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 does not only reflect 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.

Continued..

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).

- Must be accurate and documented. 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.

Continued..

- **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.

Continued..

- **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

Department of Computer Systems Engineering
University of Engineering & Technology
Peshawar, PAKISTAN
Phone No # +92 91 9216589, +92 91 9216590
Fax No # +92 91 9216667

Reference No: Date: November 05, 2014

Dean,
UET Peshawar

Subject: **Application for the award of BETTER INCENTIVES**

Dear Sir,

Reference your letter No. 412/DEAN/UET/2014, dated 05-09-2014, I hereby submit my
application for the award of better incentives for the years **2011-12, 2012-13, 2013-14**.
Folders containing all details and supporting evidences are enclosed with the application.
Further, soft copies of the same have been sent at the following email addresses.
dean@uetpeshawar.edu.pk
dean@nwfpuet.edu.pk

Please contact/notify me in case of any query/deficiency.

With profound regards

Dr. Laiq Hasan

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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: laiqhasan@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

11/17

Sample 4

Department of Computer Systems Engineering
University of Engineering & Technology
Peshawar, PAKISTAN
Phone No # +92 91 9216589, +92 91 9216590
Fax No # +92 91 9216667

Dr. Laiq Hasan

Ph.D. in Computer Systems Engineering,
Delft University of Technology (TU Delft), The Netherlands
Chairman, Department of Computer Systems Engineering,
University of Engineering & Technology Peshawar
Email: laiqhasan@nwfpuet.edu.pk

Reference No: DCSE/ StudyTour5/2013   Date: March 19, 2013

Manager NOC,
Telenor, Islamabad

Subject: REQUEST FOR STUDY TOUR

Dear Sir,

As a part of its study program, the Department of Computer Systems Engineering organizes yearly study tours for students of various semesters to organizations/industries of the highest national repute.

Under this program, our students of batch 12 (6th semester) accompanied by two faculty members plan to visit your esteemed organization on Tuesday, March 26, 2013.

It would be highly appreciated if you can make the necessary arrangements for the proposed tour and inform us accordingly at your earliest convenience.

Looking forward for a positive and swift response.

Dr. Laiq Hasan

Sample 5

Date: 03-02-2020

The Assistant Transport Officer,
Transport Office,
UET, Peshawar.

SUBJECT: PROVISION OF TRANSPORT FOR FACULTY MEMBERS OF DCSE ON 05TH FEB 2020

Dear Mr. Qadeem,

The Department of Computer Systems Engineering is arranging a welcome lunch for their newly appointed faculty members at Nowshehra on Wednesday, 05th February, 2020. In lieu thereof, we would be requiring a mini bus that can accommodate approx. forty (40) persons so as to visit Nowshehra for the welcome lunch.

It is therefore, requested, to kindly arrange the required transport on the said date. Your kind support in this regard shall highly be appreciated.

Regards.

Faithfully Yours,

Dr. Laiq Hasan,
Chairman DCSE,
UET, Peshawar.

Sample 6

The Superintendent Store,
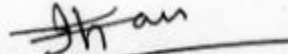UET Peshawar.

Through The Chairman DCSE, UET Peshawar

Subject: **Request for Office Furniture**

In reference of my earlier request dated 4th of June, 2015 for the above cited subject, I once again state that I am using the chair and office table that is in worst condition, as being used for more than fifteen years.

Therefore, it is requested to provide one revolving office chair, an office table and a book shelf/rack for the undersigned.

Yours Sincerely,

Engr. Ihsan Ul Haq
Assistant Professor,
DCSE, UET Peshawar.

Recommended & forwarded to the Supdt. Store
08/03/2016

Sample 7

Sample 8

Date: 20-01-2020

The Registrar,
University of Engineering & Technology,
Peshawar.

Through: **Proper channel**

SUBJECT: <u>APPLICATION FOR SANCTIONING THE MS ALLOWANCE</u>

Respected Sir

This is with reference to my appointment at the Department of Computer Systems Engineering, UET, Peshawar, against the post of Lecturer vide your office letter No. 1672/SB/87 Dated 02/12/2019 (Copy Attached).

In lieu thereof, it is hereby requested to kindly sanction my MS allowance. Your kind approval in this regard shall highly be appreciated and obliged.

Regards.

Faithfully Yours,

Naina Said
Lecturer,
Department of Computer Systems Engineering,
UET, Peshawar.

Assignment

- You are facing slow internet issue in your hostel which is affecting your studies and other activities.

- Write a letter to the relevant authority in University identifying the issues that you are facing and requesting for the problem to be solved.

- Submit the assignment to google classroom before the next week class.