

TRB 9:1A (Instructions at: TRB Chapter 9, Activity 9:2)

Here is an appointment letter sent by General Manager (HRD), Aruna Foodchem Ltd, to Mr M. Iqbal.

ARUNA FOODCHEM LTD
22 Netaji Road, Calcutta - 700067

Ref: AFL/HRD/258

9th April, 2002

To
Mr M Iqbal
72A, Ginnori Apartments
Ginnori
Bhopal -800 002

APPOINTMENT LETTER

Dear Mr Iqbal

This refers to your application and the subsequent interviews you had with us. We are pleased to appoint you as REGIONAL SALES MANAGER based at Bhopal effective May 1st 2002 on the following terms and conditions:

1 BASIC SALARY

You will be paid a Basic salary of Rs (Rupees)
per month in grade E3

2 DEARNESS ALLOWANCE

You will be paid a fixed dearness allowance as per the rules of the company. At present the FDA applicable for your grade is Rs per month.

3 EDUCATIONAL ALLOWANCE

You will be paid educational allowance of Rs. per month in your grade.

4 CONVEYANCE REIMBURSEMENT

You will be eligible for conveyance reimbursement of Rs per month, subject to your owning and using a two wheeler for commuting to and fro your residence and your place of work.

5 LOCATION

You will be based at Bhopal. However you are transferable to any location or to any of our offices in India or overseas.

6 ANTECEDENTS

This appointment is subject to favourable report of antecedents from your previous employer(s) and referees.

We welcome you to our organisation and trust that we will have a long and mutually rewarding association.

Please communicate your acceptance of this appointment by signing and returning a copy of this letter to us.

Yours sincerely
for Aruna Foodchem Ltd

TG Sen

(TG Sen)
General Manager (HRD)

I am happy to accept this appointment. I will join on . . .

Signature :

(Name) :

Date :

TRB 9:1B (Instructions at: TRB Chapter 9, Activity 9:2)

Aruna Foodchem Ltd

22 Netaji Road, Calcutta 700 067
(Plus the rest of the letterhead)

AFL/HRD/258
April 9, 2002

Mr M Iqbal
72A, Ginnori Apartments
Ginnori
Bhopal - 800 002

Dear Mr Iqbal

Welcome to the Aruna Foodchem family!

We have been impressed by your performance at the recent interviews. We are happy to offer you the post of Regional Sales Manager, Bhopal, effective May 1, 2002.

Two copies of the standard terms and conditions governing this offer are attached. Please sign one and return it to me. If you have any queries, please do not hesitate to ask me before signing.

You will find Aruna Foodchem an exciting team of people to work with and a company with excellent career prospects. Let us join hands to give our country world class food preservatives and additives.

Sincerely yours

TGSen

(T G Sen)
General Manager, HRD

Attachment

TRB 9:1B contd... (Instructions at: TRB Chapter 9, Activity 9:2)

(Attachment to the letter)

Aruna Foodchem Ltd

Terms and conditions governing the appointment of Mr Mohammed Iqbal as Regional Sales Manager, Bhopal, with effect from May 1, 2002 in Grade E3.

Basic Salary : Rs..... p.m.
Dearness Allowance : Rs..... p.m.
Educational Allowance : Rs..... p.m.
Conveyance Reimbursement : Up to Rs..... p.m. on condition that he owns and uses a motorised vehicle for travelling to work.
Posting : At Bhopal. However, he may be transferred to any place in India or abroad

Conditions of appointment

- (a) That the reports from his previous employers are satisfactory
- (b) That Mr Iqbal signs the acceptance statement below and sends it to Aruna Foodchem Ltd by April 22, 2002 at the latest.

TGSen

(TG Sen)
General Manager, HRD

ACCEPTANCE

I, Mohmmmed Iqbal, accept the position of Regional Sales Manager, Bhopal, Aruna Foodchem, with effect from May 1, 2002. I also accept the above terms and conditions governing this appointment.

Signature:

Date:

TRB 9:2A (Instructions at: TRB Chapter 9, Activity 9:2)

RME/ENGG/02/381

To

Mr V V S Krishnan
M/s Communication & Engg. Importers
157, Swapna Lok
Secunderabad - 500 003

Dear Sirs,

Sub: Rectification of H-Tinsley make, London - Ratio Meter and Resistant Measurement Meter.

We have procured H-Tinsley make, London - Ratio Meter and Resistant Meters through your concern long time ago. Now, we regret to inform you that the same are not working for last few months. We have been brought the same to your kind notice many times over phone and requested to send your person for checking the meters, but in vain.

Hence, we request your good offices to expedite your representative to take necessary action, since the two meters are lying at our lab without use.

A line is reply shall be highly appreciated.

Thanking you.

Yours faithfully
for R M ENTERPRISES PVT. LTD.

KalyanR

(S Kalyana Raman)
Senior Engineer

TRB 9:2B (Instructions at: TRB Chapter 9, Activity 9:2)

RME/ENGG/02/381

April 29, 2002

Mr VVS Krishnan
Communication & Engg. Importers
157, Swapna Lok
Secunderabad - 500 003

Dear Mr Krishnan

Repairs to H-Tinsley Ratio Meter and Resistance Meter

You will recall that you imported for us an H-Tinsley Ratio Meter and a Resistance Meter in October 1998. Both served us well for over three years. Since the beginning of this year, however, both have been out of service.

Will you please arrange for repairs to both the meters immediately? Our work has slowed down considerably because of the absence of these two meters.

May I call you on Tuesday, May 4 to fix a date for your service engineer to come over?

Yours sincerely

KalyanR

(S Kalyana Raman)
Senior Engineer

TRB 9:3A (Instructions at: TRB Chapter 9, Activity 9:2)

PATEL WEAVING AND SPINNING LTD

(FOR NOTICE BOARD DISPLAY)

From: THE MANAGEMENT
To: ALL SUB-SUPERVISORY STAFF
Cc: All department heads as individual copies

Date: 20/03/2002

Medical expenses of Sub-Supervisory Staff Moving Out of ESI coverage

Sub-supervisory staff ceasing to get ESI coverage due to salary increases are not entitled to participate in the Company's medical expenses reimbursement scheme which is applicable only to supervisory and management staff. In a few cases in the past, however, voluntarily and on humanitarian grounds, some partial reimbursement for a limited period was provided to a few members of the sub-supervisory staff moving out of ESI coverage. They were also permitted as an interim measure more than four days of sick leave. Both these provisional arrangements stand withdrawn from 31/03/2002.

In supersession of all earlier practices on this subject, it is informed that starting 01/04/2002, Sub-supervisory staff who move or have already moved out of ESI coverage can request direct payment by the Company of the premium for a MEDICLAIM POLICY issued by general insurance companies. The insurance policy can cover the employee, his wife/her husband, and minor children only. The option/scheme for which the company will pay premium will be V or VI, without the personal accident benefit. The premium will be paid only for one year at a time.

However, if due to any future change in the scope of ESI coverage such persons are brought back unto the ESI scheme, the premium payment will be stopped from the end of the current year of the insurance policy.

The nature of the benefits available under the MEDICLAIM policies and the limitations can be obtained from the Finance Department.

TRB 9:3B (Instructions at: TRB Chapter 9, Activity 9:2)

PWSL
Interoffice memo

March 20, 2002

To : All non-managerial staff

From : MD

On : Medical cover for you and your dependents

There hasn't been any satisfactory arrangement for reimbursing the medical expenses of those of you who move out of the ESI cover because of salary increases. Effective April 1, 2002 you can take out a medical insurance policy (MEDICLAIM POLICY Option V or VI) from any of the general insurance companies and the company will pay the premium directly to the insurance company.

The policy will cover you, your wife/husband and any minor children you have. You can find out from the accompanying brochure of the Oriental Insurance Company the substantial benefits you get from their policy.

With the introduction of medical insurance, all provisional arrangements for reimbursing the medical expenses of those who have already moved out of the ESI cover will be cancelled effective April 1, 2002.

If, in future, the scope of ESI cover is enhanced and you become eligible for it again, you will go back to the ESI scheme from the time your policy for the year expires.

If you have any questions, please ask Ms Madhuri Dave of Admin.

Attachment: Brochure of Oriental Insurance Company

TRB 9:4A (Instructions at: TRB Chapter 9, Activity 9:2)

(From a financial data providing company to a client who complained that they weren't getting the FinSoft Data sent via cable.)

Mr R L Ghosh
Executive Director
UP & HP bank - Head Office
Bank House, 21 Rajaji Place
New Delhi – 100 000

Dated: 25/06/02

Dear Mr Ghosh

I am writing with reference to the current non availability of FinSoft Data service in your office.

We are extremely concerned over this development and are ensuring that our services will be available to you at the earliest.

However, we wish to bring to your kind attention that the disruption occurred due to reasons beyond our control, wherein our cables got cut by the laborers during the course of renovation being undertaken at your premises. Although the re-cabling was done by your office the keystations were not able to connect to the server. Our technical department felt that the same was due to either the cable quality or inappropriate laying of the cables. We are hence, now in the process of re-laying the cables and the services shall resume on its completion.

I once again wish to assure you on the resumption of our services and our keen desire to maintain them to your satisfaction at all times.

Please feel free to call us in case you need any clarification.

Yours sincerely,

Praveen Upadhyay

Praveen Upadhyay
Manager - Technical Operations.

TRB 9:4B (Instructions at: TRB Chapter 9, Activity 9:2)

(From a financial data providing company to a client who complained that they weren't getting the FinSoft Data sent via cable.)

June 25, 2002

Mr R L Ghosh
Executive Director
UP & HP bank
Head Office, Bank House
21 Rajaji Place
New Delhi – 100 000

Dear Mr Ghosh

Break in FinSoft Data Services

You will get back access to FinSoft Data in the next 48 hours.

We are deeply concerned that there has been a break in our cable-based services. Our technicians are working overtime to restore the service.

You will appreciate that the problem is not of our making. Some labourers working on your premises accidentally cut certain cables. The re-cabling arranged by your office was not adequate. So we are now laying the cables afresh. We are confident that the services will be back to normal in 48 hours.

With best wishes

Yours sincerely

Praveen Upadhyay

Praveen Upadhyay
Manager-Technical Operations.

TRB 9:5A (Instructions at: TRB Chapter 9, Activity 9:2)

(From FinSoft Data India Pvt. Ltd, a financial data providing company to a client whose cable connection at a particular desk was found to be cut and so services disrupted.)

Dear Sir,

During one of our engineers visit to your office for attending a breakdown call, it was observed that there was service disruption at one of the desks, which was due to a cable cut. It is understood that this was due to rodent problem.

Your site has equipments installed for mission critical applications and has many cables running across to support this application. There could be serious problems if cables get damaged.

Appreciate if this can be resolved on priority.

Yours sincerely,
For FinSoft Data India Pvt. Ltd.

Vasudevan Nair

Sr. Engineer – Field Operations

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TRB 9:5B (Instructions at: TRB Chapter 9, Activity 9:2)

Dear Mr Bahl

Break in access to FinSoft Data

The recent breakdown in our services in your office was due to a cut in a connecting Cable. The culprit almost certainly was a rat.

As rats can cause such disruptions at very inconvenient and totally unexpected moments, may I strongly suggest that immediate steps be taken to stop rats from entering the rooms where the equipment is kept?

Yours sincerely

Vasudevan Nair

Vasudevan Nair
Sr Engineer – Field Operations

TRB 9:6 (Instructions at: TRB Chapter 9, Activity 9:3.)

(A)

You took a group of ten people from Kohima to Delhi. You bought tickets for a daylong sightseeing tour of Delhi. You were promised a guide who could speak Hindi and English. But the guide you got couldn't speak a word of English. So your tour was spoilt. Write a letter to the tour operator to complain.

(B)

When you bought your photocopying machine, you were promised that the average down time in the event of a breakdown would not exceed three hours. Day before yesterday evening (5 pm) you reported a breakdown. It is 10 am today – 41 hrs later – and there is no sign of a technician. You've telephoned the dealer four times. Write a letter to the company to complain. Decide who you should write to and to whom a copy should be sent for maximum impact.

(C)

You are a small company assembling computers. You happen to come across an advertisement for a beautiful keyboard. You would like to use that keyboard. Write a letter to the manufacturer to enquire about the price and other terms. Make any reasonable assumptions you wish to.

TRB 9:7 (Instructions at: TRB Chapter 9, Activity 9:4)

Mail-Tale

*You've heard of **airmail**, mail that comes by air; but have you ever heard of '**sail-mail**'? Of course, they're letters that come by ship! What about letters that come by train? They are- 'rail-mail'. Letters to patients in hospitals? '**Ail-mail**'! Letters to men? **Male-mail**, of course.*

*Given below are brief descriptions of certain letters. Write down what kind of '**mail**' you think they are. The first word in each phrase should rhyme with **mail**. So **sail-mail** is acceptable, but not **sea-mail**.*

1. Letters to prisoners
2. Letters to detectives tracking criminals
3. Letters to blind people
4. Letters to pot-bellied, beer-drinking drunkards
5. Letters on very thin paper
6. Frightening letters like bills and tax demands
7. Letters arriving more than a month late
8. Letters that get lost in the post
9. Sail-mail in very stormy weather
10. Letters to nuns

Note: This game was devised by Mr K.W. Moody of Bolton, UK.