

ECT COVER SHEET

NAME OF MP/INTERNAL CUSTOMER Jonathan Lord MP		ECT/DS/ASK ADAM REF NUMBER ECT 301/10		EFC LOCATION 5. Horizon Integrity	
BRANCH NAME, FAD & SEGMENTATION West Byfleet 126 023 Agency Branch		DUE BACK FROM EXPERT 04/11/2010		TARGET CLOSURE DATE 08/11/2010	
RSM / NDM Mark D Lawrence		ASM / FCA			
ACTION		NAME		DATE	
Step 1	RECEIVED	Simon		28/10/2010	
	SCANNED (Save as: REF - Surname - First Name - Title)	Simon		28/10/2010	
	LOGGED	Simon		28/10/2010	
	ACKNOWLEDGEMENT SENT	NO		28/10/2010	
	EFC SETUP	Simon		28/10/2010	
	LETTER/EMAIL/ACKNOWLEDGEMENT SAVED TO EFC	Simon		28/10/2010	
	CUSTOMER DETAILS CHECKED WITH CUSTOMER CARE	NO		28/10/2010	
	PASSED TO	Eunice		28/10/2010	
Step 2	FACER SHEET EMAILED TO EXPERT WITH RETURN RECEIPT (BCC: Team Support)				
	FACER SHEET SAVED TO EFC				
	RETURN RECEIPT RECEIVED BACK FROM EXPERT				
	INTERIM REQUESTED BY EXPERT (Interim request email sent to Team Support)				
	FINAL / DRAFT RETURNED BY EXPERT				
	FACT SHEET RETURNED FOR DAVID SMITH SIGNATURE				
	RESPONSE AUTHORISED				
	SIGNATORY ON LETTER & DATE SENT				
	FINAL REPLY SAVED TO EFC				
	FINAL REPLY SAVED TO T DRIVE				
	ALL FEEDBACK COPIED TO EFC				
	COMPLETED CASE WORK HANDED TO TEAM SUPPORT				
Step 3	DATABASE UPDATED				
	TO BE FILED	Simon		18/11	
COMMENTS					
The letter from Jonathan Lord MP was sent to Edward Davey MP at BIS & was forwarded - to ECT by John Rattle, Deputy Head of Westminster Affairs					

Lord Mishra.doc

John Rattle Lord

for Mrs. Mishra.

ECT 30/10.

Page 1 of 2

Eunice Kirby

From: John Rattle
Sent: 28 October 2010 10:58
To: Eunice Kirby
Subject: FW: Lord Mishra.doc
Attachments: Lord Mishra.doc
Eunice

28/10 - Mike to
discuss with
Mandy Talbot.

Please can you investigate in Michelle's absence

Many thanks

John Rattle

Deputy Head of Westminster Affairs

Royal Mail Group
100 Victoria Embankment
LONDON
EC4Y 0HQ

Mobex: GRO Mobile: GRO
External Email: GRO

From: John Rattle
Sent: 28 October 2010 10:56
To: Michele Graves
Subject: FW: Lord Mishra.doc

Michele

Do we have any background on this matter ? Appreciate if you could investigate respond ASAP.

Happy to discuss

John Rattle

Deputy Head of Westminster Affairs

Royal Mail Group
100 Victoria Embankment
LONDON
EC4Y 0HQ

Mobex: GRO Mobile: GRO
External Email: GRO

From: James Mitchell
Sent: 28 October 2010 10:47
To: John Rattle
Subject: FW: Lord Mishra.doc

James Mitchell
Government Affairs
Royal Mail Group
100 Victoria Embankment, London, EC4Y 0HQ

28/10/2010

Lord Mishra.doc

Page 2 of 2

Office: **GRO**

Mobile: **GRO**

From: Whitehead Mike (ShEx)

GRO

Sent: 27 October 2010 17:28

To: James Mitchell

Cc: Batten Peter (ShEx)

Subject: Lord Mishra.doc

<<Lord Mishra.doc>>

James

Another case of similar nature to previous one. Mike Granville is familiar with the wider JFSA issues (and I have a meeting with him about it next week) but grateful for some further background on this specific case.

Regards

Mike

Mike Whitehead
Department for Business, Innovation and Skills
Shareholder Executive
Royal Mail and Postal Services
1 Victoria Street
London SW1H 0ET

GRO

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28/10/2010

' ' ' }

JONATHAN LORD MP



HOUSE OF COMMONS

LONDON SW1A 0AA

Tel: 020 7219 6913

Edward Davey MP
Parliamentary Under-Secretary of State for Employment Relations, Consumer and Postal Affairs
Department for Business, Innovation and Skills
1 Victoria Street
London SW1H 0ET

JGCL/RP/

25 October 2010

Dear Ed

I have been contacted by a constituent, Mrs Seema Mishra of GRO GRO GRO who was sub postmistress at West Byfleet Sub Post Office. I enclose a copy of correspondence that I have received from her.

On 21st October she was found guilty of theft of the sum of £75,000 from the post office. Her sentence will be given on 11th November. I understand, of course, that you will be unable to comment on this individual case as it is a matter for the courts.

I gather that you recently met with representatives of the Justice for Subpostmasters Alliance (JFSA), together with the Solicitors who represent my constituent, concerning their campaign. I would be grateful if you could confirm the results of this meeting and what, if any, actions you intend to take.

I understand that there have been a surprisingly large number of similar cases, where Subpostmasters have been dismissed by the Post Office. I know it is the JFSA's view that part of the problem is that the contracts that Subpostmaster's sign are somewhat archaic and include in them a measure that results in a Subpostmaster being solely responsible for all losses. This means that any technical or administrative faults within the Horizon system would leave them accountable, despite the post office's ultimate responsibility for the implementation and oversight of the system. I know that the Horizon system has had a great amount of problems since its introduction, and the majority of Subpostmasters have blamed it as a defence in court cases. I also gather that access to the system is possible remotely through the post office's network.

A problem that my constituent pointed out is that they wished to employ an Independent IT Auditor to look at the system in relation to their case, but the costs were prohibitive. Is there a chance of an Independent investigation into the Horizon system to establish conclusively whether Subpostmasters can be confident that the computer systems that are in place are there to support them?

Yours sincerely

GRO

Jonathan Lord MP

Representing Woking Constituency

LORD, Jonathan

From: seema misra [GRO]
Sent: 22 October 2010 09:10
To: LORD, Jonathan
Cc: seema misra
Subject: URGENT UNFARE JUSTICE

To
MP Mr Jonathan Lord

Dear Mr Lord

I am writing to you to ask for your urgent help with the position I now find myself in. On 21st October 2010 at Guildford Crown Court after two days of deliberations the jury returned a verdict of guilty to the charge of Theft.

From 29th June 2005 to 14th January 2008 I was the sub postmistress at West Byfleet Sub Post Office. It was during this period that the Post Office said I had stole £75k from West Byfleet Post office which is not true, as I was keep informing them about missing money.

I am not guilty, just another victim of Post Office Limited and their Horizon system that has caused such devastation to myself and to so many others around the country. I know that a meeting took place a couple of weeks ago between Edward Davey the Minister for Postal Affairs and a representative from Justice For Subpostmasters Alliance (JFSA), the group that been set up to expose what really has been happening to subpostmasters and this was in response to other MP's requests. Edward Davey is currently meant to be looking into all this and I would urge you to contact him to find out the latest and let him know what has happened to me and ask for his help to stop this abuse.

I am due to return to court for sentencing on 11th November 2010 and I really need your help to raise my case at the highest level as a matter of urgency. I haven't done any crime, please I beg for the sake of my family and for the name of god please take these matter as urgency.

Please contact me for any further information.

Your faithfully

SEEMA MISRA

[IRRELEVANT] and victim of unfare justice

GRO

Eunice Kirby

From: Michele Graves
Sent: 05 November 2010 11:41
To: John Rattle; Mike Granville
Cc: Eunice Kirby
Subject: re Jonathan Djanogly MP- Mrs O'Dell, Great Staughton PO and Johnathan Lord MP - Mrs Misra, West Byfleet PO
Importance: High
Attachments: Jonathan Djanogly MP.doc
John

Please find attached a brief re Great Staughton.

I understand that Mike will be getting back to you directly about West Byfleet but he is waiting to speak to the lawyers first about the court case.

Rgds, Michele

Michele Graves
Executive Correspondence Manager
Executive Correspondence Team



Post Office Limited

1st Floor, Bunhill Row Wing, 148 Old Street,
LONDON, EC1V 9HQ

phone number **GRO** Postline: **GRO**

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mobile number **GRO**



GRO



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08/11/2010

Eunice Kirby

From: John Rattle
Sent: 01 November 2010 11:45
To: Eunice Kirby
Cc: Mike Granville; Martin Humphreys; James Mitchell
Subject: RE: ECT 301/10 Jonathan Lord MP
Eunice

The info is needed to brief the Minister on the issue.

John Rattle

Deputy Head of Westminster Affairs

Royal Mail Group
100 Victoria Embankment
LONDON
EC4Y 0HQ

Mobex: Mobile:
External Email:

From: Eunice Kirby
Sent: 01 November 2010 11:20
To: John Rattle
Cc: Mike Granville
Subject: FW: ECT 301/10 Jonathan Lord MP

Hi John – Mike is speaking to Mandy Talbot in legal about the above case and he will be giving us an update on the situation over the next couple of days – can you clarify if you will be replying to Mr Davey or you require us to reply from here on both this particular case and the one in respect of Jonathan Djanogly MP sent thru on the same day.

Thanks

Eunice

From: Eunice Kirby
Sent: 28 October 2010 12:43
To: Andy Z Mclean
Cc: Mike Young; Simon V Smith
Subject: ECT 301/10 Jonathan Lord MP

The attached case is the 3rd Horizon related letter we have received today – Mike Granville is speaking to legal for feedback on this particular case as the subpostmaster in question is due for sentencing on 11 November.

Any feedback/comments you have on any of the 3 cases will be welcomed.

Eunice Kirby
Executive Correspondence Team



Network

01/11/2010

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1st Floor, Bunhill Row Wing, 148 Old Street,
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Eunice Kirby

From: Eunice Kirby
Sent: 28 October 2010 12:43
To: Andy Z Mclean
Cc: Mike Young; Simon V Smith
Subject: ECT 301/10 Jonathan Lord MP
Attachments: ECT 301-10 - Lord Jonathan MP.doc

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Any feedback/comments you have on any of the 3 cases will be welcomed.

Eunice Kirby
Executive Correspondence Team



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