BCA ENGLISH (US01ABCA01)

**6 Letters of complaint To Civil Authorities**

A complaint letter is a letter written to concerned authorities if we are not satisfied with the service provided by them.

These letters are usually formal in nature.

Sometimes when we order a product and it is received defective then we write the letter to the related person or company, complaining about the product.

Hence, appropriate action will be taken by the concerned department for the complaint raised.

There could be many reasons for writing complaint letters such as for wrongdoing, grievance, offence, resentment arising out of product or service, etc.

 It is the right of every citizen of the country to raise the complaint for unfair things happening to them and get a productive result.

 **FORMAT OF A COMPLAINT LETTER**

Sender’s Address

Date:

Receiver’s Address

Subject: (Mention the reason for complaint)

Salutations (Dear/Mr./Ms.)

Body of the letter:

* Introduction
* Main reason to write the letter
* Conclusion

Closing of letter (Yours sincerely/faithfully)

Signature

**HOW SHOULD WE WRITE A COMPLAINT LETTER**

The tips to write the format of complaint letter are:

1. Write in a polite manner. Though you have a complaint regarding something and you are frustrated, but if you write the letter politely then it gives a good impression to the concerned person and chances of getting a resolution are also good.
2. Always introduce yourself first if needed.
3. Never forget to mention the date of writing the letter
4. The letter of receiver or recipient should be properly mentioned along with Pincode./ ZIP Code
5. Mention the purpose of writing a letter in subject line.
6. Start the letter with a salutation or proper greeting.
7. Write the first paragraph by introducing yourself, and then writing the purpose of writing the letter. It should be very loud and clear.
8. In the second paragraph give a brief description of the complaint and what problems it is causing to you. Do not deviate from the main topic.
9. The third paragraph should include the conclusion part, where you state the resolution for your problem.
10. Close your letter by thanking the person for giving time to the letter.
11. Check the grammar and spelling mistakes if any.
12. You can highlight the important points in the letter, to grab the quick attention of the reader.
13. Present the letter in a proper format.

Find the errors in this letter

Write a letter of complaint to the Chief Engineer, MGVCL, Anand, complaining about a faulty electric meter (higher reading) in your house.

 Mahesh Purohit

Anand

25/01/2020

To,

The Chief Engineer

Anand-388001

 Subject: Complaint

 Dear Sir,

 I have a complaint to make. You people are good for nothing and are lazy. Our meter is faulty and shows higher reading. I told the office personally but how dare they ignore me. I told them I will not pay the bill. Do whatever you can.

 I have not bought any new appliance so my bill should not be higher. So, If you do not change my meter immediately, see what I will do. I dare you to ignore my problem. I will not leave you and complain to your boss.

 I have attached copies of previous electricity bills.

Anand Purohit

Write a letter of complaint to the Chief Engineer, MGVCL, Anand, complaining about a faulty electric meter in your house.

Mahesh Purohit

Ram Nivas,

Nr. M.G. Road,

Anand-38001

25/01/2020

To

The Chief Engineer

MGVCL

Anand-388001

 Subject: Complaint about faulty electric meter.

 Ref: 1) **Consumer No. :**

 2) Electric Meter No. :

 Dear Sir,

 This is to draw attention to the problem faced by us due to faulty electric meter. I had complained on the phone many times. But no action has been taken. So I am forced to write this letter.

Our average unit consumption has been 150 units per month for the last two years. But since last month we have been getting higher bills which show our average consumption as 225 **though we have not bought any new electric or electronic appliance.**

So, I request you to kindly look into the matter and do the needful at the earliest.

I have attached copies of previous electricity bills.

Yours sincerely,

Write a letter of Complaint to The Chief Engineer, BSNL, Station Road, Anand, complaining about poor Internet service/ WI- FI in your home.

From

…………………………….

……………………………

……………………………

…………………………..

Date:

To

…………………………………

………………………………..

………………………………..

**Ref No.: Customer ID: Gujand312962352**

**Sub: Complaint about poor Network Service in my house.**

Dear Sir

I am writing this letter to complaint about the poor Internet service provided by your company. I have been your customer since 2018.For the past fortnight, the network provided by you is of poor quality. There is frequent disconnection resulting in our online meetings/ work getting disrupted. Despite several telephonic complaints on the customer care service, nothing concrete has been done.

In this pandemic, we (my family and children) are all working from home and frequent network failure causes us to miss meetings, classroom work, presentations etc. We cannot afford to miss out on any of the activities either as professionals or students.

**I therefore request you to look into the matter and resolve the issue at the earliest or I will be forced to cancel my subscription due to poor facility and customer service.**

Yours Faithfully

Write a letter of Complaint to The Chief Engineer, GEB, Anand, complaining about **irregular power supply** in your area.

 ROUGH WORK

 1 it disturbs your schedule / we cannot plan anything

 2 Disturbs studies/ work (professional / household work

3 Affects water supply

4 People do not get entertainment at home

2) Write a letter to the Chief Engineer, MGVCL, Anand, complaining about **voltage fluctuation in your area**

 **Points**

1 People are afraid of using their electrical and electronic appliances

 2 High voltage has damaged many TVs, fridges and tube lights

 3 In low voltage people can’t use any appliance

4 The fuse gets blown off very frequently

 5 There is risk of fire due to very high voltage

 From:

 Mahesh Purohit

 Ram Nivas

 Mahadev Area

 Vidyanagar-388120

 19/10/2020

 To,

The Chief Engineer,

MGVCL, Mogri

Anand-388 001

Subject: **Complaining about irregular power supply**

Dear Sir,

 **This is to draw your attention to the problems faced by the residents of Mahadev area due to irregular power supply**. Despite several telephonic complaints, no concrete action has been taken.

For last three months, we have been facing a problem of irregular power supply in our area. Due to this our daily routine is disturbed. We are not able to plan our things and this is affecting our personal as well as professional life. Our children have exams from next week and because of frequent power failure, they are not able to concentrate on studies.

We have repeatedly drawn attention of G.E.B. to this problem on phone. But so far no concrete action has been taken. Hence we are forced to write this letter.

We request you to look in to the matter at the earliest and do the needful.

Thanking You

 Yours Sincerely,

**Write a letter of complaint to the Chief Officer, Anand Municipality, Anand, complaining about the problem of stray Animals in your area.**

 Mahesh Purohit

 Ram Nivas

 Mahadev area

 Vidyanagar-388120

 19/10/2020

To

The Chief Officer

Municipality Office

Anand-388001

Subject: Complaint about stray animals

Dear Sir,

This is to inform you about the problem faced by stray animals in our area for the last fifteen days.

We don’t know how but there are stray animals especially cows and dogs wandering and occupying the busy roads at all hours. Due to of these stray animals there is always a danger of accidents .You must be aware of the fact that traffic in our area is increasing day by day and the roads are also quite narrow. Last week an old man of our area Mr. Maganbhai collided with a cow and suffered serious injuries. Dogs also chase and attack people on two wheelers at night causing accidents.

 Dogs also keep barking at night and disturb sleep. Moreover, cows and dogs spread garbage in the society, which can cause diseases.

Hence, we request you to do something to remove these stray animals at the earliest. I hope that quick action in the matter will be taken.

Thanking you,

 Yours Sincerely,

**Write a letter of complaint to the Chief Officer complaining about water logging in your area**

 **2 Water Logging (Points to be Included)**

Becomes home for mosquitoes / flies

 They can cause diseases like Malaria/ dengue/ chicken guinea

 Causes bad smell

 Walking becomes difficult after the water level goes down due to slush

 Spoils our clothes

 Damages vehicles

**Write a letter of complaint to the Chief Officer complaining about water logging in your area**

Mahesh Purohit

Ram Nivas

Mahadev area

Vidyanagar-388120

19/10/2020

To,

The Chief Officer

Municipality Office

Anand-388001

Subject: Complaining about water logging in our area

Dear Sir,

This we are writing to draw your attention to the problem of water clogging in our area. The season of monsoon has already ended and since last month there is no rain. In spite of the fact even today in our area at the entrance of the society there is always water clogged due to the adjacent multi-storied building. They don’t have gutter facility and so they have provided outlet to their dirty water on the road. Every single day, there is water clogged near the entrance of the society.

In spite of our humble request to them, they have continued the same practice. Due to this there is a danger of accidents and moreover at night strangers may have a fall due to the slippery ground. This constant water clogging breeds mosquitoes also and it might cause health problems.

We therefore request you to do the needful in the matter at the earliest. We do hope that serious action will be taken in the matter and we will soon be relieved of the problem.

Thanking you,

 Yours Sincerely,

Write a letter of Complaint to the Chief Officer, Anand Municipality, Anand, complaining about the bad condition of the roads.

 **3 Problems due to the bad condition ( pot holes) of the main road**

 **1** Water gets collected in the pot holes and causes accidents

 2 Damages vehicles

 3 Old people get back pain

 4 Slows down traffic and time is wasted.

 5 Causes pollution

Find the errors in this letter

Write a letter of complaint to the Chief Engineer, MGVCL, Anand, complaining about a faulty electric meter in your house.

 Mahesh Purohit,

 Ram Nivas,

 Nr. M.G. Road,

 Anand-38001

 25/01/2020

To,

The Chief Engineer

MGVCL

Anand-388001

 Subject: Complaint about faulty electric meter.

 Ref: 1) Consumer No. :

 2) Electric Meter No. :

 Dear Sir,

 This is to draw attention to the problem faced by us due to faulty electric meter.

Our average unit consumption has been 150 units per month for the last two years. But since last month we have been getting higher bills which show our average consumption as 225 **though we have not bought any new electric or electronic appliance.**

So I request you to kindly look into the matter and do the needful at the earliest.

I have attached copies of previous electricity bills.

 Yours sincerely,

Write a letter of complaint to the Chief Officer, Anand Municipality, complaining about bad roads in your area

 From:-

 Mahesh Purohit,

 Ram Nivas,

 Nr. M.G. Road,

 Anand-38001

 25/01/2015

To,

 The Chief Officer

 Anand Municipality

 Anand

 Sub: - Complaint about bad condition of roads in our area.

 Dear Sir

 This is to inform you about the problems we are facing due to the bad condition of roads in our area.

 Sir, the roads in Mahadev area is really bad. They have not been re -laid for many years now. The traffic has increased over the years. As a result it has become difficult to use these roads due to large pot holes. In the rainy season these pot holes get filled with water and people cannot see them. This causes accidents and also damages their vehicles. Moreover, these potholes also slow down traffic and also cause traffic congestion. This results in wastage of time, especially during the rush hours. Many old people have complained about back and neck pain while using this road in an auto rickshaw.

Our repeated complaints have been ignored. So we are forced to write to you.

 I, on behalf of the people of our area, request you to kindly look into the matter and do the needful at the earliest.

 Yours sincerely,

 Yours sincerely

 1 **Problem of stray dogs your area**

 1 They bark at night. Disturbs sleep. / studies

 2 They attack children and people

 3 They make the street dirty by spreading garbage

 4 they run after people on two –wheelers and cause accidents

 From

 To

The Chief Officer

Anand Municipality

 Anand

 Sub: Complaining about stray dogs.

 Dear Sir

 **This is to draw your attention to the problems we face due to stray dogs in our area.** In our area there are more than 10 dogs which have created a nuisance for us.

 At night they keep barking and this really disturbs sleep and also those who study cannot study properly.

 Children of the society are afraid to go out and play because the dogs have bitten many people. Some of the dogs may be carrying rabies.

 Moreover they spread the garbage and make the streets very dirty. It is difficult to walk in the area. At night they run after people on two-wheelers and this has caused many accidents

 **I therefore, request you to kindly look into the matter at the earliest and do the needful.**

**Thank you**

 Yours sincerely

 Write a letter of complaint to the Chief Officer, Anand Municipality, complaining about **stray cows**

 1 They occupy large parts of the road/ slow down the traffic /cause traffic

 jams/ lead to pollution

2 they make all places dirty with the cow dung

3 They spread garbage from garbage bins/ gives rise to foul smell/

 difficult to walk in the area .

 4 Vegetable hawkers suffer a loss when these stray cows eat away their

 fresh vegetables.

 5 They also cause accidents when they suddenly start running here and

 there

6 Sometimes they even attack people

 Write a complaint letter to the chief Engineer, MGVCL, Anand, complaining about the problems faced due to voltage fluctuation.

 Mahesh Purohit

 Ram Nivas

 Mahadev Area

 Vidyanagar-388120

 19/12/2014

The Chief Engineer,

MGVCL

Anand-388 001

Subject: Problems due to voltage fluctuation

Dear Sir,

 This is to inform you about the problems we are facing due to frequent voltage fluctuation in our area. Sir, since the last month we are experiencing frequent voltage fluctuation in Mahadev Area. Due to this many people have reported that their electrical and electronic appliances have got damaged. Sometimes the voltage is very high and sometimes it is so low that even a fan doesn’t start.

 We are never sure about the voltage. So we are afraid to use our appliances. Our domestic and professional life is suffering. We have complained to the department on phone but no concrete action has been taken. So we are forced to write to you.

I therefore request you to kindly look into the matter do the needful in this regard urgently.

 Yours sincerely