



**INDIAN SCHOOL DARSAIT  
DEPARTMENT OF ENGLISH**



Subject : English Writing Skill –Letter Writing

Date of Worksheet : September 2019

Name of the Student : \_\_\_\_\_ Date: \_\_\_\_\_ Class & Div : XII Roll Number :

**You are Karan/Karuna of 56, Indrapuram, Bangalore. You bought a new “VIP” Washing Machine from M/s Rama Electronic, Commercial Street, Bangalore last week. Now you find that the machine makes an unbearable noise and motor tears delicate fabrics. Write a letter to the dealer complaining about the same and requesting him to change the machine as early as possible.**

56- Indrapuram  
Bangalore

20 August 2019

M/s. Rama Electronics  
Commercial Street  
Bangalore

**Sub:** Complaint regarding a defective Washing Machine.

Ref : Cash Memo No.702. dated 01 February 20XX

Sir

A month ago I had purchased a ‘Glide Washing Machine’ from your outlet vide Cash Memo No. 0702, dated 01 February 20XX . I am sorry to inform you that **the Washing Machine** which I bought with two year warranty stopped working well after ten days. Now the machine **makes an unbearable noise and the motor tears delicate fabrics.**

All these are causing great inconvenience and I feel cheated. I, therefore, request you to remove the fault if it is minor or replace it for a new one as per the conditions of warranty certificate.

I have been your regular customer and I purchase articles on your esteemed recommendations and good faith. Hoping for an immediate replacement of the washing machine. I look forward to your reply and a resolution to my problem, and will wait until a week before seeking help from the Consumer Protection. Please contact me at the above address or by phone at 0402667546 between 4.30 p.m. to 9.00 p.m.

Thanking you

Yours truly  
Karan

Encl.: Receipt of Bill and Warranty Card

**You are Reno \ Reena of 25, Akbar Road, New Delhi. Write a letter to the Police commissioner (traffic) about inadequate parking facility in the Connaught Palace area of New Delhi.**

25 Akbar Colony  
New Delhi

09 September 20XX

The Police Commissioner  
Parliament Street  
New Delhi

Sub: Inadequate Parking facility in Connaught Place

Sir

May I have the honor to draw your kind attention towards inadequate parking facilities in the Connaught place area?

You know that it is a busy area round the clock. People come here from far and near for trading and sight seeing. The N. D. M. C. Park, Jantar Mantar and the Palika bazaar add its charm. Often one can see foreigners trading here in large groups. They hire vehicles. The traders and other persons find it difficult to park their cars. There is little space for parking near the Palik Bazaar which is quite insufficient. Even the pedestrians find it difficult to cross the road. The D. T. C. buses and the Red Lines remain on the move.

It is highly imperative on your part to provide more parking spots. I hope you will pay attention to it and help the general public.

Thanking you

Yours truly

Reena

(REENA)

### **PRACTICE QUESTIONS**

- 1. You are Apoorva/Arpit. You bought a refrigerator from Ganesh Electronics and electricals, Gandhi Marg, Nagpur. It does not function properly. Write a letter to the Sales Manager of the shop, complaining about the defect and asking for immediate replacement or repair, as necessary. (100-120 Words) 2**
- 2. Write a letter to the Manager of a local bus depot pointing out that there are few buses plying on the route you use in the morning and these are invariably late, causing great inconvenience to the daily passengers. 2**

