



केन्द्रीय विद्यालय संगठन

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ISAMPAL
DEPUTY COMMISSIONER

Dated : 15/03/2016

F. Acad/2016-KVS(BPL)

Dear Principals,

Letter writing is the most pleasant job in the world, and yet most of us perform it perfunctorily without making attempt to master its ins & outs. The correspondence that includes routine replies, letters, news, reports, minutes, presentations, etc. being received from your end belongs to this category; containing lots of mistakes (on account of spelling, grammar, syntax, structure, formatting, paragraphing, etc.). This consistently tells us of the tremendous struggle we need face daily while trying to set it right. Indeed correspondence is dead before it is born or before it reaches here, dashing it off, that irritates. Anger can generate heat but no light. You know an inaccurate letter tangles the threads of real business. Misinformation or information with mistakes in can precipitate a law suit even.

Every contact that the individual has with the organization, forms a part of his total personality of that organization. A single spoken word may persist long in memory. But the effect of a written letter can be even more lasting. It is a permanent record. It can be referred to. So, it needs best efforts to be put in.

I suggest you simple steps while attempting writing letters or any communication for that matter:

01. think before you write.
02. collect all the facts necessary for your purpose.
03. clarify to yourself the main motive of the letter.
04. think of the reader and let your language be interesting to him.
05. collect your material for writing.
06. organize your ideas in an impressive manner.
07. revise your letter before you post it.

Develop sense of proportion in official correspondence, without this the results may be quite opposite of what you want. If you lack sense of proportion, a bright idea is likely to be overdone. See that an attempt at humour doesn't result in offence. Similarly, a fear motive should not repel the reader.

Good correspondence needs more ability than agility. Every letter must go and serve the purpose for which it is intended, otherwise it is a waste of time and labour. When volume of work is small as compared to the volume of correspondence, be sure your methods of writing are not hale & hearty. You need a letter expert to diagnose the causes of the malady and to prescribe a cure.

The best official correspondence continually demonstrates that talking on paper produces the richest results. An unintelligent application of principles is not advisable at all.

Maintain a 'you attitude' and not 'I attitude'. Think in terms of a person to whom you are addressing. Consider his welfare, his interests and not merely your interests & superiority. You know customer is always right. 'You attitude' means that you see through the reader's eyes. Try to talk his language. Present your message in the light of his thinking. Watch your mind & mood lest you topple down a rut. Its paramount purpose is to form the mind and not merely inform it.

A good letter is a warm blooded substitute for a personal visit. Personalize your letter. Write as you talk. A good letter lives eternally. This is what makes us read a letter again and again. So breathe your personality into your letters.

Add something that will warm and win the reader's heart. That extra planning is worth a while. If you habitually think from this angle, you will soon become a letter craftsman, dashing daintly through your daily correspondence.

I hope you will take care of these aspects hereafter, and your letters shall bear warm friendly heart, true in thought, word and deed.

Please acknowledge within three days.

Yours sincerely,

(ISAMPAL)

Deputy Commissioner

The Principal
Kendriya Vidyalayas
Bhopal Region

Copy to the Assistant Commissioners, KVS, Regional Office, Bhopal for information and necessary action.