

INTER DEPARTMENTAL AND EMPLOYEE RELATED CORRESPONDENCE

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3.1 Inter Departmental Correspondence

3.1.1 Introduction : In the competitive and continuously changing business world, Business firm or organization have to remain in constant contact with its various departments for the purpose of business progression and successful management. Correspondence is necessary among these departments. This correspondence generally takes place among different departments with officers of their respective departments. Thus, the correspondence carried out from the head office to a branch and from the branch to the head office is called Inter-departmental correspondence. It is also as called 'institutional correspondence'. This type of correspondence is in the form of notice, circular or memo.

Communication with different departments takes place either through oral instructions or through various media of communication. Yet, inter-departmental correspondence is necessary from the following point of view:

3.1.2 Need for Inter Departmental Correspondence :

(1) Verbal information (Suggestion) may be forgotten but can be retained in the form of a letter.

(2) Information and ideas which are communicated between departments and the head office can be documented and served as evidence.

(3) Undesirable information or any information where there is a hesitation in communicating face to face can be imparted freely through correspondence

(4) Employee becomes conscious about one's duty if the work is assigned in a written form.

(5) Information can be filed and may be useful in future

(6) It is a less expensive and more effective medium

3.1.3 Meaning of Notice : A letter that is written to communicate to let the employees of the office know and implement the changes regarding the legal or constitutional matters or structural changes in the institutional issues of a business firm or organization is known as Notice.

3.1.4 Objectives of Notice :

- (1) To draw the attention of employees when policy matters are not being followed strictly.
- (2) To inform the employees the changes made according to circumstances.
- (3) To inform the employees to perform duty according to a set order or specific method.
- (4) To assign a particular work to a particular person and the time limit and a location to complete the work.
- (5) To inform who has to submit the progress report and to whom.(be submitted to the particular person).

3.1.5 Circular - Meaning : A letter written on a regular basis to a group of employees with a view to inform them about the code of conduct decided by the management of the business firm or organization is called a circular letter. Circular letter has practical and administrative attitude.

3.1.6 Functions of the Circular :

- (1) It guides the employees regarding their scope of work.
- (2) It draws the attention of the employees for implementing decisions taken by the management.
- (3) It clarifies what is expected from the employees.
- (4) It maintains equality among employees.

3.1.7 Characteristics of a Circular :

- (1) A circular is written, addressing, not a particular employee but the entire group of employees.
- (2) Matter mentioned in the circular is applicable to all members of the group equally.
- (3) The format of a circular is like all other letters. Yet, sometimes inside address or complimentary close are not written.
- (4) Date and time are very important in a circular.
- (5) It is more like an attention drawing tool for a particular group employees, regarding implementation of policy decisions.

Thus, both notice and circular bring awareness about responsibility of the employees through communication of information in a specific context. Yet there is a difference between them which could be mentioned in the following way :

3.1.8 Difference between Notice and Circular :

Notice		Circular	
(1)	Notice is addressed to either an individual or a group.	(1)	Circular is mostly addressed to the entire group.
(2)	Through notice, legal viewpoint is clarified.	(2)	Through circular, administrative and practical view points are clarified.
(3)	Notice is a two way communication. Employees can give notice to the management and management to the employees.	(3)	Circular is a one way communication. It is sent to the subordinate employees from the management.
(4)	Circular can be issued on matters for which a notice is served.	(4)	Notice cannot be served for that matter for which circular is issued.

3.1.9 Model Letters :

(1) **Show Cause Notice** : Harshil Patel, an employee of the Seyan Chemicals Ltd, remained absent from duty for 3 consecutive days without taking permission of the officer. Draft a show cause notice on behalf of Seyan Chemicals Ltd.

SEYAN CHEMICALS LIMITED

Phone No. : (02642) 384XXXX

E-mail : seyan@gmail.com

G. I. D. C. Phase-II,

Dahej,

Taluko : Vagara

District : Bharuch -392110.

13th August, 2017

Shri Harshil Patel

(Packing Division)

Seyan Chemicals Ltd.

Dahej. Taluko : Vagra

District : Bharuch-392110

Subject : Seeking clarification for remaining absent from duty
without taking permission

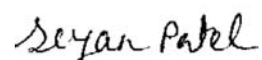
Sir,

You remained absent continuously for 3 days from 10th August 2017 to 12th August 2017 without taking permission of the officer of your department.

Kindly take note that if the cause of your absence is not shown within 7 days, your absence will be treated as violation of service rules and your salary for those days will be deducted for remaining absent from duty without taking permission.

If this happens in future, it will be treated as violation of discipline and would result into a break of service and you shall have to lose the benefits of a permanent employee.

Yours faithfully,



Seyan Patel

(Manager HR)

(2) **Notice regarding voluntary resignation** : Shri Jagdish Bhavsar desires voluntary retirement from his company. Draft a letter regarding resignation notice.

Jagdish Bhavsar
Mechine Supervisor,
Shyam Industreis,
Naroda,
Ahmedabad-382330
Mobile No. : 8789889711

5th June, 2017

The Manager,
Shyam Industires,
Naroda,
Ahmedabd-382330

Subject : To sanction application for voluntary retirement

Sir,

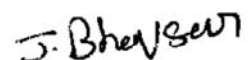
I have been performing my duty as a machine supervisor in your company for the last 10 years. I am highly satisfied for having spent important years of my career in your company.

I want to take voluntary retirement due to my family and personal reasons. As per the condition of service, it is necessary to inform 3 months prior to voluntary retirement. I request you to relieve me from my 3 months from the date of this letter.

I request you to issue an order to pay me the accumulated provident fund, gratuity and other benefits, due towards me.

Thank you.

Yours faithfully,



Jagdish Bhavsar

(3) Circular regarding celebration of national festivals :

ACTIVE CO. OP. BANK LIMITED

Phone No. : (0288) 253XXXX

(Head Office)

201 to 205, Ranjit Chambers,
Station Road,
Jamnagar-361003

5th August, 2017

To employees of all branches

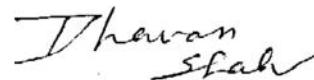
Subject : Circular regarding Celebration of National Festivals

Friends,

According to the recommendations made by the Ministry of Human Resource Development, from the current year, every government and non-government institutions shall have to celebrate 15th August, Independence Day and 26th January, Republic Day as national festivals with a view to strengthening patriotic feelings.

It is informed to all employees to remain present as part of duty.

Yours sincerely,



Dhavan Shah
(Administrative Manager)

Copy to :

All Branches of Bank

(4) Circular, recommending to begin campaign to save water/electricity a national wealth

Gujarat Higher Secondary Education Board

Sector-12

Gandhinagar-382010

15th September, 2017

To Principals and teachers of all Schools

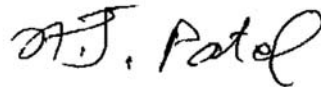
Subject : Circular regarding saving of water and electricity

To face the probable scarcity of water and electricity in Gujarat, Gujarat government has sent circular No. : 4567/16 to all government, non-governmental and semi-governmental organizations to take following steps to save water and electricity :

- (1) Avoid the use of air conditioners except where they are highly needed.
- (2) Switch off electricity from 8 pm to 6 am.
- (3) Switch off lights and fans in all class rooms as soon as classes are over.
- (4) Avoid wastage of water, check all taps and get them repaired if required.
- (5) Get co-operation from students in the campaign for preventing the wastage of national asset.

Co-operation of all employee groups is recommended. The implementation of circular will be effective from the date of its receipt.

Yours faithfully,



(A. J. Patel)

Secretary

Gujarat Higher Secondary Education Board

Gandhinagar

Copy sent :

All Higher Secondary Schools of Gujarat State

3.1.10 Meaning of Memo : The term 'Memo' is normally misunderstood e.g. 'sir will issue memo if don't reach office in time'; 'boss will give memo if you make mistake in your work.' It reflects a belief that when a mistake is committed by an employee and the employee is intimated about the same in writing it is known as memo. But, it is a misconception.

A 'Memo' is, a letter, written by a senior officer to a subordinate or vice versa or employees having equal status in the organization communicates in either a formal or informal letter.

3.1.11 Characteristics of Memo :

- (1) Memo is a letter written formally or informally.
- (2) Memo is issued by a senior officer to a subordinate employee.
- (3) Sometimes employees also give memo to their higher officer regarding the solution of their problems and rights.
- (4) Memo is also circulated between employees having equal status.
- (5) The sole objective of a memo is to remind specific issues to whom it is addressed to.
- (6) Memo is written in simple, lucid style.
- (7) The details of memo are written in brief and to the point.

It is necessary to mention in a memo, the name of the employee, the designation and the department and at the same time, it is important to mention the name of the person issuing the memo with the signature. Normally, the memorandum is written in a predefined format. The format is below.

Pre-defined format of Memo

Name of the Company	
To,	Reference No :
Sent through :	Date :
Subject :	
(1)	
(2)	
(3)	
Signature :	
Designation :	
Copy to :	

3.1.12 Model Letters :

(1) Memo giving information of the purchase process :

NAVKAR DIAMOND LTD.	
	Bapunagar, Ahmedabad-380024
To, Administrative Officer	Ref. : NDL/A-191
From : Purchase Manager	27 th February, 2017
Subject : Regarding purchases made by the Purchase Department	
(1) On 20 th February 2017, the order for 5000 rough diamonds has been placed to Janta Diamond House, Mumbai.	
(2) The consignment will be sent through Karishma Angadia firm on March 3 rd , 2017. against which ₹ 50,000 will have to be paid cash on receipt of the goods.	
Nitish Patel	
<i>Nitish Patel</i>	
Copy sent to : Accounts officer	(Purchase Manager)

(2) Memo for extension of probation period :

ANGEL DAIRY PRODUCTS

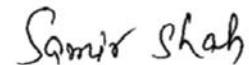
Girmatha,
Ahmedabad-382425

To : Rohit Parmar
From : Managing Director

Ref. : ADP/11/17
1st March, 2017

Subject : About extending probation period

- (1) Shri Rohit Parmar joined the organization on 25th July, 2015 on the condition of permanent appointment after one year probation period.
- (2) In context with the change in rules of the institution, the probation period for clerks is for 2 years.
- (3) The decision to make the appointment of Shri Rohit Parmar permanent shall be taken in July 2017.



Samir Shah
Managing Director

Copy sent to : Branch Manager

3.2 Employee Related Correspondence

3.2.1 Introduction : The importance of valued employees has increased due to increase of technology for business activities of an organization. Presently, human resources are considered as wealth in business so it is necessary to appoint efficient employees and to retain them. In these circumstances, the process of recruitment of employees, promotion, transfer, demotion and end of the service are to be properly handled and the correspondence in this regard should be done appropriately.

3.2.2 Meaning of Recruitment : In an ordinary sense, 'recruitment' means to appoint required employees in a business firm or organization. However, the meaning of recruitment is not restricted to recruit a person or fill vacant posts. In a broader sense, recruitment means to appoint an employee at a proper time, with proper qualifications and in the required number. The main object of a recruitment process is to obtain a qualified person from the experts from the concerned field.

In any organization or department, when there is a vacancy because of the introduction of new departments, on the demise of an existing employee or when a vacant post is created due to the promotion of an employee, new appointments are required. At that time, recruitment procedure is conducted.

Recruitment procedure is of two types: Direct and indirect style

- (1) Direct recruitment is that type of recruitment when an employee is appointed from the present or past employees of the company.
- (2) Indirect recruitment is that type of recruitment when an employee is appointed through the medium of advertisement or job placement agencies.

3.2.3 Model of Letter Regarding Recruitment : Letters related to recruitment include advertisement, letters inviting applications, letters informing written test, letters of invitation for individual interview, letters written to intimate preliminary selection, final selection, medical test, etc. Now we shall study model letters, pertaining to recruitment.

(1) Letter informing to remain present in written test :

V. T. PAREKH CHARTERED ACCOUNTS & CO.

Phone No. : (0281) 266XXXX

E-mail : vtparekh@gmail.com

Abhimanyu Complex,
Race course Raod,
Rajkot-360001

15th May, 2017

Paresh Padariya
C/80, Shivalay Flats,
Station Road,
Rajkot-360001

Subject : Written test for the post of an accounts officer

Sir,

On basis of the marksheets and certificates presented by you, we find you eligible for the post of Accounts officer in our company.

As per the recruitment procedure of our company, a written test is planned for the above post, for all candidates.

The written test will have objective questions of 200 marks. This test will include general knowledge, knowledge of accounting on computer (Tally) and other issues related to accounts. The written test will be of 2 hours. Successful candidates will be called for personal interview. Details of the written test are as below :


Date & Day : 29th May 2017 Monday

Time : 10.30 am to 12.30 pm

Venue : Conference room, First Floor, V.T. Parekh Chartered Accounts & Co.

Strict observation of the time duration is expected

Yours sincerely,



Dhruv Parekh
(Partner)

Note : Candidate has to remain present for written test at his/her own expenses.

(2) Letter informing to attend personal interview :

KAVERI COMMUNICATION CENTER

Phone No. : (022) 265454XXXX

E-mail : kcc1985@gmail.com

Indraprashth Complex,

S. V. Raod,

Boriwalli (East),

Mumbai-400066

5th July, 2017

Shri Raju Solanki,
A/302, Mahisagar Tower,
Dharmabhumi Road,
Bhavnagar-364002

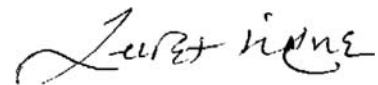
Subject : About attending Personal Interview

Sir,

In reference to your application, dated 25th June 2017 regarding assistant officer, we let you know that your qualifications and experience are suitable to the post. You are requested to appear before the selection committee for a personal interview on July 2017, Thursday at 1.30p.m. at our Head office.

You are requested to bring original copies of your academic qualifications and certificate of experience. Those who are working presently should produce 'No objection Certificate' (NOC) from the Head of the institution where they are working.

Yours sincerely,



Sadik Mohamad

(Manager)

Kaveri Communication Center

Note : No allowance or expenses will be paid to remain present at the venue of interview.

3.2.4 Meaning of Recruitment : After giving an advertisement for the recruitment, qualified candidates are selected. The procedure of selection varies in different organizations, firms or units. The basis of selection depends on the size of the organization, its scope and types of employees etc. After selecting the employee, he/she is appointed for the post for which he/she is selected. Candidates selected are given appointment letters.

3.2.5 Details Covered in the Letter of Appointment : Generally, the following details are included in an Appointment letter :

- (1) Letter begins with words of “Congratulation”
- (2) The designation for which appointment is made is mentioned.
- (3) It is clarified whether the appointment is on probation / permanent / part-time.
- (4) The period of probation is mentioned if the appointment is on probation.
- (5) The appointment letter, carries information regarding salary, allowances and increments to be given to the employee is provided.
- (6) Candidate is informed to send an acknowledgement letter or is informed of how many days he has to report on duty.
- (7) The appointment letter ends with good wishes.

3.2.6 Model Letter Regarding Appointment :

RADHE INDUSTRIES

Phone No. : (079) 285XXXX

E-mail : radhe12@gmail.com

Sun Complex,
C. G. Road,
Ahmedabad-380 009
7th March, 2017

Shilpa Patel,
A/7, Giriraj Tenament,
Ishanpur,
Ahmedabad-382443

Subject : Regarding Appointment of Assistant Manager

Madam,

We are pleased to inform you that you have been successful in the written test, conducted on 28th February, 2017 by our company for the post of assistant manager and thereafter in the personal interview, too. We congratulate you on being appointed to the said post.

Your appointment is subject to following conditions :

- (1) Your probation period will be of one year from the date of assuming your duty. Your appointment will be made permanent if your performance is found satisfactory during the period.
- (2) You have been appointed in the grade of 9000-525-13000. You shall be entitled to get other allowances and leaves on completion of the probation period.
- (3) You shall have to present yourself with an acknowledgement letter before our manager on or before 30th March, 2017 till 12.00 pm.

Best Wishes,

Yours sincerely,



Samule Desoza
(Administrative Officer)
Radhe Industries

3.2.7. Meaning of Promotion : The basic need of any organization is to retain the human resources properly. Structure of any firm or organization is arranged in such a way that provides encouragement to employees for progress. One of the stages of this structure means promotion for employee. Promotion is said to be raise in designation. In normal sense, promotion means to raise an employee from the present designation to higher post. Due to promotion, an employee gains economic benefit and the status as well.

3.2.8 Reason for Promotion :

- (1) When the employee completes a certain fixed years in service, he/she gets promotion.
- (2) When the employee acquires additional academic or technical qualification, he/she is promoted.
- (3) When the employee acquires special achievement, he/she is promoted.
- (4) Considering the special expertise/skill, the employee is promoted.
- (5) Promotion is given considering the need of the organization.

3.2.9 Model Letter Regarding Promotion :

MEHTA BROTHERS

Phone No. : (02766) 25XXXX

E-mail : mahetabro@gmail.com

Shanti Complex,
Patan Road,
Mahesana-384210
28th November, 2017

Shri Vidhyut Desai,
Senior Clerk,
Accounts Department,
Mehta Brothers,
Mahesana

Subject : Letter informing promotion

Sir,

We are very pleased to inform you that you have been promoted from your present designation to the Manager of the Accounts Department.

As per the policy of the company, the employee who achieves additional academic qualifications or technical qualifications set by the company within 5 years of service is highly rewarded by the company.

You have been promoted to the Manager of Accounts Department as the additional qualifications you have obtained and the experience you have gained the policy of our company.

You have been appointed for the above post from 10th December 2017. Information regarding changed terms and conditions of service, new pay scale and other allowances etc. are given in the letter enclosed. You are requested to assure duties from the date mentioned in the letter.

Best wishes,

Yours Sincerely,



Ghanshyam Chaudhary
HR Manager

Copy to : Administrative Department
Finance Department

3.2.10 Meaning of Transfer : The function of HR manager is to get employees, assign them work according to their abilities, to train them and to retain them. When an employee is shifted from one place to some other place without any significant change in responsibility, duty, designation, remuneration and skills required is called transfer. A transfer can be from one branch to another branch or from one department to another department. Employee is informed well in advance regarding the transfer but in certain essential services, transfer is made and implemented immediately.

3.2.11 Objectives of Transfer :

- (1) When the employee is under worked in one department
- (2) When the employee is proven unable to perform his/her duty
- (3) When the employee has committed financial fraudulence
- (4) When the employee shows indiscipline and negligence
- (5) When the employee faces any emergency or changes in the physical condition
- (6) To avoid probable conflict between the Head of the Department or with the colleague with whom he/she has a bitter relations with either of them.
- (7) To obtain the benefit of special skill of the employee for other department of organization
- (8) To let the employee learn procedure of each department of the organization

3.2.12 Model Letter for Transfer :

SABAR FINANCE LTD.

Phone No. : (02772) 287XXXX

E-mail : sabarf@gmail.com

Mangalam Tower,
Motipura Circle,
Himmatnagar-383001
24th April, 2017

Shri Jayesh Chavda,
Senior Clerk,
Administrative Department,
Sabar Finance Ltd.
Himmatnagar-383001

Subject : Transfer to Finance Department

Sir,

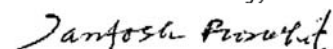
In reference to the above mentioned subject, we inform that you have been transferred as senior clerk to the Finance Department from your current position of senior clerk in Administrative Department, effective from 10th May, 2017.

As per the policy of the company, when any employee of class 3, completes three years of service, the employee is transferred to another department with the same designation so that each employee of the company is well informed about each work of every department and utilize his/her skills for the overall development of the company.

Note that no change is applicable in terms and conditions of service and pay scale.

Thanks.

Yours sincerely,



Santosh Purohit
(Manager)

Administrative Department

Copy to : Finance Department

3.2.13 Meaning of Demotion : Monitor the way of working, performance and behavior of employees is also an important facet of Management. When any employee is unable to perform the job according to the designation then this employee is put at the lower rank from his/her present designation. This change is known as demotion. Due to demotion, there is a reduction in the pay scale, authority, prestige, responsibility etc. are reduced.

3.2.14 Circumstances Related to Demotion : A decision of demotion is taken under the following circumstances :

- (1) In spite of repeatedly drawn attention, the employee neglects duty
- (2) Continuous reduction in the efficiency of the employee
- (3) Some of serious malpractice is performed by the employee
- (4) Repeated breach of discipline by an employee

It is necessary to clarify the reason for demotion in the correspondence related to demotion. Indiscipline, malpractice or Breach of Rule will be thoroughly examined and final decision will be taken. This should be mentioned in the letter. The letter should also clarify the changed pay scale, rent and allowances, perks etc. Letter regarding demotion is an undesirable step but it is to be taken when necessary.

3.2.15 Model Letter Regarding Demotion :

VIRBHADRA ESTATE HOUSE

Phone No. : (0261) 2588XXXX

E-mail : virbhadra@gmail.com

Setu Avenue,
Varachha Road,
Surat-395006

10th May, 2017

Subject : Placing an employee into a lower grade

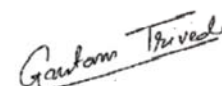
Sir,

You are placed to the post of a junior accountant and you have been relieved from your present designation as a senior accountant with an immediate effect from 11th May 2017. This instruction is to be followed promptly.

It has come to the notice of the higher authorities that you have been involved in those kinds of activities which do not suit with the grace of your status of a senior officer since the last few months. Of late it has been known that you are associated with the activities damaging the dignity of the post of senior accountant. Primary evidences in this regard has also been obtained and in this context, your attention was also drawn through the letter, dated 8th April 2017 but no explanation has been received from your side. Considering this matter as a Breach of Discipline, the Administrative Department has decided to place you to a lower designation and grade, as a measure of punishment and take serious note of it. Through this letter, you are given an opportunity to improve but if there is no positive change in your work then you should be well aware that the company also holds powers to relive you from service.

If you wish, you can clarify the matter in this regard to your HR manager within 3 days.

Yours sincerely,



Gautam Trivedi
Assistant Manager
HR Department

3.2.16 Completion of Service : Employee and employer are aware of the conditions of the completion of service. The consequences of being relieved from a job and dismissal from job are the same yet there is wide difference in the procedure of both.

(1) Regarding Dismissal of Employee : Normally any organization thinks comprehensively before taking the drastic step of removing an employee from service. Before taking this decision, many correspondences have to occur between the employee and the employer. But when the employer does not find the clarification given by the employee satisfactory, then the management decides to dismiss the employee from service.

When a department of the company is to be merged / discontinued or the unit may be converted into fully automatic unit or if the contract is over for such reasons the situations of relieving of the employee arises, so to maintain the dignity of the employee who has served the organisation for long time and to maintain cordial relations between both the parties, Voluntary retirement scheme (VRS) is introduced. All retirement benefits are also taken care of. When ever, an employee is found disclosing confidential matter to the competitor or being non co-operative or is indisciplined he / she is relieved of his / her duty with immediate effect with out any benefits of retirement.

(2) Regarding Relieving from Job (Resignation) : Sometimes, an employee prefers to discontinue the job for his/her personal reasons. Resignation means an employee's written declaration to give up one's office willingly.

When the employee is getting a better and higher opportunity in another organization or his/her ill-health or personal reasons don't permit him/her to work, a difference of opinion arise with the management or he/she is accused of false charge or he/she is migrating with the family, the employee submits his/her resignation from service and receives all financial benefits and rights due to him.

3.2.17 Model Letters Pertaining Completion of Service :

(1) Letter Informing about Completion of Service :

GARVI GUJARAT (INDIA) PRIVATE LIMITED

Phone No. : (079) 28178XXXX

E-mail : garvigujrat@gmail.com

105, Sumeru Tower,

Odhav,

Ahmedabad-382450

2nd November, 2017

Shri Bhavin Vyas,
Sales Executive,
Garvi Gujarat (India) Private Limited
Odhav, Ahmedabad-382450

Subject : Completion of Service

Sir,

You are well aware that your appointment as a sales executive, which was sanctioned on contractual basis for the period of two years expires on 30th November, 2017.

Your appointment was made to canvass and spread the products of the company in three districts of the North Gujarat. Your quarterly sales summary shows that you have popularized the products in North Gujarat. You have been successful in developing a market for our product. The management is highly pleased and satisfied with your performance.

On the last day of your duty, you will be given a certificate of appreciation along with amount that is due to you.

Best wishes for you bright and progressive career.

Yours faithfully,



Jitendra Shukla
(Chief Officer)

Garvi Gujarat (India) Private Limited

(2) Letter of Order of Compulsory Retirement from Service :

SAURASHTRA CO-OP. BANK LIMITED

Phone No. : (02792) 278XXXX

Branch Sr. No. : 10

Station Road,

Dhari,

District : Armreli-364522

5th December, 2017

Shri Rajkiran Purohit

Accountant

Branch Sr. No. : 10

Station Road,

Dhari,

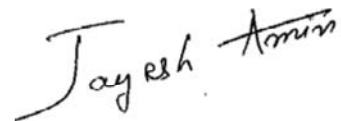
District : Armreli-364522

Subject : Order for compulsory retirement from service

Sir,

In the context of the above mentioned subject, a committee was appointed to make a departmental inquiry, regarding the serious charges of financial malpractices made against you. As per the committee report, all charges have been proved so an order has been issued to terminate your service with immediate effect for compulsory retirement. It may be noted that on humanitarian ground, post - retirement benefits are not being curtailed.

Yours sincerely,



Jayesh Amin

(Branch Manager)

Saurashtra Co-op. Bank Limited

Copy to : Account Department

What did you learn in this chapter ?

You learnt in this chapter that in each business firm / commercial organization various activities are carried out. These departments are inter-connected, as part of inter-departmental correspondence, communication does exist between designation holders. This correspondence is in the form of notice, circular or memo. This correspondence was explained through model letters, appointment of employees, service of the employees, completion of employee's service, etc. The meaning, circumstances, causes, objectives of this process is known from the model letters.

SELF -STUDY

1. Select correct option for the following questions :

- (1) Which of the following letter is written to inform the employees regarding constitutional or infrastructural matter of the office or business organization/firm ?
(A) Circular (B) Memo (C) Notice (D) Leaflets
- (2) Which letter is written to inform the employees about code of conduct formed by the company ?
(A) Memo (B) Circular (C) Notice (D) Application letter
- (3) Which letter is addressed to not one employee but to the entire group of employees ?
(A) Circular (B) Memo
(C) Notice (D) Letter demanding clarification
- (4) Which letter does an employee write to the senior officer regarding his rights or the solution of his problem ?
(A) Circular (B) Memo (C) Notice (D) Instruction letter
- (5) Which of the following is not mentioned in the letter of personal interview ?
(A) Venue of personal interview (B) Time of the personal interview
(C) Clarification of expense of travelling (D) Rules of services
- (6) Which of the following is mentioned in the letter informing the candidate to remain present in examination ?
(A) Time and place of written examination (B) Result of written examination
(C) Appointment order (D) Advertisement of recruitment
- (7) What is written at the end of an appointment letter ?
(A) Good wishes (B) Congratulation
(C) Reminder (D) Result of written interview
- (8) What is the process in which there is a change in employee's present designation, compensation, responsibility and he receives more economic benefit, higher status etc. called ?
(A) Recruitment (B) Promotion (C) Demotion (D) Transfer

- (9) If workload in one department of the company, exceeds another then, in which process are the employees involved ?
(A) promoted (B) resign (C) transferred (D) demoted
- (10) When the employee frequently commits indiscipline, which punishment does the business firm give, as the last resort ?
(A) Promotion (B) Demotion (C) Completion of service (D) Transfer

2. Answer the following questions in one sentence :

- (1) What is interdepartmental correspondence ?
- (2) Which form is used in Inter departmental correspondence ?
- (3) Which concept does Circular hold ?
- (4) In which letter date and time hold special importance ?
- (5) Which letters, mostly do not use salutation and complimentary close ?
- (6) What is a Memo ?
- (7) What are the objectives of a recruitment procedure ?
- (8) What are the objectives of memo ?
- (9) What is a promotion ?
- (10) Which changes occur in the salary and authority of the employee due to demotion ?
- (11) What is a resignation ?

3. Answer the following questions to the point :

- (1) Why is interdepartmental correspondence necessary today in spite of modern communication media ?
- (2) Describe the objectives of notice.
- (3) Explain the difference between Notice and Circular.
- (4) Explain the characteristics of a Memo.
- (5) Explain the functions of a Circular.
- (6) Prepare the format of a Memo.
- (7) Explain any four factors included in the appointment letter ?
- (8) What are the reasons for the recruitment of employees ?
- (9) Give the meaning of recruitment and its method.
- (10) Give the reasons for promotion.
- (11) Explain the objectives of transfer.
- (12) Explain the circumstances of demotion.

4. Draft the letter considering the following information :

- (1) Draft a letter in the form of notice asking an employee a clarification for not remaining present in the office during his duty hours.
- (2) Draft a letter in the form of notice regarding the violation of discipline by an employee by not wearing an identity card around his neck during office hours.

- (3) Draft a circular giving instructions to teachers regarding speedy work of assessment as the decision to declare result earlier has already been taken.
- (4) Draft a circular for the employees of a government hospital to park their vehicles in the allotted parking space given by the organization.
- (5) Draft a memo to all the branches of Megh Malhar Chemicals Company to submit the quarterly report.
- (6) Draft a letter from sales department in the form of a memo giving information of last two month's sales procedure in your company.
- (7) Sahayog Textiles, Mahesana requires a marketing manager to sell its products. In this regard, draft a letter to a candidate to remain present for medical examination as part of the recruitment process.
- (8) Draft a letter on behalf of an election officer to appoint an employee on temporary basis for the program for Rectification in Voters' List.
- (9) In consideration of the special achievements of an employee, he has been promoted. Draft a letter informing him of the promotion.
- (10) Draft a letter regarding the transfer of an employee.
- (11) Draft a letter informing an employee about demotion for breaching of discipline.
- (12) Draft a letter requesting for voluntary retirement from service (VRS)

