

1. Complete the letter to M/s. Oxford Publishing House, London complaining that the books sent by them were not those you had ordered for. Ask for a replacement. You are Varun Joshi, Sector-20, Chandigarh.

Examination Hall Sector-20, Chandigarh

February 20, 2021

M/s. Oxford Publishing House Consumer Complaint Division London

Subject- Complaint regarding receipt of wrong set of books. Sir/Madam

On February 1, 2021 I (i) to be delivered to Chandigarh, Sector-20. To my dismay, I have not received the set I ordered for and have instead, received the wrong book set. I am highly disappointed.

To resolve the problem, I would appreciate it (ii) Please let me know as soon as possible what action you propose to take. I (iii) within the next ten days.

Enclosed are copies of (iv)

I want a quick resolution to my problem and will wait until the aforementioned time before (v) Please contact me at the above address or by phone at 098100XXXXX.

Yours faithfully Varun Joshi

(i)

(a) received a book set (Order No. 000154) from your publishing house

(b) bought a book set (Order No. 000154)

(c) finalised a book set

(d) ordered a book set

(ii)

(a) if you could take back the wrong set of books and refund my money

(b) if you could send my ordered set of books as soon as possible

(c) if you could refund my money before taking back the wrong set of books

(d) if you could replace the wrong book set with the one originally ordered

(iii)

(a) am looking forward to hear from you

(b) expect a quick response from you

(c) look forward to hear from you

(d) am expecting a prominent response

(iv)

(a) the transaction document and the receipt

(b) the order copy and the bill copy

(c) the bank statements and the refund request letter

(d) the invoice and the complaint letter

(v)

(a) writing to you again

(b) seeking help from a consumer protection agency

(c) complaining to the police

(d) filing a case against you

Answer Key

(i) (b) bought a book set (Order No. 000154)

(ii) (d) if you could replace the wrong book set with the one originally ordered

(iii) (c) look forward to hear from you

(iv) (a) the transaction document and the receipt

(v) (b) seeking help from a consumer protection agency

2. You are Sanjeet of 122, Arjun Nagar, New Delhi. A number of scooters and cars are parked in your locality without any order, causing blockage of the streets. Complete the letter to the local Secretary of the Resident's Association complaining against this problem.

122, Arjun Nagar

New Delhi

February 20, 2019

The Secretary

(i)

New Delhi

Sir

Subject- Complaint regarding the issue of (ii).....in the locality.

I would like to draw your attention to the bad parking habits of residents in our locality. It is resulting in a lot of chaos and (iii)..... for those who come back late.

Despite defining the area assigned to each vehicle, cars are parked amidst two parking spots. One vehicle occupies the space for 2-3 vehicles leading to mismanagement. Two-wheelers are (iv)..... This creates problems for other people as they

have to then spend a lot of time finding parking spots in other localities. It induces frustration and (v)

Various notices and warnings have been given to the rule-violators, but to our dismay, no betterment can be seen. I request you to take strict action as this is leading to fights between the residents. (vi)..... is expected considering the depth of the situation.

Yours faithfully Sanjeet

A concerned citizen

(i)

- (a) Society's Association
- (b) Municipal Corporation
- (c) Resident's Association
- (d) Traffic Police Department

(ii)

- (a) unauthorised parking
- (b) wrong parking
- (c) parking area
- (d) bad parking habits

(iii)

- (a) paid parking
- (b) no place for parking
- (c) disturbed state of mind
- (d) aggression

(iv)

- (a) placed nowhere near the allotted zone
- (b) placed in the four-wheeler parking area
- (c) placed on the footpath
- (d) haphazardly

(v)

- (a) need for more parking area
- (b) tension for the safety of vehicles
- (c) need for a security guard for the vehicles
- (d) need of coming early for the sake of parking space

(vi)

- (a) Speedy and quick response
- (b) Prominent reply
- (c) Effective and Speedy action
- (d) Justified action

Answer Key

- (i)(c) Resident's Association
- (ii) (d) bad parking habits
- (iii) (b) no place for parking
- (iv) (a) placed nowhere near the allotted zone
- (v) (b) tension for the safety of vehicles
- (vi) (c) Effective and Speedy action

3. Our had taken an Annual Maintenance Contract from M/s Cool Service Agency, Panchkula for maintenance of the 16 Samsung Air Conditioners installed in your office in Sector 17, Chandigarh. However, the service is irregular and unsatisfactory. Complete the complaint letter to the proprietor of the agency. You are Dev Arora, Punjab Coaching Institute, Sector 7, Chandigarh.

Punjab Coaching Institute

(i) 7th May, 20XX

The Proprietor

M/s Cool Service Agency Sector 4, Panchkula- 134112

Subject: Unsatisfactory Annual Maintenance Service for Samsung ACs

Sir

We had taken an AMC (Annual Maintenance Contract) for our 16 Samsung air conditioners with your agency under contract no. AMC 23/17 on 15th March, 20XX. At that time, we were (ii)
..... that your service engineer would carry out a monthly preventive maintenance visit in the first week of every month and any other complaints registered by us will be (iii)

Unfortunately, the preventive maintenance monthly visit for May has not been held so far. Last month two of our complaints got unsatisfactory response from your side, as they were attended after 4-5 days. This is causing (iv) Our students have started complaining and threatening to boycott classes due to the discomfort during summer.

You are requested to initiate action at the earliest so that you honour the terms of the AMC, otherwise we will be compelled to go to the consumer forum for redressal.

Yours faithfully Dev Arora Manager

(i)

- (a) Madhya Marg, Sector 4, Panchkula
- (b) Pashchim Marg, Sector 17, Chandigarh- 160007
- (c) Pashcim Marg, Sector 4, Chandigarh- 134112
- (d) Madhya Marg, Sector 17, Chandigarh- 160007

(ii)

- (a) sure about it
- (b) assured by your Marketing Executive
- (c) doubtful about it
- (d) assured by your sales person

(iii)

- (a) attended gradually
- (b) attended sooner or later
- (c) promptly attended to within one day
- (d) attended within a week

(iv)

- (a) great inconvenience to us
- (b) a lot of trouble for us
- (c) no problem at all to us
- (d) some problem for us

(v)

- (a) look into the matter
- (b) solve our problem immediately
- (c) initiate action at the earliest
- (d) give a satisfactory response

Answer Key

(i)(d) Madhya Marg, Sector 17, Chandigarh- 160007

(ii) (b) assured by your Marketing Executive

(iii) (c) promptly attended to within one day

(iv) (a) great inconvenience to us

(v) (c) initiate action at the earliest

4. You are Rohan Dev/Rohini Kumari, English teacher who has been posted to a rural school in remote village of Rajasthan. You are pained to see the appalling conditions of the schools there. Complete the complaint letter to the Education Officer, Barmer, Rajasthan expressing your dissatisfaction.

Gyan Prakash Vidyalaya

Barmer

Rajasthan

10 January 20xx

(i)

Deptt. of Education

Barmer

Rajasthan

Subject: Complaint about the (ii)..... of schools

Sir

This is to bring to your kind notice that the schools in (iii) are in an appalling condition. I have been transferred to this school last week.

With deep regret, I would like to inform you that the basic infrastructure of the school is in shambles. The restrooms (iv)..... and there are no separate restrooms for boys and girls. The fans and tube lights are either missing or don't function. Poor drinking water facility, broken benches and insufficient number of teachers have added to the woes.

I hope that the Department will take corrective measures to (v)..... the facilities for the students immediately.

Thanking you

Yours faithfully

Rohan Dev

(i)(a) The Manager (b) The Principal (c) The Education Officer (d) The Editor

(ii)(a) poor result (b) bad condition (c) admission (d) late-corners

(iii)(a) Barmer (b) Delhi (c) Gurugram (d) Pune

(iv) (a) break (b) stink (c) function (d) delay

(v)(a) improve (b) complain (c) overlook (d) forward

Answers:

(i)(c) The Education Officer

(ii)(b) bad condition

(iii)(a) Barmer

(iv) (b) stink

(v) (a) improve

5. You are Suha/Soham. You have been working as a chemist at Suraksha Medicos for 5 years. You purchase all the medicines from the wholesaler, Sanyam Medical Store. You have come across that the stock you ordered, contains banned and expired medicines. Complete the letter of complaint to express your dissatisfaction towards the store.

Shop No. 18

Suraksha Medicos

Kirti Nagar

New Delhi

18 August 20xx

The Manager

(i)Medical Stores

76, G.T. Road

New Delhi

Subject: Complaint about the (ii).....

Sir

This is to bring to your notice that the order received yesterday contains certain (iii) and banned medicines. As you are one of the well-known and the best suppliers of medicines all over Delhi, we have been placing orders with you since long.

Banned painkillers—Astemizole and Ibuprofen and expired ones—Flexon and Supradyn were found in the stock. It is hard to believe that such a grave mistake has been made by you. It clearly states that the stock was not (iv)..... by the Quality Control Department before delivery.

I hope you would take necessary measures to (v)..... your services and retain the goodwill of your company. We also expect exchange of faulty stock at the earliest at your own expenses.

Thanking you

Yours faithfully

Soham

- | | | | |
|--------------------|---------------|-----------------|-----------------|
| (i)(a) Sanyam | (b) Suraksha | (c) Samyam | (d) Samay |
| (ii)(a) bandages | (b) medicines | (c) supplements | (d) price |
| (iii)(a) expensive | (b) approved | (c) outdated | (d) inexpensive |
| (iv) (a) checked | (b) supplied | (c) picked | (d) sold |
| (v)(a) overlook | (b) think | (c) transfer | (d) amend |

Answers:

- (i) (a) Sanyam
(ii) (b) medicines
(iii) (c) outdated
(iv) (a) checked
(v) (d) amend

6. You are Manta Das / Mohit Das of 456, Raj Enclave, K.G. Marg, New Delhi. Last month, you purchased two electric guitars from Symphony Store. Of late, you have been experiencing troubles with the guitars. Complete the complaint letter to the Sales Manager showing your disappointment towards their services.

456, Raj Enclave

KG. Marg

New Delhi

5 May 20xx

The Sales Manager

(i)Store

27, Chandni Chowk

Delhi

Subject: Complaint about (ii) guitars

Sir

This is to bring to your notice that two Yamaha electric guitars (iii)..... on 10 March 20xx, vide cash memo 291/XT/72, have not been working properly.

You assured me of excellent sound quality of the guitars but of late they have started giving trouble while (iv) Both the guitars are giving out distorted or static sounds. Sometimes there is complete loss of signal making it impossible to play the guitar. Even the metallic polish on the outer surface has chipped off.

As the guitars are in the warranty period, I wish them to be (v)..... with the new ones at the earliest.

Thanking you

Yours faithfully

Mohit Das

Encl.: 1. Photocopy of Cash Memo

2. Photocopy of Warranty Card

- | | | | |
|-------------------|---------------|----------------|--------------|
| (i) (a) Sitar | (b) Symphony | (c) Audio | (d) Musical |
| (ii) (a) electric | (b) classical | (c) acoustic | (d) bass |
| (iii)(a) brought | (b) sold | (c) purchased | (d) gifted |
| (iv) (a) playing | (b) carrying | (c) travelling | (d) cleaning |
| (v) (a) renewed | (b) resold | (c) resent | (d) replaced |

Answer:

(i)(b) Symphony

(ii) (a) electric

(iii) (c) purchased

(iv) (a) playing

(v) (d) replaced

EDUMANTRA.NET