Shex.

Yasmin Qureshi
Member of Parliament for Bolton South East

25 October 2012

Our Reference: CJP/01120186

The Rt Hon Dr Vincent Cable MP
Secretary of State for Business, Innovation and Skills
1 Victoria Street
London
SW1H 0ET

Department for Business, Innovation & Skills
Received
30 OCT 2012
Private Office

Dear Vince,

Mr Chirag Patel, GRO

Mr Patel was employed as a subpostmaster of the Post Office at Littleton Road in Salford, however he was terminated following a review of the Post Office in light of the accusation that money had gone missing. Mr Patel entirely disputes this.

He took over the Post Office in December 2010 and it was in February 2011 problems began.

After the first audit of Littleton Road in May 2011 the Post Office had trouble balancing the books and they wanted him to make up the difference.

He was a newly appointed postmaster and was supposed to have received training and support which included a monthly phone call and a visit after 3 months - he had none of these.

He had problems when he tried to balance out the books himself and despite asking for assistance from the Post Office he wasn't given any help and was ignored.

After 6 months he had his review and audit and they found the books were £9k short - he was immediately suspended. After further investigation they discovered that it was £12.5k short.

The person who did the audit even said there was a problem with the computer because all the money in the Post Office was accounted for and that it was not Mr Patel.

He had to pay the Post Office £12.5k in June 2011 otherwise they threatened to close it. So he had to pay it.

The suspension was lifted in August 2011 following an interview which they decided not to dismiss him.

Tel: GRO Fax
Constituenc
Tel:
GRO

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He took back Littleton Road in August and was told after one month that there was a short fall of £6k - but this was for during the time he was not the postmaster. It was during the time he was suspended and someone else was there.

The Post Office demanded that he pay the £6k even though he wasn't there and wasn't responsible for it. He said that he couldn't afford to pay it so they deducted his wages for 3 months. He had no opportunity to contest this. If he did they threatened to close the Post Office.

There was a further audit on 1 Feb 2012 where they found that the lottery scratch card money was being held in the shop and not in the Post Office. The contract states that they must be in the premises but not the Post Office - but they didn't care and suspended him.

He was offered interviews to discuss this but they were constantly postponed for a 3 month period until he received a letter saying they had decided to terminate his contract. This was in June 2012.

He believes that he has lost approx £40k from the Post Office from various fines and reduction in pay.

Please find enclosed all documentation in regards to Mr Patel's case for your information.

Please can I ask you to undertake a complete and thorough review of Mr Patel's case and how it has been handled by the Post Office?

Furthermore, please can you clarify whether the contract with postmasters sign does waiver their rights to legal redress? Is this legal?

I would be grateful if you could fully investigate Mr Patel's situation and look to resolve this matter as soon as possible. I look forward to receiving your reply.

Yours sincerely,

GRO

Yasmin Qureshi
Member of Parliament for Bolton South East

BBC NEWS

UK

21 June 2012 Last updated at 17:55

Investigators to check Post Office computers

By Matt Prodger
Home affairs correspondent

The Post Office has appointed external investigators to examine allegations of deficiencies in the computer system used in all its outlets.

It comes after many sub-postmasters said they had been wrongly accused of theft, fraud and false accounting.

Around 100 sub-postmasters and sub-postmistresses have registered an interest in suing Post Office Ltd over its Horizon computer system.

Horizon records financial transactions in branches across the UK.

Sub-postmasters say they have been forced to pay back many thousands of pounds' worth of money which they did not take.

Many of them them were stripped of their post office contracts and bankrupted, and a handful have served prison sentences.

Forensic accountants

The Post Office has instructed a firm of forensic accountants, 2nd Sight Limited, to conduct an independent review of 10 existing cases raised by a number of MPs and the law firm Shoosmiths.

A confidential Post Office internal memo in September 2008 said that in its crown offices alone - those operated by the Post Office itself rather than by sub-postmasters - there had been £2.2m of losses in one year, which was having a serious effect on its ability to achieve profitability.

It has refused to publish figures on apparent losses at sub-post offices.

Seema Misra, a former sub-postmistress from West Byfleet, Surrey, who was convicted in 2010 of stealing nearly £75,000 and jailed for four months, said she hoped the investigation would help clear her name.

She was pregnant with her second child when convicted and lost the contract to run the post office.

She told the BBC: "My life is completely shattered. I want to get the investigation done - it was the system, or whatever it was, it wasn't my fault - and get my name cleared.

"I'm no thief, I never was. I haven't taken a single penny from the Post Office. I put money in the Post Office. I haven't taken any of their money."

The Post Office backs the conviction, saying a jury found her guilty of theft.

'Absolute confidence'

The Post Office has repeatedly denied there is a problem with the system, saying the claims have been made by a very small number of people who had contracts with it.

A spokesman said: "The Post Office continues to have absolute confidence in the robustness and integrity of its branch accounting processes.

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"Over the past 10 years, many millions of branch reconciliations have been carried out with transactions and balances accurately recorded by more than 25,000 different sub-postmasters.

"The Post Office has no hesitation in agreeing to an external review of these few individual cases that have been raised with us by a number of MPs."

But Conservative MP Andrew Bridgen said the external investigators should have been appointed independently.

Mr Bridgen, who has such a case in his own North West Leicestershire constituency, said: "I would far rather they be appointed by another body. I would prefer it if they were paid by the Cabinet Office.

"It is important that this whole review should be beyond reproach and conducted at arm's length from the Post Office."

More UK stories

UK economy sees return to growth
[/news/business-20078231]
The UK economy emerged from recession in the three months from July to September, with growth of 1.0%, helped by the Olympic Games.
Ford cutting 1,400 jobs in the UK
[/news/business-20083272]
Savile 'victims number 300'
[/news/uk-20081021]

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POL00059303

2nd Floor
The Markets Crown Office
6-16 New York Street
LEEDS
LS2 7DZ
Telephone GRO

Strictly Confidential
Mr Chirag Patel
Subpostmaster
Post Office® Littleton Road Branch
GRO

Dear Mr Patel

Glenn Chester wrote to you on 27 May 2011 confirming the suspension of your contract for services as subpostmaster of Post Office® Littleton Road.

I have now received the necessary papers relating to this case and, after reviewing them, I should advise you that I will have to consider the summary termination of your Contract for Services on the grounds of :-

Your branch accounts had not been rolled over since January 2011 which is a breach of your Contract for Services Section 12 paragraph 4 which states:

ACCOUNTS

4. The Subpostmaster must ensure that accounts of all stock and cash entrusted to him by Post Office Counters Ltd are kept in the form prescribed by Post Office Counters Ltd. He must immediately produce these accounts, and the whole of his sub-office cash and stock for inspection whenever so requested by a person duly authorised by the Regional General Manager.

Your failure to manage Post Office® Littleton Road Branch to the satisfaction of Post Office Ltd resulted in a shortage identified at audit of £16983.65.

You have also failed to properly account for monies proper to Post Office Ltd in that Lottery monies were not accounted for as per the instruction given to you by myself on my visit to the branch prior to you taking over.

In addition it was also found that the Green Giros for the branch had not been despatched since week 50 of the previous accounting year (9/3/11) which is a breach of Section 22 paragraph 3 which states:-

TRANSACTIONS

3. The Subpostmaster will be responsible for ensuring that transactions are carried out accurately, that all reasonable steps are taken to prevent fraud and that all documentation is properly completed and despatched at the due time. Where under the terms of its contracts with its clients Post Office Counters Ltd incurs financial penalties as a result of the Subpostmaster's failure in this regard, Post Office Counters Ltd may pass on this additional cost to the Subpostmaster

This being in accordance with section 1 paragraph 5 of your contract for services which states:-

5. The Subpostmaster is not obliged to attend the sub-office personally but he is required, whether he is there or not, to accept full responsibility for the proper running of his sub-office and the efficient provision of those Post Office services which are required to be provided there. Retention of the appointment as Subpostmaster is dependent on the sub-office being well managed and the work performed properly to the satisfaction of Post Office Counters Ltd.

This is in accordance with your Contract for Services which provides that the Agreement may be determined at any time in case of breach of conditions by you, or non-performance of your obligations or non-provision of Post Office Services.

Before I reach any decision about the future of your contract for services, I would like to give you the opportunity to put forward your version of events relating to the above charge. You can attend an interview on Tuesday 28 June 2011 GRO GRO at 14:30 p.m. or submitting a written response to the charges. In either case you should inform me of your intentions by calling or texting me on GRO on receipt of this letter and completing the reply slip enclosed and sending it to the address at the head of this letter.

You also have the right to request and receive all information relating to the aforementioned charge.

If you choose to attend the interview, it will be recorded in order that an accurate record of the discussion can be made. A copy of this recording will be provided to you after the interview.

If you wish to put forward a written representation this should reach me by 28 June 2011 to the address at the head of this letter.

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Please note that if that you decline this opportunity to present your case, or fail to advise me of your intentions within the above stated timescales, I shall have to reach my decision about the future of your Contract for Services on the basis of the evidence available to me.

Should you choose a personal interview, you may be accompanied at the interview by a friend, who must be a Royal Mail employee, a registered Sub Office Assistant or a Subpostmaster, who may also be a representative of the National Federation of Subpostmasters. If there are any specific circumstances or special requirements that either yourself or your friend have in terms of the interview, please provide details of these when returning the reply slip.

Yours sincerely

GRO

Paul Williams
Agent Contract Manager

Post Office Ltd

POL00059303

To: Paul Williams
Agent Contract Manager

From Mr C Patel
Post Office®. Littleton Road branch

*I will attend for interview on 28 June 2011 at Farnworth Mail Centre at 14:30 p.m. and will be accompanied by

_____

Please indicate if you have any specific circumstances or special requirements which need to be considered when arranging an interview. YES / NO

- If yes please enclose details

*I will be submitting a written representation by

*I do not wish to attend for interview or submit a written representation

* Please delete as necessary

Signed .....

Date .....

POL00059303

2nd Floor
The Markets Crown Office
6-16 New York Street
LEEDS
LS2 7DZ
T GRO

Mr Chirag Rajendra Patel
Post Office® Littleton Road
GRO

Strictly Confidential

27 May 2011

Dear Mr Patel

Post Office® Littleton Road branch at GRO

I refer to our recent telephone conversation and confirm that you have been suspended from your Subpostmaster Contract in respect of the above branch with effect 27 May 2011 until further notice. This suspension is made under section 19, paragraph 4 of your Subpostmaster Contract. It does not mean that your contract has terminated.

During our telephone conversation you indicated that you would be willing to make the above premises available for use by a temporary subpostmaster during your suspension for the purposes of ensuring continuation of Post Office® services. If and when a temporary subpostmaster is appointed by Post Office Ltd, please note that it will be up to you and the temporary subpostmaster to reach agreement over an appropriate payment by the temporary subpostmaster to you in respect of any rent, staff wages, utilities and other relevant expenses.

I would be grateful if you could complete and return to me at the address above the slip set out below confirming your understanding and intention regarding the matters set out in this letter.

Yours sincerely,

GRO

Glenn Chester
Contract Manager

POST OFFICE®

To: Glenn Chester
Agent Contract Manager

From: Mr Chirag Rajendra Patel
Post Office® Littleton Road 282422

I confirm that I Chirag Rajendra Patel am willing to make my premises at GRO GRO available for use by any temporary subpostmaster appointed by Post Office Ltd in order to provide Post Office® services during my suspension and that I understand that it is my responsibility to come to an agreement with any such temporary subpostmaster regarding the use of my premises and any payments for that use and for any staff costs.

Signed: _____

Name of subpostmaster in capitals:

Date: _____

POL00059303

08 July 2011

Mr Chiraq Patel

GRO

Post Office Ltd
3rd Floor
Clippers Quay
Salford
M50 3NW

Tel: GRO

Dear Mr Patel

Re: Littleton Road Post Office Branch

Telephone conversations of today 8 July 2011 refers.

Further to your suspension on 27 May 2011 by Glen Chester Contract Manager for Post Office Ltd.

At the recent audit at Littleton Road Post office branch on 27 May 2011 a number of irregularities in the accounts have come to light and these matters need to be explored with you. In order that you have an opportunity to discuss the circumstances, i am writing to invite you to attend a voluntary interview with the Post Office Ltd Security Investigation Team.

I have arranged the interview for Friday 29 July 2011 at 11 am. The interview will take place at Post Office Ltd Clippers Quay Salford M50 3NW. If you make yourself known at reception, I will be informed of your arrival.

I must remind you that we are investigating possible criminal offences and as such the proposed interview will be under caution and taped recorded.

Your legal rights will be explained to you in full at the interview, however so that you are aware of them I will detail a brief summary of them now.

1. Should you attend the interview - it is on a voluntary basis - you do NOT have to remain at the interview - you are NOT under arrest.

2. You may wish to seek legal advice from a solicitor before you attend this interview - Your solicitor may also attend the interview with you.

3. In addition to your right to consult with or have a solicitor present - you may also have a Post Office friend present. This friend is classed as someone over the age of 18 years of age and is currently employed by the Post Office, he or she must not be involved in the enquiry.

If you have any queries, please phone me on the number above.

POL00059303

08 July 2011

Alternatively if you engage the services of a solicitor you may pass this letter onto your solicitors for them to deal with.

Please note that until 28 July 2011 I am on annual leave. On my return I will contact you and confirm that the above arrangements are still convenient.

Yours sincerely

GRO

Stephen Bradshaw
Fraud Investigator
Post Office Ltd Security Team

POL00059303

2nd Floor
The Markets Crown Office
6-16 New York Street
LEEDS
LS2 7DZ
Telephone GRO

Strictly Confidential
Mr Chirag Patel
Subpostmaster
Post Office® Littleton Road Branch
GRO

18 July 2011

Dear Mr Patel

As you are aware I texted you last week whilst I was away on holiday with a further interview appointment for today at 14:30 p.m. and both texted you and emailed you today to ask that you confirm your attendance to which you did not reply.

I am now offering you one further opportunity to attend an interview on Friday 22 July 2011 at 10:00 a.m. at Farnworth Mail Centre, Stone Hill Road, Farnworth, BL4 9XX.

If you cannot make this you also have the opportunity to submit any further comments in addition to your earlier email in support of your case before this date which can be by letter or email.

After this date I will then assess all the details of your case and any comments you have made to make a final decision on the future of your Contract for Services.

Can you please acknowledge by either email or by text to GRO by Thursday 21 July whether you will be attending the interview.

I also apologise if you feel you were misled regarding who can attend an interview with you but full details of who can accompany you were included in the final paragraph of my initial letter that I sent you detailing the reasons why Post Office Ltd may wish to terminate your Contract for Services.

Yours sincerely

GRO

Paul Williams
Agent Contract Manager

POL00059303

2nd Floor
The Markets Crown Office
6-16 New York Street
LEEDS
LS2 7DZ
Telephone GRO

Strictly Confidential
Mr Chirag Patel
Subpostmaster
Post Office® Littleton Road Branch
GRO

Dear Mr Patel

Glenn Chester wrote to you on 27 May 2011 confirming the suspension of your contract for services as subpostmaster of Post Office® Littleton Road.

I have now received the necessary papers relating to this case and, after reviewing them, I should advise you that I will have to consider the summary termination of your Contract for Services on the grounds of :-

Your branch accounts had not been rolled over since January 2011 which is a breach of your Contract for Services Section 12 paragraph 4 which states:

ACCOUNTS

4. The Subpostmaster must ensure that accounts of all stock and cash entrusted to him by Post Office Counters Ltd are kept in the form prescribed by Post Office Counters Ltd. He must immediately produce these accounts, and the whole of his sub-office cash and stock for inspection whenever so requested by a person duly authorised by the Regional General Manager.

Your failure to manage Post Office® Littleton Road Branch to the satisfaction of Post Office Ltd resulted in a shortage identified at audit of £16983.65.

You have also failed to properly account for monies proper to Post Office Ltd in that Lottery monies were not accounted for as per the instruction given to you by myself on my visit to the branch prior to you taking over.

In addition it was also found that the Green Giros for the branch had not been despatched since week 50 of the previous accounting year (9/3/11) which is a breach of Section 22 paragraph 3 which states:-

TRANSACTIONS

3. The Subpostmaster will be responsible for ensuring that transactions are carried out accurately, that all reasonable steps are taken to prevent fraud and that all documentation is properly completed and despatched at the due time. Where under the terms of its contracts with its clients Post Office Counters Ltd incurs financial penalties as a result of the Subpostmaster's failure in this regard, Post Office Counters Ltd may pass on this additional cost to the Subpostmaster

This being in accordance with section 1 paragraph 5 of your contract for services which states:-

5. The Subpostmaster is not obliged to attend the sub-office personally but he is required, whether he is there or not, to accept full responsibility for the proper running of his sub-office and the efficient provision of those Post Office services which are required to be provided there. Retention of the appointment as Subpostmaster is dependent on the sub-office being well managed and the work performed properly to the satisfaction of Post Office Counters Ltd.

This is in accordance with your Contract for Services which provides that the Agreement may be determined at any time in case of breach of conditions by you, or non-performance of your obligations or non-provision of Post Office Services.

Before I reach any decision about the future of your contract for services, I would like to give you the opportunity to put forward your version of events relating to the above charge. You can attend an interview on Tuesday 28 June 2011 at GRO GRO at 14:30 p.m. or submitting a written response to the charges. In either case you should inform me of your intentions by calling or texting me on GRO on receipt of this letter and completing the reply slip enclosed and sending it to the address at the head of this letter.

You also have the right to request and receive all information relating to the aforementioned charge.

If you choose to attend the interview, it will be recorded in order that an accurate record of the discussion can be made. A copy of this recording will be provided to you after the interview.

If you wish to put forward a written representation this should reach me by 28 June 2011 to the address at the head of this letter.

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Please note that if that you decline this opportunity to present your case, or fail to advise me of your intentions within the above stated timescales, I shall have to reach my decision about the future of your Contract for Services on the basis of the evidence available to me.

Should you choose a personal interview, you may be accompanied at the interview by a friend, who must be a Royal Mail employee, a registered Sub Office Assistant or a Subpostmaster, who may also be a representative of the National Federation of Subpostmasters. If there are any specific circumstances or special requirements that either yourself or your friend have in terms of the interview, please provide details of these when returning the reply slip.

Yours sincerely

GRO

Paul Williams
Agent Contract Manager

Post Office Ltd

POL00059303

To: Paul Williams
Agent Contract Manager

From Mr C Patel
Post Office®, Littleton Road branch

*I will attend for interview on 28 June 2011 at Farnworth Mail Centre at 14:30 p.m. and will be accompanied by

_____

Please indicate if you have any specific circumstances or special requirements which need to be considered when arranging an interview. YES / NO

- If yes please enclose details

*I will be submitting a written representation by

*I do not wish to attend for interview or submit a written representation

* Please delete as necessary

Signed .....

Date .....

POL00059303

POST OFFICE®

GRO

Telephone GRO

Strictly Confidential
Mr Chirag Patel
Subpostmaster
Post Office® Littleton Road Branch
GRO

22 July 2011

Dear Mr Patel

I am writing following our meeting on 22 July 2011 in which you put forward reasons why your Contract for Services should not be summarily terminated. I have reviewed the papers relating to this case very carefully and have taken into account the points you have put forward.

After consideration I have decided not to summarily terminate your contract for services as Subpostmaster Post Office® Littleton Road branch. The reason I have taken this course of action is that whilst I believe there was considerably more you could have done to rectify the position the branch found itself in, I have accepted the points regarding your inexperience as a Subpostmaster.

I am prepared, therefore, to give you a final opportunity to improve your performance as Subpostmaster of Post Office® Littleton Road branch. You must clearly understand that unless there is a significant and sustained improvement in the performance of the branch, I will have to seriously consider the future of your Contract for Services.

The conditions that I have attached to your reinstatement are as follows:-

1 That you will undertake the necessary training provided by Post Office Ltd on your reinstatement.

2 That you guarantee that all monies proper to Post Office Ltd eg. Lottery® and Paystation® will be transferred and accounted for on a daily basis.

POL00059303

3 That Branch Trading Statements will be produced in accordance with the timetable set down by Post Office Ltd

4 That all outstanding debt owed by you to Post Office Ltd, currently £12485.77 be resolved prior to your reinstatement by sending a cheque payable to Post Office Ltd for my attention to the address at the head of the accompanying letter.

5 All weekly and monthly accounting documentation will be despatched according to the rules and instructions laid down in the various operating manuals/help files.

I have also enclosed an acceptance form for these conditions that must be returned to me by Special Delivery prior to reinstatement.

If you cannot accept these then I have no option other than to summary terminate your Contract for Services as Subpostmaster Post Office® Littleton Road Branch from the date of this letter.

I have made arrangements to transfer the branch back to you on 3 August 2011 at 08:30 a.m. provided the above conditions are met. You will then receive 5 days onsite support in order that all processes etc are fully understood by you going forward.

The temporary subpostmaster will be advised accordingly.

Please sign and return one copy of this letter and I enclose a second copy for your retention

Yours sincerely

GRO

Paul Williams
Agent Contract Manager

Post Office Ltd

POL00059303

Conditions of reinstatement as Subpostmaster at Post Office® Littleton Road branch

*** please delete as appropriate

I Mr Chirag Patel ***am/am not prepared to accept the conditions listed below.

*** I understand that by accepting these conditions if I fail to abide by them I may be subject to contractual action in the future

*** I understand that by not accepting these conditions of reinstatement my contract for services as subpostmaster at Post Office® Heights Lane branch is summary terminated with effect from 22 July 2011

Conditions

1 That I will undertake the necessary training provided by Post Office Ltd on my reinstatement.

2 That I guarantee that all monies proper to Post Office Ltd eg. Lottery® and Paystation® will be transferred and accounted for on a daily basis.

3 That Branch Trading Statements will be produced in accordance with the timetable set down by Post Office Ltd

4 That all outstanding debt owed by you to Post Office Ltd, currently £12485.77 be resolved prior to your reinstatement by sending a cheque payable to Post Office Ltd to the address at the head of the accompanying letter.

5 All weekly and monthly accounting documentation will be despatched according to the rules and instructions laid down in the various operating manuals/help files.

Signed..... Mr Chirag Patel

Dated.....

Please return to

Mr Paul Williams, Agent Contracts Manager, GRO

GRO

POL00059303

POST OFFICE®

PRIVATE & CONFIDENTIAL
Mr Chirag Rajendra Patel
Littleton Road Post Office
GRO

14 November 2011

Dear Mr Chirag Rajendra Patel

Outstanding debt to be deducted from remuneration.

OFFICE – LITTLETON ROAD

OFFICE CODE – GRO

PAY NUMBER – GRO

We now intend to authorise a deduction from your remuneration of £6019.56 to clear outstanding debt on your customer account. The amount of £6019.56 will be deducted by one instalment of £1504.89 followed by a further 3 instalments of £1504.89 per month commencing November 2011

Yours Sincerely

GRO

Dawn Wall

Current Agents Accounting Team
2nd Floor West
No1 Future Walk
Chesterfield
S49 1PF

Telephone: GRO

POL00059303

POST OFFICE®

GRO

Date: 12th October 2011

Mr Chirag Rajendra Patel
Littleton Road Post Office
GRO

Dear Mr Patel

Outstanding Amount £6,019.56

The specific amount shown above which has been 'settled centrally' at your Post Office and despite previous reminders is still outstanding.

Failure to meet the repayment terms by 19th October 2011 will lead us (with approval from your Contract Advisor) to deduct this outstanding debt from your future remuneration payments.

Please make any cheques payable to Post Office Limited.

Yours sincerely

Post Office Ltd
Second Floor West
Current Agents Debt Team
No.1 Future Walk
Chesterfield
S49 1PF

Tel: GRO

POL00059303

2nd Floor
The Markets Crown Office
6-16 New York Street
LEEDS
LS2 7DZ
Telephone GRO

Strictly Confidential
Mr Chirag Patel
Subpostmaster
Post Office® Littleton Road Branch

GRO

1 August 2011

Dear Mr Patel

I am writing as I have not yet received the signed acceptance or repayment of debt that is necessary for your reinstatement on 3/8/11.

I must insist that this is now sent by Special Delivery to the address at the head of this letter if you have not yet done so in order that the transfer back to yourself can go ahead.

As a reminder I have copied the conditions attached to your reinstatement below.

The conditions that I have attached to your reinstatement are as follows:-

1 That you will undertake the necessary training provided by Post Office Ltd on your reinstatement.

2 That you guarantee that all monies proper to Post Office Ltd eg. Lottery® and Paystation® will be transferred and accounted for on a daily basis.

3 That Branch Trading Statements will be produced in accordance with the timetable set down by Post Office Ltd

4 That all outstanding debt owed by you to Post Office Ltd, currently £12485.77 be resolved prior to your reinstatement by sending a cheque payable to Post Office Ltd for my attention to the address at the head of the accompanying letter.

POL00059303

5 All weekly and monthly accounting documentation will be despatched according to the rules and instructions laid down in the various operating manuals/help files

I look forward to receiving the necessary paperwork in order that the transfer can go ahead

Yours sincerely

GRO

Paul Williams
Agent Contract Manager

Post Office Ltd

POL00059303

Dear Postmaster -

POST OFFICE

"an essential part of everyday life" www.postoffice.co.uk

Our records show that your Post Office™ branch contacted the Network Business Support Centre on , and that your query was referred to our second-line Service Support team. To offer you further assistance with your query, we tried several times to contact you on the telephone number that we have listed for your branch, , but were unable to get through.

Please call NBSC Re Ryerion Quching. H17214232

Your call with us has now been closed. However, please do not hesitate to contact us again if you still require assistance. If so, call us on the usual numbe GRO GRO and select option 2. Please then quote your original call reference number.

If you have changed your telephone number or have an alternative number that you would like us to use, please let us know so that we can update our records.

Please accept our apologies that we were not able to provide you with a solution to your query on this occasion.

Yours Sincerely,

GRO

NBSC

Dearne House

GRO

FAD 2[illegible] 4221

[illegible]ttleto[illegible] Road
[illegible]28 03[illegible]8/2011

Transaction Acknowledgments Report - Office Hop

Transact Date	TA Date Received	TA Date Processed	Terminal	Terminal ID	BCC Ref	Transaction Description	M-E	CCY	Amount	SU	User ID	Reference ID
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Paystation	Cash		[illegible]	AA	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Paystation	Cash		[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Paystation	Cash		195.00	AA	M[illegible]001	[illegible]

[illegible]/09/11 03/08/11 03/09/11 PA/STATION [illegible] 36[illegible]744 [illegible] Paystation Cash 195.00 AA M[illegible]001 PA[illegible]14001[illegible]

The BCC shows [illegible]5 for Cash - this TA includes some incorrectly settled Debit Card transactions and therefore may not [illegible]ee with the BCC Cash f[illegible]

*** END OF REPORT ***

$459.00

POL00059303
POL00059303

POL00059303

The Markets Crown Office
6-16 New York Street
[illegible]
152 7DZ
Telephone GRO

Strictly Confidential
Mr Chirag Patel
[illegible]
Post Office® Littleton Road Branch
GRO
[illegible] July 2011

Dear Mr Patel

As you are aware I texted you last week whilst I was away on holiday with a further interview appointment for today at 11:00 p.m. and both texted you and emailed you today to ask that you confirm your attendance to which you did not reply.

I am now offering you one further opportunity to attend an interview on Friday 22 July 2011 at 10:00 a.m. at GRO

If you cannot make this you also have the opportunity to submit any further comments in addition to your earlier email in support of your case before this date which can be by letter or email.

After this date I will then assess all the details of your case and any comments you have made to make a final decision on the future of your Contract for Services.

Can you please acknowledge by either email or by text to GRO by Thursday 21 July whether you will be attending the interview.

I also apologise if you feel you were misled regarding who can attend an interview with you but full details of who can accompany you were included in the final paragraph of my initial letter that I sent you detailing the reasons why Post Office Ltd may wish to terminate your Contract for Services.

Yours sincerely
GRO
Paul Williams
Agent Contract Manager

POL00059303

Conditions of reinstatement as Subpostmaster at Post Office® Littleton Road branch

*** please delete as appropriate

I Mr Chirag Patel ***am/am not prepared to accept the conditions listed below.

*** I understand that by accepting these conditions if I fail to abide by them I may be subject to contractual action in the future

*** I understand that by not accepting these conditions of reinstatement my contract for services as subpostmaster at Post Office® [redacted] branch is summary terminated with effect from 22 July 2011 Littleton Road.

CHANGED BY BRINDA TRUEMAN

Conditions

1 That I will undertake the necessary training provided by Post Office Ltd on my reinstatement.

2 That I guarantee that all monies proper to Post Office Ltd eg. Lottery® and Paystation® will be transferred and accounted for on a daily basis.

3 That Branch Trading Statements will be produced in accordance with the timetable set down by Post Office Ltd

4 That all outstanding debt owed by you to Post Office Ltd, currently £12485.77 be resolved prior to your reinstatement by sending a cheque payable to Post Office Ltd to the address at the head of the accompanying letter.

5 All weekly and monthly accounting documentation will be despatched according to the rules and instructions laid down in the various operating manuals/help files.

Signe GRO Mr Chirag Patel

Dated 03/08/2011

Please return to

Mr Paul Williams, Agent Contracts Manager, Post Office Ltd, The Markets, 6-16 New York Street, Leeds LS2 7DZ

POL00059303

COPY OF

DIARY NOTES

NOTES FROM DAIRY 2011/12

TOLD LOUIS THAT BRANCH IS 147 days OVER THE T/P. HE TOLD ME THAT IS WAS A NBSC FAULT.

ROBERT :-
TOLD ME THAT I NEED TO ROLL MY STOCK UNITS OVER AS I AM IN THE WRONG T/P. I TOLD HIM WHICH SU'S WERE IN WHICH T/P. HE TOLD ME THAT THE BRANCH DIDN'T ROLLOVER PROPERLY SO I NEED TO ROLLOVER UNTIL I AM IN T/P 02. I ASKED IF AN ERROR MESSAGE WOULD NOT ARRIVE AS I'M TRADING IN TP/11 BUT MY BRANCH TP'S SHOWS 10. HE SAID NO AND TO START ROLLING OVER.

HORIZON HELPDESK

CALLED AT 18.28 am 18/5/11

ROBERT :-
SAID IT CANNOT BE THE T/P AND ITS SOFTWARE FAULT.

LOUIS :- TOLD ME THAT HE IS GOING TO PUT ME BACK ON TO NBSC BECAUSE IT DOES NOT SOUND LIKE A SOFTWARE/SYSTEM FAULT.

POL00059303

MAY 2011

16 MONDAY
136-229 Week 20

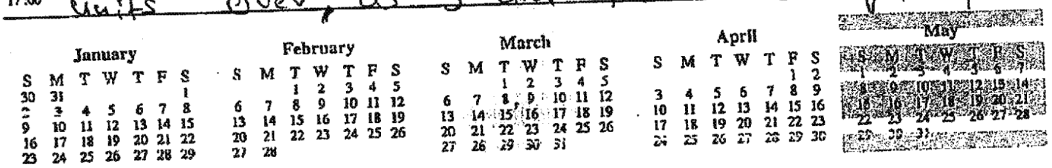
7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

17 TUESDAY
137-228 Week 20

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

18 WEDNESDAY
138-227 Week 20

7:00 On 18-5-2011 I called Horizon helpdesk at
8:00 10:28 am.
9:00 Robert: answered the phone & he said it cannot be the
10:00 T/P and its software fault.
11:00 Louis: Told me that he is going to put me back on to
12:00 NBSC because it does not sound like a software/system
13:00 fault.
14:00 Told Louis that branch is 147 days over the T/P.
15:00 He told me that it was a NBSC fault.
16:00 Robert: told me that I need to roll my stock
17:00 units over, as I am in the wrong T/P. I told him



POL00059303

MAY 2011

THURSDAY 19
139-226 Week 20

which sui were in which T/P. He told me that the branch didn't rollover properly so I need to rollover until I am in T/P 02
7:00 I asked if an error message would not appear
8:00 as I am trading in T/P 11 but my branch TP sho
9:00 TP/10. He said no and to start rolling over.
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

FRIDAY 20
140-225 Week 20

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

SATURDAY 21
141-224 Week 20

SUNDAY 22
142-223 Week 20

D=
A=
M=
J=

July						
S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

August						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

November						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

POL00059303

JUNE 2011

Ascension Day

THURSDAY 153-212 Week 22 **2**

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

KKE400

FRIDAY 154-211 Week 22 **3**

7:00 TRIED TO PEX CASH. RECIEVED ERROR
8:00 NOTICE (PLEASE RING HELPDESK IF PROBLEM
9:00 PERSISTS) THE SYSTEM THEN LOGGED ME OUT
10:00 AUTOMATICALLY TIME 18.06. Thursday 2nd then
11:00 B.
12:00 S=220
13:00
14:00
15:00
16:00
17:00

FRIDAY 3rd then B.

SATURDAY 155-210 Week 22 **4**

LOGGED ON AT 8.54am
GOT A MESSAGE SAYING
(A FAILURE OCCURRED DURING
THE PREVIOUS SESSION STARTING
RECOVERY PROCESS)

D=220

SUNDAY 156-209 Week 22 **5**

July						
S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

August						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

November						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

JUNE 2011

6 MONDAY
157-208 Week 23

Bank Holiday (Eire)

7:00 NBSC: HARDWARE FAULT CALLED AT 16.58
8:00 (JAMES) FROM BRANCH STANDARDS.
9:00 INK WAS NOT PRINTING ON BOOK.
10:00 WENT THROUGH STANDARD PROCEDURES WITH JAMES OVER
11:00 PHONE. PRINTER IS WORKING FINE NOW.
12:00
13:00
14:00
15:00
16:00
17:00

7 TUESDAY
158-207 Week 23

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

8 WEDNESDAY
159-206 Week 23

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

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JUNE 2011

THURSDAY 9
160-205 Week 23

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

FRIDAY 10
161-204 Week 23

7:00 10-6-2011 At. 10:25
8:00 Horizon cannot help because they have
9:00 only 40 days Travis
10:00 The — H17215716.
11:00
12:00
13:00
14:00
15:00
16:00
17:00

SATURDAY 11
162-203 Week 23

SUNDAY 12
163-202 Week 23

July						
S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

August						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

November						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

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JUNE 2011

27 MONDAY
178-187 Week 26

7:00 on 27-6-2011

8:00

9:00 Put cash Declaration in at 18.45

10:00

11:00 & next day morning received an error

12:00

13:00 message stating that no cash ~~was~~

14:00

15:00 declaration was recorded.

16:00

17:00 Phoned & spoke to Craig Ref:- 4337465

28 TUESDAY
179-186 Week 26

7:00

8:00

9:00

10:00

11:00

12:00

13:00

14:00

15:00

16:00

17:00

29 WEDNESDAY
180-185 Week 26

7:00

8:00

9:00

10:00

11:00

12:00

13:00

14:00

15:00

16:00

17:00

January						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

February						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

POL00059303

CASH DEC for
Wed. 6th July 2011.

Littleton Road FAD: 2824221
10:22 07/07/2011 TP:04 BP:01 SU:AA
Declared Cash - Office Copy

USER : HNID01 DECLARATION ID : 01

DESCRIPTION	VOLUME	AMOUNT
£50 Banknote [£ 50.00]		300.00
£20 Banknote [£ 20.00]		13060.00
£10 Banknote [£ 10.00]		6220.00
£5 Banknote [£ 5.00]		440.00
£2 Coin [£ 2.00]		300.00
£1 Coin [£ 1.00]		1010.00
50p Coin [£ 0.50]		260.50
20p Coin [£ 0.20]		113.80
10p Coin [£ 0.10]		151.50
5p Coin [£ 0.05]		61.20
2p Coin [£ 0.02]		50.18
1p Coin [£ 0.01]		47.24
Unusable Note [£ 0.00]		310.00
TOTAL		22324.42

*** END OF REPORT ***

PJ.O

NO CASH DEC done last night due to system failure.
Failure reported to Horizon Desk. Ref No. 4378759
on 6th July 2011.

POL00059303

THURSDAY 7
188-177 Week 27

On 7-7-2011

NO cash dec. was done last night due to system failure.

Failure reported to Horizon Desk.

& space to chris ref: 4378757

FRIDAY 8
189-176 Week 27

On 8-7-2011

The System was very slow. The Master light was red. Called horizon helpline & space to Adam ref: 4391488 he told to take off the cable wire from extreme left of the master, dic that & it started working but the down w -97. then he said he is sending the engineer.

On same day Horizon engineer Kevin Harding came. his ref: 533A4.

he came at 12.57 am & he checked every thing & said some thing wrong on BT. BOX.

SATURDAY 9
190-175 Week 27

SUNDAY 10
191-174 Week 27

POL00059303

Post Office Ltd.
Your Receipt

06/07/2011 10:45:34 TP:04 BP:01 SU:AA
Littleton Road FAD: 2824221
301 Littleton Road
Salford
Lancashire
M7 3TA
Cash Withdrawal
card account
Card Number: **** **** **** 5229 Issue:
Auth Code:
Application ID: A0000001850002
From: Expiry: 02/23 PAN Seq No:
Transaction ID: 00-282422-1-3448256-1

Amount: £0.00

*** DECLINED ***

Unable to complete the transaction.
Sorry for any inconvenience caused.

Please retain for future reference

This is not a VAT receipt

Post Office Ltd.
Your Receipt

06/07/2011 10:44:16 TP:04 BP:01 SU:AA
Littleton Road FAD: 2824221
301 Littleton Road
Salford
Lancashire
M7 3TA
Cash Withdrawal
card account
Card Number: **** **** **** 5229 Issue:
Auth Code:
Application ID: A0000001850002
From: Expiry: 02/23 PAN Seq No:
Transaction ID: 00-282422-1-3448255-1

Amount: £0.00

*** DECLINED ***

Unable to complete the transaction.
Sorry for any inconvenience caused.

Please retain for future reference

This is not a VAT receipt

---

custome card rejected
4 times because of system.

Post Office Ltd.
Your Receipt

06/07/2011 10:46:18 TP:04 BP:01 SU:AA
Littleton Road FAD: 2824221
301 Littleton Road
Salford
Lancashire
M7 3TA
Cash Withdrawal
card account
Card Number: **** **** **** 5229 Issue:
Auth Code:
Application ID: A0000001850002
From: Expiry: 02/23 PAN Seq No:
Transaction ID: 00-282422-1-3448258-1

Amount: £0.00

*** DECLINED ***

Unable to complete the transaction.
Sorry for any inconvenience caused.

Please retain for future reference

This is not a VAT receipt

Post Office Ltd.
Your Receipt

06/07/2011 10:46:54 TP:04 BP:01 SU:AA
Littleton Road FAD: 2824221
301 Littleton Road
Salford
Lancashire
M7 3TA
Cash Withdrawal
card account
Card Number: **** **** **** 5229 Issue:
Auth Code:
Application ID: A0000001850002
From: Expiry: 02/23 PAN Seq No:
Transaction ID: 00-282422-1-3448257-1

Amount: £0.00

*** DECLINED ***

Unable to complete the transaction.
Sorry for any inconvenience caused.

Please retain for future reference

This is not a VAT receipt

POL00059303

JULY 2011

25 MONDAY
206-159 Week 30

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

26 TUESDAY
207-158 Week 30

7:00 On 26-7-2011
8:00
9:00 Since morning the system was slow. &
10:00
11:00 then Simon from head office called & said
12:00
13:00 the system is slow he said he is going to
14:00
15:00 send some one & nothing turned up.
16:00
17:00 he gave us contact No. 614741 because he
does not have the Mob. No

27 WEDNESDAY
208-157 Week 30

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

January

S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

February

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

POL00059303

AUGUST 2011

1 MONDAY
213-152 Week 31

Holiday (Scotland & Eire)

7:00
8:00 (17.50) TRIED TO DO A CASH DEC BUT COULD NOT
9:00 COMMUNICATE WITH SYSTEM. TRIED 3 TIMES BEFORE IT
10:00 WENT THROUGH, KEPT ON RECEIVING ERROR MSG :-
11:00
12:00 RETRY COMMUNICATION MSG 100108
13:00
14:00 IF YOU RETRY AND PROBLEMS PERSIST,
15:00 PLEASE CONTACT THE HELP DESK
16:00 THIS IS NOT THE FIRST TIME WITH THIS PARTICULAR
17:00 ERROR MESSAGE.

2 TUESDAY
214-151 Week 31

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

3 WEDNESDAY
215-150 Week 31

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

January						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

February						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

POL00059303

AUGUST 2011

THURSDAY 223-142 Week 32 **11**

7:00 New Money laundering form

8:00 GRO

9:00

10:00

11:00

12:00

13:00

14:00

15:00

16:00

17:00

Ref: H17293979

Belinda spoke to Helpline while closing down the P.O. on 10-8-2011 & the

FRIDAY 41 Week 32 **12**

7:00

8:00

9:00

10:00

11:00

12:00

13:00

14:00

15:00

16:00

17:00

SATURDAY 225-140 Week 32 **13**

SUNDAY 226-139 Week 32 **14**

July						
S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

August						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

November						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December					
S	M	T	W	T	F
				1	2
4	5	6	7	8	9
11	12	13	14	15	16
18	19	20	21	22	23
25	26	27	28	29	30

S
4
11
18
25

POL00059303

AUGUST 2011

THURSDAY 237-128 Week 34 **25**

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

FRIDAY 238-127 Week 34 **26**

7:00 MICHALA HAS SAID 13-04-11 call made 13:55
8:00 THE TRANSACTION ACK WAS PROCESSED
9:00 and no evidence has been sent for this.
10:00 I asked Ivor about the other £2 green
11:00 giro trans and that I was not the sub-postmast
12:00 in charge. She said she will sort out ~~at~~
13:00 mis-communication as soon as possible.
14:00
15:00
16:00
17:00

SATURDAY 239-126 Week 34 **27**

SUNDAY 240-125 Week 34 **28**

July						
S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

August						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October						
S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

November						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

SEPTEMBER 20

THURSDAY 265-100 Week 38 **2**

"THE TRADING PERIODS DO NOT MATCH"
THE TRADING PERIOD (TP07) FOR STOCK UNIT AA DOES
NOT MATCH THE BRANCH TRADING PERIOD (TP06)
JOANNE 22/09/11 H229229 84 : REF

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

FRIDAY 266-099 Week 38 **2**

7:00
8:00
9:00
10:00
11:00
12:00
13:00
14:00
15:00
16:00
17:00

SATURDAY 267-098 Week 38 **24**

SUNDAY 268-097 Week 38 **25**

POL00059303

GRO Claims

Royal Mail Group

Without Prejudice Receipt

RECEIPT	(Not valid for the Purpose of VAT)
Case Reference No:	PO2201142/00445
Received from: (full name)	CHIRAG PATEL
The sum of: (words)	Twelve Thousand Four Hundred + Eighty Five Pounds Seventy Seven Pence - £12,485.77
£ which is accepted without prejudice to any action which Royal Mail Group Ltd may be advised to take;	
Signed:	GRO
Grade:	SECURITY MANAGER
Date:	23- August 2011

POL00059303

Littleton Road
17:26 02/02/2011

FAD 2824221

Page 1
TP 10

Green/Violet Girocheques - Office Copy

SU /BP	DATE	TIME	VOLUME	VALUE
AA /03	27/01/2011	12:30	1	11.21
			---	---
OFFICE TOTALS:			1	11.21

*** END OF REPORT ***

POL00059303

Littleton Road FAD 2824221 Page 1
17:30 02/02/2011 TP 10

Green/Violet Girocheques - Office Copy

SU /BP	DATE	TIME	VOLUME	VALUE
AA /03	27/01/2011	12:30	1	11.21
			---	---
OFFICE TOTALS:			1	11.21

*** END OF REPORT ***

POL00059303

Littleton Road
17:30 02/02/2011

FAD 2824221

Green/Violet Girocheques Office Copy

	DATE	TIME	VOLUME	VALUE
SU /BP				
AA /03	27/01/2011	12.30	1	11.21
			---	---
OFFICE TOTALS:			1	11.21

*** END OF REPORT ***

POL00059303

Littleton Road
17:42 03/02/2011

FAD 2824221

Page 1
TP 10

Green/Violet Girocheques - Office Copy

	DATE	TIME	VOLUME	VALUE
SU /BP AA /03	27/01/2011	12:30	1	11.21
OFFICE TOTALS:			1	11.21

*** END OF REPORT ***

LITTLETON ROAD SUB POST OFFICE
A
03 FEB 11
Post Office

Littleton Road
18:29 05/01/2011

FAD 2824221

Green/Violet Girocheques - Office Copy

SU /BP	DATE	TIME	VOLUME	VALUE
AA /01	29/12/2010	17:34	17	2190.20
AA /01	24/12/2010	12:52	22	2176.63
AA /01	23/12/2010	16:54	14	1258.37
AA /02	30/12/2010	17:14	3	320.32
AA /02	04/01/2011	17:34	27	2426.66
AA /02	05/01/2011	18:14	19	1153.70
			---	---
OFFICE TOTALS:			102	9526.48

*** END OF REPORT ***

POL00059303

Littleton Road

FAD 2824221

Green/Violet Girocheques - Office Copy

	DATE	TIME	VOLUME	VALUE
AA /01	29/12/2010	17:34	17	2190.20
AA /01	24/12/2010	12:52	22	2176.63
[illegible]	23/12/2010	16:54	14	1258.97
AA /02	30/12/2010	17:14	3	320.32
AA /02	04/01/2011	17:34	27	2426.66
AA /02	05/01/2011	18:14	19	1153.70
OFFICE TOTALS:			102	9526.48

*** END OF REPORT ***

Lit n R d
09: /12 010

FA 282422

ial E ch Tr ing St ement Office y Fr 24/11 To /10

	Branch Total	Suspense	SU AA	U OOH
Cas Han B Fwd	39 5.60		3 25.60	0.00
All renc s Awai ing Col ection Fwd	0.00	0.00		
Sus nse B d	0.00	0.00		
Oth MOP E wd	0.00		0.00	0.00
For B Fwd	0.00		0.00	0.00
Oth Posts B Fwd	3 5.71		185.71	0.00
Rem tances In Tota	116 0.00		11 540.00	0.00
All urrenc Rems m SUs	9.41	9.41		
Gai to/fr Susp e	0.00	0.00	0.00	0.00
All urrenc Pouch Despa hed	9.41		59.41	0.00
Tra fers I from er SU	8 7.83		062.70	315.13
Oth Rece s	150 9.57		1 755.18	354.39
Rem tances Out To	22 8.56		388.56	0.00
All urren Pouch Despa hed /i Sus	59.41	59.41		
Los s to/ m Sus nse	0.00	0.00	0.00	0.00
All urren Rems Suspe e	59.41		59.41	0.00
Tra fers to o er SUs	5 7.83		315.13	062.70
Oth Paym s	24 0.33		2 347.94	972.39
Cas On Ha C Fwd	3 7.61		473.18	634.43
All urren es Awa ing Co ection Fwd	0.00	0.00		
Sus nse C wd	0.00	0.00		
Oth MOP Fwd	0.00		0.00	0.00
Fo C Fw	0.00		0.00	0.00
Oth Post e C Fw	44.38		344.38	0.00
To C Fw	3 51.99	0.00	817.56	634.43
Tr ng po tion (-)	0.00		0.00	0.00
Di epanc OVER T nsferr	26.78		26.78	0.00
Di epanc SHORT ransfer d	02.21		0.00	202.21
Di epanc OVER R solved	0.00		0.00	0.00
Di epanc SHORT solved	75.43		0.00	175.43
To Bran Adjus ents	75.43-		0.00	175.43

POL00059303

Mrs Amita Patel

GRO

26th June 2011

A/O: Post Office Standards Team

Dear Sir,

I am writing with reference to the following Post Office:

Littleton Road Post Office, GRO

I was previously the Post Mistress for this particular branch before Mr. Chirag Patel who is the current Post Master.

I would like to verify that since the new communications link had been implemented onto the system we had several problems communicating and rolling over. Numerous phone calls had been made to try and rectify this problem which frequently occurred. The matter had also been discussed with Paul Williams however very little support was given to resolve the difficulties with the new communications system.

When the Post Office was transferred over to Mr Chirag Patel he had phoned me on several occasions having similar problems with the rollover and I tried to advise him on how to resolve the matter. These incidents were also reported to the helpline with no response from them. Personally I feel that the helpline did not respond to these queries as there was a fault with the Post Office telephone line which still persists. Mr. Patel has discussed this with me and made contact with the responsible parties to resolve this however he has been told that the fault cannot be traced. There is still difficulties with this line; it is not possible to make call from it, the line does not ring and if a connection can be made then the entire system is affected.

Please do not hesitate to contact me if I can be of any further assistance in this matter.

Many Thanks

GRO

Mrs. Amita Patel

POL00059303

26-7-2011

Simon from head office called & said the system is slow. Unfortunately the system was slow.

His Contact no. is 614741

18-7-2011

Tony -

Ref: 4439880

TALKED to Tony he asked me about the ink & roll which I had changed already & was holding the A+A button for 3 sec. but it did not work. Then he said he will send the engineer this week.

POL00059303

8-7-2011

Adam

Ref. No. 4391488

Spoke to Adam & he told me to take off the cable wire from extreem left of the scooter. I did that & it started working.

He checked dbm & -97 dbm

he is going to send the Engineer.

6-7-2011

At 11.0335

CHRIS

Ref: 4378757

Engineer.

KEVIN HARDING

S3344

Came from Horizon at 12.57 on 8-7-2011 & he said it something wrong on B.T. Box.

7-7-2011

No cash dec. done last night due to System failure.

Failure reported to Horizon Desk

Ref. No. 4378757.

POL00059303

GRO

10/06/11 12.25
HORIZON
CANNOT
HELP BECAUSE
THEY HAVE ONLY
40 days TRANS

JOE

H17215716

Julie Miller

GRO

ALEX.
CM3547564
12.03
30/08/11
SENDING NEW TERMINAL
BUT ASKED ME FOR OLD
TRANACTION RECEIPTS

SHELLY
20/8/11
10.02
TID No. 365 367 44
TERMINAL BEING REPLACED

POL00059303

27-6-2011

PUT Craig
Ref: 4337465

DECLARIONS

IN AT
18.45

YESTERDAY
AND TODAY
MORNING WE
RECIEVED AN
ERROR MESSAGE
STATING THAT
NO CASH
DECLARATIONS
RECORDED

17.45 AUTHENTICATION FAILURE
18.58 MESSAGES
19.57 UNABLE TO CONTACT
19.00 THE DATA CENTRE TO
18.31 AUTHENTICATE LOGIN
DETAILS

POL00059303

POST OFFICE

SUPPLY STAFF PAY

£ 12 10 - £ 4 5 =

SIGN DEPOSITS WEEK 1 TO 13

* CREDITS NOT RECEIVED FOR WEEK 50 — WEEK 10 26/5/11

Receipt

Royal Mail Group

Receipt (Not valid for the purpose of VAT)

Reference No: GREEN GROS.

Received from: (full name) MR C PATEL.

The sum of (words) WEEKS 50 – WEEK 10

(£) which is accepted without prejudice to any action which Royal Mail Group may be advised to take.

Signed: GRO

Rank: FSA. Date: 27/5/11.

POL00059303

POST OFFICE

Your Account No: GRO
Branch Code: GRO
Date: 28th September 2011

Private and Confidential
Mr Chirag Rajendra Patel
GRO

Dear Mr Patel

Outstanding Amount £6019.56

Please see the attached "Request for Payment" for the specific amount shown which has been "settled centrally" at your Post Office and despite previous reminders is still outstanding.

Failure to meet the repayment terms by 8th October 2011 will lead us (with approval from your Contract Advisor) to deduct this outstanding debt from your future remuneration payments.

NB
Please could you make any cheques payable to Post Office Limited.

Yours sincerely

GRO

Post Office Ltd
Second Floor West
Current Agents Debt Team
No.1 Future Walk
Chesterfield
S49 1PF

Tel: GRO

Office Hours:
Monday to Friday: 8.30 - 5.00

POL00059303

Private and Confidential

Mr Chirag Rajendra Patel

GRO

Request for Payment

Statement Date
28.09.2011
Contact
P&BA Current Agents Team
Telephone
GRO
FAD Code
GRO
Customer Account No.
GRO
Amount Due This Period
£ 6,019.56

Outstanding Debt at 25.08.2011

Doc. Clrg No.	Doc. Date	Trans actn	Due Date	Amnt (£)	Blocked	TC Number
Balance brought forward				0.00		
Less Payments Received: No payments received in this period.						
Sub Total				0.00		
New Transactions:						
6000114336	25.08.2011	BD	25.08.2011	6,019.56		
Transactions due for payment this Period				**6,019.56**		
Total Blocked Transactions:				0.00		

Key: TX = Transaction Correction Settled Centrally, BD = Branch Discrepancy Settled Centrally, DR = Invoice Debt, DZ = Payment, RM = Deduction from Remuneration

POL00059303

Private and Confidential

Date
28.09.2011

Mr Chirag Rajendra Patel

GRO

Doc. Clrg No.	Doc. Date	Trans actn	Due Date	Amnt (£)	Blocked	TC Number
Total Account Balance:				6,019.56		

Please settle this account by 08.10.2011 in one of the following ways:-

* Posting a cheque (made payable to Post Office Ltd) to this department in the enclosed prepaid envelope.
* If you wish to pay by debit/credit card contact this department on the number shown.
* If you wish to make a bank transfer to Sort Code GRO Account No GRO quoting your FAD code as reference.

Key: TX = Transaction Correction Settled Centrally, BD = Branch Discrepancy Settled Centrally, DR = Invoice Debt, DZ = Payment, RM = Deduction from Remuneration

POL00059303

Sent via special del.

Post Office Ltd.
Your Receipt

301 Littleton Road
Salford
Lancashire
M7 3TA

Date and Time:	02/05/2012 17:00
Session ID:	1-407606
Dest:	UK (EU)
Quantity:	1
Weight:	0.020 kg
Recorded 1st Letter	£1.55

Total Cost of Services	£1.55
Posted after Last Collection?	No

Barcode: AH292250435GB

DESTINATION ADDRESS

Building Name or Number	Postcode
1	GRO

Address Validated?

IT IS IMPORTANT THAT YOU RETAIN THIS RECEIPT AS IT IS YOUR PROOF OF POSTING

PLEASE REFER TO SEPARATE TERMS AND CONDITIONS

We do not pay compensation for money, jewellery or valuables sent by Recorded Signed For. Check delivery at www.postoffice.co.uk or call GRO quoting your reference number.

This is not a VAT Receipt
Thank You