
From: CN=Eunice Kirby/OU=e/O=POSTOFFICE
Sent: Fri 18/03/2011 4:29:42 PM (UTC)
To: eunice.kirby; **GRO**
Subject: FW: Plumstead High Street Post Office - J Singh

----- Forwarded by Eunice Kirby/e/POSTOFFICE on 18/03/2011
16:29:28 -----

GRO
Sent by: **GRO**
16/03/2011 14:35
To: ECT
cc:
Subject: FW: Plumstead High Street Post Office - J Singh

GRO
Personal Assistant to Kevin Gilliland
Post Office Ltd
1st Floor, Bunhill Row Wing,
148 Old Street,
London, EC1V 9HQ

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From: Kevin Gilliland
Sent: 16 March 2011 14:28
To: Mike Granville; Rod Ismay
Subject: RE: Plumstead High Street Post Office - J Singh

Thx. My point on JFSA was not around Horizon making the wrong entries and
calculations but more in the direction that the TV reports are suggesting this
is heading ie the system should be more configured to stop people making errors
and obviously if what the subpostmaster is telling us is right, then this could
open us up to criticism.

K

Kevin Gilliland
Network and Sales Director
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1st Floor, Bunhill Row Wing, 148 Old Street

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From: Mike Granville

Sent: 16 March 2011 14:08

To: Rod Ismay

Cc: Kevin Gilliland

Subject: FW: Plumstead High Street Post Office - J Singh

Rod,

Kevin has sent me this through. I thought you'd might to see from a process viewpoint. There are appear to be two issues – the process of 'recovery' in cases like this and the system process for adjusting the Horizon system. The implication is that the banks have more appropriate systems in cases like this.

I don't think this plays to JFSA allegations that Horizon is doing incorrect things – there is no question but that the system has reported what was input - but I could see it raising a question on the wider front that the processes and systems around Horizon are not flexible enough.

On the case itself, this is being looked at, but it strikes me the potentially unusual factor here may be that the person who 'paid in' is taking a particular stance. I can imagine that is highly unusual and is presumably the factor to be taken into account on how the case is handled. It would be interesting to see how many cases of this kind of 'input error' do actually lead to a dispute with the customer. One would imagine it to be very small- in which case the issue might not be around the overall process – but on how we handle the small number of disputes that do arise in these circumstances.

Thanks

Mike

Mike Granville

Head of Regulation Strategy

Post Office Ltd

+ 1st Floor, Banner Street Wing, 148 Old Street, LONDON EC1V 9H1Q

(Postline: GRO

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SI: GRO

From: **GRO**
Sent: 16 March 2011 09:33
To: Mike Granville
Cc: ECT
Subject: FW: Plumstead High Street Post Office - J Singh

Hi Mike,

Please see the attached.

If this is as the subpostmaster suggests then it feels like our processes have failed us. We are gathering the facts but I wanted your involvement because of a potential link to JFSA. This could give them the credibility they are looking for. What do you think?

Kevin

Mike - would you please cc ECT your reply (as they are dealing and responding with this). Thanks. **GRO**

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From: Plumstead SPSO **GRO**
Sent: 14 March 2011 15:45
To: **GRO**
Subject: Plumstead High Street Post Office - J Singh

Dear **GRO**

Please find attached covering letter for yourself and letter addressed to head of Post Office for you to forward as discussed.

Thanking you in advance.

Yours sincerely,

Jasmit Singh