

# IMPORTANCE OF LETTER DRAFTING SKILLS

SIDDAMURTHY B

LECTURER, DEPARTMENT OF COMMERCIAL PRACTICE  
D.R.R. GOVERNMENT POLYTECHNIC, DAVANGERE-577004  
DEPARTMENT OF TECHNICAL EDUCATION  
[siddamurthyb@gmail.com](mailto:siddamurthyb@gmail.com)

## Abstract

The letter or document drafting skills are the tricks, ideas or methods used to prepare the letter or documents to draw the attention of the receiver. The letter drafting skills are the techniques applied in making the letter or document so attractive. The letter drafting skills are those which attracts the receiver or reader to satisfy his mind set up to respond immediately. Parts of the letters are explained and model letters are drafted as reference.

**Key Words:** Letter, Document, Skills. Drafting, Sender, Receiver, Official, Business, Government, Parts, Subject.

## Introduction

The drafting skills are the abilities of a sender or preparer of a letter or a document to satisfy the wants or requirements of the other side i.e., receiver. It is the mental ability of a person to draft the letter in such a way that it completes the demands or the requirements of the receiver. It is an art or style of preparation of a document. The writer of the letter or document has to think about the subject matter on which the letter has to be written. While drafting, he has to give more to attention to concentrate on the matter which immediately catches the attention of the readers.

The method of drafting the letter differs between Government and Private. In Government letters number of pages will be more in order to have clear vision but in business letters the whole matter will be completed just in one or two pages to minimize the cost.

## Types of letter correspondence:

1. **Business letter:** Business letter is one which is communicated between the buyer and sellers of goods, which may be an enquiry letters, quotation letters, order placing letters, complaint letters, remind letters, request letters etc.
2. **Official letter:** Official letter is one which is communicated between the Government Departments or between the branches of the same department of Central and State Governments. It may be an ordinary official correspondence, demi-official letter, office/official memorandum, circular letter, notification, Government order, corrigendum etc.

## Contents of the letter

The contents or different parts of the letter are as follows:

1. **Name of the Company/Enterprise/Government:** The name of the Company or Enterprise or the name of the Government must be headed first at the top of the page. The heading must be typed with full capital letters by increasing the size of the letters equally. The heading must be centered to the page at the top of the page. It must be attractive. Before the heading, telephone numbers, mobile numbers which are regular or common for the company or the Government departments must also be typed for the references of the readers and for their immediate response on

the same. The heading must also be typed with bold letters. It must be short and sweet and should not be too lengthy. The heading which is the name of the firm/company/enterprise/government must be attractive to the readers. The heading will be an identification part in the letter. Just below the heading nature of business/industry or department of the Government will be typed.

2. **Place and date:** In official correspondence or business correspondence, address and date will come below the heading at the right hand top corner. The address must be typed in not more than three to four lines by putting a comma at the end of each line with upper capital letters of each word. The lines should not be too lengthy, each line may have only two to three words. In the business correspondence, date will be separated and will be the last line in the address. But in the official correspondence, place and date will be typed in one line only. Generally, in business correspondence, date will be typed as “3<sup>rd</sup> September 2017.” And it should not be such as “September 3<sup>rd</sup> 2017”, “03/09/2017”, “10/09/2017” or 2017/10/03”. In the official letter, place and date will come in one line only. The word ‘dated’ will be used and will be typed as “Bangalore, dated 10<sup>th</sup> September 2017.” The date line will be ended with full stop. At the end of each line comma has to be inserted and at the end of date line full stop has to be inserted.
3. **Name and address of the Sender:** In the address and date part, only the common address will appear which is enough in business correspondence. In the official letter, after the address and date, at the left hand side, name and address of the sender will appear. As there are so many departments in the Government, senders name and address has to appear. In order to have neatness and accuracy, it is better to have three to four lines with upper capital letters having comma at the end of each line and full stop at the end of last line. It is better, each line has to contain not more than two to three words to facilitate the writing. Generally, the last line which is the place has to be typed with full capital letters to make accuracy. The sender is a person who sends/prepares the letter. In case the case of business letter, if the lines are three or less than three, they have to be typed in indent method and if they are more than three lines, block method has to be applied i.e., all the lines have to be typed from the same degree. In the case of official letter, irrespective of the number of lines indent method has to be applied.
4. **Name and address of the Receiver:** Name and address of the receiver of the letter will appear below the name and address of the sender. Receiver is a person to whom the letter is named and addressed. When the letter is addressed to an individual person, in the name line, before the name the words “Sri, Smt, Mr. Mrs. Ms. has to be used as a respect. If the receiver is a male person the words “Sri, Mr. Chi. Kum. has to be used and if the receiver of the letter is an unmarried female the words “Ms. Kum. has to be used and if she is married the words “Mrs. Smt. has to be used in the first line. Suppose if the letter is addressed to a group of persons the word “Messrs.” has to be used. And in the name and address part also, it is better to have three to four lines and each line having not more than 2 to three words. Like sender’s name and address, at the end of each line comma and at the end of last line full stop has to be typed. The last line has to appear with full capital letters with full stop. As the letter is prepared by the sender, the receivers name and address must be clear to whom the letter is addressed. In the case of official letter, name of the receiver will not appear and only the designation, department of the officer and place will appear. In case of business letter, if the lines are three or less than three, they have to be typed in indent method and if they are more than three lines, block method has to be applied i.e., all the lines have to be typed from the same degree. In the case of official letter, irrespective of the number of lines indent method has to be applied.
5. **Salutation:** Salutations are the respectful words used before commencement of the actual subject matter of the letter. Salutation is a very important part in the communication of letter by which the receiver will be respected and honored. If the salutation is attractive to the receiver, he or she or the group of persons will be curious to know the subject matter of the letter. General salutations are

“Dear Sir, Dear Sirs, Dear Madam, Dear Sri, Dear Mr., Dear Mrs., Dear Ms., Dear Friend, Dear Teacher, Dear Father, Dear Mother, Dear Grandfather, Dear Grandmother etc. If the letter is addressed to an individual, it will be Dear Sir, Dear Sri, Dear Madam etc. and if it is addressed to two or more persons, it will be Dear Sirs, Dear Mesdames, Dear Friends etc. Before typing the salutation, the writer must be cautious about the suitability of the salutation. The salutation will come below the name and address of the receiver’s part. Salutation is a separate part in the communication. It must be typed in upper capital letters by putting comma at the end of salutation. In case of official letter, the salutation will be ‘Sir’ only even though it is addressed to more than one person.

6. **Subject Matter:** Subject matter on which the letter has to be written is the most important part in the letter which comes after the salutation. Subject matter has to be typed in the middle of the page after salutation. It must be very clear to understand. The receiver or reader of the matter has to understand the whole body of the paragraphs in the subject matter itself. It is better to observe that it is typed in two or three lines. The writer of the letter has to think keeping in view the whole topics in the body. All the lines have to be aligned properly at the right hand side. It should not be typed till the end of the paragraph lines. The writer has to give special attention while typing the subject matter. Compulsorily all the letters, it may be official or business must have a subject matter. The word subject may be typed fully as ‘Subject:’ by putting colon or Sub: or full “SUBJECT:’ as the writer likes. Below the subject there may be a “Reference:” part on which the present letter has to be written. Reference is the previous letters matter or issue which says that the present letter is based on that.
7. **Body of the letter:** Body of the letter are the paragraphs, which in detail, explains the subject matter. Paragraphs will come after the subject which will take more place in the letter part. Nearly 60 to 70 percent of the letter part will be acquired by the body i.e., paragraphs. The paragraphs may be two or more depending upon different matters/issues on which the letter has to be written. The first paragraph should not be too lengthy. In the second and remaining paragraphs the writer has to explain all the issues completely and up to the satisfaction of the reader. The last paragraph before the complimentary close should have only one or two lines which says thanks and remembrance for the reader to respond immediately. In the case of business letter, the gap between the lines will have single spacing and between the paragraphs two-line spacing. The whole business correspondence generally will come in one page only. In the case of official letter, two spaces will be given between the lines and three spaces between the paragraphs. After each full stop in the paragraphs two spaces will be given and one space after typing other punctuations. The sender should have a thorough knowledge while inserting punctuations. Placing full stop, comma, exclamatory mark, interrogatory mark and other punctuations is very important to the writer. To understand the issues/matters correctly, placement of punctuations should be correct and there should not be any ambiguity in clearly understanding the same. The professional skills of the writer of the letter can be identified in the body of the letter. Knowledge of the writer is assessed in the body of the letter.
8. **Complimentary close:** Complimentary close means closing or ending the letter with compliments. Complimentary close in the sense respectful words used before closure of the letter. A letter has to be ended with happy words to the reader or receiver. For all the letter communication “Yours faithfully,” is the common complimentary close. “Yours sincerely,” is used in the official communication when the letter is addressed and sent between the officers of equal rank. This “Yours sincerely,” is used in Demi-Official letter which letter is written to draw the immediate attention of the other side on the delayed matter of the previous correspondence. “Yours, yours lovingly, yours obediently, ever yours, your nearest etc. are also called complimentary closes used based on the relationship between the writer and receiver of the correspondence. Position, thick and thinness will decide for the uses of complimentary words to close the letter. Immediately just below the complimentary close part, by leaving some three to four line spaces, name of the sender will be typed with full capital letters in the brackets both the sides of the name and just below the name

designation, department or branch will be typed by putting full stop at the last line. Just above the name, the sender will put his signature. A letter will have validation only with the signature of the writer by himself with date.

9. **Enclosures:** Enclosure is the last part in the letter correspondence which will come at the bottom left hand portion. Enclosures means some attachments or tags of previous letter correspondence or other documents in continuation of the present letter. List of enclosures will clearly define why the present letter is sent or addressed. After perusal of the letter, the receiver will also go through the list of enclosures.

### **Effectiveness or benefits of a good letter drafting**

1. The main effectiveness is it receives the immediate response or reply from the receiver of the letter.
2. It facilitates for immediate quick action on the issue.
3. It builds a good relationship between the writer and reader i.e., the sender and the receiver.
4. It finds out immediate remedy or solution for the work to be carried out.
5. It solves all the problems smoothly, effectively and efficiently.
6. It satisfies the needs or wants of both the sides.
7. Receiver of the letter will have good opinion on the other side.
8. It improves the knowledge of both the sender or writer.
9. It also facilitates the receiver to update his knowledge.
10. There will be a good thoughtfulness on both the sides.
11. It saves the time of the reader to concentrate on the other matters, when it is clear and visible to understand.
12. It improves the business and industry and which in turn will be for national development.
13. It facilitates to have good relationship between different countries across the world.
14. There will also be a good cooperation and coordination between different the States and between the different countries.
15. Receiver will be attracted to have some changes in his mental ability to reply on the letter.
16. Innovative ideas and creative thinking in the work culture can be assessed.
17. A good letter is a bridge between the different nations.

### **Ineffectiveness of drafting a letter**

1. It will not receive immediate response or reply from the reader.
2. It loses good relationship between the sender and the receiver.
3. There will be no immediate remedy or action or solution to the letter.
4. There will be a lack of understanding between the sender and the receiver.
5. It is a discouragement on both the sides.
6. It decreases the mental ability of both the persons., sender and receiver.
7. It will lose immediate available business opportunities.
8. There will be a lack of understanding between different Government departments.
9. It may also lose bilateral relations between the countries.
10. It may lead to clashes between the nations.

## Model Business Letter

Estd: 1970

Telephone: 08192-255262

KRISHNA ELECTRONICS LIMITED

(Dealers in Electronic Items)

No. 30, Queen's Road,  
Bangalore-560002,  
16<sup>th</sup> June 2017.

No.KEL/25/2017-18

Messrs. Ramakrishna Enterprises,  
Hubli-Dharwad Road,  
Vidyanagar,  
HUBLI-580021.

Dear Sirs,

Subject: Regret for the non-execution of order  
dated 10<sup>th</sup> May 2017

Reference: Your order No.10, dated 10<sup>th</sup> May 2017  
for the supply of color television sets.

With reference to the above, we are extremely thankful for your order of 10<sup>th</sup> May 2017 for the supply of color television sets. But we regret to inform you that as the color television sets are out of stock and as our employees are on strike, we are not in a position to execute your order.

We think that you might have learnt from the newspaper reports about the strike of our employees which was sudden and unexpected. We assure you that the problems will be settled in a few days.

Therefore, we shall be glad, if you allow us a week's time to execute your ordered goods.

Thanking you and awaiting early reply from you,

Yours faithfully,  
For KRISHNA ELECTRONICS LIMITED,

Marketing Manager.

Encl: Order copy.

**Model Official Letter**

GOVERNMENT OF KARNATAKA

Department of Technical Education

No.GPW/AD/12/2017-18

Office of the Principal,  
Government Women's Polytechnic,  
Vidyanagar,  
Hubli, dated 20<sup>th</sup> June 2017.

From

The Principal,  
Government Women's Polytechnic,  
HUBLI-580021.

To

The Director,  
Department of Technical Education,  
Palace Road,  
BANGALORE-560001.

Sir,

Sub: Approval of list of students admitted during Academic Year 2017-18.

With reference to the above subject, I am hereby inviting your attention to the enclosed list of students who have been admitted to First Year Diploma in various branches during the academic year 2017-18.

2. The whole admission process has been done as per the reservation policy of the Government by checking all the original documents within the due date fixed by you. I am happy to inform you that, since the last five years, there is 100% admission in this Polytechnic.

3. I request you to accord necessary approval for the list and send it as early as possible to start the classes.

Yours faithfully,  
(RAJU)  
Principal.

Encl: List of students.

## Conclusion

A good drafting receives immediate response and quick action on the matters. It facilitates for improvement of business and industry and a close relationship between the Governments Departments. Speedy developmental activities will take place by a good drafting skills. Drafting makes the writer to have good professional skills in his work place. Skillful drafting is the only remedy to solve many problems that occurs in business as well as official line. A good drafting makes the man perfect.

## References

1. B.S. Raman, a text book of “Business Correspondence”.
2. K.D. Basava, a text book of “Business Communication”.

