

**Q11.** You are Aditi/Amar of New Friends Colony, New Delhi. The residents of your area suffer miserably due to the frequent power cuts and voltage fluctuations. This results in frequent damage to the electric appliances. Power cuts also cause a great inconvenience to students at night. Write a letter of complaint to the Chief Engineer, Electricity Board of your area seeking immediate relief and quick action.

**Ans.** 23-L, New Friends Colony  
New Delhi

20 March 20XX

The Chief Engineer

Electricity Board

New Delhi

**Sub:** Frequent power cuts and low voltage

Sir

It is quite surprising that the residents of such a posh colony such as Friends Colony are made to bear a lot of inconvenience and trouble due to frequent breakdowns of electricity and voltage fluctuations. Delhi doesn't remain a pleasant place to live in the scorching summer weeks. The temperature shoots even upto  $45^{\circ}\text{C}$  and more. The erratic supply of electric power only compounds the sufferings of the people. The low voltage makes it difficult for the air conditioners and fans to operate at their required capacity. Great voltage fluctuations have resulted in damaging domestic electrical appliances.

Students of the area are the worst sufferers. The examinations are round the corner. They can't study properly at night even during their examinations.

Friends Colony Residents Welfare Association has been taking the issue regularly with the concerned authorities. Nothing fruitful has come out so far. I request on behalf of the residents and students in particular to ensure the regular and trouble-free supply of power in the colony.

Yours faithfully

*Aditi/Amar*

You are Reyansh of 231-R, Model Town, Sonapat. You purchased a Frost Free Refrigerator from M/s R. Sons Home Appliances, 116-Railway Road, Adarsh Nagar, Delhi, a worth ago. To your surprise, it is not functioning properly. Write a letter of complaint to the concerned dealer in about 100-120 words.

Ans. 231, R-Model Town,  
Sonapat-131001

10th April, 2017,

M/s R. Sons,  
Home Appliances,  
116-Railway Road,  
Adarsh Nagar,  
Delhi-110007

**Subject :** Improper functioning of Godrej Refrigerator.

Sir,

This is to inform you that the Godrej Refrigerator was purchased from your firm on 15th March, 2017 vide receipt number 1170 dated 15th March does not cool to the required temperature. I feel that the thermostat is not functioning properly. Since it is within the guarantee period, kindly replace it or rectify the defect at the most earliest. You can well realise the increasing intensity of heat in the ensuring days.

Thanking you

Yours faithfully

Reyansh