

1. You are Manohar Singh, resident of 769, Geetanjali Park, Delhi. You purchased an electric iron a month ago. But after using it for a month, you found that the temperature control does not work and power consumption is too high. Complete the letter of complaint to the Customer Service Manager, M/s Evans Electrical Products, 32, Dayanand Vihar, Delhi.

769, Geetanjali Park

Delhi

11 March 20xx

The (i).....

M/s Evans Electrical Products

32, Dayanand Vihar

Delhi

Subject: Complaint against (ii)

Sir

I purchased Easy Electric Iron, Model No. 2279, vide cash memo no. RF22, dated 12th Feb., 20x x from your showroom.

I wish to express my dissatisfaction with the above iron. After using it for a month, I found that the temperature control was (iii)..... It is not possible to set it for any temperature apart from the highest, for cotton. Though it has 5-star rating, the power (iv) is unusually high and gives out uneven steam.

As the iron clearly does not comply with the legal standards of product quality, I wish to get it replaced with (v)..... one as it is in the warranty period. I look forward to hear from you at the earliest.

Yours faithfully

Manohar Singh

Encl.: Copy of the receipt

Copy of warranty card

(i)(a) Customer Service Manager

(b) Shopkeeper

- (c) Director
- (d) General Manager
- (ii)** (a) defective bulbs
- (b) defective iron
- (c) broken vase
- (d) faulty lamps
- (iii)**(a) zero
- (b) working fine
- (c) very useful
- (d) faulty
- (iv)** (a) reduction
- (b) deduction
- (c) consumption
- (d) consumed
- (v)** (a) a new ,
- (b) newer
- (c) a previous
- (d) later

Answers:

- (i)(a)** Customer Service Manager
- (ii) (b)** defective iron
- (iii) (d)** faulty
- (iv) (c)** consumption
- (v) (a)** a new

2. You are Sunil Kapoor, resident of 43/9, Geet Enclave, Delhi. You visited Dalhousie with your family during the summer vacation. You booked two double suites at Lake View Resort. Your stay at the hotel fell far short of the description in the brochure. Complete the letter of complaint to the Customer Service Department to refund for your hotel stay.

43/9, Geet Enclave

Delhi

12 June 20xx

Customer Service Department

(i)

Dalhousie

Subject: Complaint about the double suites

Re: Holiday reference number CT2118M

Sir I (ii) two double suites in rooms 213 and 214 at your resort for a week from 20.05.20xx to 26.05.20xx for me and my family. My main complaint is at the hotel fell far (iii) of the description in the brochure.

Although the rooms were billed as four-star accommodation, they were cramped, and the furnishings were worn and dirty. The hotel grounds, described in the brochure as "pleasant, tranquil, and spacious," were in fact next to a busy main road. The swimming pool was (iv) for repairs.

I registered a formal complaint with the Front Office detailing these issues. I feel that we are due a full (v) for this hotel stay as it failed to meet our expectations and ruined our holiday. Looking forward to a prompt reply.

Yours faithfully

Sunil Kapoor

Encl.: Copy of the bill

Photographs for evidence

(i)(a) Lake View Resort

(b) Lake View Cottage

(c) Lake Valley

(d) Resort Valley

(ii) (a) placed

(b) booked

(c) bought

(d) stayed

(iii)(a) apart

(b) back

(c) short

(d) long

(iv) (a) closed

(b) done

(c) available

(d) vacated

(v)(a) apology

(b) exchange

(c) appreciation

(d) refund

Answers:

(i)(a) Lake View Resort

(ii) (b) booked

(iii) (c) short

(iv) (a) closed

(v) (d) refund

You are Kunal Gandhi, a resident of 12, Tower No. 76, High Rise Apartments, Gurugram Vihar, Delhi. You have recently observed that the Sports Zone area meant for kids is in dire need of repairs. Complete the letter of complaint to the President, Resident Welfare Association highlighting the problems of damaged swings, peeling paint, etc.

12, Tower No. 76

High Rise Apartments

Gurugram Vihar Delhi

11 May 20xx

(i)

Resident Welfare Association

High Rise Apartments

Gurugram Vihar

Delhi

Subject: Complaint about the sports equipment

Sir

I have been a proud resident of the posh High Rise Apartments for two months and feel completely satisfied with the basic facilities for its residents.

Recently I observed that the Sports Zone area meant for kids is in dire (ii)..... I need to strike your attention to the (iii) of the playground equipment in the area. The swings are damaged, the paint is peeling, and most of the bolts which attach the slide to the rest of the unit are missing. The equipment has been in this poor condition since we moved here and (iv)..... to the children in the complex.

I would request you to have it either repaired or removed. I would (v).....assist you in any way.

Yours faithfully

Kunal Gandhi

(i)(a) The Resident

(b) The President

- (c) The Principal
- (d) The Security
- (ii)**(a) repairs
- (b) assistance
- (c) need of repairs
- (d) help
- (iii)** (a) poor condition
- (b) utility
- (c) committee
- (d) new fittings
- (iv)** (a) is very attracting
- (b) does not work
- (c) creates an atmosphere
- (d) poses a danger
- (v)** (a) be happy to
- (b) like
- (c) may be
- (d) not so

Answers:-

- (i)(b) The President
- (ii) (c) need of repairs
- (iii) (a) poor condition
- (iv) (d) poses a danger
- (v) (a) be happy to

You are Vinita Das, a resident of 112, Tower No. 746, Green Apartments, Ravi Vihar, Agra. You are receiving faulty electricity bills for the past three months. Complete the letter of complaint to the Consumer Grievances Cell, PVVNL, Naya Bazar, Agra highlighting the problem.

112, Tower No. 746

Green Apartments

Ravi Vihar

Agra

4 April 20xx

(i).....

PVVNL

Naya Bazar

Agra

Subject: Complaint against (ii).....

Sir

I shifted to Ravi Vihar four months back. I wish to register a complaint against faulty billing.

I have (iii) my first bill at this address, despite contacting you several times to ask for one. I requested for monthly bills on 10th February and 7th March and haven't received them till date. I have also edited my online account and made necessary changes in the residential address on www.uppclonline.com. I (iv)..... the accuracy of my bill before on the phone on several occasions before and you were unable to give a single response. I am unhappy with the level of customer service you have given me.

Kindly provide a copy of the first two electricity bills produced as early as possible. Please reply in writing within 10 days. If you (v)..... in time. I will consider taking the matter further.

Yours faithfully

Vinita Das

(i) (a) The Customer Support Cell

(b) The Consumer Cell

(c) The Consumer Grievances

(d) The Consumer Court

(ii) (a) faulty electricity bills

(b) faulty telephone bills

(c) faulty internet bills

(d) faulty water bills

(iii) (a) lost

(b) still not received

(c) sent and received

(d) accumulated

(iv) (a) telephoned them

(b) will ask again

(c) made a query

(d) have queried

(v) (a) fail to respond

(b) don't speak

(c) don't receive

(d) fail to understand

Answers:-

(i)(c) The Consumer Grievances

(ii) (a) faulty electricity bills

(iii) (b) still not received

(iv) (d) have queried

(v) (a) fail to respond

You are Lovely Gupta, a resident of 4/33, Kavi Nagar, Delhi. You purchased an HD television a month ago from Navrang Electronics, 122, Laxmi Nagar, Delhi. It was found that the picture quality is poor and the remote does not function properly. Complete the letter of complaint to the Sales Manager highlighting the problem.

4/33, Kavi Nagar

Delhi

11th September, 20xx

(i)

M/s Navrang Electronics

122, Laxmi Nagar

Delhi

Subject: Complaint about the shoddy television

Sir

I (ii) a Samsung LED 32" television from your store on 10th August, 20XX, vide cash memo 32/RE/77. Its model no. is SMS/76/LED.

After using it for a month, I find that the (iii) is poor and the remote does not function properly. In spite of its 5-star rating, the power consumption is too high. It keeps (iv)..... abruptly at times.

Under the Consumer Rights Act, 2015, goods you supply must be fit for purpose. As there are many problems with the TV, I request you to replace the TV as it is still under the (v)

Kindly respond to this letter at the earliest.

Yours faithfully

Lovely Gupta

Encl.: Copy of the receipt

Copy of warranty card

(i) (a) The Sales Manager

(b) The Product Manager

(c) The Owner

(d) The Personnel Manager

(ii) (a) bought

(b) purchased

(c) Either (a) or (b)

(d) Neither (a) nor (b)

(iii) (a) price

(b) picture quality

(c) behaviour

(d) heating

(iv) (a) switching off

(b) still

(c) changing

(d) making

(v) (a) trust time

(b) new period

(c) law

(d) warranty period

Answers:

(i) (a) The Sales Manager

(ii) (c) Either (a) or (b)

(iii) (b) picture quality

(iv) (a) switching off

(v) (d) warranty period