need to bring (if required):

Important Terms in an Agenda

1. Call to Action/ Call to order:

This is a fancy way of stating the beginning of a meeting. It's essentially the opening act of a President or senior member of the team (facilitator) as they start a meeting with the rest of the group. Typically, the President or facilitator has a scripted agenda to use as they open the meeting.

2. Roll call:

The attendance-taking procedure by the secretary/any designated person

3. Reading and approval of minutes:

The facilitator consults previous meeting minutes or notes. The President or the facilitator will ask here if there's anything that's been left out, that needs correcting or updating.

4. Standard order of business:

The standard order of business means the items on the agenda are listed in a prioritized manner.

5. Adjournment:

It is the last part of an agenda. If there's no further business to be discussed, the meeting is adjourned (ended).

This is your formal wrap-up. Take any questions or comments from your team members. A discussion of what's to be expected at the next meeting is made.

Examples of Agenda

Example 1: Write an agenda for the meeting planned to be held next week in the department of Electricity board. (Invent details by yourself)

Meeting with XEN (Electricity Department)

Agenda

Date and time: 03/12/2022, 1:00 PM

Duration: 1 hour

Venue: Seminar Hall, Ground Floor, Hydel Office, Meerut

Meeting types: Discussion

Purpose:

This meeting is to discuss the annual plan for the recovery of the bills and to plan for the future by generating ideas and assigning roles and responsibilities.

Objectives of the meeting:

By the end of this meeting, we will:

1. Set up the rules for the recovery.
2. Develop a formal definition of the mission.

Name of attendees:

Mr. Amit Khurana, Mrs. Sheeta, Ms. Lalita Boss, Ms. Rekha Shah, Mr. J.S. Raghav, Mr. Ritesh, Mr. Kamal, Mr. Vinod Jayant, Ms. Deepti, Mr. Nishant, and Ms. Jaya.

Chair: Mr. Subhash Sharma

Facilitator: Mrs. Sheeta

Note taker: Mr. Vinod Jayant

Timekeeper: Ms. Deepti

List of actions

1. Call to Order	Chairperson	02 minutes
2. Roll call	Mrs Sheeta	03 minutes
3. Reading and approval of minutes	Ms Lalita Boss	05 minutes
4. Introduction of Team Members	Mr Subhas	05 minutes
5. Previous Quarter report	Mr Ritesh	05 minutes
6. Team Purpose Definition	Mrs Sarita	15 minutes
7. Upcoming objective	Mr Rawat Jai Surya	15 minutes
8. Unfurnished business	Mr Nishant	05 minutes
9. New business	Ms Jaya	05 minutes

Please read (before the meeting): The report of Recovery department

Please bring: Note paper and Pen or Pencil

Adjournment: 2:00 PM

Here are some guidelines for listing the items:

1. Apologies from absent members (need not be written previously)
2. Condolences if any (may or may not be written previously)
3. Reading and approval of minutes of the last meet
4. Matters arising out of previous meet's minutes (this need not always be mentioned)
5. Urgent and non-controversial items
6. Matters requiring closer discussion and debates
7. Any new, on-the-spot items with the approval of the chairman
8. Date of the next meet.

The last item in a meeting is a vote of thanks to the chairman but this need to be mentioned. The items are mentioned briefly or elaborately according to the practice or need.

Notice of a Meeting

The statement that contains the particulars of holding a meeting is known as a notice. It is one kind of request to the members for attending the meeting. The date, time, place, and agenda are informed through the notice. It may be oral or written.

When a meeting is to be convened, a notice is required to be sent to all who are to attend it.

“A notice is the communication-verbal or written informing the persons entitled to attend the meeting about the time, date, place and the business of the meeting.” - S.K. Dutta

It should satisfy these conditions:

- It should be under proper authority
- It should state the name of the organisation
- It should state the day, date, time, and place. Also, sometimes, how to reach the place
- It should be well in advance. Some require seven days' notice, some 48 hours'
- It should state the purpose and, if possible, the agenda
- It should carry the date of circulation and convener's/secretary's signature
- It should go to all persons required at the meet
- It should mention the TA/DA etc. payable and the arrangements for this
- It is necessary to ensure that the notice has reached in time. This may be done telephonically. Dispatch section and post are prone to delays

We often find that between the date of a letter from a major public organisation and the post mark on the letter, there is a gap of 10-12 days. A notice that should reach seven days before a meet should not reach seven days after the meet

EXAMPLE: NOTICE OF MEETING

13th March, 2023

The 20th Meeting of the executive committee will be held at 4:00 PM on Saturday, 13th Feb, 2023 in ‘Lotus’, first floor, T-Block. The agenda is mentioned below-

- 4:01 PM Minutes of the previous meeting
4:05 PM Appointment of 2 new junior accountants
4:10 PM Proposal for the purchase of office item
4:20 PM List of celebrations for approval
4:30 PM Replacement of old gen-set.

You are requested to reach the meeting venue with a writing pad and pen 5 minutes before the schedule.

Vishnu Ram

Executive Secretary

Cc:
Chair Person
All members

Minutes of the Meeting

The minutes of a meeting are the record of the discussions/decisions therein. They have an official status; they are useful in law, and in some cases required by law to be written. Minutes are final when they are approved by the members of the group to which they relate, generally in the next meeting, and signed by the chairperson.

Even if there are emotional moments in a meet, the minutes are written in an unemotional manner, are cool, factual, impersonal, and impartial. Moreover, such are the demands of time on most people that the minutes should be concise, boiled down to the essentials.

During a meeting, the secretary is to write down and distribute the minutes of meetings. Usually, at each meeting, the minutes of the previous meeting are read out, if printed copies of the minutes have not been distributed to the members beforehand. The group then votes to accept the minutes or to revise and clarify certain items.

Minutes usually contain the main points of a discussion, the recommendations made by the participants, the tasks assigned to individual members and groups, and the conclusions reached. They are, however, not a verbatim record of the proceedings of a meeting. The emotions or feelings expressed by the members during the course of a discussion are generally not recorded. An accurate, well-organized, and complete summary of the business transacted is required in minutes

Minutes, are in fact, a type of summary of what happens at a meeting. ‘Minutes writing’ is associated with a formal meeting where important points of the meeting are noted.

Minutes should be written up as soon as possible just after the meeting. The minutes should be written in the third person and in the past tense. The minutes should be clear.

Only some organizations’ require that they record the detailed discussions as well (i.e. who said what and what were the reactions until the decision was reached). Normally, the body of the minute’s records:

- (a) The motions and amendments thereto
- (b) The proposer and seconded of motions
- (c) The details of voting, if any
- (d) Recommendations
- (e) Decisions/ resolutions
- (f) Tasks assigned to individuals, sub-committees

The overall minutes should give:

1. The name of the organisation/ unit
2. Day, date, time and place
3. Number in order (e.g. 33rd meeting of...)
4. Names of chairperson and secretary
5. Names of members present
6. Names of the absent
7. Attendees by special invitation, e.g. auditor, caterer, etc.
8. Record of the transactions (on the guidelines given above)
9. Signature of secretary and, after approval, that of the chairman.

The procedure of writing Minutes

- First of all, give the description of the meeting and mention the name, date, time, and place of the meeting.
- Mention the name of the supreme authority may be chairperson, chairman, and the name of other members, their designation who attended the meeting.

- Do not forget to mention the list of absentees.
- It is very important to confirm the last meeting minutes.

Format of Minutes of Meeting

The following items are generally included in the minutes of meetings, although the order may vary from one organization to another.

- Name of the group or committee that is holding the meeting
- Date, time, and place of the meeting
- The kind of meeting being held (a regular meeting/a special meeting)
- Names of the Chairperson and the Secretary
- Name of special invitees (if any)
- Call to order
- Roll call
 - a. Names of members present
 - b. Names of absentees
- A statement that the minutes of the previous meeting were approved or revised or a statement that the reading of the minutes was dispensed with.
- Record of the proceedings of the meeting. These could include:
 - a. The main points of the Chairperson's address
 - b. A list of the reports that were read and approved
- All the motions and suggestions that were made with statements about whether they were accepted, defeated, or merely tabled (vote postponed). It is also customary to include the names of those who proposed the motions. It includes-
 - a. Issues raised – along with the names of the speakers.
 - b. Suggestions – made along with the names of the speakers.
 - c. Decision – the outcome of the meeting.
- Resolutions that were adopted should be written out in full. If a resolution was rejected, make a statement to that effect.
- The final statement of vote of thanks to the chair.
- Proposed next meeting- The time that the meeting ended as well as the date, time, and venue of the next meeting.
- The signature of the Recording Secretary and the Chairperson.

Name of the company/organization

Minutes

Date:

Time:

Venue:

Types of meetings: Regular/Special/Discussion/Brainstorming

Members Present:

Members Absent:

The following points were discussed in the meeting-

1. Call to order

2. Roll Call
 3. Confirmation of the Minutes of the previous meeting.
 4. Chairperson's address
 5. Reports (if presented)
 6. Agenda point 1.
 7. Agenda point2.
 8. Agenda Point3.
 9. Resolution adopted (if any)
- Proposed date for next meeting

Thanks to chair

Signature of secretary

Signature of Chair-Person

Tips for writing effective Minutes

- Keep minutes brief and to the point but complete.
- Avoid being abstract and too general. Give specific details in the minutes
- Minutes must be accurate, complete, and clear. It may be used by different people in the future.
- Be consistent in the way you refer to people. Do not call one person Shri S. Sharma and another Meetu Das. This may be unintentional, but a lack of consistency in titles or names may bring conflicts.
- Minutes should always be objective and impartial. Avoid adjectives or adverbs that suggest either good or bad qualities.
- If the member of the committee is to follow up on something and report to the committee at its next meeting, state clearly the name of the member, and the responsibility he/she has accepted.

Examples

Imagine that you have been appointed the Reporting Secretary for the seventh meeting of the Executive Committee of the Meerut Fashion Store held on June 16, 1988, Write the minutes of the meeting, assuming the agenda to be as follows:

- i) Adoption of the Minutes of the last meeting.
- ii) Appointment of sales staff
- iii) Proposal to buy shelves for the display of goods
- iv) Complaints regarding the quality of apparel

You may add any other point if needed.

The Meerut Fashion Store
10, Shastri Nagar, Meerut, UP
Minutes of the 7th Meeting of the Executive Committee

Date: Jan 15, 2023
Time: 4:00 PM
Venue: Committee Room of the Meerut Fashion Store
Present: Mr. Rohit Pal, Chairman
 Mr. Sunil Kashyap, Sales Manager

Mr. Nehal Singh, Office Manager
Mr. Kamal Kumar, Secretary

Absent: Mr. Anuj Chaturvedi, General Manager (apology received. He is in hospital.)

-
1. Call to order: Chairperson announced the start of the meeting.
 2. Roll call: Attendance was taken by the organizing secretary
 3. Confirmation of the Minutes of the Previous Meeting:
 4. The Minutes of the Executive Meeting held on 01 Jan 2023, were unanimously approved.
 5. Appointment of Sales Staff:
 6. The Sales Manager, Mr. Sunil Kashyap, reported that 3 salesmen had left and two more are required as the festive season is approaching. His request was granted, and he was asked to issue an advertisement for salespersons.
 7. Purchase of Shelves:
 8. The Office Manager, Nehal Singh, put urgency of 6 shelves. He proposed buying 6 more shelves. Proposal accepted & he was asked to order for 6 shelves.
 9. Complaints of Consumers:
 10. The Sales Manager read out the complaints of consumers regarding the quality and colour fade of apparels from Jaya Fashion Brand. He suggested a complaint letter to the supplier and blacklists the company if no attention is paid.
 11. Date of next meeting: Jan 28th, 2023 at 10 a.m. in the board room.
 12. Meeting adjournment: Mr. Rohit Pal, Chairman adjourned the meeting.
 13. Minutes submitted by: Mr. Kamal Kumar, Secretary
 14. Thanks to Chair: Secretary thanked the chair.
 15. Minutes approves by: Mr. Rohit Pal, Chairman

Signature of Secretary

Signature of chairperson

AKTU QUESTIONS

SR.NO.	QUESTION	MARKS	CO
1	What is speed reading? Explain briefly. (AKTU 2021-22)	2	3
2	What is Assimilation in reference to reading style? (AKTU 2022-23)	2	3
3	Discuss the relevance of a ‘Notice’ in business communication. (AKTU 2022-23)	2	3
4	Differentiate skimming and scanning reading styles. (AKTU 2023-24)	2	3
5	The length of paragraph composition depends on the kind of document being written, its style, purpose and audience. Justify the statement by explaining different writing methods. (AKTU 2018-19)	10	3
6	An agenda is the list of individual items that ensure that the meeting achieves its broad aims. Write an agenda for a sales meeting and write the minutes of meeting as well. (AKTU 2018-19)	10	3
7	Describe how the length of a paragraph influences its coherence and helps in composing a good introduction and conclusion. (AKTU 2018-19)	10	3
8	Write a paragraph on deductive method and underline the topic sentence. (AKTU 2022-23)	7	3
9	Distinguish between Agenda of the meeting and Minutes of meeting with example. (AKTU 2022-23)	7	3
10	Write a note on reading style while explaining Skimming and Churning. (AKTU 2022-23)	7	3
11	Identify are the various components that are required to make a paragraph meaningful? (AKTU 2022-23)	7	3
12	Discuss the various methods of writing a paragraph. Support your answer with relevant examples. (AKTU 2022-23)	7	3
13	Articulate the characteristics of effective writing. (AKTU 2022-23)	7	3
14	Explore various paragraph construction methods. (AKTU 2023-24)	7	3
15	Draft an aligning notice and agenda for the annual meeting of a company. Create necessary details by yourself. (AKTU 2023-24)	7	3
16	Prepare a recommendation letter for internship on behalf of your institution for your company. Create necessary details by yourself. (AKTU 2023-24)	7	3