

22/12/09
 From your letter dated 22/12/09
 regarding the above mentioned
 matter, I am sorry to hear
 that you are still having
 difficulties with the
 same. I have discussed this
 with the relevant
 departments and we are
 working to resolve the
 issues as quickly as possible.
 I will contact you again
 once a final decision has
 been reached.

Yours faithfully,

 Name of the official

"I am sorry to hear that you are still having difficulties with the same."

26.1.10
 Date