

**K.T.S.P.Mandal's**

**SAHEBRAOJI BUTTEPATIL MAHAVIDYALAYA**

**Rajgurunagar, Tal-Khed, Dist-Pune,410505**

# **Department of Commerce**

**S.Y.B.COM**

**SEM-IV**

**Subject**

**Business Communication-II**

**Chapter 1**

**Report Writing and Internal Correspondence**

# Chapter 1

## Report Writing and Internal Correspondence

### **REPORT WRITING:**

Every organisation has a routine practice of reporting on the progress and the status of different activities for taking sound business decisions.

Reports may be written by an individual or an organized body, e.g. a Committee or Sub-committee or Board of Inquiry, at regular intervals either on usual routine or on special occasions after a special inquiry conducted by them as per the directions of their superiors. Reports are often submitted by the managers, secretaries, accountants, chief executives and experts in certain fields are often required to submit reports on important issues like decline in sales, the suitability of some premises, the reorganisation of office, the chances of variation in profits, the desirability of setting up a new branch, etc.

### **Meaning of Report:**

A report is a logical presentation of facts and information. It is self-explanatory statement which provides information to management for decision making and follows up actions. Report is a systematic presentation of established facts about a specific event/subject and is a summary of findings and recommendations about a particular matter/problem.

### **Definition:**

According to Oxford English Dictionary a report is defined as “an account given on a particular matter, especially in the form of an official document, after thorough investigation or consideration by an appointed person or body”. Example “the chairman’s annual report”.

### **Types of Report:**

Reports may be 1. Routine Reports 2. Special Reports 3. Formal Reports and 4. Informal Reports.

#### **1. Routine Reports:**

Routine reports are prepared periodically by filling the printed forms, to convey information about the progress or status of work. They are submitted at regular intervals or soon after the completion of the task. Following are routine reports.

##### **a. Progress Report:**

This report gives information about the progress of a project or a task which is in the process of being completed, such as construction of a building or manufacture of products.

##### **b. Inspection Report:**

It is submitted as soon as inspection is carried out. It is necessary for finding out any irregularities or changes from standard practice, in day-to-day work. Example internal audit report submitted by an internal auditor.

##### **c. Performance Appraisal:**

It is meant for measuring and recording the performance of an employee. Every supervisor has to fill an assessment report for each of the subordinates annually to evaluate

the performance of individual employees. It also gives feedback to the employees on their performance.

**d. Periodical Report:**

This is prepared by departmental heads at regular intervals on the working of a section or a department to measure the efficient functioning of each department.

**2. Special Reports:**

Special reports are prepared when a special situation or problem arises.

**a. First information Report (F.I.R.):**

This report is required when there are sudden accidents occurs like fire accident, building collapse, robbery etc. It is prepared by the person in charge on the spot, and submitted to higher authorities for their deliberation. For example report prepared by the branch manager about fire accident occurs in branch office to Regional Office or Head Office for immediate action.

**b. Investigation Report:**

It is prepared after making a thorough inquiry on some specific situations. An investigation is made when there is a problem and the management needs to find out the causes of the problem, and also the suggestions for solving it. Example, reports on falling sales, declining deposits in a bank, many customer complaints, losses in a branch, etc.,

**c. Feasibility or Survey Report:**

This report is prepared when an organisation intends to launch a new product in the market, introduce a new service, or make any major changes that may affect the company's customers.

**d. Project Report:**

This is written after the initial survey has been completed on the research project. It describes the proposal as project to be completed in future by showing the cash flow and expected results. It is used for planning and also for convincing others, especially sanctioning and funding authorities like government departments and banks.

**3. Formal Reports:**

A formal report is prepared in the prescribed or standard form and is presented according to the established procedure and through the proper channel. Reports submitted by officials or committees of organised bodies (e.g., Companies, Co-operative Societies, Local Bodies, etc.) are usually formal reports. It may be Statutory Report or Non-statutory Report.

**a. Statutory Report:**

Statutory report is one which is prepared by secretary or directory or auditor under the provisions of specific law. E.g., Auditors Report, Directors Report, Inspection committee Report Etc.,

**b. Non-Statutory Report:**

Non- statutory reports are those which are not required under the provisions of any law, but have to be prepared to help top managers for the efficient control and organisations of the business.

#### **4. Informal Reports:**

Informal reports, on the other hand, do not follow any prescribed form or procedure. It usually takes the form of a person-to person communication and may even be set up in the letter form.

#### **Structure/Essential Elements of Report:**

Following are the general arrangements of content in case of formal and special reports.

##### **A. The Heading or Title:**

A report must always have a title indicating the subject of the study, the period and the location of the study. A long report has a full title page which gives the title, the name of the person who assigned the report and the name of the person or group who prepared the report, with month and year of submission. In a short report the title appears at the top of the first page, before the text of the report.

##### **B. Table of Contents:**

Table of contents is a list of chapters or topics contained in the report. The serial number, title and page mark of each topic is given.

##### **C. Body of the Report:**

It is a main part of the report and is made up of the following sub-section, sub-headings or sub-titles. The body is divided into the following parts:

###### **i. Introduction:**

It contains the terms of reference and the subject of study. Here the writer analyses the problem chosen by him in the light of the terms of reference and the relevant circumstances.

###### **ii. Development or Findings:**

In this part the writer presents the facts and data collected with reference to his study along with the outcome of his study. The data collected may include charts, graphs and statistical tables from other published reports and presented in an organised form with heading and sub-heading for better understanding of the reader.

###### **iii. Conclusions or Recommendations:**

In this portion the writer draws up some definite conclusions on the basis of the facts and data presented after considering all aspects of the problem in hand. He then puts forward some strong suggestions or recommendations of his own.

###### **iv. Appendix:**

It is supplementary material given at the end of the report. This may be a copy of a questionnaire used, or plans of buildings, maps or other materials which is referred to in the body of the report.

###### **v. References and Bibliography:**

In case of long reports, the reporter had to conduct an extensive research for the preparation of the report. Under such studies, it is practice to add a list of references and bibliography just after the appendix to indicate the sources from which the writer has drawn his materials for the report.

###### **vi. Index:**

Index comprises of contents of the report and usually added after the bibliography. It is generally found in long reports.

###### **vii. Summary:**

It contains the essence of findings and recommendations of the report and usually appended to facilitate its consideration by the person or superior body to whom it is submitted.

**viii. Signature:**

All reports should be dated and signed. If it is prepared by a committee or sub-committee and the report is common, it should be signed by the chairman. If it is prepared by an individual, it has to be signed by the reporter.

## **INTERNAL CORRESPONDENCE**

### **1) Office Memo**

In a short sense, memo is a written message from one person to another person within the same organization. Office memo is the short form of memorandum.

"A memorandum is a written note or communication especially in business between people working for the same organization."

### **Uses of Office Memo**

Changes in Company Policy, Annoucement, Action Request, Reminders

### **Example**

Write a Memo by Chief Executive officer to Branch Manager for branch visit.

**MILIND INDIA LIMITED  
MEMORANDUM**

To :- Rahul Patil, Branch Manager, Pune  
From :- Anil Patil, CEO  
Reference:- MM/2022/1  
Date:-

**Subject- Your branch visit by our new sales director Mr. Vinay Kulkarni**

I will be visiting all our branches along with Mr. Vinay Kulkarni, our new sales director during the week commencing 1st April 2022

Our visit to your branch will be on 2nd April and we expect to arrive at 11:00 a.m.

Please arrange for a brief meeting with you after lunch Mr. Vinay Kulkarni would like to meet all the sales staff

Please confirm the about arrangement as soon as possible

Anil Patil  
Sign

Copy to  
1.  
2.

## 2) Office Orders

Meaning of office order is an order issued by the employer or the authority or senior employees. Office order can be issued on any information like a shift in working hours or promotions or details of employee designation in projects. Officer order is a downward communication which carries a stamp of the company.

### Occassions for writing office order

- Issued for transfered
- Extension of service period of an employee
- For Distribution and completion of work
- Granting promotion, termination of employment

### Example

#### Transfer order

**BAJAJ COMPANY LIMITED  
PUNE 410505**

Ref. TO/2022/1

Date

**OFFICE ORDER**

Shri. Sharad Kadam, Assistant Administration Manager has been transferred to the Human Resource Department to take a charge as Assistant Human Resource Manager with effect from first April. He shall hand over the charge of his duties in Administration Department to Sri. Abhishek Shinde, Administrative Manager by 31st March.

Mohan Pandey  
Administrative Director

#### CC

1. Sharad Kadam
2. Abhishek Shinde
3. All Office Staff

## 3) Office Circular

A circular is essentially a letter containing some important information that is distributed to a large number of people. Say for example you have to invite an entire department for a meeting, or update the dress policy for the whole office – a circular will be the best mode of communication for these purposes.

### Occassions for writing office circular

- Establishment of new business
- Starting the new department
- Expansion of business
- Admission of partner
- Sale of business
- Application of rules

**Example**

- **Write office circular regarding punctuality in office timings**

**OFFICE CIRCULAR  
SUDARSHAN COMPANY LIMITED  
PUNE**

Circular number 101/2022

Date

**Subject- Punctuality in office timings**

It has been observed that some employee frequently come late in office. As a result of such late reporting to office a good amount of office work gets delayed. Therefore all employees are requested to strictly follow to office timings full stop strict action would be taken on those employees found to be late for their office work.

Cooperation of all employees is solicited in this matter

Sign

Kiran Patil

Chief Administrative Officer

**4) Press Release**

Press release is the specialized documents that convey new to media. Every newspaper devotes some space to corporate news. A company sending matter for publication prepared by its own staff is a press release.

**Characteristics of good press release**

- It should be newsworthy
- It should be factually true
- It should be brief
- It should be drafted in simple language

**Example**

- **Write press release regarding appointment of Dr.P.N.Reddy as new vice chairman of PVR India Ltd, Mumbai.**

**PVR INDIA LIMITED**  
**MUMBAI**  
www.pvrindialimited.com

**PRESS RELEASE**

**Contact**

Anil Kumar  
Joint Director  
PVR India limited  
anilkumar@gmail.com

**FOR IMMEDIATE RELEASE**

**Appointment of Dr. P. N. Reddy as a new Vice Chairman of PVR India limited**

Mumbai April 1st 2022 PVR India limited, Dr. Reddy the new vice chairman of PVR India limited.

Dr. P.N. Reddy personal director PVR India limited Mumbai has been elevated to the position of the vice chairman of the company. A chemical technology is Dr Reddy has been with the company since 1980. He is a president of the Indian institute of personal management and executive member of the Western regional committee of the employee federation of India and alternate member of its Central committee.

Dr. Reddy has been appointed as vice chairman of PVR India limited since now first April 2022. Dr. Reddy is multidimensional personality gifted with visionary powers. His elevation is bound to take a new height for company

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**For more info: - Contact. Anil Kumar, Joint Director, 9876543210, Email**

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3. Business Communication, Yogesh T Malshette, Nirali Prakashan, 2018