

Post & Telecom



Post Office

Royal Mail Group Limited

ROYAL MAIL GROUP LIMITED SCHEME IL2/2012

NOTE: [This note is not part of the Scheme]

The amendment to the Scheme that follows this Note is made under Section 89 of the Postal Services Act 2000 (as amended by the Postal Services Act 2011) and amends the Successor Postal Services Company Inland Letter Post Scheme 2001. This amendment to the Scheme, which comes into force on 9 January 2012, provides notification of changes to several services and amendments relating to compensation provisions and proof of delivery.

ROYAL MAIL GROUP LIMITED INLAND LETTER POST (AMENDMENT NO 33) SCHEME 2012

Made..... 6 January 2012
Coming into operation.....9 January 2012

Royal Mail Group Limited^a by virtue of the powers conferred upon it by section 89 of the Postal Services Act 2000^b and of all other powers enabling it in this behalf, hereby makes the following Scheme:

Commencement, citation and interpretation

1. This amendment to the Scheme shall come into operation on 9 January 2012 and may be cited as the Royal Mail Group Limited Inland Letter Post Scheme (Amendment No.33) 2012.

2. This amendment to the Scheme shall be read as one with the Successor Postal Services Company Inland Letter Post Scheme 2001^c (referred to as "the Scheme") as previously amended by:

the Consignia plc Inland Letter Post Scheme Amendment (No.1) 2001,^(d)

the Consignia plc Inland Letter Post Scheme Amendment (No.2) 2001,^(e)

the Consignia plc Inland Letter Post Scheme Amendment (No.3) 2001,^(f)
the Consignia plc Inland Letter Post Scheme Amendment (No.4) 2002,^(g)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.5) 2002,^(h)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.6) 2003,⁽ⁱ⁾

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.7) 2003,^(j)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.8) 2003,^(k)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.9) 2004,^(l)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.10) 2004,^(m)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.11) 2004,⁽ⁿ⁾

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.12) 2004,^(o)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.13) 2004,^(p)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.14) 2004,^(q)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.15) 2005,^(r)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.16) 2005,^(s)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.17) 2005,^(t)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.18) 2005,^(u)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.19) 2006,^(v)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.20) 2006,^(w)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.21) 2006,^(x)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.22) 2006,^(y)

the Royal Mail Group plc Inland Letter Post Scheme Amendment (No.23) 2007,^(z)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.24) 2008,^(aa)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.25) 2008,^(bb)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.26) 2009,^(cc)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.27) 2009,^(dd)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.28) 2010,^(ee)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.29) 2010,^(ff)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.30) 2010,^(gg)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No.31) 2011,^(hh)

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No. 32) 2011,⁽ⁱⁱ⁾

the Royal Mail Group Ltd Inland Letter Post Scheme Amendment (No. 33) 2012,⁽ⁱⁱ⁾

3. A reference in this Scheme to the Successor Postal Services Company shall be read as a reference to Royal Mail Group Limited.

Part 3: Special Conditions

Paragraphs 23, 27, 28 and 34 shall be deleted in their entirety.

Paragraph 33.8 shall be deleted and replaced with a new paragraph 33.8 as follows:

"The Sender of a Recorded Letter may request Royal Mail Customer Services up to 3 months after the date of posting the Letter to provide the Sender with a copy of the signature of the recipient of the Letter obtained on its delivery. This service is called Proof of Delivery. The fee for Proof of Delivery is shown in paragraph 14 of Schedule 1 to this Scheme. Proof of Delivery may be obtained from Royal Mail's website for a period of 12 months after the date of posting the Letter. The Sender must make any claim for Royal Mail failing to provide Proof of Delivery in writing within three months of the date the item was posted, otherwise, Royal Mail does not have to refund the postage fee."

Paragraph 40.13 shall be deleted and replaced with a new paragraph 40.13 as follows:

"The Sender of a Special Delivery Letter may request Royal Mail Customer Services up to 3 months after the date of posting the Letter to provide the Sender with Proof of Delivery. The fee for Proof of Delivery is shown in paragraph 14 of Schedule 1 to this Scheme. If Royal Mail fails to get Proof of Delivery you may request a refund of the fee you paid for the Proof of Delivery up to 3 months after posting the Letter."

Schedule 1

Paragraphs 4, 10, 11 and 16 shall be deleted in their entirety.

Schedule 3

A new paragraph 7.7 shall be added after paragraph 7.6 that reads:

"Any claim for loss or damage must be made as soon as possible after the incident and in any case within six months of the date of posting for international services and within eighty (80) days of the date of posting for all other services. Royal Mail will not accept responsibility for claims made after this time."

Signed by Victoria Kubie for and on behalf of Royal Mail Group Limited

Date: 20 December 2011

^a Royal Mail Group Limited (a company registered in England and Wales under number 4138203) has been designated as a universal service provider under paragraph 3(1) of Schedule 9 of the Postal Services Act 2011. Royal Mail Group Limited is the successor postal services company referred to in article 37(1) of the Postal Service Act 2000 (Commencement No.4 and Transitional and Savings Provisions) Order 2001 (2001/1148). Royal Mail Group Limited was formerly known as Royal Mail Group plc and before that Consignia plc

^b 2000 c26
^c The Post Office Inland Letter Scheme 2000 was amended, renamed the Successor Postal Services Company Inland Letter Post Scheme 2001 and treated as made under section 89 of the Postal Services Act 2000 by the article 37(1) of the Postal Services Act 2000 (Commencement No.4 and Transitional and Savings Provisions) Order 2001 (2001/1148)

^d London Gazette, 29 June 2001, issue number 56259

^e London Gazette, 6 July 2001, issue number 56266

^f London Gazette, 23 November 2001, issue number 56397

^g London Gazette, 28 June 2002, issue number 56618

- ^h London Gazette, 17 January 2003, issue number 56822
ⁱ London Gazette, 2 May 2003, issue number 56924
^j London Gazette, 21 November 2003, issue number 57120
^k London Gazette, 24 December 2003, issue number 57151
^l London Gazette, 26 March 2004, issue number 57244
^m London Gazette, 16 April 2004, issue number 57262
ⁿ London Gazette, 24 September 2004, issue number 57419
^o London Gazette, 8 October 2004, issue number 57432
^p London Gazette, 22 October 2004, issue number 57445
^q London Gazette, 17 December 2004, issue number 57500
^r London Gazette, 18 February 2005, issue number 57563
^s London Gazette, 1 April 2005, issue number 57601
^t London Gazette, 5 April 2005, issue number 57604
^u London Gazette, 21 July 2005, issue number 57708
^v London Gazette, 24 March 2006, issue number 57937
^w London Gazette, 21 April 2006, issue number 57963
^x London Gazette, 9 June 2006, issue number 58006
^y London Gazette, 27 July 2006, issue number 58056
^z London Gazette, 16 March 2007, issue number 58275
^{aa} London Gazette, 14 March 2008, issue number 58640
^{bb} London Gazette, 29 July 2008, issue number 58781
^{cc} London Gazette, 27 March 2009, issue number 59020
^{cd} London Gazette, 16 October 2009, issue number 59214
^{de} London Gazette, 29 January 2010, issue number 59321
^{ef} London Gazette, 19 March 2010, issue number 59367
^{gg} London Gazette, 3 December 2010, issue number 59623
^{hh} London Gazette, 21 January 2011, issue number 59677
ⁱⁱ London Gazette, 1 April 2011, issue number 59746
^{jj} London Gazette, 6 January 2012, issue number 60023

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- (k) the Post Office Inland Parcel Post Amendment (No. 11) Scheme 1999
 (l) the Post Office Inland Parcel Post Amendment (No. 12) Scheme 2000
 (m) the Consignia plc Inland Parcel Post (Amendment No. 1) Scheme 2001
 (n) the Consignia plc Inland Parcel Post (Amendment No. 2) Scheme 2001
 (o) the Consignia plc Inland Parcel Post (Amendment No. 3) Scheme 2002
 (p) the Consignia plc Inland Parcel Post (Amendment No. 4) Scheme 2002
 (q) the Royal Mail Group plc Inland Parcel Post (Amendment No. 5) Scheme 2003
 (r) the Royal Mail Group plc Inland Parcel Post (Amendment No. 6) Scheme 2003
 (s) the Royal Mail Group plc Inland Parcel Post (Amendment No. 7) Scheme 2004
 (t) the Royal Mail Group plc Inland Parcel Post (Amendment No. 8) Scheme 2004
 (u) the Royal Mail Group plc Inland Parcel Post (Amendment No. 9) Scheme IP1/2005
 (v) the Royal Mail Group plc Inland Parcel Post (Amendment No. 10) Scheme IP1/2006
 (w) the Royal Mail Group plc Inland Parcel Post (Amendment No. 11) Scheme IP1/2007
 (x) the Royal Mail Group Limited, Inland Parcel Post (Amendment No. 12) Scheme IP1/2008
 (y) the Royal Mail Group Limited, Inland Parcel Post (Amendment No. 13) Scheme IP2/2008
 (z) the Royal Mail Group Limited, Inland Parcel Post (Amendment No. 14) Scheme IP3/2008
 (aa) the Royal Mail Group Limited, Inland Parcel Post (Amendment No. 15) Scheme IP1/2010
 (bb) the Royal Mail Group Limited, Inland Parcel Post (Amendment No. 16) Scheme IP1/2011
 (cc) the Royal Mail Group Limited, Inland Parcel Post (Amendment No. 17) Scheme IP2/2011
 (dd) The Royal Mail Group Limited, Inland Parcel Post (Amendment No. 18) Scheme IP3/2012

3. A reference in this Scheme to the Successor Postal Services Company shall be read as a reference to Royal Mail Group Limited.

Part 5

Paragraphs 22 and 23A shall be deleted in their entirety.

Schedule 3

Paragraph 7.7 shall read:

“Any claim for loss or damage must be made as soon as possible after the incident and in any case within six months of the date of posting for international services and within eighty (80) days of the date of posting for all other services. Royal Mail will not accept responsibility for claims made after this time.”

Signed by Victoria Kubie for and on behalf of Royal Mail Group Limited

Date: 20 December 2011

¹ Royal Mail Group Limited (a company registered in England and Wales under number 4138203) has been designated as a universal service provider under paragraph 3(1) of Schedule 9 of the Postal Services Act 2011. Royal Mail Group Limited is the successor postal services company referred to in article 38(1) of the Postal Service Act 2000 (Commencement No.4 and Transitional and Savings Provisions) Order 2001 (2001/1148). Royal Mail Group Limited was formerly known as Royal Mail Group plc and before that Consignia plc

² 2000 c26

³ The Post Office Inland Parcel Post Scheme 1989 was amended, renamed the Successor Postal Services Company Inland Parcel Post Scheme 2001 and treated as made under section 89 of the Postal Services Act 2000 by article 38(1) and (2) of the Postal Services Act 2000 (Commencement No.4 and Transitional and Savings Provisions) Order 2001 (2001/1148) (1507166)

Royal Mail Group Limited

ROYAL MAIL GROUP LIMITED SCHEME IP3/2012

NOTE: [This note is not part of the Scheme]

The amendment to the Scheme which follows this Note is made under section 89 of the Postal Services Act 2000 (as amended by the Postal Services Act 2011) and amends the Successor Postal Services Company Inland Parcel Post Scheme 2001. This amendment to the Scheme, which comes into force on 9 January 2012, removes provisions relating to the ‘Poste Restante’ and ‘Local Collect’ services and states that claims for loss or damage must be made within 80 days of the date of posting.

ROYAL MAIL GROUP LIMITED INLAND PARCEL POST SCHEME 2011 AMENDMENT (NO. 18) 2012

Made..... 6 January 2012

Coming into operation.....9 January 2012

Royal Mail Group Limited¹ by virtue of the powers conferred upon it by section 89 of the Postal Services Act 2000² and of all other powers enabling it in this behalf, hereby makes the following Scheme:

Commencement, citation and interpretation

1. This amendment to the Scheme shall come into operation on 9 January 2012 and may be cited as the Royal Mail Group Limited Inland Parcel Post Scheme (Amendment No.18) 2012.

2. This amendment to the Scheme shall be read as one with the Successor Postal Services Company Inland Parcel Post Scheme 2001³ (referred to as “the Scheme”) as amended by:

- (a) the Post Office Inland Parcel Post Amendment (No. 1) Scheme 1990
 (b) the Post Office Inland Parcel Post Amendment (No. 2) Scheme 1991
 (c) the Post Office Inland Parcel Post Amendment (No. 3) Scheme 1992
 (d) the Post Office Inland Parcel Post Amendment (No. 4) Scheme 1993
 (e) the Post Office Inland Parcel Post Amendment (No. 5) Scheme 1993
 (f) the Post Office Inland Parcel Post Amendment (No. 6) Scheme 1993
 (g) the Post Office Inland Parcel Post Amendment (No. 7) Scheme 1994
 (h) the Post Office Inland Parcel Post Amendment (No. 8) Scheme 1996
 (i) the Post Office Inland Parcel Post Amendment (No. 9) Scheme 1997
 (j) the Post Office Inland Parcel Post Amendment (No. 10) Scheme 1998