

18 . शिकायत-पत्र (Letters of Complaints)

ये पत्र विशुद्ध रूप से औपचारिक होते हैं और अधिकतर किसी सरकारी विभाग/अफसर को प्रेषित किए जाते हैं। इनमें अपनी सब तकलीफों परेशानियों का पूरी तरह उल्लेख करते हुए, बड़े तर्क-पूर्ण ढंग से शिकायत की जाती है। अपनी शिकायत कड़े शब्दों में करने के बाद उस विभाग की योग्यता की थोड़ी तारीफ भी की जानी चाहिए।

पत्र की शुरूआत अपनी तकलीफ का जिक्र करते हुए पाठक के प्रति पूरे सम्मान से कीजिये:

1. It is with great agony that I wish to bring to your kind notice the callousness shown by some employee of your Deptt .
2. I am pained to draw your attention to the following lapse committed by your men .

अब थोड़े विस्तार से अपनी तकलीफ बताइये:

3. For the last fifteen days.....(mention the cause) and in spite of my several reminders no action has been taken by your men .
4. In spite of my repeated oral complaints and your department's oral assurances no concrete action has been taken yet to solve this problem .
5. It is indeed sad that your department has turned a deaf ear to our written complaint followed by several reminders .

अब संबन्धित विभाग की तारीफ करके अपनी परेशानी पर दुबारा गौर करने का अनुरोध करते हुए पत्र समाप्त कीजिये:

6. It is really surprising that such an efficient department as that of yours is not heeding to our complaints. Please get the needful done without any further loss of time .
7. It is difficult to believe that such thing should have happened under your efficient control. Please get the needful done at the earliest .
8. I can hardly believe that a department like yours which is reputed for its efficiency should be taking so much time in doing the needful .

पत्र का समापन शिकायत के शीघ्र दूर हो जाने की संभावनाओं के साथ कीजिए:

9. I am quite hopeful that you will take a prompt action and oblige .
10. I feel confident of receiving a favourable and helpful reply .

Sample Letter

Dear Sir,

It is with great agony that I wish to bring to your kind notice the callousness shown by your Deptt's personnel. (1) For the last fifteen days my phone is lying dead and in spite of several reminders no action has yet been taken by your men. (3) It is really surprising that such an efficient Deptt. as that of yours is not heeding to our complaints. Please get the needful done without any further loss of time. (6).

Yours faithfully,