



SECRETARIAL CORRESPONDENCES

STRUCTURE

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11.0 OBJECTIVES

- To understand the position of the Secretary in the Company
- To know the role and responsibility of the secretary
- To understand how the mutual correspondence in the company is done
- To understand important terminology of Secretarial Correspondence
- Readers can learn secretarial correspondence and its technical aspects
- Readers can obtain basic knowledge about company and stock exchange

11.1 INTRODUCTION

Ours is an age of commercialization and industrialization. In such an age, a secretary of the company is a key person. He is highly responsible official in a company. He looks after the entire correspondence in the company. He is a person who looks after most of the administration and management of the company. He writes letters, reports, proceedings and minutes of meetings and even draft resolutions on behalf of the company. The duties and responsibilities of the secretary of the company are as under:

- He is a link between the company directors, governments and shareholders
- He has to manage the staff of the company
- He is fully associated with formulation of the long range and short term corporate policies and programmes
- He performs his duty as a planner, creator of the opportunities for expansion diversification, merger, takeovers etc
- He participates in raising funds of the company through public issues, private placements and public deposits

**Compulsory
English**

Besides shareholders of the company require to write letters to the company secretary. They make inquiry regarding various issues like dividend complaints. In reply to the shareholders, the secretary has to be polite in writing. The answer should be in courteous language as the shareholders are virtually partners of the company. Sometimes the secretary has to handle the matter tactfully so that the shareholder should not be offended.

11.2 CLASSIFICATION OF SECRETARIAL CORRESPONDENCE

Secretarial Correspondence can be classified into three categories:

1. Correspondence with directors
2. Correspondence with directors
3. Correspondence with others

Let us discuss them in detail:

1. Correspondence with directors: Secretary has to send notices of board meetings and the reports of the processing of such meetings, periodical reports of the proceedings of such meetings and periodical reports of the working of the company are the routine work of the company secretary. The secretary correspondence with the directors on special occasions, to provide some information or request for the matter to be taken into discussion during Board of Meeting. Secretary is the subordinate to the directors so he has been very tactful and courteous during communication.

Examples of the Secretary correspondence with Directors:

- ✚ On behalf of a director, write a letter to the secretary asking for the details of the previous Board meeting which he could not attend. He also request him to include in agenda for the next meeting his suggestion to hold meetings on fixed days of the months.

Mr.S.K.Shah
135, Zodiac Hotel
Naranpura Cross Road,
Naranpura, Ahmedabad-380013
October 8th, 2018.

The Secretary
Shreeji Textile Ltd.
Vile Parle,
Mumbai-400057

Sub: Asking for the details of the previous board meeting

Dear Sir,

I have been on a business tour of Kerala for the last 15 days, so I could not attend the last meeting of 3rd October 2018. I shall be thankful to you if you send me detailed proceedings of the meeting at the above mentioned address. I shall be staying here up to 25th October 2018. Would you please send me the

notice of the next Board Meeting at the same address.

I also request you to fix the date of meeting of every month which will eliminate the clashes of dates between director's programme and the board meetings. The trouble of issuing the date of board meeting will also be reduced. Will you please include this issue in the upcoming agenda of the meeting?

Please confirm at the earliest.

Thanking You

Yours faithfully,

S.K Shah

Secretary's Reply:

Write a letter on behalf of the secretary in response the letter of the director.

SHREEJI TEXTILES LTD

Vile Parle,
Mumbai-400057
October 25, 2018.

The Director

Shreeji Textiles Ltd.

Mumbai-400057

Sub: Information Regarding Previous meeting

Dear Sir,

I am hereby endorsing the copy of the minutes of the previous meeting held on 3rd October, 2018. So that you could well acquaint with the proceedings. I would like to draw your attention to point number 5 and 6 which were regarding the purchasing of new machinery for the company.

Your proposal to arrange a fixed date of each month for the Board Meeting has been discussed with the chairman. So this issue would be taken into consideration in the upcoming meeting. A notice of this meeting is enclosed for your information.

Thank you

Yours faithfully

Secretary

ENCL: Minutes of the previous meeting

Letter of the next meeting

2. Correspondence with Shareholders:

Many times shareholder of the company require to write letters to the company secretary. They require regarding dividend warrant or any information about the company. Secretary has to write regular letters. He has to reply the shareholders in a courteous language.

The following letters should be included while correspondence with shareholders by secretary and with secretary by shareholders.

**Compulsory
English**

1. Non-allotment of shares
2. Reply to non-allotment of shares
3. Non –credit of refund of the application money
4. Reply to non-credit of refund of the application money
5. Non-Credit of Dividend
6. Reply to noncredit of dividend
7. Non-receipt of the annual report of the company
8. Reply to non-receipt of annual report of the company
9. Shareholders concern about declining profits of the company
10. Reply to shareholder’s concern declining profits of the company
11. Re-validation of a Dividend Warrant
12. Reply to Re-validation of a Dividend Warrant
13. Error (s) in the share certificate
14. Secretary’s reply to the shareholders complaint about an Error (s) in the share certificate
15. Issue of a duplicate share certificate
16. Reply from secretary about a duplicate share certificate

1. Non-allotment of shares:

As a shareholder, write a letter to the secretary of joint stock Company complaining about non-allotment of shares.

Mr. D. S. Pande
C.G.Road,
Navrangpura, Ahmedabad-380009
October 19, 2018.

The Secretary
The Reliance Machine Ltd,
10, Anand Complex
M.G.Road,
Bombay-400001

Dear Sir,

Reference: Public issue of 10,00,000 equity shares of 10-each

Sub: Non-allotment of shares

I have applied for 500 equity shares in the above mentioned public issue. I have paid Rs.5000-on applications No A-014513

I am shocked and disappointed to receive refund order for the same amount. Through reliable sources, I came to know that the issue was just subscribed. So firm allotment was made. Though firm allotment was made, I have not been allotted a single share. I expected at least 100 shares.

Would you please explain to me why I have not been allotted any share? I await an early reply.

Yours faithfully

D.S.Pande

2. Reply to non-allotment of shares

One of the shareholders has complained about non-allotment of shares in the recent public issue. As a secretary write a letter giving satisfactory explanation.

THE RELIANCE MACHINE LTD.

10, Anand Complex

M.G.Road,

Bombay-400001

October 2, 2018

Phone-19382519

Ref-PI/12/18

Mr. D.S.Pande

M.G.Road, Navrangpura,

Ahmedabad-380009

Dear Sir,

Sub: Reply about non-allotment of shares

We have received your letter dated October 19, 2018 expressing disappointment over non-allotment of shares. We regret to note that you have not been allotted a single share.

On inquiry, we have come to know that your application was invalid. It didn't bear the signature of the applicant itself. Therefore, it was rejected. Under such circumstances, you have not been allotted any share.

We hope you will understand our position in this matter.

Yours faithfully

R.D.Patel

Secretary

3. Non-Credit of Refund of the above application money.

Write a letter to the secretary of the company complaining about non-credit of refund of the application money.

Mr. Harish Mewada

C-8, Dev City
Near. Shayona City
R.C.Technical Road,
Ghatlodia
Ahmedabad-380061.

October 23, 2018.

**Compulsory
English**

The Secretary
Zodiac Industries Ltd.
Nirman Complex
Juhu Road,
Bombay-400005

Dear Sir,

Ref: Public issue of 3,00,000, equity shares of Rs. 10 each

Sub: Non-Credit of Refund Order

I have applied for 500 shares in the above mentioned public issue of your company. I have paid Rs. 5000/- on application No. B 13518.

I am extremely delighted to receive a share certificate No-B-34618 for 100 shares. Thus, the amount deposited Rs. 1500/- only. I deserve a refund order worth Rs.3500/-

Most of the applicants have received the allotment letter and this who have not been allotted the shares, have also received the refund order. Long time has already passed but I haven't received a refund order. Please look into the matter and explain it in time.

I enclose the photocopy of the receipt of the Bank.

Yours faithfully

Harsh Mewada

ENCL: Photo copy of the bank receipt

4. Reply to non-credit of refund of the application money

A Secretary of the company has received an email from the applicant of shares who has not received the refund order of application money. Write a suitable reply.

ZODIAC INDUSTRIES LTD.

Nirman Complex

Juhu Road,

Bombay-400005

Phone-19255840

Ref-PA/R/18

October 28, 2018

Mr.HarishMewada

C-8 Dev City

Near Shayona City

R.C.Technical Road,

Ghatlodia

Ahmedabad-380061

Dear Sir,

Sub: Reply to non-credit of refund of the application money

I have received your letter dated October 23, 2018 complaining that you have not received the refund order yet. We are sorry to inform you that the refund order of Rs. 5000 is sent to you on 24th Oct. 2018. But it seems that you have not received it. Perhaps it must have been lost in transit.

For the duplicate refund order you will have to follow the legal procedure as prescribed by laws. We are sending you two specimen copies of Indemnity Bond and an Affidavit. Please get them typed on stamp paper of 20 each. Please sign the papers and send them soon. As soon as we receive these documents, we will immediately send you the duplicate refund order.

We feel sorry for the inconvenience.

Yours faithfully

G.T.Patel

(Secretary)

Encl:

1. Indemnity Bond
2. Affidavit

5. Non-Credit of Dividend

As a shareholder of Tata Industries Ltd. Write a letter to the company requesting them to send a warrant for equity dividend for the last financial year as you haven't received it after a long period.

Mr. R. M.Joshi
4, Suparna Society
Sola Road,
Sola
Ahmedabad-380060
October 25, 2018.

The Secretary

The Tata Industries Ltd.

20, Vishakha Chamber,

Jail Road,

Kolkata-700013

Dear Sir,

Sub-Non-receipt of a Dividend Warrant

I have been a share holder of your company for the last 5 years. I possess 500 equity shares on Folio No. B. 21015.

A few months ago, I received Annual Report for the year 2017-18. I have come to know that the company had declared 8% dividend to all shareholders. It was also mentioned in the Annual Report that the dividend warrants

**Compulsory
English**

will be sent soon.

Long time has already passed but I haven't received the dividend warrant. It has made me worry. You will find allotment letter and bank receipt enclosed herewith.

Please look into the matter and explain it to me.

Thank you

Yours faithfully

R.K.Joshi

6. Reply to non-credit of dividend

A shareholder has complained of non-credit of dividend warrant. As a secretary of a company, write a suitable reply.

THE TATA INDUSTRIES LTD

20, Vishakha Chamber,

Jain Road

Kolkata-700013

Phone: 19243218

Ref-PB/T/18

November 1, 2018.

Mr. R. M. Joshi

4, Suparna Society

Sola Road, Sola

Ahmedabad

Dear Sir,

Sub: Non-Credit of Dividend

We have received your letter dated October 25 2018, complaining about non-credit of dividend. We are extremely sorry for the delay and the inconvenience caused to you.

Actually our office staff had been on strike for about 15 days. The whole work was stopped. We couldn't dispatch the dividend warrant which is ready. Now, they have resumed their duties.

We have the pleasure in informing you that the dispatch work has already started. We assure you that you will receive your share certificate within a week.

We await a chance to serve you better.

Yours faithfully

R. K. Jha

(Secretary)

7. Non-receipt of annual report of the company

As from a shareholder, draft a letter to the secretary of a company as you have not received the annual report of the company for the last year.

Mrs. Rupal A. Patel
5, Pankaj Society,
S.P.Road
Baroda-390007
September 1, 2018.

The Secretary
The Metallica Co.Ltd
9, G.I.D.C.
Vatva
Ahmedabad-382440

Dear Sir,

Sub: Non-receipt of the annual report of the company

I have been a share holder of your company for 7 years. I possess 1000 equity shares on Folio No. B 21874.

I have received the dividend warrant of your company of the current year. But unfortunately I have not received the Annual Reports of the company. It is very important for a shareholder as it contains the quarterly reports of the company. We know that the company has received remarkable progress but I can also come to know about the future plans of the company. So I request you to send me the annual report as soon as possible.

Kindly consider this matter and send me the report.

Thank you

Yours faithfully,

Mrs. Rupal Patel

8. Reply to Non-receipt of annual report of the company

As a secretary of the company, write a letter to the shareholder for non-receipt of annual report of the company.

THE METALLICA CO. LTD
9. G.I.D.C.
Vatva
Ahmedabad-382440

Ref-256/TS/18
Phone-722875

September 5, 2018

Mrs. Rupal A. Patel
5, Pankaj Society
S.P.Road,
Baroda-390006

**Compulsory
English**

Dear Sir,

Sub: Reply to non-receipt of annual report of the company.

In receipt of your letter of 1st September, 2018 regarding non-receipt of annual report of the company, we appreciate your interest in studying our company's annual report. I would like to request you to refer our circular of 17th March, 2018 through which you will get the information that from now onwards. The company will not send you the annual report in physical form to the shareholders, but in e-mail.

Please send your email id. So that I can send you the annual report in e-form.

Thank you

Yours faithfully

D.S.Oza

(Secretary)

9. Shareholders concern about declining profit of the company.

As a shareholder of Joint Stock Company, write a letter to the company's secretary expressing your concern about declining profit of a company

Mr.A.N.Thakkar

7, Raghukul Society
Near. Sola Bus Stand
Sola Road,
Ahmedaba-380060
December 20, 2018

The Secretary

The Unique Electronics Ltd.

Oxford Tower

Juhu

Mumbai-400017.

Dear Sir,

Sub: Concern about declining profit of the company.

I have been a shareholder of your Company for 10 years. I possess 1000 equity shares with Folio No-A 24153

I am extremely disappointed to note the steady decline in the profit of the company. During the last three years, the profit has gone down at least by 25%. It is a matter of shock and concern for invertors like me. Would you please explain the causes responsible for it? I await an early reply.

Thank You

Yours faithfully

A.N.Thakkar

10. Reply to Shareholder's concern about declining profits of the company.

As a secretary of the company, write a suitable letter to the shareholder who has expressed his concern about decline profit of the company.

THE UNIQUE ELECTRONICS LTD.

6, OXFORD TOWER,

Juhu, Mumbai-400016

December 25, 2018

Mr. A.N.Thakkar

7, Raghukul Society

Sola Road

Ahmedabad-380060

Dear Sir,

Sub: Explanation about declining profit of the company

We have received your letter dated 20th December 2018, expressing concern about declining profit of the company. We are pleased to note that you are interested in the progress of the company.

Let me explain the causes responsible for it.

- Many national and international companies have introduced the similar products in the market has given rise to cut throat competition.
- Hike in land rates, sales tax, corporate tax, raw-material tax, etc.have affected the profit a lot.
- Last year's fire accident too caused a big loss to us.

You will note that the profit of other companies has also gone down. We have full confidence that the situation will be better in future.

Kindly consider this matter.

Yours faithfully

A.N.Thakkar

(Secretary)

11. Re-Validation of a dividend warrant

On behalf of a shareholder of Bombay based Ltd. Company, write a letter to the secretary requesting for the re-validation of a dividend warrant

Mr. D.M.Mehta

10, Shivani Society

Navrangpura,

Ahmedabad-380009

September 9. 2018

**Compulsory
English**

The Secretary
The AkarElectronics Ltd.
10, Navrang Complex
Marine Lanes Road,
Mumbai-400009

Dear Sir,

Reference: Public Issue of 10,00,000/-equity shares of Rs. 10/-each

Subject: Re-validation of a dividend warrant

I have been a share holder of your company for the last 10 years. I possess 1000 equity shares on Folio No-B-12358. This is to inform you that I had been abroad from 1st March 2018 to 30th August 2018. During that period the dividend warrant no 753180 for Rs 3000/- has reached to my place. It was valid up to 1st September, 2018.

As I had been abroad, I could not deposit it in Bank in time. You will find the dividend warrant enclosed herewith. Please re-validate it for some days.

I regret the inconvenience.

Thank You

Yours faithfully

D.M.Mehta

Encl: Copy of Dividend Warrant

12. Reply to Re-validation of a dividend warrant.

As a secretary of Akar Electronics Co.Ltd. Bombay writes a letter to the shareholder informing about re-validation of a dividend warrant.

THE AKAR ELECTRONICS CO.LTD.

10, Navrangpura Complex
Marine Lanes Road
Mumbai-400005

Tele: 7345670

Fax: 1234-5698

October 10. 2018

Mr. D.N.Mehta
10. Shivani Society
Navrangpura
Ahmedabad-380009

Dear Sir,

Sub: Reply to the re-validation of a dividend warrant

We have received your letter of 9th September 2018 requesting to revalidate the dividend warrant.

We hereby inform you that the said dividend warrant has been re-validated as

per your request. It is now valid up-to 15th Nov. 2018. You will find it enclosed herewith.

We hope, you will deposit it in the bank in time.

Yours faithfully

D.N.Mehta

(Secretary)

ENCL: A copy of dividend warrant

13. Error(s) in the share certificate

There is an error (s) in the share certificate of Mr. S.P.Pathak. Help him to write suitable letter to the secretary of the BarodaRayons Ltd. Baroda, informing about it. Request the secretary to rectify the error(s).

Mr. S.P.Pathak

4, Shalimar Society,

Vasna, Ahmedabad.-3800013

October 16, 2018

The Secretary

The Baroda Royons Ltd.

Vaghodiya Road,

Baroda-390002

Dear Sir,

Ref: Public issue of 8,00,000 equity shares of Rs. 10 each

Sub: Errors in Share certificate

I have applied for 300 shares in the above mentioned issue of your company. My application no. was C-1015201.

I am extremely delighted to receive share certificate no. 34450 for 150 shares. However let me draw your attention to an error (s) in the share certificate. An application was made in the joint names of

Mr. Suresh P.Pathak

And

Mr. Sudha P.Pathak

The share certificate bears the name of the first applicant only. The name also mis-spelt as Mr. Surish P. Pathak.

You will find the copy of the share certificate enclosed herewith. Kindly look into the matter and rectify the errors.

Yours faithfully

S. P. Pathak

Encl: Copy of a share certificate

**Compulsory
English**

14. Secretary's reply to the shareholder's complaint about error (s) in the share certificate.

Mr. S.P.Pathak has written a letter about an error (s) in the share certificate. Write an appropriate reply as a secretary.

THE BARODA RAYONS LTD.

G.I.D.C Road, Manjalpur

Baroda-390007

Tale: 7344135

Fax: 2345-6831

October 25, 2018.

Mr. S.P.Pathak

4, Shalimar Society

Vasna, Ahmedabad-390011

Dear Sir,

Sub: Rectification of an error(s) in the share certificate

We have received your letter of 16th Oct. 2018, drawing our attention about an error in the shares certificate. We regret the inconvenience caused to you.

On investigation, we found that the error has occurred as oversight. However we have rectified it (them). You will find rectified share certificate enclosed herewith.

We await an opportunity to serve you better in future.

Yours faithfully,

I.R.Patel

(Secretary)

Encl: Rectified share certificate

15. Issue of a duplicate share certificate

You have been disappointed to note that the share certificate you have received is torn and dirty. Write a letter to the secretary of the Jindal VijaynagarSteel Ltd. Mumbai, intimating about it and requesting to issue a duplicate share certificate.

Ms. Yuvragni A. Patel

68, GopiBunglows

Sola Road,

Sola, Ahmedabad-390019

October 15, 2018

The Secretary

Jindal Vijaynagar Steel Ltd.

Juhu, Mumbai-400006

Dear Sir,

Ref: Public Issue of 15,00,000 equity share of Rs-10 each

Sub: Issue of a duplicate share certificate

I am glade to receive the share certificate no-A 251389 for 200 shares. It is a matter of pride and prestige. I have been allotted 200 shares of your company.

However the share certificate I have received is torn and dirty. The effects are not clear which may create difficulty in future. I know it has happened due to negligence of the postman.

You will find the original share certificate enclosed herewith. Please, issue me the duplicate share certificate as early as possible.

An early reply in this matter will be highly appreciated.

Thank you

Yours faithfully

Yuvragni Patel

Encl; share certificate

16. Reply from the secretary about a duplicate share certificate

AS a secretary, write a suitable letter to the shareholder who has requested for the issue of a duplicate share certificate.

JINDAL VIJAYNAGAR STEEL LTD.

Juhu,

Mumbai-400010

Tele; 7447975

Fax: 1011-1836

November 5, 2018

Ms. Yuvragni A. Patel

68, GopiBunglows

Sola Road,

Ahmedabad-380060

Dear Madam,

Sub: Issuing of a duplicate share certificate

We have received your letter dated 15th October 2018 requesting for the issue of a duplicate hare certificate. We regret to note negligence of the post man. We are afraid that, it might have happened with other shareholders too.

We are issuing a duplicate share certificate. You will find it enclosed here with.

We hope you will receive it safe.

Once again we regret for inconvenience.

Yours faithfully

R.S.Patel

(Secretary)

Encl: A duplicate share certificate

**Compulsory
English**

11.2.3 Correspondence with others

Secretary has to correspondence with various other people like registrar, auditors, bankers, government, officials etc. While doing correspondence with such people he has to be tactful, precise and polite. While corresponding with the Registrar and various government departments, he has to select proper words, so that any legal complications for the company may not arise.

The following are some examples.

- 1. Write a letter as a secretary of a company requesting the auditor's to take up the audit work.**

SKY APPLIANCES LTD.

2nd floor, Ramkamal Building

D.V.G. Road

Banglore-560004

Phone: 7893582

Fax- 4351-1835

August 5, 2019

Mr. R.P.Patel

Chief Auditor

5, Ratna Complex

S.G.V.P Road, S.G.Highway,

Ahmedabad-380004

Dear Sir,

Sub: Request to take up the audit work

I am directed by the Chairman to request you to take up an interim audit of our Branches for the half year ending on 30th June 2018.

You are requested to complete the audit work as early as possible. In any case your reports and audited accounts and the balance sheet should be submitted to the Board before the end of the first week of September for the consideration at the Board Meeting during the second week of the September.

The managers of different branches have already been asked to keep their book ready for auditing. Please inform us from when you will start the audit work.

Waiting eagerly for your reply.

Yours faithfully

R.D.Oza

2. Application to Stock Exchange for establishment of securities.

As a secretary, write an application to stock exchange Company for enlistment of securities.

ZODIAC APPLIANCES LTD.

58, Akash Chamber

Fort,

Mumbai-400007

Phone-38751678

Fax-1234-5678

October 5, 2018

The Secretary

The Bombay Stock Exchange Ltd.

Bombay

Dear Sir

Sub: Application of enlistment of securities

I am happy to inform you that the above mentioned company is incorporated on 5th September, 2018 for the production and distributions of home appliances. The company has planned to enter the capital market from the next January.

As per the resolution of the Board of Directors, I am hereby enclosing an application for permission to quote the equity and preference shares of our company on your stock exchange. A cheque of Rs. 15,000 is enclosed to cover the necessary fees.

I am also enclosing the following documents for your convenience.

1. A copy of the Memorandum and the Articles of the Association.
2. A copy of the Prospectus
3. A certified copy of the Certificate of Incorporation

I request you to arrange for the consent of the Directors of the Stock Exchange at an early date. Any necessary information, if necessary, would be provided gladly.

Thank you

Yours faithfully

K.B.Pathak

(Secretary)

Encl: 1. An Application Form

2. A Cheque of Rs.15,000
3. A copy of the Memorandum and articles of Association
4. A copy of Prospectus
5. A certified copy of the certificate of incorporation

11.3 LET US SUM UP

In this unit you have learnt

- How to do Secretarial correspondence
- Classification of secretarial correspondence in three categories
 1. Correspondence with directors
 2. Correspondence with shareholder
 3. Correspondence with other registrars, auditors, bankers, government officials etc.

11.4 KEY WORDS

- Secretary: A person employed in the company or the office to assist with correspondence, make appointments and carry out administrative task.
- Correspondence: Communication by exchanging letters
- Classification: an action or process of classifying something
- Shareholders: an owner of shares in a company
- Allotment: an action of allotting something
- Credit: the ability of a customer to obtain goods or service before payment, based on the trust that payment will be made in future.
- Refund: Pay back
- Dividend: A sum of money paid regularly by a company to its shareholders out of its profits
- Decline: A gradual loss of value
- Profit: Benefit
- Concern: Make worried
- Re-Validation: Official approval of a document after a change
- Warrant: Confirmation
- Share-Certificate: A document which is issued by a company evidencing that a person named in such certificate the owner of the shares of company.
- Duplicate- Exactly like earlier, the same value

11.5 MORE EXERCISES

Questions For more Exercises

1. On behalf of a Shareholder of a Joint Stock Company, write a letter to the company Secretary complaining about not-credit of dividend
2. As a company secretary, write a suitable reply to a shareholder who has complained about non-receipt of annual report of the company
3. As a secretary of a limited company, give one of your directors a short account of the proceedings of a meeting from which he was absent
4. Write a letter from an applicant to the company secretary of a joint stock company complaining about non allotment of shares.

5. As a company secretary, write a suitable reply to a shareholder who failed to receive annual report of the company for the year ended 2017-18.
6. As a company secretary write a suitable reply to the Shareholder for non-credit of dividend.
7. On behalf of the company secretary write a reply to a shareholder who has expressed serious concern over declining profit of the company
8. A shareholder seeks your advice as he wished to buy some more shares of the company. As secretary of the company write suitable reply.
9. A person who had applied for shares in your company in response to an announcement complains that he has not been allotted any shares. Draft a suitable reply from the secretary

Answer the following questions in brief.

1. What are normally the duties of a company secretary?
2. How would the secretary respond if a shareholder seeks information of a confidential nature?
3. What facts should the secretary keep in mind while writing to the Directors?

11.6 BOOKS SUGGESTED

1. Business Communication-Rajendra Pal and J.S. Korlahalli-Sultan Chand & Sons. New Delhi
2. Business Communication-Homai Pradhan & N.S. Pradhan- Himalaya Publishing House, Mumbai
3. A Handbook of Commercial Correspondence- A. Ashley-OUP, New Delhi.
4. Communicative Competence in Business English-Robinson, Netrakanti and Shenter Orient Longman, Hyderabad.