

UPAAN

2025

Letter Writing
(Writing Section)

English - B

Lecture - 02

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Topics

to be covered

1

Game

2

Writing Skills: Formal Letter and its types

• Complaint letter



• Enquiry letter



• Letters of Placing Order/ cancelling order



• Letter to the Editor



Recap

of previous Lecture

- 1 Warm-up Game
- 2 Grammar: Modals ✓
- 3 Exercise and Quiz





Game time!



Antonym of 'Optimistic':-

↳ hopeful

ଅନ୍ତର୍ଧାରୀ

(a) Positive

(b) Hopeful

(c) Pessimistic → ନିରାଶାଧାରୀ

(d) Confident

Antonym of 'Bold' :

↳ confident

(a) Brave

(b) Fearless

(c) Timid → Shy, nervous

(d) Confident

4. Arrange the following words to form a coherent sentence:

P: they do rather — ③

Q: people should be — ①

R: than what they say — ④

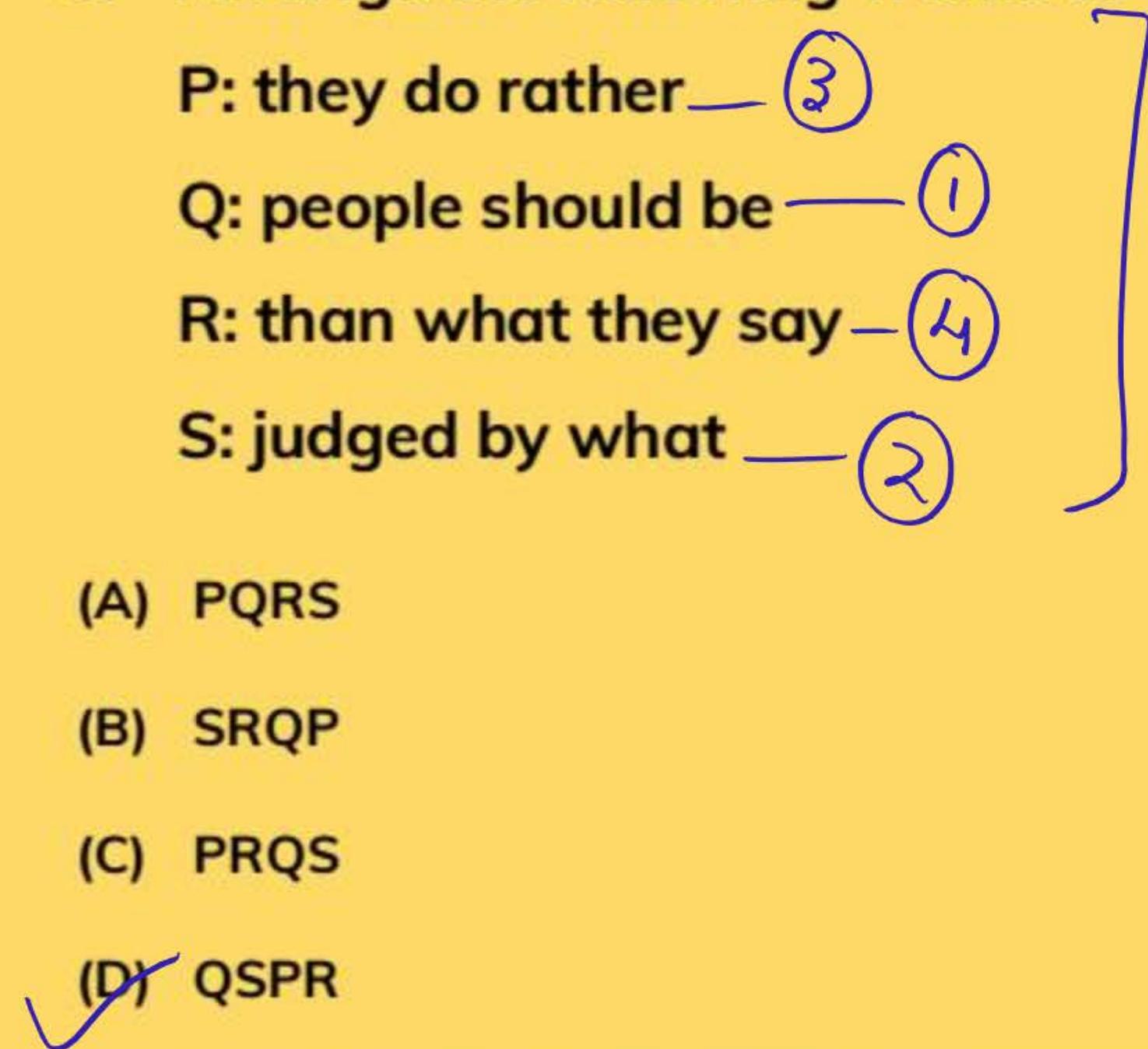
S: judged by what — ②

(A) PQRS

(B) SRQP

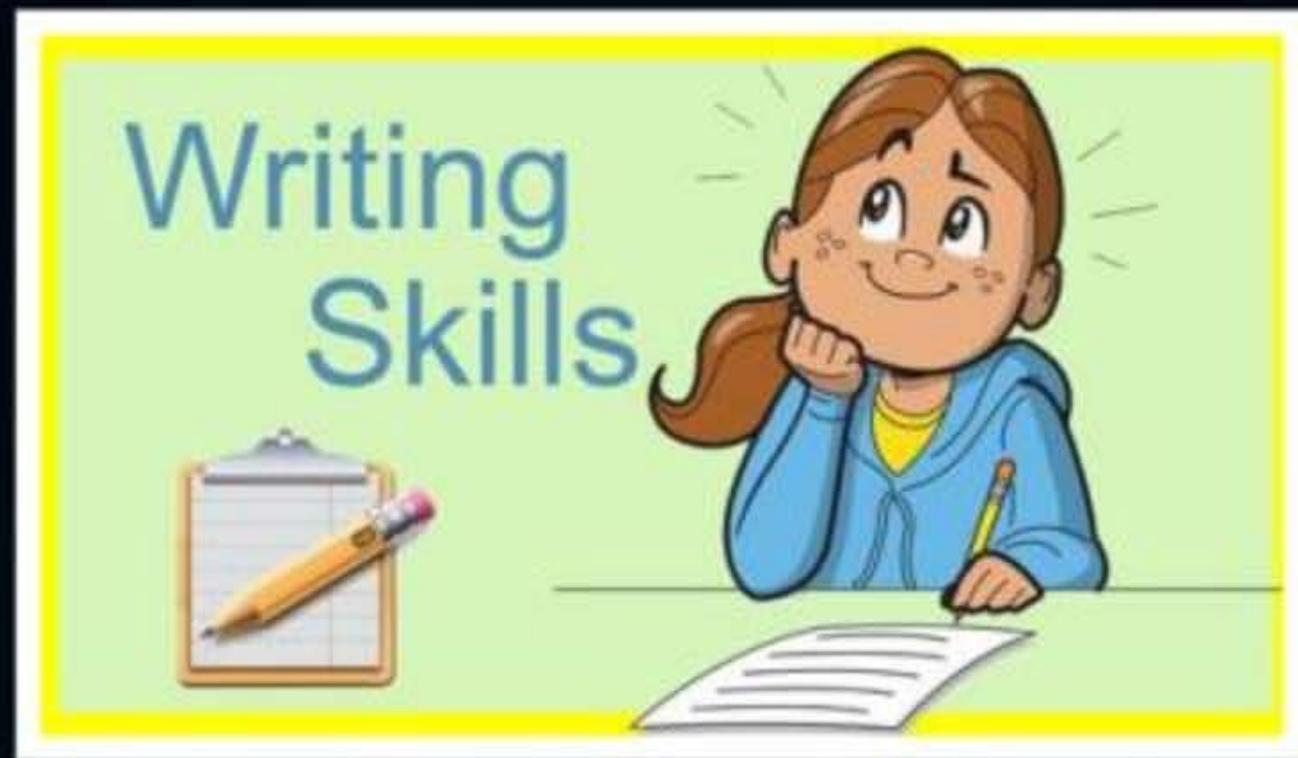
(C) PRQS

(D) QSPR





Topic : Letter Writing



- *Letter is the most common and convenient method of expressing our thoughts and opinions.*
- *They're important mode of communication, especially for official purposes.*



Topic : Types of Letter



1. **Formal Letters:** These letters are written in formal, simple and polite language. These follow a certain format. Such letters are written for official purposes to authorities, companies, institutes, etc.
2. **Informal Letters:** These letters are written to parents, friends and relatives. They are written in everyday and conversational language. They are mainly used for personal communication.



Topic : Types of Formal Letter



Types:

- ✓ Complaint letter
- ✓ Enquiry letter
- ✓ Letters of Placing Order/ cancelling order
- ✓ Letter to the Editor ☆



Topic : Marking Scheme



- o Marks- 5
- o Word Limit- **100-120 Words** — Body — Points — 15 words — 1 pt
120 words — 6-8 points
 - Format- 1 ✓
 - Content- 2 (what) ✓
 - Expression and organization of ideas- 1 ✓
 - Accuracy of spellings and grammar- 1 ✓

a ✓
or
b ✓



Topic : Format of a Formal Letter



You are Ritika Sharma, a resident of Delhi. With the increase in choice of processed food and an inactive lifestyle, the problem of obesity is rising. Write a letter to the Editor of 'The Times' Delhi, expressing your concern regarding the issue and suggest measures that can be taken to reduce the problem (100-120) Words.



{
36-D, Nehru Enclave
Jangpura
NewDelhi 10014

} Sender's Address ✓

1 March, 20XX

March 1, 20XX

Date ✓

{
The Editor
The Times
Delhi - 110002

} Receiver's Official Designation and Address ✓

Subject – Increasing Problem of Obesity }

✓ Subject (6-8 words)
Purpose

Dear Sir/Ma'am

Salutation

Through the columns - - - - - }

Introductory Sentence

Obesity is a medical

Informative Paragraph

I hope my - - - - -

Concluding Sentence

✓ Thank you

✓ Yours Sincerely / Truly

Complimentary Close

Ritika - -

Signature

✓
Body of the Letter



① Sender's Address - 3 lines

② Date

③ Receiver's Address



④ Subject

⑤ Salutation (Sir/Ma'am)

⑥ Body

⑦ Complimentary Clause

⑧ Signature, Name, Designation



Points to be Kept in Mind

- ✓ The subject line should match with what is asked in the question. It should be short and to the point.
- ✓ Get right to the purpose of the letter in polite and formal language. Do not give unnecessary details.
- ✓ Be clear, concise and to the point. Stick to the word limit of 100-120 words.
- ✓ Use simple language so that the letter is easy to understand. Do not use long-winded sentences.
- ✓ Review your finished letter for clarity from the reader's viewpoint.



Let's eat ① Grandma!

Let's eat Grandma!



Topic : Complaint Letter

1

- Written to address any type of wrongdoing, grievance because of a product, service, etc.
- The purpose of such a letter is to raise a concern about unfair things and seek a productive outcome.
- The language of these letters should be polite.





- In case of grievances
 - (i) Details of the grievance ✓
 - (ii) Nature of complaint (social problem, personal grievance) ✓
 - (iii) Date and place of the wrongdoing (if applicable) ✓
 - (iv) Compensation or corrective action required ✓
- Any other details necessary for resolving the complaint ✓



#Q. You are the Principal of Adarsh Public School, Nagal, Punjab. You organised a trip to Nainital and Shimla for the students of Class X of your school for ten days where you had some bad experience because of improper arrangements. Write a letter to the Director of Mount Travels and Tourism, Nagal, Punjab complaining about the same. Sign yourself as Anita Chaudhary (100-120 words)



S.A.

]

21 August, 20XX

The Director

Mount Travel and Tourism

Nagal, Punjab



Subject : Improper arrangements on Shimla Tour

Bad experience due to improper arrangements on Shimla Tour

Sir / Ma'am,

I'm writing to inform ^{you} about improper arrangements on our trip to Shimla which was organised by you. The hotel booked lacked proper sanitation. Furthermore, the food served to us was not fresh (stale).

① Improper Sanitation

② Stale food

③ inhospitable service

④ Electricity cuts

Linking Words

① furthermore

② Moreover

③ However (contrast)

④ Firstly, Secondly, ...

⑤ Also

⑥ In addition to



Evidently, we felt cheated by the service offered.

Therefore, we request to refund 50% of our total trip
expense hoping for a prompt resolution to the issue.

Thank You

Yours Sincerely

Sunita

Hunita Chaudhary

Principal

Adarsh Public School



#Q. There are daily reports in the newspaper of fatal accidents due to reckless driving and road rage. Write a letter to the Commissioner of Traffic Police in about 120 words suggesting the need to take stricter action against the offenders.

- ① Recommend the use of social media to launch awareness campaigns about the implications of irresponsible driving. You are Shantanu / Savita, living at B-108 Krishi Apartments (CBSE 2024)



Topic : Enquiry Letter



- Written to get some specific information from someone.
- It could be about a product, a service, a course, etc.
- It is also written in response to advertisements.



The letter includes the following-

- A brief introduction about yourself and/or your organisation.
- Details of the product or service required. 
-  Clearly mention the details you want to know. 
- If there is a time limit within which you need the information, specify it in the letter.

#Q. You have lost your original certificates of Class X and XII. You want to get their duplicates issued but you do not know the procedure. Write a letter to the Chairman, CBSE, Preet Vihar enquiring about the fee to be deposited, mode of payment, time taken by the board for issuing duplicate certificates and any other formalities. You are Tarun/Taruna, 7/9, Kunj Apartments, Shimla. (CBSE 2019)



S.A.

Date

R.A.

Subject : Enquiry about getting duplicate certificates
Procedure to obtain duplicate certificates



Bir/Ma'am,

I am Tarun. I lost my class X and XII certificates in a bus while travelling. I wish to enquire about some details.

Here are the details:

1. Procedure to obtain duplicates
2. Fee to be deposited
3. Mode of Payment
4. Time taken
5. Documents Required



I would really appreciate if you can share these details
at the earliest. Looking forward to your response.

Thank you

Yours sincerely

Tarun



#Q. You are Aman/Amita, living at 45-B, Bellaview Nagar. You want information about the French language course at La-France institute, Mohan Circle. Write a letter in about 120 words to the Director, Foreign Language enquiring about the details of the courses offered by the institution. In your letter include eligibility, duration of different courses, medium of instruction, examination cycle etc. (CBSE 2024)



Topic : Letters of Placing Order/ Cancelling Order



↳③

Letters of Placing Order/ Cancelling Order

- These are business letters which include placing or cancelling an order for products/services from another company or organisation.
- They are written in a very well formatted and formal manner.
- Give accurate information. Any inaccuracies may result in delayed/wrong deliveries with serious financial implications.



Details:

- specifications (with quantities) of the products/services to be supplied
- payment terms/credit terms (as applicable)
- required date of delivery
- mode of transport of goods (if required)
- any other terms and conditions
 - e. g. taxes/ delivery charges, mode of transport

Topic : Letters of Placing Order/Cancelling Order - PYQs



#Q. You are **Vikram/Vanya, Librarian, B. S. Public School, Delhi.** Write a letter to the **Manager of Amar Publication House, Mumbai** placing an order for **4 sets of Social Studies books for grades 6-8 published by N.C.E.R.T.** in not more than 120 words.
Mention **school discount, mode of payment and date of delivery.**

(CBSE 2022 Term II)



S. A.

Date

The Manager
Amar Publication House

Mumbai

Subject : Placing an order of books



Res/Ma'am,

I am _____ I wish to place an order of NCERT books. Here are the details:

Box

You are requested to dispatch these books by 10 September, 20XX.

We expect to get a discount of 20%. The mode of payment will be cheque/ DD.

for any queries, please feel free to comment.

Thank You

Yours sincerely

Grade	Subject	No. of Sets
6	Social Studies	4
7	Social Studies	4
8	Social Studies	4

Topic : Letters of Placing Order/Cancelling Order - PYQs

J.W.

#Q. You are Vaibhavi Sinha, examination in charge, Goodway Public School, Aurobindo

Road, Indore. You require 4 reams of white paper, 2 packets of carbon paper, one dozen registers, blue and red ball point pens (50 each) Place an order with Sunrise

Stationery Mart, 12 Mall Road, Indore mentioning terms of payment, discount asked by you and delivery date. (100-120 words)

(CBSE 2020)





Topic : Letter to the Editor

A



These are the letters written to the Editor of a newspaper, magazine or any other regularly printed publication. Their purpose is to highlight a social issue or a problem.



An ideal letter to the editor should:

- grab/catch the reader's attention
- explain the topic/issue of the letter at the start-why the issue is important
- details of the concern/issue (cause & effects)
- state the writer's opinion about what should be done
- express writer's hope for the resolution of the problem
- sincere appeal to publish the letter in the newspaper

#Q. You are Rohit/Rohini of A-15, Pitampura, Delhi. You observed that the subways in Delhi are seldom used by pedestrians who are always trying to cut across traffic. You have decided to write a letter to the editor of 'Hindustan Times' highlighting the dire need of creating awareness about it. Based on the points given along with your own ideas write a letter.

- Infrastructure unutilised
- Pedestrians prone to accidents
- Accumulation of stagnant water/garbage in subways
- Need for improvement and regular cleanliness under proper supervision.

(CBSE 2023)

A-15, Pitampura

Delhi

August 21, 20XX

The Editor

Hindustan Times

Delhi

Subject: Importance of using Subways while crossing road / Importance of Subways





Sir / Ma'am,

① Through the columns of your esteemed newspaper, I wish to draw the attention of all citizens, especially pedestrians towards the importance of using Subways while crossing road.

② Cause-effect

Subways are difficult to use for many reasons. Firstly, there is an accumulation of garbage or water in them very often.



③ Conclusion → In conclusion / Overall / In a nutshell,

There is a dire need of improvement and regular cleanliness
under supervision

All the citizens should come together to resolve this issue

I appeal to kindly publish this letter so that people are
aware of this issue.

Thank You

Yours sincerely

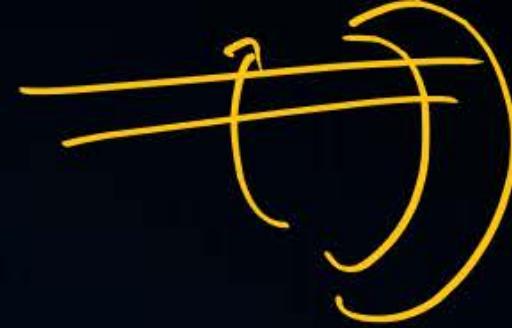
Rohit

Cause

- ① Accumulation of water / garbage
- ③ Lack of awareness
- ③ Haste / Habit of pedestrians
- ④ Mosquitos
- ⑤ Safety Issues

Effect

- ① Accidents
- ② Traffic Jams
- ③ Infrastructure unutilised
- ④ Traffic Management difficult for police





#Q. When you think about your city, you feel proud of its historical monuments, places of cultural interest. Shopping centres and beautiful parks. Write a letter in 100-120 words to the editor of a national daily recent initiative of free entry city. Also suggest ways to increase footfall to these places like the government's recent initiative of free entry to all historical monuments on the occasion 75th Independence Day. You are Sangeeta / Sanjay, 45 Vijay Nagar, Delhi. (Word limit 100-125 words)

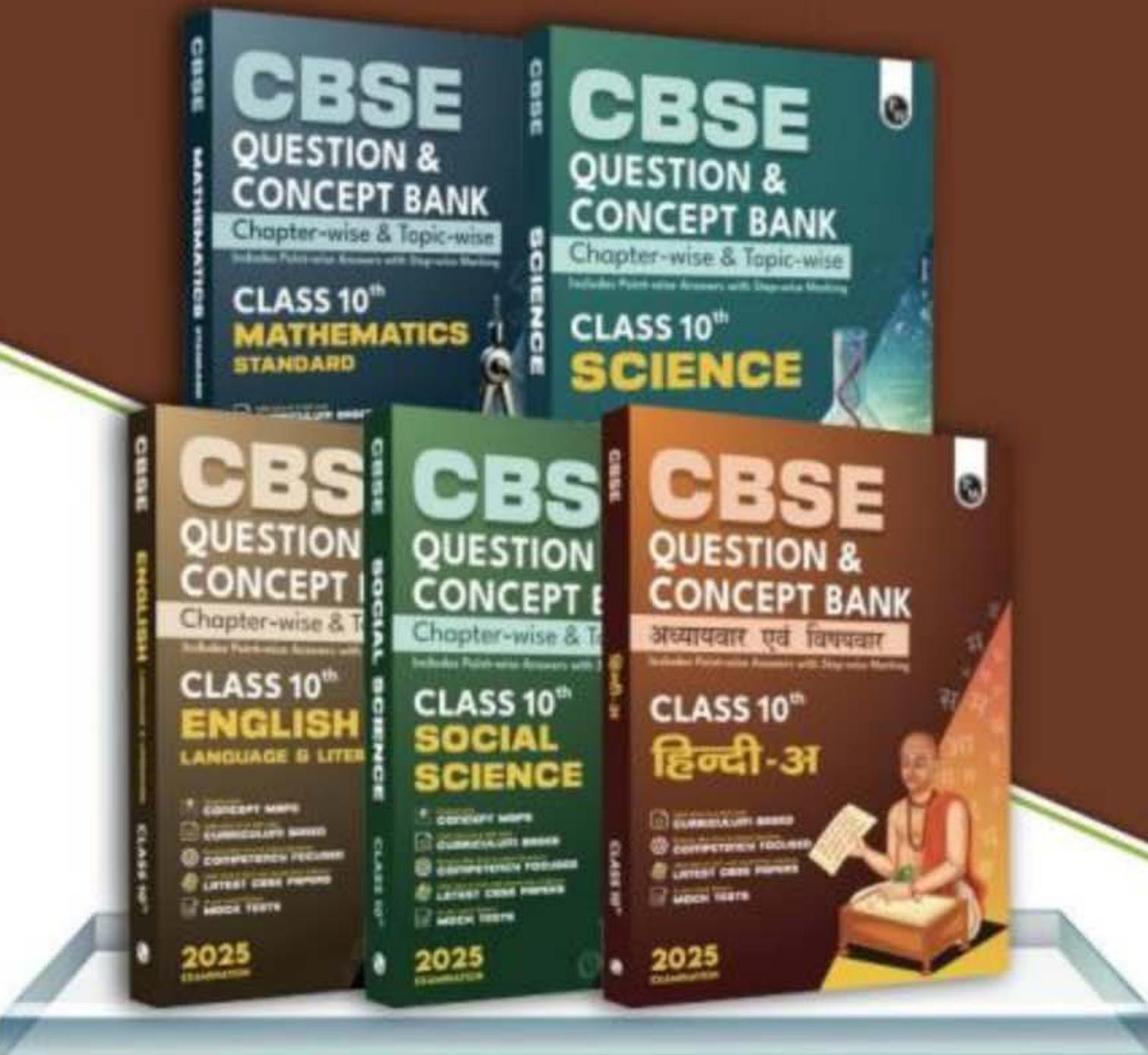
(CBSE 2023)

#Q. The Residents of Sunshine Society had put up a weekend carnival to raise funds for 'Apeksha' a home for physically challenged. All items on sale were made by the residents themselves. As President of the society, Adil Kumar, write a letter in 120 words to the editor of the local daily, about this experience, appreciating the effort of the residents. Suggest how citizens must reach out to their communities, volunteer time and render help in any way they can. (CBSE 2024)

#Q. A leading communication company 'Savera' is sponsoring a half marathon run in your city to raise funds for 'Koshish' an orphanage. You are Roshini/Roshan, school captain of Adarsh Vidyalaya. You are leading a batch of hundred students in the half marathon to be held in your city. Write a letter to the editor of a national daily emphasizing the participation of school children in such programmes as part of voluntary community service. Highlight the benefits of participation in such activities. (CBSE 2024)



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