

## Chapter-2 Technical Writing

1. Report writing
2. Technical proposal
3. Technical description
4. Business letters(sales, order, complaint, adjustment, inquiry, recommendation, appreciation, apology, acknowledgement, cover letter)
5. Agenda of meeting, Minutes of meeting
6. Resume writing

### (1) REPORT

#### Example of Report

As the Secretary of Union Industries (P) Ltd., Riana Road, Delhi-110013, you have been asked to report on the worker's unrest in the company's factory. Submit your report to the Managing Director of the company.

Union Industries (P) Ltd.  
Riana Road  
Delhi- 110013

March 21, 2017

Managing Director  
Union Industries (P) Ltd.  
Riana Road  
Delhi- 110013

Dear Sir,

Subject: A report on the reasons and solutions of the labor's dissatisfaction at our industry.

**(7) Inquiry letter**

Rahul Mahajan  
'Avinash'  
5, Vaniya Wadi  
Rajkot-360002

Date: 28 February 2017

Chief Manager  
State Bank of India  
Indira Circle Branch  
University Road  
Rajkot-36001

Subject: A letter of inquiry for a car loan.

Dear Sir/madam,

I hold savings account in your bank. I am writing this letter to get the details regarding a car loan for Alto. Kindly let me know the procedure to avail car loan for Alto. Also provide me the list of documents which I will need to submit along with the car loan application. I am a salaried person. I am working as a head clerk in BSNL, Rajkot. Along with this letter, I am enclosing the copy of my last IT return for your reference.

Please provide me the details regarding rate of interest and monthly EMI. Also let me know about various down payment slabs that are available in your finance scheme.

Awaiting your prompt reply.

Yours faithfully,  
Rahul Mahajan  
Encl.: A copy of an IT return.

**(10) Apology letter**

Chirag jani  
'Avinash'  
5, Vaniya Wadi  
Rajkot-360002

Date: 28 February 2019

Mr. Patel  
Chief Manager  
Infoces,  
University Road  
Bangalore-36001

Sub: Apology letter

Dear Mr Patel

Please accept my sincere apology for sending wrong reports to the client. I understand this has caused a lot of inconvenience to the client and our company.

I cannot defend my actions, but I want to tell you that I am handling four projects simultaneously. I got confused and mistakenly sent the wrong reports. I am truly sorry for such a lousy mistake.

I want you to know that I have already apologized to the client personally and sent the correct reports. I have also arranged a meeting with the client to eliminate any chance of miscommunication about our reports.

Kindly suggest if any other remedial step should be taken from our end.

I understand your disappointment, and I am truly sorry. I can assure you that this mistake will never be repeated in the future.

Yours Sincerely,  
Chirag jani