

and at such post offices or in such areas as it may from time to time consider expedient.

(3) There shall be charged and paid on each Datapost packet such fee as the Post Office may fix.

(4) On the delivery of such a packet the recipient thereof shall give a written receipt therefor in the prescribed form. Where such a receipt is not given, the packet shall not be delivered, but shall be withheld and dealt with or disposed of in such a manner as the Post Office may think fit.

(5) Where the packet is accepted for transmission after the latest prescribed time of posting to achieve delivery at the place of address on the next working day, both the packet and the receipt issued therefor shall be suitably endorsed and the packet shall be treated as if posted on the next working day.

(6) In the event that the packet is not available for delivery at the place of address on the next working day after the day of posting, or the next working day after that if the packet is accepted under (5) above, the fee paid under (3) above apart from the amount representing the charge for collection may be refunded to the sender of the packet at the discretion of the Post Office.

(7) Paragraphs 25, 30, 31, 37, 43, 47, Part X and Part XIV shall not apply to Datapost packets.

(8) The Conditions set out in Schedule 8A shall be complied with in relation to a Datapost packet."

Datapost packets

3. The following amendments shall be made to Schedule 8A to the Scheme:

(1) Paragraph 1 shall be deleted and the following inserted in its place:

"1. The packet shall be handed to an officer of the Post Office on duty at a post office, or, where the Post Office allow that method of posting, it shall be handed to an officer of the Post Office authorised to receive it otherwise than at a post office."

(2) Paragraph 2 shall be deleted and the following inserted in its place:

"2. If the packet is handed in at a post office it shall be handed in between such times as the Post Office may from time to time determine".

(3) Paragraph 4 shall be deleted and the following inserted in its place:

"4. A packet shall not exceed 27.5 kg. in weight, or such lower weight as the Post Office may in any case from time to time determine".

Dated 28th August 1981.

Signed on behalf of the Post Office by *M. D. Holmes*
(a person authorised by the Post Office to act in that behalf).

SCHEME P/13 1981

NOTE. The Scheme which follows this note is made under section 28 of the Post Office Act 1969 and amends the Post Office Overseas Letter Post Scheme 1977. The Scheme, which comes into operation on 28th September 1981, contains provisions relating to changes in procedures in the Datapost service.

(This note is not part of the Scheme)

THE POST OFFICE OVERSEAS LETTER POST AMENDMENT (No. 9) SCHEME 1981

Made - - - - 10th September 1981
Coming into operation 28th September 1981

The Post Office, by virtue of the powers conferred upon it by section 28 of the Post Office Act 1969, and of all other powers enabling it in this behalf, hereby makes the following Scheme:

Commencement and Citation

1.—(1) This Scheme shall come into operation on 28th September 1981 and may be cited as the Post Office Overseas Letter Post Amendment (No. 9) Scheme 1981.

(2) This Scheme shall be read as one with the Post Office Overseas Letter Post Scheme 1977 (Post Office Scheme P5/1977) (hereinafter called "the Scheme") as

amended by the Post Office Overseas Letter Post Amendment (No. 1) Scheme 1979 (Post Office Scheme P2/1979), the Post Office Overseas Letter Post Amendment (No. 2) Scheme 1979 (Post Office Scheme P7/1979), the Post Office Overseas Letter Post Amendment (No. 3) Scheme 1979 (Post Office Scheme P8/1979), the Post Office Overseas Letter Post Amendment (No. 4) Scheme 1980 (Post Office Scheme P2/1980), the Post Office Overseas Letter Post Amendment (No. 5) Scheme 1980 (Post Office Scheme P7/1980), the Post Office Overseas Letter Post Amendment (No. 6) Scheme 1981 (Post Office Scheme P2/1981), the Post Office Overseas Letter Post Amendment (No. 7) Scheme 1981 (Post Office Scheme P6/1981) and the Post Office Overseas Letter Post Amendment (No. 8) Scheme 1981 (Post Office Scheme P10/1981).

Datapost service

2. Paragraph 47 in Part VII of the Scheme, as inserted by the Post Office Overseas Letter Post Amendment (No. 7) Scheme 1981, shall become paragraph 48.

3.—(1) For sub-paragraph (2) of paragraph 48 of the Scheme, there shall be substituted the following:

"(2) This service may be provided by the Post Office at such times, during such periods, between such places and at such post offices or in such areas as it may from time to time consider expedient."

(2) In sub-paragraph (3) of paragraph 48 of the Scheme, the words "The fee shall be paid at the time of posting the packet." shall be deleted.

Datapost packets

4. The following amendments shall be made to Schedule 7A to the Scheme:

(1) Paragraph 1 shall be deleted and the following inserted in its place:

"1. An outgoing packet shall be handed to an officer of the Post Office on duty at a post office, or, where the Post Office allow that method of posting, it shall be handed to an officer of the Post Office authorised to receive it otherwise than at a post office."

(2) Paragraph 2 shall be deleted and the following inserted in its place:

"2. If the packet is handed in at a post office it shall be handed in between such times as the Post Office may from time to time determine."

(3) Paragraph 4 shall be deleted and the following inserted in its place:

"4. A packet shall not exceed 15 kg in weight, or such lower weight as the Post Office may in any case from time to time determine."

Dated 10th September 1981.

Signed on behalf of the Post Office by *L. H. Kingsbury*
(a person authorised by the Post Office to act in that behalf).

POST OFFICE SCHEME P14/1981

NOTE. The Scheme which follows this note is made under section 28 of the Post Office Act 1969 and amends the Post Office Overseas Letter Post Scheme 1977. The Scheme, which comes into operation on 1st October 1981, contains details of a procedure for claims for compensation for loss or damage occurring in the post which cannot readily be resolved, to be submitted to an independent complaints panel for consideration.

THE POST OFFICE OVERSEAS LETTER POST AMENDMENT (NO. 10) SCHEME 1981

Made - - - - 15th September 1981
Coming into operation 1st October 1981

The Post Office, by virtue of the powers conferred upon it by section 28 of the Post Office Act 1969, and of all other powers enabling it in this behalf, hereby makes the following Scheme:

Commencement and Citation

1.—(1) This Scheme shall come into operation on 1st October 1981 and may be cited as the Post Office Overseas Letter Post Amendment (No. 10) Scheme 1981.

(2) This Scheme shall be read as one with the Post Office Overseas Letter Post Scheme 1977 (Post Office Scheme P5/1977) (hereinafter called "the Scheme") as amended by the Post Office Overseas Letter Post Amendment (No. 1) Scheme 1979 (Post Office Scheme P2/1979), the Post Office Overseas Letter Post Amendment (No. 2) Scheme 1979 (Post Office Scheme P7/1979), the Post Office Overseas Letter Post Amendment (No. 3) Scheme 1979 (Post Office Scheme P8/1979), the Post Office Overseas Letter Post Amendment (No. 4) Scheme 1980 (Post Office Scheme P2/1980), the Post Office Overseas Letter Post Amendment (No. 5) Scheme 1980 (Post Office Scheme P7/1980), the Post Office Overseas Letter Post Amendment (No. 6) Scheme 1981 (Post Office Scheme P2/1981), the Post Office Overseas Letter Post Amendment (No. 7) Scheme 1981 (Post Office Scheme P6/1981), the Post Office Overseas Letter Post Amendment (No. 8) Scheme 1981 (Post Office Scheme P10/1981) and the Post Office Overseas Letter Post Amendment (No. 9) Scheme 1981 (Post Office Scheme P11/1981).

Complaints Panel

2. The following shall be inserted immediately following Part VII of the Scheme:

"PART VIII

COMPLAINTS PANEL

49.—(1) The Post Office may make arrangements whereby the sender or addressee of a postal packet, who has applied to the Post Office for compensation in respect of any article of pecuniary value enclosed in or forming part of that packet which he claims was lost or damaged in the post and who is dissatisfied with the way in which his application has been dealt with by the Post Office, may submit a complaint to a complaints panel (the members of which are not members, servants or agents of the Post Office) so that a member of the panel may advise the Post Office on the merits of the complaint and submit to the Post Office by way of advice a recommendation either that a sum of money be paid to the complainant by way of compensation for such loss or damage or that compensation be refused. Any such arrangements shall include the provisions set out in sub-paragraphs (2) to (5) of this paragraph.

(2) Before recommending payment to a complainant of any sum by way of compensation in respect of a postal packet or any of its contents, the member of the panel who deals with his complaint pursuant to such arrangements shall satisfy himself that:

(a) the packet was of the description claimed by the complainant and had been properly addressed and duly posted as claimed and the complainant was either the sender or the addressee thereof; and

(b) it was not so posted pursuant to any contract with the Post Office; and

(c) the proper postage and any other charge or fee payable was prepaid (or accounted for under credit facilities) and all the prohibitions, requirements and conditions required by this Scheme or by any enactment to be observed or complied with in relation to such a packet or to the posting thereof were observed or complied with in the case of the packet; and

(d) every article in respect of which compensation is sought was enclosed in or formed part of the packet and lost or damaged while in the post; and

(e) provision is made by this Scheme whereby the Post Office may pay such compensation as it thinks just for the loss of or damage to the packet or those contents; and

(f) that sum does not exceed the amount which might be paid by the Post Office under and in accordance with the relevant provision of this Scheme (referred to in sub-paragraph (2)(e)); and

(g) the application for compensation was made to the Post Office by the complainant within the appropriate time limit under this Scheme and no compensation was paid by the Post Office to any other person in respect of the packet or its contents before the Post Office received the complainant's application.

(3) The panel's secretariat will require every complainant in respect of each postal packet which is the subject of his complaint:

(a) to complete and submit in such form as the secretariat thinks fit a full statement of the facts and grounds of the complaint, and of the amount of compensation sought;

(b) to pay a fee of—

£1 where the amount of compensation sought does not exceed £10,
 £5 where the amount of compensation sought exceeds £10 but does not exceed £50,
 £10 where the amount of compensation sought exceeds £50;

but so that any fee paid will be refundable;

(i) in a case where the panel member has recommended payment of a sum by way of compensation to the complainant in respect of the packet or its contents and either no compensation in respect thereof had been offered by the Post Office to the complainant before the submission of his complaint to the panel, or the sum recommended exceeds in amount any sum which the Post Office had informed the complainant before such submission that it was prepared to pay (ex gratia) in respect of the packet; or

(ii) in any case in which the panel member expressly recommends refundment;

(c) to submit all relevant evidence in the form of written statements, together with such of the following as may be relevant: the certificate of posting; in a case where loss of the packet is alleged, a declaration by the addressee that the packet was not delivered to him or to the address on that certificate; in a case where damage is alleged, the cover of the packet, the damaged article, its packing material and any container in which the damaged article was enclosed; in a case where loss or abstraction of any of the contents is alleged, the cover of the packet.

(4) A copy of the recommendation of the panel member shall in every case be sent by post to the applicant.

(5) Any such arrangements may provide for other procedural matters and for time limits within which any procedural steps are to be taken.

(6) The Post Office shall consider the recommendation of the panel member before reaching its final decision whether compensation should be paid to the applicant (and if so, as to the amount thereof) or refused. Such decision by the Post Office shall be final and conclusive.

(7) This paragraph shall not apply to a Datapost packet."

Application of Post Office Inland Post Scheme

3. In Schedule 8 of this Scheme as amended delete the reference to Paragraph 74.

Dated 15th September 1981.

Signed on behalf of the Post Office by *L. H. Kingsbury*
 (a person authorised by the Post Office to act in that behalf).

SCHEME P15/1981

NOTE. The Scheme which follows this note has been made under section 28 of the Post Office Act 1969 and amends the Post Office Inland Post Scheme 1979. The Scheme, which will come into operation on 1st October 1981, provides for the Post Office to accept liability for the loss of or damage to certain postal packets.

(This note is not part of the Scheme)

THE POST OFFICE INLAND POST AMENDMENT (No. 8) SCHEME 1981

Made 11th September 1981
 Coming into operation 1st October 1981

The Post Office, by virtue of the powers conferred upon it by section 28 of the Post Office Act 1969, and of all