LECTURE -06

Effective Office Correspondence

Course Instructor

Dr Laiq Hasan

Office Correspondence

- This is the first impression a reader gets about an individual or an organization, department or even an officer within an organization.

- A good writing style not only reflects good grammar and sentence structure but also gives insights on the personality of the writer.

- It is important to be able to express oneself in a clear and concise manner.

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Characteristics of a Well Written Office Correspondence Letter

- Must have a clear purpose or reason for writing.

- Must have accurate facts, details, examples and logical reasons that support (or express or prove or clarify or expand) the main idea.

- Must have clear aims and objectives. What the writer wants to achieve must be clearly expressed by using action words like evaluate, prove, prepare, identify, provide etc.

Continued..

- Must have unity. All sentences, for example in paragraph, must belong together (relate to one main idea).

- It should be based on accurate facts and all sources of information must be accurately documented.

- Must be well formatted i.e. have a standard format that makes it easy to read and understand.

- Must use an effective writing style which makes it possible to comminute to the reader in an acceptable and intelligent way.

General rules for office Correspondence

- It should be addressed to a specific person or position.

- It should be brief and ideally kept to a maximum of one page.

- Aesthetic aspect of correspondence must be considered.

- Copy of the correspondence and response must be kept as a record.

Things to Remember

- Arrange your work well so that there is a consistent flow of thoughts.

- Avoid long sentences.

- A business communication should only have one main idea. All other minor ideas should be expressed in individual and distinct paragraphs.

Structure of Official Letters

- **Heading**: Most organizations use printed letterheads for correspondence. This contain the name, address and the telephone number.

- **Date**: Usually the date, month, and year are indicated in the upper right-hand corner using the format: 9th May 2023 or May 9, 2023.

- **Recipient Details:** The name/ designation of the recipient.

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- **Subject heading:** This lets the reader know immediately what the letter is all about. It is usually in bold and underlined.

- **Salutation:** It is placed two lines below the subject line. Ensure that you are certain about the names, if not, then just use Dear Sir/Madam.

- **Body**: The content of the letter which describes the purpose in detail.

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- **Complimentary closing**: This a courteous leave taking.

- **Signature**: Title, first and last name of the sender along with signature.

- **Enclosure (EnCL) or Carbon Copies (CC):** This is anything attached to the letter and copies of original document to various officers.

Sample 1

Vice Chancellor
University of Engineering & Technology
Peshawar, Pakistan

Through
Dean, Faculty of Electrical and Computer Engineering
University of Engineering & Technology
Peshawar, Pakistan

Subject: **Demand for Personal Computers (PCs) for Computing Labs**

Respected Sir,

I am writing to bring to your attention the urgent need for upgrading the computer systems in the Department of Computer Systems Engineering. We have two dedicated computing labs and a Digital Signal Processing lab where functioning computers are essential for conducting experiments. Many of our students, who come from diverse backgrounds, are not financially able to own personal computers, making them heavily reliant on the lab facilities.

Given the financial constraints of the university, our department has refrained from requesting new computers for over seven years. During this time, our lab engineers and technicians have worked diligently to keep the systems operational through repairs. However, the majority of the computers have now reached a state where further repairs are no longer viable, and many components have become obsolete. This has resulted in significant delays and disruptions in lab activities, with many students unable to complete their work during lab sessions due to slow or non-functional systems.

With the upcoming *accreditation visit* by the Pakistan Engineering Council (PEC), it is crucial that the labs are fully operational to meet the standards required. Therefore, I request your approval for the procurement of new PCs for our labs, as listed below.

Lab	PCs Description	PCs Quantity	LED Displays	Displays Quantity
Computing Lab1	Intel Core i7, 3.2 GHz, 16 GB RAM, 1 TB HDD, 512GB SSD, 2 GB Dedicated Graphics Card	35	HP, 22 inches	35
Computing Lab2	Intel Core i7, 3.2 GHz, 16 GB RAM, 1 TB HDD	35	HP, 22 inches	35
DSP Lab	Intel Core i7, 3.2 GHz, 16 GB RAM, 512 GB HDD, 256 GB SSD	35	HP, 22 inches	35

I kindly request your approval of this demand at your earliest convenience, so the purchase can be completed in time for the upcoming **PEC accreditation visit**.

Thank you for your consideration.

Sample 2

Department of Computer Systems Engineering
University of Engineering & Technology
Peshawar, PAKISTAN
Phone No # +92 91 9221421, +92 91 9222233

Laiq Hasan, Ph.D.
Professor and Chairman, Computer Systems Engineering,
University of Engineering & Technology Peshawar
Email: laiqhasan@uetpeshawar.edu.pk
Cell# 03469311359

Reference No: Date: January 01, 2020

Haseena Shaukat,
Manager Marketing & Events,
Tourism Corporation Khyber Pakhtunkhwa

Subject: **Request for Funding Boot Camp at Bara Gali Summer Camp**

Dear Madam,

With reference to the subject as cited above, it is hereby requested to provide funding for the boot camp scheduled to be held at Bara Gali Summer Camp from Friday, January 03 to Sunday, January 05, 2020. Further details about the boot camp would be provided by the computer society in their proposal.

Please don't hesitate to call/email if any further clarification/information is required.

Best Regards,
Dr. Laiq Hasan

Sample 3

Department of Computer Systems Engineering
University of Engineering & Technology
Peshawar, PAKISTAN
Phone No # +92 91 9221421, +92 91 9222233

Laiq Hasan, Ph.D.
Professor and Chairman, Computer Systems Engineering,
University of Engineering & Technology Peshawar
Email: laighasan@uetpeshawar.edu.pk
Cell# 03469311359

Reference No: Date: December 20, 2019

The Vice Chancellor,
University of Peshawar

Subject: **Allotment of Space at Bara Gali Summer Camp**

R/Sir,

With due reverence, it is stated that the Department of Computer Systems Engineering, UET Peshawar plans to conduct a Leadership and Soft Skills Development Boot Camp at Bara Gali Summer Camp. The aim of the boot camp is to equip our students with high end soft skills and to mold them into well-rounded engineers ready to take on the real-world problems with not just engineering knowledge but with skills that would give them a confidence boost as well.

Hence, it is requested to grant us permission to utilize the required space at Bara Gali Summer Camp from 3rd – 5th January 2020 as per the rates used for employees of the University of Peshawar. We shall be very thankful to your this act of kindness and support.

Hoping for a very positive and swift response.

Best Regards,

Dr. Laiq Hasan

Sample 4

Vice Chancellor
University of Engineering & Technology
Peshawar, Pakistan

Through
Dean, Faculty of Electrical and Computer Engineering
University of Engineering & Technology
Peshawar, Pakistan

Subject: **Demand for Upgradation of Labs Equipment**

Respected Sir,

I am writing to bring to your attention the urgent need for upgrading the equipment in both the Digital Signal Processing (DSP) lab and the Electronics lab of the Department of Computer Systems Engineering. In two of our core courses, *Computer Organization and Architecture* and *Digital Systems Design*, lab experiments are conducted using Field Programmable Gate Arrays (FPGAs), while for the *Digital Signal Processing* and *Signal and System* courses, we utilize Digital Signal Processors (DSPs). Similarly, in our Electronics lab, digital multimeters and oscilloscopes are extensively used in several courses, including *Electronic Circuits*, *Digital Logic Design*, and *Circuits and Systems*.

Unfortunately, the equipment in both labs has become completely outdated. For instance, the FPGA and DSP boards in the DSP lab were procured in 2007 (17 years old) and they are now obsolete and no longer in use in either industry or academia.

With the upcoming *accreditation visit* by the Pakistan Engineering Council (PEC), it is crucial that our lab equipment be upgraded to meet the required standards. Therefore, I request your approval for the procurement of the necessary equipment as outlined in the following list. Please note that, considering the financial situation of the university, we are not requesting the latest models, which are significantly more expensive. Instead, we are requesting equipment that meets the minimum required standards and will remain adequate for the next 8 to 10 years.

S. No	Equipment	Description	Quantity	Provider
1	FGPA Development Boards	Ultra 96 v2 FPGA	20	Instock PK (Islamabad)
2	FGPA Development Boards	Pynq Z2	20	Instock PK (Islamabad)
3	DSP Development Boards	DSP Starter Kit (TMS320C6713)	5	Instock PK (Islamabad)
4	Digital Oscilloscope	Handtek DSO4204C	5	Digilog Electronics (Lahore)
5	IC/Transistor Tester	D2260	6	Digilog Electronics (Lahore)
6	Digital Multimeter	UT33C+ Handheld	50	Instock PK (Islamabad)

I kindly request your approval of this demand at your earliest convenience, so the purchase can be completed in time for the upcoming **PEC accreditation visit**.

Sample 5

Vice Chancellor
University of Engineering & Technology
Peshawar, Pakistan

Through
Dean
Faculty of Electrical and Computer Engineering
University of Engineering & Technology
Peshawar, Pakistan

Subject: Request for Fiber Optic Installation

Respected Sir,

I am writing to bring to your attention the urgent need for fiber optic installation in the Department of Computer Systems Engineering (DCSE). The current internet situation in the department's building, particularly on the Mining Engineering and Basic Sciences side, is extremely poor. Both students and faculty struggle to find a reliable internet signal throughout the day, which significantly hampers academic activities.

It is unfortunate that while most of the university buildings are equipped with fiber optic networks, DCSE, which is supposed to lead in technological advancements, lacks this essential facility. As per our discussions with representatives from the CMS, they require specific resources to extend the fiber optic network to our department. CMS representatives have already visited our department and provided a detailed list of the necessary resources, which is attached with this application.

I kindly request your approval for the procurement of the required equipment to facilitate the fiber optic installation. This will ensure that the students and faculty of our department have access to stable and reliable internet.

Thank you for your consideration.

Sample 5 Annex - I

The CMS Manager
University of Engineering & Technology
Peshawar, Pakistan

Subject: Request for CMS Representatives' Visit at DCSE

Respected Sir,

I am writing to request a visit from CMS representatives to assess the internet connectivity issues in the Department of Computer Systems Engineering (DCSE). The current internet situation in the department's building, particularly on the Mining Engineering and Basic Sciences side, is extremely poor. Both students and faculty struggle to find a reliable internet signal throughout the day, which significantly hampers academic activities.

It is unfortunate that while most of the university buildings are equipped with fiber optic networks, DCSE, which is supposed to lead in technological advancements, lacks this essential facility.

In light of this, I kindly request that the CMS representative visit the department to resolve the current internet connectivity and provide us with a detailed list of the necessary resources and equipment required for the installation of fiber optic network.

Thank you for your consideration.

Sample 5 Annex - II

Solutions for Department's Internet Issues

Understanding the Problem:

I visit department to rectify the problem is being faced by students slow internet speed and connectivity issues.

The main reason is the sslow performance Wi-Fi routers and old technology Cisco switch in their four labs.

The current routers might not be powerful enough to handle the number of devices and users in the labs.

Recommendation:

- Fiber Connectivity 400 Meter
- Cisco 2960G 48 Port Switches. 04 No's
- WIFI Routers as per need 08 Ruijie
- Duck patti for cabling as requirement
- SFP (Single Mode) 08 No's
- Patch Cord 08 No's
- Switch Rack (4U) 04 No's
- Fiber Splicing / Duct installation / Cabling

  Test and commissioning 25,000/-

Sample 6

To,

Admin UET PESHAWAR

Dear Admin,

I hope this letter finds you well. I am writing to request permission on behalf of Naqsh Art Society in Ghulam Ishaq Khan Institute of Engineering Sciences and Technology (GIKI) to conduct a liaison drive to your esteemed institute in promotion of our upcoming event, IRTIQA 2024. IRTIQA 2024 is an annual cultural extravaganza organized by GIKI Naqsh Art Society, featuring three vibrant domains: Fashion, Mimes, and Beaux Arts. The event serves as a platform to celebrate creativity and artistic expression, and we are eager to share the excitement with your institution's community. During our liaison drive, our team will provide a brief presentation highlighting the key elements of each domain, including:

Fashion: Exploring the latest trends and innovations in fashion design, showcasing the creativity and craftsmanship of budding designers.

Mimes: Delving into the captivating world of mimetic performances, where gestures and expressions convey profound narratives and emotions.

Beaux Arts: Appreciating various forms of visual arts, including painting, sculpture, as avenues for self-expression and cultural reflection.

Requirement: Desk for Liaison, Projector to represent our Event, and Audience.

We believe that our visit will not only foster collaboration between our institutions but also inspire students and faculty members to engage with diverse forms of artistic expression. Rest assured, we will adhere to all protocols and guidelines set forth by your institution to ensure a seamless and respectful interaction.

We are genuinely excited about the opportunity to connect with your Institute and look forward to contributing to the cultural vibrancy of your community. Thank you for considering our request.

Warm regards,

Liaison Team,

Naqsh Arts Society,

Ghulam Ishaq Khan Institute of Engineering Sciences and Technology (GIKI)

Date: 22/2/2024

Assignment

- Find/choose an issue in your hostel/university that might be considered as a hurdle in conducive academic environment.

- Write a letter to the relevant authority in the university highlighting the issue that you have observed and suggest for a possible remedy.

- Submit and present in your group during the next class.