

Letter Writing

COMPLETE CONCEPT EXPLANATION

1.1 Definition and Nature of Letter Writing

Letter writing is a structured form of written communication in which a sender conveys a message to one or more recipients using a formally organised layout. As a section of English language assessment, it evaluates a candidate's reading comprehension (to interpret the prompt or situation given), vocabulary, grammatical accuracy, coherence, and ability to calibrate tone and register to context. Unlike free composition, letter writing tests whether a candidate can operate within a defined communicative situation — choosing the right format, opening, body structure, and closing for the specific type of letter demanded.

1.2 Major Classifications of Letters

Letters fall into two broad categories, each subdivided further:

- Formal Letters — Written in an official, impersonal register to institutions, authorities, editors, employers, or businesses. Formal letters follow a strict layout and avoid colloquial language.
- Informal Letters — Written to known individuals such as friends and family. A relaxed, conversational tone is acceptable; however, the basic structural conventions of salutation, body, and closing must still be observed.

Within Formal Letters, the following subtypes are examined:

Subtype	Description
Official / Government Letters	Addressed to public officials, departments, or government bodies to make a request, lodge a complaint, or seek information.

Business Letters	Correspondence between companies or individuals in a commercial context — placing orders, making enquiries, offering appointments, etc.
Letters to the Editor	Written to a newspaper or magazine, expressing opinion on a public matter, seeking awareness, or proposing action. Published in a journalistic forum.
Job Application / Cover Letters	Formal letters accompanying a résumé, written to a prospective employer expressing interest in a vacancy and highlighting qualifications.
Letters of Complaint	Written to bring an issue to official attention and demand redress — to a service provider, authority, or institution.
Letters of Enquiry / Request	Written to seek specific information, clarification, or permission from an authority or organisation.

Within Informal Letters, the following subtypes are examined:

Subtype	Description
Personal / Friendly Letters	Written to friends or acquaintances sharing personal news, anecdotes, or experiences.
Letters to Family Members	Written to parents, siblings, relatives — sharing updates, seeking guidance, expressing feelings.
Letters of Invitation	Inviting a friend or relative to an event, celebration, or occasion.
Letters of Congratulation / Condolence	Expressing joy at an achievement or sympathy at a loss in a warm, personal tone.

1.3 Structure of a Formal Letter

Every formal letter must include ALL of the following components in order:

Step	Component	Function
1	Sender's Address	Full postal address of the writer (no name). Top-left justified.
2	Date	Written below the sender's address. Format: DD Month YYYY (e.g., 15 May 2026).
3	Receiver's Address / Designation	The name, designation, and address of the recipient. Left-aligned.
4	Subject Line	A brief, specific statement of the letter's purpose. Always bold. Begins: Subject:
5	Salutation	Formal greeting — 'Dear Sir/Madam,' or 'Respected Sir/Madam,'
6	Body — Paragraph 1 (Introduction)	State the purpose of the letter clearly. Reference any prior communication if relevant.
7	Body — Paragraph 2 (Main Content)	Elaborate the issue, request, or information with supporting details.
8	Body — Paragraph 3 (Conclusion)	State the expected action, thank the recipient, or express hope for a reply.
9	Complimentary Close	'Yours faithfully,' (when salutation is Sir/Madam) or 'Yours sincerely,' (when name is used).
10	Signature & Name	Handwritten signature followed by the printed name of the sender.

1.4 Structure of an Informal Letter

Step	Component	Function
1	Sender's Address	Top-right or top-left. Only sender's address; no receiver's address needed.
2	Date	Below the address. May use short form: 15th May, 2026.
3	Salutation	Warm greeting — 'Dear Riya,' / 'My dear brother,' / 'Dearest Ananya,'
4	Opening Line	An engaging, personal opening — referring to the last letter received or a recent event.
5	Body	Conversational, personal content. Multiple paragraphs acceptable.
6	Closing Line	A warm wrap-up: 'Write back soon,' / 'Looking forward to your reply,'
7	Complimentary Close	'Yours affectionately,' / 'With love,' / 'Your friend,'
8	Signature	First name or nickname only. No designation needed.

RULES OF LETTER WRITING

RULE 1

Use 'Yours faithfully' when the salutation is 'Dear Sir/Madam'. Use 'Yours sincerely' only when the recipient's name is used in the salutation.

Ex. 1 Salutation: 'Dear Sir,' → Closing: 'Yours faithfully,' ✓

Ex. 2 Salutation: 'Dear Mr. Sharma,' → Closing: 'Yours sincerely,' ✓

Ex. 3 Salutation: 'Dear Sir,' + 'Yours sincerely,' → WRONG — mismatch of register.

RULE 2

The Subject line in a formal letter must be specific, concise, and directly state the purpose. It is NOT a sentence — do not use a verb.

Ex. 1 Subject: Application for the Post of Junior Accountant ✓

Ex. 2 Subject: Complaint Regarding Irregular Water Supply in Sector 7 ✓

Ex. 3 Subject: I am writing to complain about the noise. ✗ (Full sentence — incorrect format)

RULE 3

Formal letters must use passive constructions and impersonal language. Avoid first-person emotional expressions.

Ex. 1 'It is brought to your kind notice that...' — correct formal opener ✓

Ex. 2 'I am aggrieved to inform you...' — borderline acceptable; 'aggrieved' is too informal ✗

Ex. 3 'I would like to draw your attention to the deficiency in...' ✓

RULE 4

Never include the sender's name in the sender's address block of a formal letter. The name appears only in the signature line.

Ex. 1	Address block: '14-B, Shastri Nagar, Jaipur — 302016' ✓
Ex. 2	Address block: 'Ramesh Kumar, 14-B, Shastri Nagar, Jaipur' X (Name in address — incorrect)
Ex. 3	Signature section: 'Yours faithfully, [Signature] Ramesh Kumar' ✓

RULE 5

The body of a formal letter must be divided into at least three distinct paragraphs: introduction, elaboration, and conclusion/call to action.

Ex. 1	Para 1: 'I am writing to draw your attention to the deplorable condition of...'
Ex. 2	Para 2: 'The road has been riddled with potholes for the past six months, causing...'
Ex. 3	Para 3: 'I, therefore, request you to take immediate remedial action in this regard.'

RULE 6

Date format in formal letters: write the date in full — DD Month YYYY. Abbreviations (Jan, Feb) and numeric formats (15/05/2026) are not acceptable in formal correspondence.

Ex. 1	15 May 2026 ✓
Ex. 2	15th May, 2026 ✓ (acceptable variant)
Ex. 3	15/05/26 X — numeric shorthand is informal and imprecise

RULE 7

In a letter to the editor, never address the editor by name. The salutation is always 'Dear Sir/Madam,' and the writer signs off with a designation or 'A Concerned Citizen'.

Ex. 1	Salutation: 'Dear Sir/Madam,' ✓
Ex. 2	Closing: 'Yours faithfully, Priya Mehta, A Concerned Resident, Mumbai' ✓
Ex. 3	Salutation: 'Dear Editor Suresh,' ✗ — personal address is not standard for editor letters

RULE 8

Informal letters use warm, personal salutations with the recipient's first name followed by a comma. Titles (Mr., Mrs.) are not used for close friends or family.

Ex. 1	'Dear Priya,' ✓ — correct informal salutation
Ex. 2	'Dear Mrs. Priya Sharma,' ✗ — over-formal for a personal letter to a friend
Ex. 3	'My dear brother,' ✓ — affectionate informal salutation for family

RULE 9

Job application letters must mention the source of the vacancy advertisement in the opening paragraph, and match qualifications to the job description in the body.

Ex. 1	'I am writing in response to your advertisement published in The Hindu dated 10 May 2026...' ✓
Ex. 2	'I wish to apply for the post of...' (without referencing source) — incomplete ✗
Ex. 3	'As advertised in your company's portal on 8 May 2026, I would like to apply for...' ✓

RULE 10

Complaint letters must state the specific grievance, provide concrete evidence or dates, and end with a clear, polite demand for action — not mere expression of dissatisfaction.

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| Ex. 1 | 'The electricity supply has been disrupted every evening from 5 PM to 9 PM since 1 May 2026.' ✓
(specific evidence) |
| Ex. 2 | 'The service is very bad and I am very unhappy.' ✗ — vague, lacks evidence |
| Ex. 3 | 'I, therefore, request you to restore regular power supply within 48 hours.' ✓ (clear demand) |

RULE 11

Never use contractions (don't, can't, I'm, we've) in formal letters. Contractions signal informality and are grammatically inappropriate in official correspondence.

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| Ex. 1 | 'I do not wish to...' ✓ — full form required |
| Ex. 2 | 'I don't wish to...' ✗ — contraction unsuitable in formal register |
| Ex. 3 | 'We are unable to process...' ✓ vs. 'We can't process...' ✗ |

RULE 12

Enclosures or attachments referenced in the letter must be listed at the bottom, below the signature, using the label 'Encl:' or 'Enclosures:'.

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| Ex. 1 | Encl: 1. Résumé 2. Copy of Certificates 3. Passport-size Photograph ✓ |
|-------|---|

Ex. 2 Mentioning documents in the body without listing at end — incomplete ✗

Ex. 3 Enclosures: (i) Demand Draft No. 123456 (ii) Identity Proof ✓

RULE 13

The tone of a letter must remain consistent throughout. Mixing formal and informal register within a single letter is a critical error.

Ex. 1 Formal body ending with: '...looking forward to hearing from you soon, buddy.' ✗ — register collapse

Ex. 2 Consistent formal: '...I await your earliest response in this matter.' ✓

Ex. 3 Consistent informal: '...Can't wait to hear from you! Write back soon.' ✓

RULE 14

Every formal letter body paragraph must begin with a clear topic sentence that states the paragraph's purpose without ambiguity.

Ex. 1 'I wish to bring to your notice a serious deficiency in the civic amenities of our locality.' ✓

Ex. 2 'There are many problems in our area.' ✗ — vague, no clear purpose stated

Ex. 3 'I am writing to request an extension of the submission deadline for...' ✓

RULE 15

In informal letters, the opening paragraph must acknowledge the last received letter OR directly establish the context for writing.

Ex. 1	'I was delighted to receive your letter last week and...' ✓
Ex. 2	'How are you? I hope you are fine.' ✗ — clichéd, avoids establishing context
Ex. 3	'It has been two months since we last spoke, and I thought it was high time I wrote to tell you about...' ✓

Common Errors in Letter Writing

✗ INCORRECT	✓ CORRECT
Yours Faithfully, (capital F — wrong)	Yours faithfully, (small f — correct)
Dear Sir/Madam (no comma)	Dear Sir/Madam, (comma required)
Name included in sender's address block	Only address; name only in signature
Subject: I am writing to complain about noise.	Subject: Complaint Regarding Excessive Noise Pollution
Using don't, can't, isn't in formal body	Using do not, cannot, is not
Yours sincerely, after 'Dear Sir/Madam,'	Yours faithfully, after 'Dear Sir/Madam,'
15/05/2026 as date in formal letter	15 May 2026
Ending formal letter with 'Take care!'	Ending with 'Yours faithfully,' or 'Yours sincerely,'

Writing body as one long paragraph

Dividing body into intro, detail, and conclusion paragraphs

Addressing editor by name: 'Dear Mr. Joshi,'

Using 'Dear Sir/Madam,' for letters to the editor

Formal vs. Informal Letter — Key Comparisons

Feature	Formal Letter	Informal Letter
Tone	Impersonal, professional, restrained	Personal, warm, conversational
Salutation	'Dear Sir/Madam,' / 'Respected Sir,'	'Dear [Name], ' / 'My dear friend,'
Language	Formal vocabulary, no contractions	Everyday vocabulary, contractions allowed
Closing	'Yours faithfully,' / 'Yours sincerely,'	'Yours affectionately,' / 'With love,'
Receiver's address	Mandatory	Not required
Subject line	Mandatory	Not required
First-person emotion	Avoided; use passive/impersonal constructions	Freely used
Paragraphing	Strictly 3 paragraphs (intro/body/close)	Flexible, multi-paragraph acceptable
Signature	Full name + designation	First name or nickname only

Memory Tricks and Mnemonics

Faithful or Sincere?

Remember: FAITH goes with STRANGERS. When you don't know the person's name (Sir/Madam), use 'Yours faithfully'. When you know their name (Mr./Ms. Sharma), use 'Yours sincerely' — because sincerity implies a personal connection.

SASBCC — Formal Letter Sequence

Sender's address → Address of recipient → Subject → Salutation → Body → Complimentary Close + signature.
Mnemonic: 'Some Address Some Body Closes Completely.'

The 3C Rule for Complaint Letters

Every complaint letter must have: Clear grievance + Concrete evidence (dates, amounts, frequency) + Courteous demand. Miss any C and the letter is incomplete.

FORD for Informal Opening Paragraphs

Family — Occupation — Recreation — Dreams. Start your informal letter by touching on one of these to create a warm, personal opening that avoids the cliché 'I hope you are fine.'

RULES SUMMARY — Quick-Revision Reference

#	Rule	Quick Example
1	Match 'Yours faithfully' with 'Dear Sir/Madam'; 'Yours sincerely' with the recipient's name.	'Dear Sir,' → 'Yours faithfully,'
2	Subject line must be a noun phrase — specific, concise, no verb.	<i>Subject: Request for Leave of Three Days</i>

3	Formal letters require impersonal, passive constructions throughout.	<i>'It is hereby requested that...' not 'I want you to...'</i>
4	Sender's name must NOT appear in the address block.	<i>Address: B-12, Ashok Vihar, Delhi — not 'Ravi Gupta, B-12...'</i>
5	Body must have three distinct paragraphs: intro, detail, conclusion/call to action.	<i>Para 1 = purpose; Para 2 = details; Para 3 = expectation</i>
6	Date must be written in full — DD Month YYYY.	<i>12 April 2026 ✓; 12/04/26 X</i>
7	Letters to the editor always use 'Dear Sir/Madam,' — never editor's personal name.	<i>'Dear Sir/Madam,' not 'Dear Mr. Kapoor,'</i>
8	Informal salutations use first name only, with a comma; no title.	<i>'Dear Ananya,' not 'Dear Ms. Ananya Rao,'</i>
9	Job application letters must cite the source and date of the vacancy advertisement.	<i>'...as advertised in The Tribune dated 5 May 2026...'</i>
10	Complaint letters need specific evidence (dates, frequency) and a clear demand.	<i>'disrupted from 6 PM to 10 PM since 1 May' + 'request immediate rectification'</i>
11	No contractions in formal letters — ever.	<i>'cannot' not 'can't'; 'I am' not 'I'm'</i>
12	List all enclosures at the bottom using 'Encl:' after the signature.	<i>Encl: 1. Résumé 2. Certificates</i>
13	Tone must be consistent — no mixing formal and informal register.	<i>Do not start formally and end with 'Thanks a ton, buddy!'</i>
14	Each body paragraph must open with a clear topic sentence.	<i>'I write to highlight the menace of stray animals in our colony.'</i>

15

Informal letters must open by referencing the last letter or establishing clear context.

'Your last letter about your new job made me very happy...'

PRACTICE QUESTIONS

PART 1 — ALL 60 QUESTIONS

CATEGORY 1 — Spot the Mistake (Q1–Q15)

Each sentence below contains one or more letter-writing errors. Identify every error and correct it with a brief reason.

- Q1.** Sender's address in a formal letter: 'Ankita Sharma, B-45, Green Park, New Delhi — 110016.'
- Q2.** 'Yours Faithfully,' — Is this closer correct after 'Dear Mr. Rajan,'?
- Q3.** Subject line: 'Subject: I am writing this letter to make a complaint about the noise pollution in our society.'
- Q4.** Date written as: '05/04/26'
- Q5.** Salutation in a letter to the editor: 'Dear Editor Suresh Verma,'
- Q6.** Complimentary close in an informal letter to a close friend: 'Yours faithfully, Deepika'
- Q7.** Formal body sentence: 'I can't understand why the maintenance team hasn't responded yet.'
- Q8.** Formal body — single paragraph: 'I am writing about the bad roads and potholes in our colony. The roads are not repaired. People fall and get hurt. Many vehicles are damaged. Please do something soon. I request the authorities to act.'
- Q9.** Formal letter where 'Yours sincerely,' is used after 'Dear Sir/Madam,'
- Q10.** Informal opening: 'Dear Mrs. Neha Kapoor, I hope you are fine and doing well in life.'
- Q11.** In a job application letter: no reference to where the advertisement was seen.

- Q12.** Complaint letter closing: 'I hope you will do something. Thanking you, yours sincerely, Ramesh.' — List two errors here.
- Q13.** Letter to editor ends: 'Your friend, Vikas Malhotra, New Delhi.'
- Q14.** Enclosures stated in body: 'I am attaching my résumé and certificates.' — with no separate Encl: list.
- Q15.** Formal letter body sentence: 'I'm really sad about the situation and really need your help as soon as possible.'

CATEGORY 2 — Fill in the Right Word (Q16–Q30)

Choose the most grammatically and contextually precise option. More than one may seem correct; select the BEST fit for formal or informal register as indicated.

- Q16.** I am writing _____ to your advertisement published in The Hindu dated 10 May 2026.
- A) regarding
 - B) about
 - C) in response
 - D) referring
- Q17.** _____ your kind attention to the matter at the earliest.
- A) Draw
 - B) I request to draw
 - C) It is requested to draw
 - D) Kindly draw
- Q18.** I _____ to apply for the post of Senior Accountant in your esteemed organisation.
- A) wish
 - B) want
 - C) am wanting
 - D) like
- Q19.** Yours _____ (after salutation 'Dear Mr. Mehra,')

- A) faithfully
- B) truly
- C) sincerely
- D) cordially

Q20. It is _____ to your notice that the drainage system in Block C has been overflowing.

- A) brought
- B) hereby brought
- C) intimated
- D) informed

Q21. _____ receiving your letter last week, I have been looking forward to replying. (Informal)

- A) Since
- B) After
- C) Upon
- D) On

Q22. The matter is _____ urgent and requires your immediate intervention.

- A) very
- B) extremely
- C) most
- D) awfully

Q23. I _____ grateful if you would look into this matter without delay.

- A) would be
- B) will be
- C) am
- D) shall be

Q24. _____ to this letter, I have enclosed copies of relevant documents.

- A) Attaching

- B) Attached
- C) In attachment
- D) With attachment

Q25. We regret _____ that your application cannot be processed at this stage.

- A) to inform
- B) informing
- C) to be informing
- D) to have informed

Q26. The purpose of writing this letter is to _____ a formal complaint against the contractor.

- A) place
- B) lodge
- C) make
- D) put

Q27. I _____ to your attention the deplorable condition of the footpath outside the school.

- A) bring
- B) wish to bring
- C) am bringing
- D) would like to draw

Q28. Please _____ the necessary action at the earliest possible.

- A) take
- B) do
- C) make
- D) adopt

Q29. I _____ be highly obliged if you could grant me a week's leave.

- A) will
- B) shall

- C) would
- D) should

Q30. This letter is _____ to enquire about the status of my application submitted on 1 April 2026.

- A) written
- B) being written
- C) drafted
- D) purposed

CATEGORY 3 — Choose the Correct Sentence (Q31–Q45)

Only ONE option is grammatically and structurally correct for letter writing. Identify it. You will be asked to explain why the other three are wrong in Part 2.

Q31. Which is the correct subject line for a formal complaint letter?

- A) Subject: I am not getting clean water in my area.
- B) Subject: Problem of Water Supply.
- C) Subject: Complaint Regarding Irregular Potable Water Supply in Sector 14.
- D) Subject: Water — Very dirty, please act.

Q32. Which is the correct complimentary close after 'Dear Sir/Madam,'?

- A) Yours sincerely,
- B) Yours faithfully,
- C) Yours truly,
- D) Warm regards,

Q33. Which sentence is an appropriate formal opening?

- A) I am writing this letter because there is a problem.
- B) I want to tell you about a very bad situation in my neighbourhood.
- C) It is respectfully brought to your notice that the residents of Block D are facing a severe water crisis.
- D) Please do something about the water problem in our area.

- Q34.** Which is the correct date format for a formal letter?
- A) 15-05-2026
 - B) May 15, 2026
 - C) 15 May 2026
 - D) 15th/05/26
- Q35.** Which is the correct informal salutation to a friend named Rohit?
- A) Dear Mr. Rohit,
 - B) Dear Rohit Kumar,
 - C) Dear Rohit,
 - D) Dear friend Rohit Kumar,
- Q36.** Which sentence correctly references an enclosure at the bottom of a formal letter?
- A) I have attached my documents.
 - B) Encl: 1. Résumé 2. Educational Certificates
 - C) Documents: Résumé and certificates enclosed.
 - D) See attached: résumé + certificates.
- Q37.** Which is the correct body sentence for a formal complaint letter?
- A) The road is so bad, it's impossible to drive on it!
 - B) I would like to inform you that the road connecting MG Road to Shivaji Nagar has not been repaired for the past eight months.
 - C) We can't drive on this road anymore because it is too damaged.
 - D) You should have fixed this road already; why haven't you done anything?
- Q38.** Which is the correct way to conclude a formal letter requesting action?
- A) I hope you will do something about this.
 - B) Please do the needful ASAP.
 - C) I, therefore, earnestly request you to take immediate remedial action in this regard.
 - D) Thanks for reading, hoping you help us out.

- Q39.** Which format is correct for the receiver's address in a formal letter?
- A) The Editor, The Times of India, New Delhi.
 - B) Editor, New Delhi, Times of India.
 - C) To: The Times of India, Editor, New Delhi.
 - D) To the Editor: Times of India.
- Q40.** Which is the correct structure for the address block of a formal letter?
- A) Name + Address + Date all on one line
 - B) Sender's address → blank line → date → blank line → receiver's address
 - C) Date → Receiver's address → Sender's address → Subject
 - D) Receiver's address → Sender's address → Date
- Q41.** Which sentence is appropriate as an informal opening?
- A) I am writing this letter to inform you of recent developments.
 - B) It was with great delight that I received your letter informing me of your new job — congratulations!
 - C) The purpose of this letter is to share news.
 - D) I hope you are fine and that everything is in order.
- Q42.** Which is the correct reference to an advertisement in a job application?
- A) I saw your ad somewhere and want to apply.
 - B) I am writing in response to your advertisement published in The Hindu dated 12 May 2026 for the post of Marketing Executive.
 - C) I am applying because I need a job and I think I am qualified.
 - D) Your advertisement was interesting so I am writing to you.
- Q43.** Which is correct for a letter to the editor?
- A) Salutation: 'Dear Mr. Editor,' + Closing: 'Yours sincerely,'
 - B) Salutation: 'Dear Sir/Madam,' + Closing: 'Yours faithfully,'
 - C) Salutation: 'Dear Editor,' + Closing: 'Yours truly,'
 - D) Salutation: 'Dear Sir/Madam,' + Closing: 'Yours sincerely,'

- Q44.** Which sentence correctly uses formal vocabulary in a letter?
- A) It's really sad that the situation has gotten this bad.
 - B) I don't understand why nothing has been done about this problem.
 - C) It is deeply regrettable that no corrective measures have been undertaken despite repeated representations.
 - D) This is very bad and should not happen at all.
- Q45.** Which is the most appropriate closing line in an informal letter to a sibling?
- A) Yours faithfully, Your loving sister, Priya
 - B) Yours truly, Priya
 - C) With love and best wishes, Your sister, Priya
 - D) Yours sincerely, Priya Sharma

CATEGORY 4 — Analyse, Rewrite & Explain (Q46–Q60)

These questions require deep analysis, rewriting, clause identification, and discussion of competing grammatical rules. Write your answers in complete, well-structured prose.

- Q46.** The following is an opening paragraph of a formal complaint letter. Identify every error (structural, grammatical, and stylistic) and rewrite it correctly: "I Ramesh Kumar from B-12 Ashok Vihar Delhi am writing to you because the roads in my area are very bad since many months. There are potholes everywhere and nobody has done anything. I request you to please look into this matter and do something fast."
- Q47.** Explain why 'Yours truly,' is considered inappropriate in both fully formal and fully informal letters in standard Indian English letter-writing practice. When, if ever, can it be used?
- Q48.** A candidate writes a subject line as: 'Subject: Regarding the application for the post of Assistant Manager Finance in your company.' Identify what is wrong with this subject line and rewrite it in the correct format.

- Q49.** Compare the tone required in (a) a letter of complaint to a government authority and (b) a letter of complaint to a friend about a personal matter. Write one paragraph for each, demonstrating the correct tone difference.
- Q50.** The body of a letter reads: 'I would like to bring it to your notice that I have already brought it to your notice twice before. I hope this time you will notice it.' Identify the stylistic flaw and rewrite the paragraph with appropriate formal language.
- Q51.** A student writes: 'Dear Mr. Rajan, I am writing in regards to your advertisement.' Identify and explain the grammatical error in 'in regards to' and provide the correct preposition phrase.
- Q52.** Rewrite the following informal sentence to make it appropriate for a formal letter of request: 'We really need you guys to give us more time to pay because we're having a tough time financially right now.'
- Q53.** The following is a closing section of a formal letter: 'Hoping that you will take action. Thanks. Ramesh.' Identify all errors and rewrite the entire closing section correctly.
- Q54.** Discuss the grammatical distinction between 'I shall be grateful' and 'I would be grateful' in formal letter writing. Which is more appropriate, and in what contexts?
- Q55.** A letter to the editor begins: 'Through the esteemed columns of your widely circulated newspaper, I wish to draw the attention of the concerned authorities towards the menace of plastic pollution.' Analyse this sentence — is this an appropriate opener? Identify any issues and suggest improvements if needed.
- Q56.** Identify and correct ALL errors in the following formal letter excerpt: '12th May, 2026 The Principal Delhi Public School, Delhi Sub: I am writing about leave Dear Sir I, Ananya, student of Class 12, request you to grant

me leave of five days from 14th to 18th May as I have to attend a family function. I will be very thankful to you.
Your's Truly, Ananya.'

Q57. A job application letter ends with: 'I am looking forward to hearing from you at the earliest. Please find attached my résumé and relevant credentials.' — Restructure this closing more effectively and explain why your version is superior.

Q58. The following complaint letter body uses three consecutive sentences beginning with 'I'. Rewrite the paragraph to improve cohesion and vary sentence structure, while retaining all the factual content: 'I am a resident of Block 9. I have been facing water shortage for three months. I have complained twice to the ward office but no action has been taken.'

Q59. Explain the difference between 'Respected Sir/Madam' and 'Dear Sir/Madam' as salutations. Is one more grammatically correct? When should each be used?

Q60. Write the complete body (all three paragraphs) of a formal letter to the Municipal Commissioner complaining about the lack of street lighting in your locality. Demonstrate: specific evidence in Para 2, a polite but firm demand in Para 3, and consistent formal register throughout.

PART 2 — ALL 60 ANSWERS WITH DETAILED EXPLANATIONS

CATEGORY 1 — Spot the Mistake (Q1–Q15) ANSWERS

Q1. Ans: Error: Sender's name 'Ankita Sharma' must not appear in the address block.

Corrected address: 'B-45, Green Park, New Delhi — 110016.' The name belongs only in the signature section at the bottom of the letter. Including it in the address block is a structural violation in formal letters.

Q2. Ans: Error: 'Yours Faithfully' is incorrect here — and the capital F is also wrong.

'Yours sincerely,' should be used because the salutation names the recipient (Mr. Rajan). 'Faithfully' is reserved for 'Dear Sir/Madam,.'. Additionally, only the first word of the complimentary close is capitalised — so 'faithfully' and 'sincerely' are always lowercase.

Q3. Ans: Error: The subject line is a full sentence with a verb ('I am writing').

Correct version: 'Subject: Complaint Regarding Noise Pollution in the Residential Society.' Subject lines must be concise noun phrases — not sentences. They must not include first-person references.

Q4. Ans: Error: '05/04/26' is a numeric shorthand — unacceptable in formal correspondence.

Correct format: '5 April 2026' or '5th April, 2026'. Numeric formats are ambiguous (05/04 could mean 5 April or 4 May depending on country) and are considered informal.

Q5. Ans: Error: 'Dear Editor Suresh Verma,' uses the editor's personal name — this is incorrect for letters to the editor.

The salutation must always be 'Dear Sir/Madam,' regardless of whether the editor's name is known. Using a personal name is inappropriate in this formal public context.

Q6. Ans: Error: 'Yours faithfully' is incorrect for an informal letter to a close friend.

Informal letters to friends must use warm closings such as 'Yours affectionately,' 'With love,' or 'Your friend,.'. 'Yours faithfully' signals a formal, impersonal relationship — the opposite of what an informal letter conveys.

Q7. Ans: Two errors: (1) Contraction 'can't' and (2) contraction 'hasn't'.

Corrected: 'I cannot understand why the maintenance team has not responded yet.' Contractions are absolutely prohibited in formal letters. Both 'can't' and 'hasn't' must be written in full.

Q8. Ans: Error: The body is a single, undivided paragraph treating multiple aspects of the issue. Correct approach: Split into three paragraphs. Para 1 (intro): state purpose. Para 2 (detail): describe potholes, accidents, vehicle damage with specific evidence. Para 3 (close): make a courteous, specific demand for action. Single-block bodies lack logical structure and score poorly.

Q9. Ans: Error: 'Yours sincerely,' after 'Dear Sir/Madam,' — register mismatch. The golden rule: 'Dear Sir/Madam,' → 'Yours faithfully,'. 'Yours sincerely,' is only correct when the recipient's name is used in the salutation (e.g., 'Dear Ms. Chaudhary,'). Mixing these is one of the most commonly tested errors.

Q10. Ans: Two errors: (1) 'Mrs. Neha Kapoor' — title + full name is over-formal for a friend. (2) 'I hope you are fine and doing well in life' — clichéd, contextless opening. Correct salutation: 'Dear Neha,' — informal letters use the first name only. Correct opening: Acknowledge the last letter or establish the real reason for writing — e.g., 'Your last letter about your sister's wedding made me very excited!'

Q11. Ans: Error: Job application letters must state where and when the advertisement was seen in the opening paragraph. Correct version (opening): 'I am writing in response to your advertisement published in The Times of India dated 10 May 2026 for the post of [Position].' Without this reference, the application is incomplete and lacks professional traceability.

Q12. Ans: Two errors: (1) 'Thanking you' — this is a dangling participle and a hackneyed phrase that should be avoided. (2) 'Yours sincerely,' after presumably 'Dear Sir/Madam,' — mismatch.

Correct closing: 'I await your earliest response in this regard. Yours faithfully, Ramesh.' Replace 'Thanking you' with a clear, active expectation sentence.

Q13. Ans: Error: 'Your friend' is an informal close — inappropriate for a letter to an editor, which is a formal document.

Correct close: 'Yours faithfully, Vikas Malhotra, A Concerned Citizen, New Delhi.' Letters to the editor must end formally. Using 'Your friend' suggests personal familiarity with the editor, which undermines the letter's official tone.

Q14. Ans: Error: Merely mentioning documents in the body does not constitute a proper enclosure list.

Correct approach: After the signature, add a separate line: 'Encl: 1. Résumé 2. Educational Certificates.' This notation serves as a cross-reference for the recipient and confirms all documents were sent.

Q15. Ans: Multiple errors: (1) Contraction 'I'm'. (2) 'really sad' — emotional, informal expression. (3) 'really need' — casual repetition. (4) 'as soon as possible' — acceptable but weaker than formal equivalent.

Corrected: 'It is regrettable that the situation has deteriorated to this extent, and I humbly urge you to take expeditious action in this matter.' This version is passive, impersonal, and appropriately formal.

CATEGORY 2 — Fill in the Right Word (Q16–Q30) ANSWERS

Q16. Ans: Correct Answer: C) in response

The phrase 'in response to' is the standard formal expression for referencing an advertisement. 'Regarding' (A) and 'about' (B) are too vague and informal. 'Referring' (D) creates an incomplete, grammatically awkward construction — 'referring to your advertisement' lacks the noun phrase completion that formal letters require.

Q17. Ans: Correct Answer: D) Kindly draw

'Kindly draw your kind attention' is the accepted formal instruction form. Option A ('Draw') is an abrupt imperative with no politeness marker. Option B ('I request to draw') is grammatically incorrect — the infinitive needs an object: 'I request you to draw'. Option C ('It is requested to draw') is passive but impersonal to a fault — it loses the direct address.

Q18. Ans: Correct Answer: A) wish

'I wish to apply' is the standard formal verb phrase in job applications. 'Want' (B) is too casual for formal writing. 'Am wanting' (C) uses a non-standard progressive form with a stative verb — 'wish/want' do not take progressive aspect. 'Like' (D) changes the meaning to preference rather than formal intent.

Q19. Ans: Correct Answer: C) sincerely

After 'Dear Mr. Mehra,' — a named salutation — the correct close is 'Yours sincerely,.'. 'Faithfully' (A) is only for 'Dear Sir/Madam,.'. 'Truly' (B) is considered archaic and non-standard in contemporary formal English. 'Cordially' (D) is used in American business English and is generally avoided in formal Indian English letters.

Q20. Ans: Correct Answer: B) hereby brought

'It is hereby brought to your notice' is the precise, formal phrase — 'hereby' adds officiality and specificity. 'Brought' alone (A) is incomplete. 'Intimated' (C) and 'informed' (D) change the construction grammatically — 'it is intimated to you that' is acceptable but less conventionally precise than the 'brought to notice' formulation.

Q21. Ans: Correct Answer: A) Since

'Since receiving your letter' implies ongoing expectation from that point until now — which is the correct meaning. 'After' (B) is acceptable but less expressive of duration. 'Upon' (C) is too abrupt and signals immediacy rather than duration. 'On' (D) is grammatically incorrect in this construction.

Q22. Ans: Correct Answer: C) most

'Most urgent' is the superlative form and signals the highest degree of urgency — appropriate in formal requests where emphasis is needed. 'Very' (A) and 'extremely' (B) are both acceptable intensifiers but are more casual. 'Awfully' (D) is entirely informal and would be out of place in any formal letter.

Q23. Ans: Correct Answer: A) would be

'I would be grateful' is the standard conditional politeness formula in formal English — expressing polite conditionality. 'Will be' (B) sounds presumptuous. 'Am' (C) is too direct and eliminates the courtesy of the conditional mood. 'Shall be' (D) is grammatically acceptable but slightly archaic; 'would be' is the contemporary standard.

Q24. Ans: Correct Answer: B) Attached

'Attached to this letter' is the correct participial phrase. 'Attaching' (A) creates a dangling modifier. 'In attachment' (C) is not a standard English phrase. 'With attachment' (D) is informal and imprecise.

Q25. Ans: Correct Answer: A) to inform

'We regret to inform you' is the fixed formal phrase — 'regret' as a verb of communication takes 'to + infinitive' to express the purpose. 'Informing' (B) would create 'We regret informing you' — grammatically fine but idiomatically awkward for a standard refusal. 'To be informing' (C) is incorrect progressive use. 'To have informed' (D) implies the action is already completed, changing the meaning.

Q26. Ans: Correct Answer: B) lodge

'Lodge a complaint' is the precise idiomatic expression — 'lodge' collocates specifically with formal complaint. 'Place' (A) works for orders, not complaints. 'Make' (C) is acceptable but imprecise — 'make a complaint' is common but less formal. 'Put' (D) is too informal.

Q27. Ans: Correct Answer: D) would like to draw

'I would like to draw your attention' is the most polished and appropriately deferential formal expression. 'Bring' (A) is blunt. 'Wish to bring' (B) is acceptable but 'attention' typically collocates with 'draw' more naturally than 'bring'. 'Am bringing' (C) uses the present progressive inappropriately — it implies an action in progress, not a formal intention.

Q28. Ans: Correct Answer: A) take

'Take the necessary action' is the standard formal collocation. 'Do' (B) is vague. 'Make' (C) creates 'make the necessary action' — grammatically incorrect. 'Adopt' (D) is used with 'measures', not 'action' — 'adopt necessary measures' is correct, but 'adopt the necessary action' is not standard.

Q29. Ans: Correct Answer: C) would

'I would be highly obliged' expresses polite conditionality — the standard form for making formal requests. 'Will' (A) is too assertive. 'Shall' (B) is first-person future but sounds archaic. 'Should' (D) implies obligation rather than polite request, changing the meaning.

Q30. Ans: Correct Answer: A) written

'This letter is written to enquire' is the correct passive voice construction. 'Being written' (B) uses the progressive passive, suggesting the action is ongoing — grammatically incorrect in this completed context. 'Drafted' (C) implies a preliminary stage, not a finalised letter. 'Purposed' (D) is not used in this grammatical construction in English.

CATEGORY 3 — Choose the Correct Sentence (Q31–Q45) ANSWERS

- Q31. Ans:** Correct Answer: C) Complaint Regarding Irregular Potable Water Supply in Sector 14.
A) is a full sentence with a verb — subject lines must be noun phrases. B) 'Problem of Water Supply' is too vague and does not specify the nature of the problem (complaint) or location. D) is casual and unprofessional. C) is specific (irregular + potable + sector), uses correct noun-phrase format, and clearly signals the letter's purpose.
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- Q32. Ans:** Correct Answer: B) Yours faithfully,
A) 'Yours sincerely' is only for named salutations. C) 'Yours truly' is archaic and avoided in modern Indian formal English. D) 'Warm regards' is semi-formal (used in emails) but inappropriate for a formal letter. B) is the only correct match for 'Dear Sir/Madam,'
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- Q33. Ans:** Correct Answer: C) It is respectfully brought to your notice that the residents of Block D are facing a severe water crisis.
A) is vague and contains no specific detail. B) uses 'I want to tell you' — informal, lacking formal register. D) is an abrupt imperative with no contextualisation. C) uses impersonal passive construction, respectful tone, and specific content — hallmarks of a correct formal opener.
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- Q34. Ans:** Correct Answer: C) 15 May 2026
A) uses hyphens — numeric shorthand, unacceptable formally. B) 'May 15, 2026' is American date format — not standard in Indian formal English. D) '15th/05/26' mixes ordinal and numeric styles — incorrect. C) is the correct British/Indian formal date format.
-
- Q35. Ans:** Correct Answer: C) Dear Rohit,

A) 'Dear Mr. Rohit' uses a title — over-formal for a friend. B) uses the full name — also over-formal; informal letters use first name only. D) 'Dear friend Rohit Kumar' is redundant and non-standard. C) is the correct informal salutation.

Q36. Ans: Correct Answer: B) Encl: 1. Résumé 2. Educational Certificates

A) states attachments in the body — not a proper enclosure notation. C) and D) are informal phrasing not following the formal 'Encl:' convention. B) uses the correct label and format: 'Encl:' followed by a numbered list.

Q37. Ans: Correct Answer: B) I would like to inform you that the road connecting MG Road to Shivaji Nagar has not been repaired for the past eight months.

A) uses an exclamation mark and informal intensifier 'so bad'. C) uses a contraction ('can't'). D) is accusatory and inappropriate in tone. B) is impersonal, specific (names the road), uses full forms, and provides a concrete time frame.

Q38. Ans: Correct Answer: C) I, therefore, earnestly request you to take immediate remedial action in this regard.

A) is weak and vague — 'I hope' implies uncertainty and passivity. B) uses 'ASAP' — informal. D) is informal and lacks formal vocabulary. C) uses 'therefore' (logical connector), 'earnestly request' (formal), and 'immediate remedial action' (precise demand).

Q39. Ans: Correct Answer: A) The Editor, The Times of India, New Delhi.

B) reverses the order (city before publication name). C) 'To:' is used in memos, not formal letters. D) is not a standard format — the colon after 'Editor' is incorrect. A) follows the correct sequence: Designation → Organisation → Location.

Q40. Ans: Correct Answer: B) Sender's address → blank line → date → blank line → receiver's address
A) compresses all elements onto one line — incorrect. C) reverses the order of sender and receiver and places date first. D) puts receiver before sender — wrong sequence. B) is the standard format for formal letter layout.

Q41. Ans: Correct Answer: B) It was with great delight that I received your letter informing me of your new job — congratulations!
A) and C) sound like formal letter openers — too stiff for informal writing. D) is the classic clichéd opener ('I hope you are fine') — considered a weak, context-free opening. B) acknowledges the last letter, provides a specific reason for the response, and uses warm personal language.

Q42. Ans: Correct Answer: B) I am writing in response to your advertisement published in The Hindu dated 12 May 2026 for the post of Marketing Executive.
A) is vague and casual. C) does not reference the advertisement at all. D) lacks specificity (no publication, no date, no post). B) provides all required information: source of ad, date, and exact position applied for.

Q43. Ans: Correct Answer: B) Dear Sir/Madam, + Yours faithfully,
A) uses editor's name — not acceptable. C) uses 'Dear Editor,' — personal address not appropriate. D) uses 'Yours sincerely,' after 'Dear Sir/Madam,' — register mismatch. B) is the only correct combination for a letter to the editor.

Q44. Ans: Correct Answer: C) It is deeply regrettable that no corrective measures have been undertaken despite repeated representations.
A) uses contractions and casual language ('gotten', 'bad'). B) uses a contraction ('don't'). D) is vague and colloquial. C) uses passive voice, formal vocabulary ('regrettable', 'corrective measures', 'representations'), and no contractions.

Q45. Ans: Correct Answer: C) With love and best wishes, Your sister, Priya

- A) 'Yours faithfully' is a formal close — wholly inappropriate for a sibling. B) 'Yours truly' is formal/archaic.
D) 'Yours sincerely, Priya Sharma' — using last name with sibling is impersonal and overly formal. C) uses warm informal closing and first name only — correct.

CATEGORY 4 — Analyse, Rewrite & Explain (Q46–Q60) ANSWERS

Q46. Ans: Errors identified: (1) Name 'Ramesh Kumar' in the body's implicit address — the name should not appear in an address opener. (2) 'are very bad since many months' — incorrect preposition; should be 'for many months'. (3) 'I request you to please' — 'please' after 'request you to' is redundant. (4) 'do something fast' — informal register. (5) No specific evidence (dates, frequencies). Corrected version: "It is respectfully brought to your notice that the roads in the B-12, Ashok Vihar area of Delhi have been in a severely deteriorated condition for the past several months. Numerous potholes and broken stretches render them unsafe for commuters and vehicles alike. I, therefore, humbly request you to initiate immediate repair work in the interest of public safety."

Q47. Ans: 'Yours truly,' occupies an ambiguous zone in letter-writing convention. In strictly formal letters (government, official, business), it is considered neither fully formal (like 'Yours faithfully') nor clearly named-recipient appropriate (like 'Yours sincerely'). In informal letters, it lacks warmth and affection, making it unsuitable compared to 'With love' or 'Yours affectionately'. In contemporary Indian English letter-writing — particularly as assessed in standardised tests — 'Yours truly' is generally avoided as it does not clearly signal either formal or informal register. It may appear in older American business correspondence, but its use in Indian formal or informal letters is considered a stylistic lapse. The safe rule: use 'Yours faithfully' or 'Yours sincerely' for formal letters; use 'Yours affectionately' or 'With love' for informal letters.

Q48. Ans: Error analysis: (1) The subject line begins with 'Regarding the application for' — 'Regarding' is an unnecessary and redundant preamble. Subject lines are already understood to be about the letter's purpose. (2) The phrase 'in your company' is vague — the company name should be used, or omitted. (3) 'Finance' needs

clarification — is it the department name or part of the designation? (4) The subject line is overlong and conversational. Corrected: 'Subject: Application for the Post of Assistant Manager (Finance).' This version is a concise noun phrase, specific, and properly formatted without redundant words.

Q49. Ans: (a) Letter of Complaint to a Government Authority: "It is respectfully brought to your notice that the locality of Sector 9 has been without functional street lighting for a period exceeding three months. Despite two written representations submitted to the ward office on 5 March and 20 March 2026, no remedial action has been undertaken. I, therefore, earnestly request you to direct the concerned department to restore the lighting at the earliest." (b) Letter of Complaint to a Friend about a Personal Matter: "You know, it's been really bothering me that you didn't show up for my farewell party after promising you would. I was genuinely hurt, especially because I had counted on you. I'm not trying to pick a fight — I just want to understand what happened. I hope we can talk about this soon."

The government letter uses passive voice, formal vocabulary, specific evidence (dates, prior representations), and a polite but firm demand. The friend's letter uses first-person emotion, contractions, and direct personal address — registers that are appropriate for informal complaint but completely unacceptable in the formal version.

Q50. Ans: Stylistic flaw: Repetition of 'notice' / 'notice it' three times in rapid succession. This creates a circular, redundant paragraph that also sounds mildly sarcastic — inappropriate for a formal letter. Corrected version: "It is regrettable that the concerns raised in our previous communications dated [Date 1] and [Date 2] have not been addressed. The issue continues to remain unresolved, and it is, therefore, once again requested that the appropriate action be taken without further delay."

The corrected version uses varied vocabulary ('regrettable', 'concerns raised', 'unresolved'), references prior communications specifically, and ends with a clear, non-redundant demand.

Q51. Ans: The phrase 'in regards to' is grammatically incorrect. 'Regards' is a noun used in its plural form in the fixed expression 'best regards' — it does not function as a preposition. The correct preposition phrase is 'with regard to' (singular, no 's') or 'in regard to' (also singular). 'In regards to' is a common hypercorrection caused by

analogy with the plural form used in closings. Corrected sentence: 'Dear Mr. Rajan, I am writing with regard to your advertisement...' — or more naturally: 'I am writing in response to your advertisement...'

Q52. Ans: Rewritten formal version: "We respectfully request your kind consideration for an extension of the payment schedule. Owing to certain unforeseen financial constraints, we are currently unable to meet the stipulated deadline. We assure you of our complete commitment to fulfilling our financial obligations at the earliest and would be grateful if a revised payment arrangement could be considered."

Removed: 'you guys' (informal address), 'we're having a tough time' (emotional casualness), 'right now' (informal immediacy). Replaced with: impersonal construction, formal vocabulary ('stipulated deadline', 'financial obligations'), and a polite conditional request.

Q53. Ans: Errors: (1) 'Hoping that you will take action' — dangling present participle; no subject. (2) 'Thanks' — informal. (3) 'Ramesh' alone — formal letter requires full name. No complimentary close present. Corrected closing: "I sincerely hope that this matter will receive your urgent attention and that appropriate measures will be implemented without delay. Yours faithfully, [Signature] Ramesh Kumar."

The closing must include: a conclusive expectation sentence → complimentary close → signature → full printed name. Each element is mandatory in formal correspondence.

Q54. Ans: Both 'I shall be grateful' and 'I would be grateful' are grammatically acceptable in formal letters, but they carry slightly different nuances. 'Shall' is traditionally the first-person future auxiliary in formal British English — 'I shall be grateful if you would...' was historically the standard. 'Would be' is a conditional form that softens the request further — expressing that the gratitude is contingent on the action being taken. In contemporary formal Indian English, 'I would be grateful' is the more widely taught and universally accepted form. It avoids the slight prescriptive controversy around 'shall' vs. 'will' and is appropriate in all formal letter contexts. Use 'shall' when writing in a markedly traditional/formal register; 'would' in all other formal contexts.

Q55. Ans: This is a recognised and widely accepted formal opener for letters to the editor. However, two observations: (1) 'Esteemed columns' and 'widely circulated' are somewhat formulaic — while they demonstrate formal register, trained examiners note that such openers can feel perfunctory. A stronger version would name the specific issue in the same sentence. (2) 'Towards the menace of' — 'towards' is slightly awkward here; 'to the grave issue of' or 'to the alarming prevalence of' is more precise. Improved version: "Through the columns of your esteemed newspaper, I wish to draw the attention of the concerned authorities to the alarming increase in plastic pollution across our coastal regions, which now demands immediate legislative and civic action."

Q56. Ans: Full error list and corrections: (1) '12th May, 2026' — acceptable, though '12 May 2026' is preferred. (2) 'The Principal / Delhi Public School, Delhi' — correct. (3) 'Sub: I am writing about leave' — full sentence in subject line; should be: 'Sub: Application for Leave of Absence (14–18 May 2026)'. (4) 'Dear Sir' — missing comma; must be 'Dear Sir,' (5) 'I, Ananya, student of Class 12' — acceptable self-introduction. (6) No structured paragraphing — combine intro and request, add evidence. (7) 'I will be very thankful to you' — informal; should be 'I shall be highly obliged.' (8) 'Your's Truly' — double error: 'Your's' has wrong apostrophe (no apostrophe in 'Yours') and 'Truly' should be 'faithfully' after 'Dear Sir,'. Corrected close: 'Yours faithfully, [Signature] Ananya, Class XII — B.'

Q57. Ans: The original closing is functional but structurally reversed and lacks a formal expectation sentence. Issues: (1) 'I am looking forward to hearing from you at the earliest' should come last, as it is the farewell statement. (2) 'Please find attached my résumé' should appear before the leave-taking. Improved version: "Please find enclosed my résumé along with copies of my relevant academic and professional credentials for your perusal. I would be grateful if you could review my application at your earliest convenience. I look forward to the opportunity of discussing my suitability for the role in a personal interview." Why it is superior: (a) Enclosure reference comes first — proper sequencing. (b) The conditional 'I would be grateful' softens the request politely. (c) The final sentence opens dialogue (interview) rather than passively waiting for a response.

Q58. Ans: The problem is anaphoric monotony — three consecutive sentences beginning with 'I' creates a flat, repetitive cadence and weakens cohesion. Rewritten version: "As a resident of Block 9, I have been enduring a

severe water shortage for the past three months. The situation has persisted despite two formal complaints submitted to the ward office, neither of which has received any response. The continued inaction of the authorities is causing considerable hardship to the residents of this block."

Techniques used: (1) Adverbial phrase ('As a resident of Block 9') to front-load context and vary sentence opening. (2) Passive construction ('has persisted', 'has received') to shift focus from 'I' to the problem. (3) Third-person collective reference ('the residents of this block') to broaden the grievance beyond a personal complaint.

Q59. Ans: 'Respected Sir/Madam' and 'Dear Sir/Madam' are both widely used in Indian formal letters, but they differ in origin and convention. 'Dear Sir/Madam' is the historically established salutation in British English formal correspondence and is grammatically standard — 'Dear' here is a conventional honorific, not an expression of affection. 'Respected Sir/Madam' is an Indian adaptation that emerged from the practice of addressing superiors or elders with deference. It is widely accepted in Indian formal contexts, particularly in letters to senior officials, principals, and government authorities. Neither is grammatically incorrect in contemporary Indian English usage. However, for strictly formal British English standards, 'Dear Sir/Madam,' remains the preferred form. Use 'Respected' when addressing significantly senior authorities; 'Dear Sir/Madam' in standard business or official correspondence.

Q60. Ans: Paragraph 1 (Introduction): "It is respectfully submitted that the residents of [Locality Name], [City], have been facing a severe shortage of adequate street lighting for the past four months. The matter has been brought to the attention of the local ward committee on two prior occasions, but no remedial action has been undertaken to date. Paragraph 2 (Specific Evidence): The entire stretch of [Street Name], from [Landmark A] to [Landmark B], comprising approximately 600 metres, has been without functional street lighting since 1 January 2026. As a direct consequence, two road accidents have occurred in this area after nightfall, and instances of theft and harassment have increased significantly — a fact corroborated by the local police station's records for January and February 2026. Residents, particularly women and the elderly, are unable to step out safely after sunset. Paragraph 3 (Polite but Firm Demand): In view of the above, I earnestly request you to direct the Municipal Electrical Department to inspect and restore the street lighting along the aforementioned stretch within a period of fifteen days. It would also be appreciated if a ward-level review mechanism were established to

prevent recurrence of such prolonged civic neglect. The undersigned and the residents of the locality shall remain grateful for your prompt intervention in this matter."

Note: The three paragraphs demonstrate — Para 1: clear statement of grievance + prior representations. Para 2: specific evidence (street name, length, dates, consequences, verification source). Para 3: specific demand with time frame + systemic suggestion + polite gratitude. Register is consistently formal throughout — no contractions, no casual vocabulary.

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