



CRITERIA FOR DEALING WITH REPRESENTATIONS **AND APPEALS**

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CRITERIA FOR DEALING WITH REPRESENTATIONS AND APPEALS

This document supersedes previous clarification issued to the Combined Service Provider (CSP) for dealing with Representations and Appeals. It specifically replaces all previous copies of the documents "Criteria for Dealing with Representations".

The rules detailed must be applied when determining whether to accept or reject representations (and to challenge any Appeals and outlines the escalation route to TfL (PMA's) where the circumstances of the representation are not covered by the business rules. TfL discretion may over ride any decision outlined. These rules are subject to amendment by Transport for London and will be reviewed on a regular basis.

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1. Guidelines

- 1.1. Any employee of the CSP must use these rules to determine the response to a representation. Any representation received that does not fall into one of these categories or requires additional clarification must be escalated to Transport for London's (TfL) Representations and Appeals Policy & Monitoring Advisors (PMAs) for consideration, this would also refer to cases that may meet the criterion outlined but it is felt that due to the extenuating circumstances of the case a different decision may be required. This must be done through the agreed escalation procedure. These rules apply equally to any Appeals received and therefore any reference to a representation can be taken as also referring to any Appeal.
- 1.2. The following tables [in the section 'Decision Criteria'](#) highlight the 6 legal grounds on which a representation or appeal may be made. Gives illustrative details of what the customer may say, the evidence that may be provided and where relevant the investigation required, and from this the appropriate decision.
- 1.3. It should be noted that whilst the legal grounds are shown, the customer does not have to indicate in their representation on which ground the representation is being made. Representations must not be rejected on the basis that the customer has not indicated which ground they are making the representation on. Representations can be made for any reason and they must be considered in accordance to this guidance
- 1.4. The box the customer ticks on the form may be selected in error, in the sense that the box ticked may not directly relate to the relevant decision criteria listed below. Consider the substance of the representation (e.g. as set out in the "details of your representation" section) and then identify the relevant ground and criteria. The criteria are intended to cover possible reasons why a representation may be made. In cases of doubt, where it is unclear what ground(s) or criteria apply, escalate consideration of the representation as detailed above.
- 1.5. Representations, which are not signed by the customer, must not be rejected on this basis as there is no legal requirement to sign a representation. However the presence of a signature may indicate a third party has made the representation and not the registered keeper. Care should be taken where the registered keeper is a Company, see [third party reps. - company](#).
- 1.6. Representations which are not received on the representation form should also be considered and not rejected on this basis, the legislation merely defines a representation must be made in writing. Therefore a hand written letter, typed letter or e-mail are acceptable forms of representations, this list is not inclusive and other written formats are also acceptable and must be considered in accordance with this guidance

- 1.7 The decision to accept or reject refers to the final decision with regard to the Penalty Charge Notice (PCN). It must in all cases result in the appropriate letters being sent. These business rules clearly outline what letters should be sent and in certain cases to whom.
- 1.8 It should be noted that the decision to accept a representation will not in all cases, result in the cancellation of the PCNs. Where the regulations allow liability to be transferred to a newly nominated keeper a new PCN may be sent, this would apply where the vehicle is on hire or sold etc.
- 1.9. When considering the representation it is important that each case should be treated on its own merits. However, the CSP must ensure that the person investigating the PCN checks for previously and subsequently issued PCNs and any decisions taken on representations received regarding these PCNs, so as to ensure consistency i.e. first representations.
- 1.10. All data corrections identified as part of the investigation must be referred to the relevant section for immediate modification to prevent further PCNs being issued on the same basis e.g. incorrect VRM entries on BB accounts, resident accounts or Annual charges purchased. Again these examples are not inclusive.
- 1.11 Any payment (partial or full) made for the PCN should also be considered and referred to when responding to the representation. Please therefore refer to the specific section in these rules that provide clear instructions on how these should be dealt with.
- 1.12 A number of representation decisions relate to the “first representation” a detailed explanation of first representation is given in section 2. Those that relate to First representation specifically refer to this and by clicking the hyperlink [First representation](#) will display the relevant rules.
- 1.13 Section 3 deals with representations made by a third party and offers guidance on how the representation should be considered and dealt with and can be obtained by clicking on the hyperlink [Third party Representation](#).
- 1.14 A number of representation grounds refer to ‘Late representation ground waived’ the details of which are outlined in section 4 The hyperlink under the representation reason shown as [late representation ground waived](#) enables a quick reference to the late representation reasons.
- 1.15 Section 7 deals with the rules that are specific to the renewal of the registration with TfL for the discount process and should be referred to when dealing with such representations.

1.16 To take account of PND 2 separate sets of paragraphs are now available on the intranet and it is important that the CSR processing the representation correctly identifies the contravention/ set of paragraphs relevant to each contravention.

2. Definition of First Representations

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2.1 A number of the business rules apply to 1st Representation. Previously rules have mentioned 1st contravention or 1st occurrence to bring all these rules into line, ensuring consistency the following rules should be applied to determine if it is the 1st Representation.

2.2 Where a representation is accepted under the first representation business rules basis it is very important that the Notice of Acceptance has very clear and specific reasons why the representation has been accepted. This is because the customer may be required to undertake some work themselves such as registering with TfL as a Blue badge holder to prevent further PCNs or to correct some other way in which they may interact with TfL

Definition – the following scenarios apply	Group
Multiple Representation received against all PCNs	Same ground and same circumstances apply to all PCNs – refer to specific rule, reference all relevant PCNs
Single Representation against 1 PCN received, additional PCNs issued but not referenced in representation	Same ground and same circumstances apply to all PCNs – refer to specific rule, reference all relevant PCNs
Multiple Representation received, additional PCNs issued but not referenced	Same ground and same circumstances apply to all PCNs – refer to specific rule, reference all relevant PCNs
The acceptance of these representations is dependent on the representation being made within the statutory time limit (unless either valid reason for lateness given or PCN issued due to Service Provider error). Any PCN outside the statutory time period will not be included.	

Therefore

1st Representation does not apply to those PCNs issued outside of the statutory representation period and will be excluded.

1st Representation rule does not apply where grounds and circumstances differ (these are considered separately in accordance to the evidence supplied).

1st Representation will include all PCNs in the group with same ground and circumstances.

Further PCNs issued before person could reasonably have received the Notice of Acceptance that have a representation made against them

on the same ground and same circumstances apply should be accepted. **The period that will be taken as 'reasonable' is 5 working days with the first working day being the day the relevant NOA was issued (see 2.3 and 2.4)**

- 2.3 This rule will apply for any further representations made against PCNs for contraventions occurring within **5 working days** of the first representation accept decision. The first working day being the day of the first decision e.g. decision done Tuesday 14 June 2005, this rule will apply to representations made against PCNs for contraventions between 14/6/05 to 20/6/05. This period allows for post/delivery of the mail before the customer is likely to be aware of the information in the Notice of Acceptance.
- 2.4 Any second or subsequent representations on this ground which are received after the date specified in 6.1 (or 6.5.3 when relevant) where the same/similar error has been made are to be rejected. If there is any doubt as to whether it is a *similar* case it should be referred to PMA with full details for advice).

3. Representations made on behalf of registered keepers, (Third Party)

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3.1 The registered keeper of the vehicle should be the person making a representation;

3.2 TfL can use discretion to consider and accept that a representation from a 3rd party has been made on a registered keeper's behalf.

3.3 Note: Where TfL accept that, or receive authorisation that the 3rd party can make the representation on behalf of the registered keeper and write to the 3rd party with our eventual decision, the registered keeper will remain liable until any representation is accepted and the PCN cancelled or liability transferred. See example below:

"Hire Company receive a PCN as they are the registered keeper of the vehicle, they provide authorisation for us to deal with the hirer of the vehicle who says he paid the charge. Whilst we write to the hirer and reject any representation he has made on behalf of the hire company, the hire company would still remain liable until an acceptable hire agreement has been provided to transfer liability to the hirer".

3.4 Any Representations which are not considered and are deemed as being from a 3rd party should not have any Appeal forms sent, as there is no right of appeal

3.5 Once a representation has been refused as third party, if the subsequent receipt of an authorisation for a third party to act is received within the 28 day time limit the original representation must be considered in full and the appropriate responses sent as detailed in the following tables, see also [Late Representations](#).

Nominee		Response
Keeper is Company or organisation. Deal with representation	Detail	Response comes on Company letter headed paper which reflects the keepers name or with other supporting documents, e.g. letters, invoices and bill of sales etc, <i>regardless</i> of any signature, Or is from an employee / member of that organisation who is authorised to respond, which may include (but not exclusively): <ul style="list-style-type: none"> • Company secretary • Legal representative of company • Fleet manager / Administrator • Head of Administration / Diplomat / Employee of a Diplomatic Mission • Senior employee such as Director, Chief Executive, Head of Department, Finance manager Or there is a clear statement saying they are authorised on behalf of “Company name” to make the representation, Or In the case of a hire company there is a hire agreement which reflects the registered keeper name (or is on the accepted PMA hire company list) regardless of who has signed the representation form or letter enclosed with it.
	Decision	Deal With Representation The response must go to the registered keeper. Mark the letter for the attention of the person who made the representation on their behalf by amending address line 1 to include the name of the individual. [The registered keeper is still the liable person where the representation is rejected]
On behalf of keeper – Family member Deal with representation	Detail	Response comes from immediate family member on behalf of the family member i.e. Husband / Wife / Civil Partner / Father / Mother / Son / Daughter. <ul style="list-style-type: none"> • Representation states they are making representation on behalf of family member • Clear statement saying “I am making the representation on behalf of my...” (see above) • This will include cases where the registered keeper is a child and parent is acting for them.
	Decision	Deal With Representation The response must go to the registered keeper and an exact copy of the response must be sent to the relevant authorised person with the ‘authorised 3 rd party Notice of Rejection/Acceptance covering letters (the Copy must not have the appeals form attached) [The registered keeper is still the liable person where the representation is rejected]

On behalf of Keeper – authorised representative	Detail	Response comes from <ul style="list-style-type: none"> • Carer • Social worker • Psychiatric Nurse or GP • Citizen Advice Bureau • Member of Parliament (MP) or Local Councillor • Clear statement saying they are making representation on behalf of keeper, in their position of ...
	Decision	Deal With Representation The response must go to the registered keeper and an exact copy of the response must be sent to the relevant authorised person with the 'authorised 3 rd party Notice of Rejection/Acceptance covering letters (the Copy must not have the appeals form attached) [The registered keeper is still the liable person where the representation is rejected]
Keeper deceased	Details	Response comes from a third party stating keeper is deceased. The relevant Business rule should be applied.
	Decision	Deal with Representations and Respond in accordance to business rule to party making representation DO NOT write to registered keeper.
On behalf of the keeper – legal representative	Detail	Response comes from legal representative instructed by registered keeper such as Lawyer, Solicitor, Advocate or Barrister or any nominated legal representative. <ul style="list-style-type: none"> • Statement saying they have been instructed on behalf of • Statement saying they have been appointed by... • Statement saying they act for Person granted power of attorney Appropriate document is supplied showing power of attorney.
	Decision	Deal with representation and ensure that the <ul style="list-style-type: none"> • Response (actual NOR/NOA) must be sent to the legal representative and copied to registered keeper. [The registered keeper is still the liable person where the representation is rejected]

3.6 Representations that are also from a third party and 'Late' (see section 4 [Late Representations](#)), the letters issued to the registered keeper and person making the representation regarding the refusal to consider the representation must be amended using the appropriate Late Representation paragraph provided to also reflect that the representation is late. This enables the customer, where relevant to address and correct both aspects of the representation.

3.7 However, where the Representation is made on behalf of the registered keeper and is not acceptable in the instances outlined above **but is made under Ground 2, 3, 4 or 5, only (NOT grounds 1 to 6) and** the VRM entry error or Evidence etc. provided is sufficient to merit "Accept", as outlined in this current version of the CDR the following process should be undertaken:

- Process the representation as valid
- **Accept the representation**
- Update Northgate notes referencing the receipt number/evidence relevant and that the rep has been accepted following evidence from an unauthorised third party.
- Issue a letter of acceptance detailing the reasons for the acceptance e.g. payment error to the registered keeper/recipient of the PCN to confirm that the PCN has been cancelled following evidence submitted from a third party.
- Issue an ad-hoc letter to the third party, acknowledging receipt of their correspondence, explaining that despite the absence of an authority from the registered keeper/recipient of the PCN, we have cancelled the PCN and that the matter is now closed and the registered keeper/recipient of the PCN has been notified accordingly.

4. Late Representations

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4.1 When dealing with representations the criteria outlined in the 'Allowable Criteria' table below should be applied for deciding if a representation that is received outside the statutory period (28 days) should be deemed as late and disregarded or the lateness accepted and the representation considered as if in time. This criterion will apply at any stage of the enforcement process up to and including Order for Recovery/Debt Registration Accepted.

4.2 All cases should be considered on their own individual merits.

4.3 Cases where representation is made at warrant stage must be referred to **either** the Enforcement or Reps and Appeals PMA for Advise as follows:

If states they are complaining about attitude, actions of, and fees of bailiff or similar escalate to ENFORCEMENT PMAS using appropriate workflow queue

If states made a Rep and no response, already paid PCN, made Stat Dec, Appealed or similar escalate to REPS AND APPEALS PMA using appropriate workflow queue

4.4 The CSP staff member investigating the representation should check to determine when the representation has been received and if it is received outside the allowable period for representations. In the following circumstances the late representation is to be considered as a normal **in time** representation.

Allowable Criteria		Reason Code
Proof Required		Reason Code
Long term sickness	A letter from the hospital confirming the period of sickness or a hospital discharge letter which gives the full period in hospital. The details of the letter must be relevant to the contravention [i.e. illness/hospital stay should occur at the same time as PCN served]	LREP03
Proof Required		Reason Code
Holiday / working Away (including serving in Armed Forces)	Travel ticket, hotel booking confirmation and /or a receipt from the accommodation. The holiday details must be relevant to the contravention. Accept statement from individual if they state delay in responding has been due to service in Armed Forces abroad	LREP02
Proof Required		Reason Code
Temporary Imprisonment	A letter from the police or the court confirming the period of imprisonment or notice of discharge from custodial sentence. Details of the imprisonment must be relevant to the contravention.	LREP02
Proof Required		Reason Code
Postal Strike	Either <ul style="list-style-type: none"> • Confirmation from Royal mail of industrial action • Instruction from TfL 	LREP01

4.5 If considered as a representation the PCN should be reverted to the appropriate status [i.e. so that Charge Certificates are not served and/or further enforcement action is not taken as a result of the Penalty Charge underlying such a PCN becoming "outstanding"].

4.6 **In addition to the above reasons for lateness**, where the representation reasons identified in the decision criteria at **part 6** are annotated with the hyperlink "[Late representation ground waived](#)" as detailed in the example below, the representation is *also* to be treated as "in Time" and not refused as late and the representation worked in accordance to the specific rule. This will apply to any PCN up to and including Order for Recovery. **REGARDLESS OF PROOF OF LATENESS**

EXAMPLE

Ground	Summary
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Transport for London

-IN CONFIDENCE

12/82

Details		Decision	Reason Code
Never Owned	<p>States they never owned or were not the keeper on the date of contravention. System shows that DVLA keeper details have been superceded and one of the following circumstances apply.</p> <ul style="list-style-type: none"> • No start or end date was entered from previous details (Either hire or sale) • Details entered were incorrect <p>Late representation ground waived</p>	ACCEPT – Reissue to previous keeper	RACC10

4.7 Any correspondence that does not meet these criteria should **ordinarily** not be considered and the customer should be advised that they are out of time **by issuing the 'late representation rejection' letter** and should pay the PCN. **DO NOT SEND ANY PATAS APPEALS FORM**, there is no right of Appeal where the representation is not considered and disregarded on the grounds of lateness. In cases of doubt escalate to PMA for Advise

4.8 If the representation is also not from the Registered Keeper the third party notification process must also be followed with the relevant amendment of the letter issued. See (Third Party Representation para 3.6)

4.9 If the correspondence is a **2nd** or **further** representation after an initial rejected representation **and** the decision is to refuse the **2nd** or further representation as being 'late' i.e. late representation, then the late refusal response should be amended as appropriate to state the following:

'The PCN issued to you outlined the time limits for making a representation. A previous representation was considered and rejected on **[insert date of NOR]**, the Notice of Rejection contained both the reasons for rejecting the representation and the relevant options available to you and the applicable time limits'.

4.10 If there has also been no *new/additional* evidence provided in the **2nd** rep, or further representation to be refused as late, the late refusal response should state:

'TfL sees no reasons, on the evidence provided, to exercise discretion to either reconsider or change our initial decision'.

4.11 If a late representation is made and a CSP error is identified, Lateness should be ignored and the representation considered in accordance to the decision criteria.

5. Mitigation and Discretion

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5.1 Mitigation and Discretion are those facts or a combination of factors that do not or wholly do not satisfy one of the 6 criterion for making a Representation or Appeal. They therefore do not on their own merit mean that the representation (or Appeal) will be successful. However TfL can consider the application of its own discretion over the enforcement of these PCNs when considering these wider factors to determine if the PCN should be cancelled. Examples of mitigation are as follows:

- Emergency visit to hospital
- Paid for one vehicle but took second vehicle into the zone
- Forgot to pay the charge due to working late
- Driving a hire vehicle and did not know the VRM.

5.2 In considering the application of discretion TfL are recognising that certain mitigating factors reflect extenuating circumstances that have given rise to the issue of the PCN and by accepting these factors TfL are *using the discretion available to it as the authority that issued the PCN in choosing not to pursue the enforcement of the PCN.*

5.3 Not all factors of mitigation will lead to the cancellation of the PCN through the application of discretion, therefore in more cases than not, this will lead to the representation being rejected. These business rules now identify the rules that are mitigating circumstances and the response must advise of the consideration of the mitigating circumstances and whether TfL is willing to apply its discretion. This must be addressed in the NOR or the NOA, this is very important.

5.4 The requirement to fully address factors of mitigation is part of the legal process for considering representations. It is not acceptable to repeat in the NOR the grounds the customer has stated e.g.

Customer states in the representation 'I did not pay the charge as I had to take my dog to the vet'. To state in the NOR 'in your representation you state that you did not pay the charge as you took your dog to the vet' is not acceptable.

5.5 It is correct to identify this as mitigation but it must be dealt with by showing that consideration has been given to the issues raised, but as in this instance it amounts to mitigation only it would be insufficient to cancel the PCN.

5.6 Mitigation must be identified by the CSR and the relevant standard paragraph must be used, this is available on the intranet system.

5.7 The following business rules have been divided to reflect those rules that reflect one of the six grounds and possible mitigation

Comment [T1]: Paragraphs

Comment [g2]:

Comment [g3R2]:

and those that are wholly mitigation. There is a need to use the relevant standard paragraph available through the intranet system. Those rules that are recognised as mitigation are identified by the hyperlink [Mitigation](#). This hyperlink will refer back to these rules. In addition there is a separate section on Mitigation only and you can see these rules by clicking [HERE](#).

5.8 The standard paragraph is to be inserted into the NOR, NOA or item of correspondence where this is shown and the reasons why discretion is not applied should be stated using the [Mitigation Aide at Appendix A](#)

5.9 Whilst the [Death](#) of the registered keeper would also reflect as Mitigation, the mitigation paragraphs and process should not be used in such an instance of the keeper being deceased *see relevant rules*.

5.10 In addition the decision Criteria for representations identifies those issues which are solely [Mitigating Factors only](#).

6. Decision Criteria

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Ground		Summary: Never was the registered keeper in relation to the vehicle is question	
Detail		Decision	Reason Code
Never Owned	States they never owned vehicle, but no details or evidence provided	REJECT	RREJ10
Detail		Decision	Reason Code
Never Owned	States they never owned and never kept the vehicle and provides one of the following: Confirmation letter from DVLA or affidavit. Late representation ground waived	ACCEPT	RACC10
Detail		Decision	Reason Code
Never Owned	States they never owned or were not the keeper on the date of contravention. System shows that DVLA keeper details have been superceded and one of the following circumstances applies. <ul style="list-style-type: none"> No start or end date was entered from previous details (Either hire or sale) Details entered were incorrect	ACCEPT – Reissue to previous	RACC10

	<u>Late representation ground waived</u>	keeper	
Detail		Decision	Reason Code
Mis-Match	States vehicle was not at location – Image check confirms VRM is indeed different or make/model/colour mismatch	ACCEPT	RACC31
	<u>Late representation ground waived</u>		

Detail		Decision	Reason Code
Ringer/Clone	States vehicle was never at the location (cloned / ringer), but provides no evidence – image confirms same VRM, make, model & colour	REJECT	RREJ12
	Additional Information: Ask for evidence to confirm. Evidence can be one of the following <ul style="list-style-type: none"> • Proof of vehicle at a different location acceptable evidence includes Tracker report, statements from colleagues, neighbours asserting vehicle at different location • Photos of vehicle that show a difference in the vehicles (i.e. number plate maker/ garage name) • Proof of involvement of another enforcement agency (i.e. previous dealings with Police or local authority that have confirmed vehicle is cloned ringed). • Proof that a crime has been previously reported (including Police station and crime reference number) (i.e. person has had previous dealing with Police regarding the cloned vehicle such as a speeding fine, which has resulted in the Police recording the vehicle as cloned / ringed) • Affidavit affirming vehicle was not in the CC Zone. 		

Detail		Decision	Reason Code
Ringer/Clone	<p>States vehicle was never at the location (cloned / ringed) and provides one of the following</p> <ul style="list-style-type: none"> • Proof of vehicle at a different location acceptable evidence includes Tracker report, statements from colleagues, neighbours asserting vehicle at different location • Photos of vehicle that show a difference in the vehicles (i.e. number plate maker/ garage name) • Proof of involvement of another enforcement agency (i.e. previous dealings with Police or local authority that have confirmed vehicle is cloned ringed). • Proof that a crime has been previously reported (including Police station and crime reference number) (i.e. person has had previous dealing with Police regarding the cloned vehicle such as a speeding fine, which has resulted in the Police recording the vehicle as cloned / ringed Affidavit affirming vehicle was not in the CC Zone. 	ACCEPT	RACC30
<u>Late representation ground waived</u>			

Ground	Summary	Decision	Reason Code
	Had ceased to be the person liable before the date on which the vehicle was used or kept on a road in a charging area		
Details		Decision	Reason Code

Sold	<p>States sold vehicle before contravention date; provides name and address of new keeper but no other proof included. Name and address should be complete and capable of being validated. Postcode check should always be carried out. Use PAF search as follows</p> <ol style="list-style-type: none"> 1. Check Post Code 2. Check Post Code & House Number 3. Check House Number, Road & Town 4. Check Minor Spelling alterations 5. Check Partial address (What is known) 6. Check Partial Post Code (i.e. SW18) <p>If no details returned review (if available) previous PCN to determine if mail may have been returned. If details are clearly false/fictional, e.g. Mickey Mouse, Disney Land) or are not a deliverable address i.e. the "Dog and Duck Car Park" reject. If address is in a valid format (i.e. house number/name. Street name, town) but fails PostCode check, PCN can still be reissued.</p>	ACCEPT – Reissue to New Keeper	RACC11
<u>Late representation ground waived</u>			
Detail		Decision	Reason Code
Sold	<p>States they had sold vehicle before the contravention date, but no details provided of whom the vehicle was sold to or when.</p> <p>Additional Information: Ask for details to confirm the date the vehicle was sold, name and address of new keeper and date DVLA were notified of the change of keeper.</p>	REJECT	RREJ11
Details		Decision	Reason Code
Sold	<p>States sold vehicle before contravention date and provides either</p> <ul style="list-style-type: none"> • a valid receipt / invoice for sale of vehicle • completed DVLA registration document <p>Confirmation letter from DVLA of sale.</p>	ACCEPT – Reissue to New	RACC11

	<u>Late representation ground waived</u>	Keeper	
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Ground		Summary: Became the person liable after the date of the contravention	
Details		Decision	Reason Code
Bought	<p>States bought vehicle after contravention date and provides name and address of previous keeper; no other proofs supplied. Name and address should be complete and capable of being validated. Postcode check should always be carried out. Use PAF search as follows</p> <ol style="list-style-type: none"> 1. Check Post Code 2. Check PostCode & House. Number 3. Check House. Number, Road & Town 4. Check Minor Spelling alterations 5. Check Partial address (What is known) 6. Check Partial Post Code (i.e. SW18) <p>If no details returned review (if available) previous PCN to determine if mail may have been returned.</p> <p>If details are clearly false/fictional, e.g. Mickey Mouse, Disney Land) or are not a deliverable address i.e. the "dog and Duck Car Park" reject. If address is in a valid format (i.e. house number/name, Street name, Town) but fails Post Code check, PCN can still be reissued</p>	<p>ACCEPT</p> <p>Reissue the PCN to the previous keeper</p>	RACC12
	<u>Late representation ground waived</u>		
Details		Decision	Reason Code
Bought	<p>States bought vehicle after contravention date, but no details provided of whom the vehicle was bought from.</p> <p>Additional Information: In Notice of Rejection ask for details date when the vehicle was purchased, name and address of seller.</p>	REJECT	RREJ11

Details		Decision	Reason Code
Bought	States vehicle bought after contravention date and provides a valid receipt for vehicle purchased (this should show that vehicle was bought after the contravention date) or a completed DVLA registration document or confirmation letter from DVLA of becoming registered keeper after date of the contravention.	ACCEPT	RACC12
	Late representation ground waived		

6.1. Payment Rules

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6.1.1 These revised Payment Business Rules came into effect from **4 July 2005**. *From this date all 'ground 2'* paid the charge representations will use these rules. The extent of any considerations required relate only to the relevant vehicle and for the period that the person was the registered keeper or the hirer of it.

6.1.2 The following amended payment representation rules should be applied to;

- all "in time" representations
- all [Late Representations](#) (regardless of reason for lateness up to and including Order for Recovery), as reflected by the notation of [Late representation ground waived](#).
- All new appeals (not those that have already been contested). If the grounds are met the appeal is to be non-contested, with an explanation given as to why we are non-contesting (see section 9.3 and 9.1).

6.2 The relevant receipt which is considered under these criteria that may give rise to an accepted representation must be one that is either purchased in advance, on the day of the contravention, is a specific 1 day 'Previous Charging Day' receipt for £10 purchased as part of Pay Next Day (PND) for the contravention date or is a full charge purchased AND within the PND via the relevant payment channels for PND purchases, currently via Web and Call Centre/IVR,.

6.3 The PND period for a contravention expires at the end of the following charging day. PND applies for contraventions from 16 June 2006, examples are, (and not limited to) as follows:

Wednesday contravention, normal PND period expires midnight Thursday(*)

Friday contravention, normal PND period expires midnight of the following Monday(*)

*exceptions may be where the Monday is a bank Holiday, Christmas/Boxing day or may fall on a designated free day.

6.4 The CSP must ensure that the relevant PND period is correctly identified and considered correctly and PND paragraphs used in any enforcement correspondence issued.

Click [HERE](#) to go to the Paying the Charge processing rules at Section 9.

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Ground		Summary: That the charge payable for the use or keeping of the vehicle on a road on the occasion in question was paid at the time and manner required by the charging scheme.	
Details			
Paid	<p>States Paid and provides Credit Card and or bank statement showing deduction, and /or credit debit card number. Request Finance to perform appropriate search as per “Perform Enforcement Searches Procedure”.</p> <p><i>On receipt of the information from Finance Apply the appropriate Rule e.g. VRM entry error, date entry error etc. taking account of the PND requirements at point 6.2 to 6.4. as defined in the table below.</i></p> <p>If the search cannot be completed i.e. due to missing evidence i.e. credit card number/cheque number then ensure that these details are requested in any rejection notice.</p>		
Details		Decision	Reason Code
Paid	<p>States paid, but no proofs provided (e.g. bank/credit card statement without full card number) – CSP cannot trace any pertinent payment</p> <p>Mitigation</p> <p>Additional Evidence: Ask Customer to provide proof of Charge payment for the vehicle captured and on the date of contravention.</p>	REJECT	RREJ05
Details		Decision	Reason Code
Paid	<p><i>States simply forgot to pay and/ or was not aware of Pay Next Day</i></p> <p>Mitigation</p>	REJECT	RREJ70

Details		Decision	Reason Code
Paid	Provides a Receipt number / Copy of Receipt / Original receipt for charge – details checked by CSP and payment confirmed for correct VRM and date.	ACCEPT	RACC07
	Late representation ground waived		
Details		Decision	Reason Code
Paid	<p>Says paid: Either the customer's evidence or search on system shows that they paid for wrong VRM because they either paid for a different vehicle or there was an error made in recording the vehicle registration number they paid for regardless of payment channel and receipt purchased meets relevant PND requirements of 6.2.</p> <p>This rule includes all types of VRM entry errors regardless of character length or transposition. (Mistakes such as entering your car make or model are now to be accepted i.e. paid for Jaguar instead of their actual VRM)</p> <p>THIS IS THE FIRST REPRESENTATION</p>	Accept	Acceptance reason as per payment channel
	Late representation ground waived		
Details		Decision	Reason Code

Paid	<p>Says paid: Either the customer's evidence or search on system shows that paid for wrong VRM because paid for a different vehicle or there was an error made in recording the vehicle registration number they paid for regardless of payment channel and receipt purchased meets relevant PND requirements of 6.2.</p> <p>This rule includes all types of VRM entry error</p> <p><i>THIS IS NOT THE FIRST REPRESENTATION</i></p> <p style="text-align: center;">Mitigation</p>	REJECT	RREJ01
Details		Decision	Reason Code
Paid	<p>States as a registered resident and normally buys a two week discounted charge but has purchased a normal daily charge for £8 for the correct VRM only</p> <p>THIS IS THE FIRST REPRESENTATION</p> <p>Additional Info, Accept reps for 2 week period commencing on date of purchase of charge, advise customer to ensure correct purchase of the charge</p> <p style="text-align: center;">Late representation ground waived</p>	ACCEPT	RACC07
Details		Decision	Reason Code
Paid	<p>States as a registered resident and normally buys a two week discounted charge but has purchased a normal daily charge for £8 for the correct VRM only and</p> <p><i>THIS IS NOT THE FIRST REPRESENTATION</i></p> <p><u>Or</u> for an Incorrect VRM</p> <p style="text-align: center;">Mitigation</p>	REJECT	RREJ01
Details		Decision	Reason Code

Paid	<p>Says paid but paid for wrong VRM because paid for a different vehicle, or Registered Customer – vehicle paid for is either Primary or Secondary vehicle.</p> <p><i>THIS IS THE <u>FIRST REPRESENTATION</u></i></p> <p><u>Late representation ground waived</u></p>	ACCEPT	RACC04
Details		Decision	Reason Code
Paid	<p>Says paid but paid for wrong VRM because paid for a different vehicle, or Registered Customer – vehicle paid for is either Primary or Secondary vehicle.</p> <p><i>THIS IS NOT THE <u>FIRST REPRESENTATION</u></i></p> <p><u>Mitigation</u></p>	REJECT	RREJ01
Details		Decision	Reason Code
Paid	<p>Provides a Receipt number / Copy of Receipt / Original receipt for charge – Details checked and shows payment for different day of travel where relevant receipt must have been purchased prior to or on the day of contravention.</p> <p>Payment made via Call centre, IVR, web, metric, post, Paypoint or Ad hoc Fleet</p> <p><i>THIS IS THE <u>FIRST REPRESENTATION</u></i></p> <p><u>Late representation ground waived</u></p> <p>Additional Information:</p> <p>In NOA include <i>Pay Next Day information paragraph</i></p>	ACCEPT	RACC04
Details		Decision	Reason Code

<p>Paid</p>	<p>Provides a Receipt number / Copy of Receipt / Original receipt for charge – Details checked and shows payment for different day of travel where relevant has been purchased prior to or on the day of contravention.</p> <p>Payment made via Call centre, IVR, web, metric, post, Paypoint or Ad Hoc Fleet</p> <p>THIS IS NOT THE <u>FIRST REPRESENTATION</u></p> <p style="text-align: center;"><u>Mitigation</u></p> <p>Additional Information:</p> <p>In NOR Include relevant payment method paragraph for contravention date and Pay Next Day information paragraph</p>	<p>REJECT</p>	<p>RREJ02</p>
<p>Details</p>		<p>Decision</p>	<p>Reason Code</p>
<p>Paid next day</p>	<p>States thought could Pay Next Day and provides a receipt number / Copy of Receipt / Original receipt for charge purchased through a Non PND channel showing paid for VRM (including VRM error) and charge purchased after contravention date. (See 6.2).</p> <p style="text-align: center;"><u>Mitigation</u></p> <p>Additional Info:</p> <p>IN NOR include relevant payment method paragraph for contravention date and Pay Next Day information paragraph</p>	<p>REJECT</p>	<p>RREJ01</p>
<p>Details</p>		<p>Decision</p>	<p>Reason Code</p>
<p>Paid</p>	<p>Provides a Receipt number / Copy of Receipt / Original receipt for charge – Details checked and shows payment for different day of travel where relevant receipt has been purchased after the day of contravention but within <u>PND</u> period see 6.2.</p> <p>AND</p> <p>Payment made via Call centre, IVR, Web,</p> <p>THIS IS THE <u>FIRST REPRESENTATION</u></p>	<p>ACCEPT</p>	<p>RACC04</p>

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	<u>Late representation ground waived</u>		
	Additional Information:		
	In NOA Include <i>Pay Next Day information paragraph</i>		
	Details	Decision	Reason Code
Paid	Provides a Receipt number / Copy of Receipt / Original receipt for charge – Details checked and shows payment for different day of travel where relevant receipt has been purchased after the day of contravention but within <u>PND</u> period see 6.2. AND Payment made via Call centre, IVR, Web, THIS IS NOT THE <u>FIRST REPRESENTATION</u> <u>Mitigation</u>	REJECT	RREJ02
	Additional Information:		
	In NOR Include relevant payment method paragraph for contravention date and <i>Pay Next Day information paragraph</i>		
	Details	Decision	Reason Code
Paid	States paid charge – investigation shows that CSP had not processed charge (i.e. backlog or lost by customer services) and customer was not informed.	ACCEPT	RACC01
	<u>Late representation ground waived</u>		

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	Details	Decision	Reason Code
Paid	States paid – on investigation, Not a Registered Resident , discounted charge paid instead of full charge. <u>Mitigation</u>	REJECT	RREJ04

Details		Decision	Reason Code
Paid	Provides a Receipt number / Copy of Receipt / Original receipt for full charge – VRM was entered incorrectly by CSP, this does not apply to resident or BB see their specific rules.	ACCEPT	Call Centre RACC02
	Late representation ground waived		Postal RACC03
Details		Decision	Reason Code
Paid	States paid charge – investigation shows fault with payment channel (i.e. lost web payment, metric, or Pay point transaction). It is vital that all relevant information is checked including system faults, Pay point failures, and individual metric machine failures. This includes manual payments.	ACCEPT	Paypoint: RACC37 Metric: RACC38
	Late representation ground waived		Web: RACC63
Details		Decision	Reason Code
Web	States web site unavailable – investigation shows no web problems. Mitigation	REJECT	RREJ35
Details		Decision	Reason Code
Web	States web site unavailable – investigation shows significant web outage.	ACCEPT	RACC63
	Late representation ground waived		
Details		Decision	Reason Code
Call Centre	States were unable to get through to call centre – investigation shows no problems with call centre Mitigation	REJECT	RREJ34
Details		Decision	Reason Code
Call Centre	States unable to get through to call centre – investigations shows call centre unavailable (i.e. fire alarm system failures)	ACCEPT	RACC43

	Late representation ground waived		
Details		Decision	Reason Code
IVR	States unable to get through to pay charge by IVR was kicked out of IVR system – Investigation shows that there were NO problems with the IVR system. Mitigation	REJECT	RREJ34
Details		Decision	Reason Code
IVR	States unable to get through to pay charge by IVR was kicked out of IVR system – Investigation shows that there were significant problems with the IVR system. Late representation ground waived	ACCEPT	RACC43
Details		Decision	Reason Code
Paypoint	Claims Paypoint machine was not working – investigation confirms no known faults either with network or individual outlet problem reported. Mitigation	REJECT	RREJ36
Details		Decision	Reason Code
Paypoint	Claims Paypoint machine was not working – investigation confirms either Paypoint network error or individual outlet problem reported Late representation ground waived	ACCEPT	RACC37
Details		Decision	Reason Code
Metric	Claims metric machine was not working – investigation shows metric machine not faulty Mitigation	REJECT	RREJ37
Details		Decision	Reason Code
Metric	Claims metric machine was not working – investigation shows metric machine faulty Late representation ground waived	ACCEPT	RACC38
Details		Decision	Reason Code

Text	States text payment method not working – investigation shows no problems. Mitigation	REJECT	RREJ38
Details		Decision	Reason Code
Text	States text payment method not working – investigation shows significant problems with system. Late representation ground waived	ACCEPT	RACC39
Details		Decision	Reason Code
Text	States tried to pay by SMS, payment failed and received SMS error message. Claims SMS error message confusing. Message was issued prior to RELEASE 11. Late representation ground waived	ACCEPT	RACC39
Details		Decision	Reason Code
Text	States tried to pay by SMS, payment failed and received SMS error message. Claims SMS error message confusing. Message was issued after RELEASE 11. Mitigation	REJECT	RREJ38
Details		Decision	Reason Code
Fleet	States vehicle should have been on fleet list – investigation shows no system problems or data entry problems by CSP Mitigation	REJECT	RREJ31
Details		Decision	Reason Code
Fleet	States vehicle should have been on fleet list – investigation shows either system problems or error made by CSP. Late representation ground waived	ACCEPT	RACC41
Details		Decision	Reason Code
Fleet	States vehicle should have been on fleet list – investigation shows fleet operator error. Mitigation	REJECT	RREJ31
Details		Decision	Reason Code

Payment queue	States tried to pay but queue too long so could not wait. Mitigation	REJECT	RREJ05
Details		Decision	Reason Code
Fast Track	Misunderstood fast track (i.e. believed payment debited automatically) Mitigation	REJECT	RREJ05
Details		Decision	Reason Code
Cherished Number Plate - Paid	States paid but vehicle subject to cherished number plate transfer. Customer provides proof vehicle subject to cherished number plate transfer on the day and has paid the charge for the contravention date documents could include a confirmation letter from DVLA, or an approved V317 THIS IS THE FIRST REPRESENTATION Late representation ground waived	ACCEPT	RACC04
Details		Decision	Reason Code
Cherished Number Plate - Paid	States paid but vehicle subject to cherished number plate transfer. Customer provides no proof vehicle subject to cherished number plate transfer on the day and or has paid the charge for the contravention date or THIS IS <u>NOT</u> THE FIRST REPRESENTATION Mitigation	REJECT	REJ01

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Ground	Summary : That no Penalty charge is payable under the charging scheme		
Details		Decision	Reason Code
Exempt	States vehicle is exempt from charge due to tax class, but does not provide any proof – image does not confirm exemption, this may include a motor tricycle/Tricycle/'Ape' Van . Additional Information:	REJECT	RREJ23

	In Notice of Rejection ask for details of proof of tax class e.g. copy of V5 if relevant and/or include Paragraph relating to Motor tricycles/'Ape' Vans. Mitigation		
Details		Decision	Reason Code
Exempt	States vehicle is exempt from charge due to tax class and provides proof (DVLA taxation certificate, V5)	ACCEPT	RACC27
	Late representation ground waived		
Details		Decision	Reason Code
Exempt	States vehicle is exempt from charge due to tax class, but does not provide any proof – Image shows exempt vehicle e.g. bus or motor bike (but not motor tricycle/Tricycle/Ape Van)	ACCEPT	RACC27
	Late representation ground waived		
Details		Decision	Reason Code
Discount	States is entitled to 100% discount from scheme (<i>excluding blue badge</i>) and has registered – investigation shows no application received. Mitigation	REJECT	RREJ22
Details		Decision	Reason Code
Discount	States is entitled to 100% discount from scheme (<i>excluding blue badge</i>) and has registered – investigations shows application received but not processed within period allowed for registration (10 days)	ACCEPT	RACC25
	Late representation ground waived		
Details		Decision	Reason Code
Discount	States entitled to 100% discount from scheme (<i>excluding blue badge</i>) and has registered – registration not received in time. Mitigation	REJECT	RREJ22

Details		Decision	Reason Code
Discount	States is entitled to 100% discount from scheme (excluding blue badge) and has registered – investigation shows error made by CSP in registration (e.g. wrong VRM recorded, not activated, or customer misinformed).	ACCEPT	RACC25
	<u>Late representation ground waived</u>		

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Details		Decision	Reason Code
Discount	States is entitled to 100% discount from scheme (excluding blue badge) and has registered but sold vehicle and did not nominate new qualified vehicle or has use of hire or courtesy car and did not nominate this vehicle. THIS IS THE FIRST REPRESENTATION	ACCEPT	RACC26
Details		Decision	Reason Code
Discount	States is entitled to 100% discount from scheme (excluding blue badge) and has registered but sold vehicle and did not nominate new qualified vehicle or has use of hire or courtesy car and did not nominate this vehicle. THIS IS NOT THE FIRST REPRESENTATION <u>Mitigation</u>	REJECT	RREJ22
Details		Decision	Reason Code
Alternate Fuel	States is alternative fuel vehicle, but not registered with scheme. <u>Mitigation</u>	REJECT	RREJ22
Details		Decision	Reason Code
Police	States police vehicle, but no proof provided – Image does not support claim	REJECT	RREJ23

	Additional information: In Notice of Rejection ask for further details, including a supporting letter signed by senior police officer (superintendent or above) or if a Metropolitan Police vehicle appropriate form an authorised signatory Mitigation		
Details		Decision	Reason Code
Police	States police vehicle/used on police Business (including British Transport Police) and proof provided in the form of a letter signed by senior police officer (superintendent or above or Manager of Transport) or Metropolitan Police form (from the authorised Approved list of names provided). Late representation ground waived	ACCEPT	RACC29
Details		Decision	Reason Code
Emergency Services	States emergency services vehicle, but no proof provided – Image does not support claim Additional information: In Notice of Rejection ask for further details, including a letter on suitably headed paper signed by senior officer (i.e. Station Manager / Head of service or from an authorised signatory on the London Fire and emergency Planning Authority LEFPA) Mitigation	REJECT	RREJ23
Details		Decision	Reason Code
Emergency Services	States emergency services vehicle and provides evidence supported with a letter from the relevant emergency service confirming that the vehicle was used for the purpose described at the time and date of the contravention (from the Station Manager / Head of Service or from the authorised signatory of the London Fire and Emergency Planning Authority (LEFPA) proforma) Late representation ground waived	ACCEPT	RACC29
Details		Decision	Reason Code

Selected Partner	States they are exempted or discounted from scheme due to working for a “Selected Partner” such as Local Authority. Vehicle VRM was entered incorrectly (2 or fewer digit error or transposed) regardless of who nominated VRM. THIS IS THE <u>FIRST REPRESENTATION</u>	ACCEPT	RACC25/R ACC26
	<u>Late representation ground waived</u>		
Details		Decision	Reason Code
Selected Partner	States they are exempted or discounted from scheme due to working for a “Selected Partner” such as Local Authority. Vehicle was not added to the account. THIS IS <u>NOT</u> THE <u>FIRST REPRESENTATION</u> <u>Mitigation</u>	REJECT	RREJ31
Details		Decision	Reason Code
PCO	States vehicle is private hire vehicle (Mini Cab) and proof of PCO registration is provided	ACCEPT	RACC28
	<u>Late representation ground waived</u>		
Details		Decision	Reason Code
PCO	States vehicles registered; evidence shows that Upload of VRMs from PCO failed.	ACCEPT	RACC28
	<u>Late representation ground waived</u>		
Details		Decision	Reason Code
PCO	States vehicle/hackney carriage was registered with PCO; evidence included to show that PCO failed to update details correctly including the VRM being entered incorrectly (regardless of number of digit errors) or VRM not being entered within time. Confirmation from PCO must be included with representation <u>that the vehicle should have been registered at the time of contravention.</u>	ACCEPT	RACC28
	<u>Late representation ground waived</u>		

Details		Decision	Reason Code
PCO	States vehicle is taxi / hackney carriage, but no proof of PCO registration is provided to support the representation Mitigation	REJECT	RREJ24
	Additional Information: In Notice of Rejection ask for details of PCO registration		
Details		Decision	Reason Code
PCO	States vehicle is taxi / hackney carriage and proof of PCO registration provided covering the contravention date	ACCEPT	RACC28
	Late representation ground waived		
Details		Decision	Reason Code
PCO	States vehicle is a private hire vehicle (Mini Cab), but no proof of PCO registration is provided to support the representation. Mitigation	REJECT	RREJ24
	Additional Information: In Notice of Rejection ask for details of PCO registration		
Details		Decision	Reason Code
PCO	States operator either failed to register or incorrectly registered the vehicle. Mitigation	REJECT	RREJ24
Details		Decision	Reason Code
PCO	States as driver they are exempt (produces letter/ driver permit , which confirms that they as a driver have been PCO registered); however vehicle has not been registered by Operator.	REJECT	RREJ24
Details		Decision	Reason Code
PCO	States they were attending a vehicle inspection at PCO (vehicle failed inspection).	REJECT	RREJ24
Details		Decision	Reason Code

PCO	States they were attending a vehicle inspection at PCO (vehicle passed inspection), confirmation included.	ACCEPT	RACC28
	<u>Late representation ground waived</u>		
Details		Decision	Reason Code
Hackney carriage/ Taxi	States they are driving a taxi, vehicle is registered with another authority not PCO. <u>Mitigation</u>	REJECT	RREJ24
Details		Decision	Reason Code
Charity	Charity / Voluntary organisation states should be exempt because of their status. <u>Mitigation</u>	REJECT	RREJ26
Details		Decision	Reason Code
Military Vehicle	States UK military vehicle; image confirms or letter from Officer (Lieutenant, or flying officer or above) or Ministry of Defence enclosed confirming vehicle being used appropriately.	ACCEPT	RACC29
Details		Decision	Reason Code
Foreign Military	States vehicle is exempt due to being a foreign military vehicle. <u>Mitigation</u>	REJECT	RREJ23
Details		Decision	Reason Code
Blue Badge	States is Blue Badge holder proof provided (copy of badge) thought they were automatically exempt. THIS IS THE FIRST REPRESENTATION	ACCEPT	RACC21
Details		Decision	Reason Code

Blue Badge	States is Blue Badge holder and thought they were automatically exempt, but no proof provided. THIS IS THE <u>FIRST REPRESENTATION</u>	REJECT	RREJ21
	Additional Information: Evidence required: in Notice of Rejection ask for a copy of blue badge <u>Mitigation</u>		
Details		Decision	Reason Code
Blue Badge	States is Blue Badge holder and thought they were automatically exempt. THIS IS <u>NOT</u> <u>FIRST REPRESENTATION</u> <u>Mitigation</u>	REJECT	RREJ20
Details		Decision	Reason Code
Blue Badge	States is Blue Badge holder and registered with scheme – investigation shows error made by CSP in registration (e.g. wrong VRM recorded, not activated, or customer misinformed). Additional requirements: Ensure erroneous data is corrected immediately	ACCEPT	RACC22
	<u>Late representation ground waived</u>		
Details		Decision	Reason Code
Blue Badge	States is Blue Badge holder. Registered with scheme and first contravention – investigation shows registration not received in time. THIS IS THE <u>FIRST REPRESENTATION</u>	ACCEPT	RACC22
Details		Decision	Reason Code
Blue Badge	States is Blue Badge holder. Registered with scheme – investigation shows registration not received in time. THIS IS <u>NOT</u> THE <u>FIRST REPRESENTATION</u> <u>Mitigation</u>	REJECT	RREJ20
Details		Decision	Reason Code
Blue Badge	States is Blue Badge holder. Registered with scheme – investigation shows customer did not register or nominate the vehicle THIS IS THE <u>FIRST REPRESENTATION</u>	ACCEPT	RACC21

Details		Decision	Reason Code
Blue Badge	States is Blue Badge holder. Registered with scheme – investigation shows customer did not register vehicle. THIS IS NOT THE FIRST REPRESENTATION Mitigation	REJECT	RREJ20
Details		Decision	Reason Code
Blue Badge	States was driving a blue badge holder (REGISTERED KEEPER IS NOT BB HOLDER) – Apply appropriate blue badge rule i.e. vehicle registered incorrectly, first representation etc.	As per appropriate rule	
Details		Decision	Reason Code
Blue Badge	States knows a blue badge holder e.g. BB Holder is relative or friend and they were therefore exempt but BB holder not in vehicle. Reasons include running an errand, thought as they knew BB holder they were exempt, owner of vehicle. Mitigation	REJECT	RREJ20
Details		Decision	Reason Code
Resident	States is resident of zone. Not registered with scheme Mitigation	REJECT	RREJ25
Details		Decision	Reason Code
Resident	States is a resident of the zone, registered and forgot to pay. Mitigation	REJECT	RREJ25
Details		Decision	Reason Code
Resident	States is resident of zone and is attempting to register but not registered in time. Mitigation	REJECT	RREJ25
Details		Decision	Reason Code
Resident	States is resident of zone and is attempting to register but process not complete – investigations shows application received but not processed within period allowed for registration (10 days)	ACCEPT	RACC43

	Late representation ground waived		
Details		Decision	Reason Code
Resident	States is resident of zone and registered – investigation shows error made by CSP in registration (e.g. wrong VRM recorded, not activated, or customer misinformed) Additional requirements: Ensure erroneous data is corrected immediately	ACCEPT	RACC25
	Late representation ground waived		
Details		Decision	Reason Code
Resident	Registered as resident, sold vehicle and did not nominate new vehicle; has use of hire or courtesy car and did not nominate this vehicle. Discount Charge has still been paid. THIS IS THE FIRST REPRESENTATION	ACCEPT	RACC04
Details		Decision	Reason Code
Resident	Registered as resident, sold vehicle and did not nominate new vehicle; has use of hire or courtesy car and did not nominate this vehicle. Discount Charge has still been paid. THIS IS NOT THE FIRST REPRESENTATION Mitigation	REJECT	RREJ01
Details		Decision	Reason Code
Resident	States sent in application to change registered vehicle, PCN is for the old vehicle for which charge was paid, Application processed on the day of the PCN to remove old vehicle. Investigation shows VRM changed on day of contravention	Accept	RACC04
Diplomatic Representations received from a Diplomatic Mission, regarding a diplomatic vehicles			
Details		Decision	Reason Code

<p>Diplomatic vehicle</p>	<p>Representation received from a diplomatic mission regarding a diplomatic vehicle and <u>ONLY</u> states:</p> <ul style="list-style-type: none"> • As a Diplomat under the Vienna Convention on Diplomatic Relations or Vienna Convention on Consular Relations (any Article), and/or • They consider the Congestion Charge as a tax which under the Vienna Convention on Diplomatic Relations or Vienna Convention on Consular Relations (any Article), means that they are exempt from paying the Congestion Charge or do not have to the Congestion Charge 	<p>REJECT</p> <p>SEE NOTES</p>	<p>RREJ69</p>
<p>Additional info:</p> <p>The representation must be refused using the specific Diplomatic NOR Template inserting the relevant Diplomatic Mission paragraph.</p> <p>Long version for: US/German/Swiss Missions or more forceful reps from other missions</p> <p>Short version normally for other missions</p>			<p><u>Late representation ground waived</u></p>
<p>Details</p>		<p>Decision</p>	<p>Reason Code</p>

<p>Diplomatic vehicle</p>	<p>Representation received from a diplomatic mission regarding a diplomatic vehicle AND also makes reference to other points/grounds in the representation (as an example, paid the charge, resident renewal, sold vehicle and not limited to this list) in addition to being:</p> <ul style="list-style-type: none"> • A Diplomat under the Vienna Convention on Diplomatic Relations or Vienna Convention on Consular Relations (any Article), and/or • They consider the Congestion Charge as a tax which under the Vienna Convention on Diplomatic Relations or Vienna Convention on Consular Relations (any Article), means that they are exempt from paying the Congestion Charge or do not have to pay the Congestion Charge <p>THE REPRESENTATION MUST BE CONSIDERED ON THESE ADDITIONAL POINTS IN ACCORDANCE TO THIS CDR. THE DECISION TO ACCEPT OR REJECT WILL BE BASED ON THESE POINTS, NOT THE DIPLOMATIC STATUS OF KEEPER OR THE VEHICLE.</p>	<p>ACCEPT or REJECT</p> <p>Based on the criteria in this CDR</p>	<p>Use the relevant ACCEPT reason code which has led to accept decision</p>	
	<p><u>Additional Info:</u></p> <p><u>REP REJECTED</u> The representation must be refused using the specific Diplomatic NOR Template inserting the relevant Diplomatic Mission paragraph and addressing all other points <u>Long version</u> for: US/German/Swiss Missions or more forceful reps from other missions <u>Short version</u> normally for other missions</p> <p><u>REP ACCEPTED</u></p> <p>The NOA must be amended and use the specific Diplomatic NOA paragraph.</p> <p><i>'Your representation has been accepted by TfL not because of your Diplomatic status or that of the vehicle but on the wider points that you have raised in your representation.</i></p>			<p>SEE NOTES</p>
	<p><u>Late representation ground waived</u></p>			

Details		Decision	Reason Code
Diplomatic vehicle	Representation received from a diplomatic mission regarding a diplomatic vehicle AND the representation is made solely on any other grounds such as paid the charge, resident renewal, sold vehicle or other grounds in the CDR (and not limited to this list) and NOT the diplomatic status of the vehicle or keeper	ACCEPT or REJECT	Use the relevant ACCEPT or REJECT reason code in the CDR which has led to decision
	THE REPRESENTATION MUST BE CONSIDERED ON THESE ADDITIONAL POINTS IN ACCORDANCE TO THIS CDR. THE DECISION TO ACCEPT OR REJECT WILL BE BASED ON THESE POINTS, NOT THE DIPLOMATIC STATUS OF KEEPER OR THE VEHICLE.		
	<p>Additional info:</p> <p><u>REP REJECTED</u> The representation must be refused using the specific Diplomatic NOR Template inserting the relevant Diplomatic Mission paragraph and addressing all other points Long version for: US/German/Swiss Missions or more forceful reps from other missions Short version normally for other missions</p> <p><u>REP ACCEPTED</u></p> <p>The NOA must be amended and use the specific Diplomatic NOA paragraph.</p> <p><i>‘Your representation has been accepted by TfL not because of your Diplomatic status or that of the vehicle but on the wider points that you have raised in your representation.’</i></p> <p><u>Late representation ground waived</u></p>		
	Based on the criteria in this CDR	SEE NOTES	

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Summary	Ground
That the vehicle had been used or kept or permitted to be used or kept on a road by a person who was in control of the vehicle without the consent of the registered keeper	
Details	Reason Code
	Decision

PC050303L5050220

Stolen	States vehicle was stolen / taken without consent, but does not provide any proof	REJECT	RREJ40
	Additional Information: Further details required: crime reference number and police station to which crime was reported		
Details		Decision	Reason Code
Stolen	States vehicle was stolen / taken without consent and provides proof (crime reference number and police station to which it was reported) – CSP validates details with police station	ACCEPT	RACC51
Details		Decision	Reason Code
Taken	States vehicle was taken but user did not have consent (i.e. relative friend borrowed car) Mitigation	REJECT	RREJ40

Ground	Summary: That the Penalty Charge exceeds the amount applicable in the circumstances of the case		
Details		Decision	Reason Code
Incorrect charge	States amount on PCN is incorrect, not the amount prescribed in regulations – confirm details on PCN are correct	REJECT	RREJ61
Details		Decision	Reason Code
Part Paid	Says paid discounted sum – confirm if payment at discounted rate received and date payment received <i>if received in time Write off balance (do not record as accept on system)</i>	N/A	RACC71
Details		Decision	Reason Code
Part Paid	Says paid the discounted sum – investigate to confirm if payment equal to discounted sum received and date payment received – if received out of time	REJECT	RREJ61
Details		Decision	Reason Code
Part Paid	States other sum paid (e.g. £8.00)	REJECT	RREJ61

[Additional Daily Charge payment rules may be found at Paid](#)

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Factors which are Wholly Mitigation			
	Where Mitigation has been identified in this section the relevant paragraphs must be used in the Notice of rejection		
Details		Decision	Reason Code
Emergency	States drove into zone due to an emergency (emergency would consist as emergency visit to hospital within zone i.e. relative rushed to hospital) but no details provided Additional information: In Notice of Rejection ask for a letter from the hospital confirming it was for an emergency visit for further consideration.	REJECT	RREJ26
Details		Decision	Reason Code
Emergency	States drove into zone due to Medical Emergency, and provides proof of emergency visit to hospital (this is not a routine scheduled hospital visit) <u>Late representation ground waived</u>	ACCEPT	RACC36
Details		Decision	Reason Code
Hospital	States was visiting hospital. Was a routine or scheduled appointment Mitigation	REJECT	RREJ26
Details		Decision	Reason Code
Sick / Ill	States was taken ill (non emergency) Mitigation	REJECT	RREJ26
Details		Decision	Reason Code
Death	States registered keeper deceased and proof of death provided (death certificate or confirmation from solicitors handling the estate) See 3rd party rules, write to person making the representation not the registered keeper. <u>Late representation ground waived</u>	ACCEPT	RACC36
Details		Decision	Reason Code

Death	States Registered keeper deceased but provides no proof of death (death certificate or confirmation from solicitors handling the estate)) See 3rd party rules, write to person making the representation not the registered keeper.	REJECT	RREJ26
	Late representation ground waived		
Details		Decision	Reason Code
Death	States was going to register a death or travelling to hospital due to death of relative and proof of death provided (death certificate is dated day of contravention)	ACCEPT	RACC36
	Late representation ground waived		
Details		Decision	Reason Code
Death	States was going to register a death or travelling to hospital due to death of relative, but proof of death is not provided (or the death certificate is not dated on the day of the contravention) Additional Information: Where no death certificate is provided, in Notice of Rejection ask for copy of death certificate.	REJECT	RREJ26
	Late representation ground waived		
Details		Decision	Reason Code
Funeral	States was driving to or attending a funeral Mitigation	REJECT	RREJ26
Details		Decision	Reason Code
Petrol	States had to enter zone to get fuel. Mitigation	REJECT	RREJ26
Details		Decision	Reason Code
Diversions	States drove into zone due to a diversion – Investigation as above. No known diversion shown. Mitigation	REJECT	RREJ26
Details		Decision	Reason Code

Diversion	<p>States Drove into zone due to a diversion – investigation confirms diversion into the zone. Investigation or evidence may include any of the following:</p> <ul style="list-style-type: none"> • System check of notified diversion • Contact with LTCC/Police who confirm diversion into zone • IF ANY DOUBT ESCALATE TO PMA 	ACCEPT	RACC33
	<p style="text-align: center;">Late representation ground waived Mitigation</p>		
Details		Decision	Reason Code
Local Authority	<p>States vehicle had been subject to enforcement action by a local authority (clamp / removed) and this was why the vehicle was within the charging zone, but no evidence is produced to substantiate this claim</p>	REJECT	RREJ28
	<p>Additional Information: Further information/evidence required: copy of clamp removal release sheet and/or further details</p> <p style="text-align: center;">Mitigation</p>		
Details		Decision	Reason Code
Local Authority	<p>States vehicle had been subject to enforcement action by a local authority (clamp / removed on or before the contravention). Evidence is produced to prove that the vehicle was within the charging zone on the contravention date either as a direct result of this enforcement action, or following the recovery of the vehicle within the zone by the keeper following resolution of the enforcement action.</p>	ACCEPT	RACC34
	<p style="text-align: center;">Late representation ground waived Mitigation</p>		
Details		Decision	Reason Code
Detained	<p>States was detained by police, but does not provide any evidence</p>	REJECT	RREJ28
	<p>Additional Information: Evidence required: copy of custody sheet</p> <p style="text-align: center;">Mitigation</p>		

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Details		Decision	Reason Code
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Detained	States was detained by police and provides evidence (custody sheet)	ACCEPT	RACC34
	Late representation ground waived Mitigation		
Details		Decision	Reason Code
In Prison	Claims unable to or cannot pay as they are in prison. Mitigation	REJECT	RREJ28
	Details		
Breakdown	States vehicle broke down, resulting in entry exit of the zone during operational hours even if evidence is received from the Recovery firm to confirm Mitigation	REJECT	RREJ28
	Details		
Not in Zone	States not at location/in the zone, Image check confirms not a VRM Mismatch. Additional Information: If provides a satellite navigation or GPS data tracking report as part of representation ensure that relevant paragraph is included in the Notice of Rejection. Mitigation	REJECT	RREJ26
	Details		
Ignorance	States was unaware of congestion charging Scheme or Zone or PND . Mitigation	REJECT	RREJ26
	Details		
Got Lost	States got lost so drove into zone. Mitigation	REJECT	RREJ26
	Details		
Roads	Claims that was sent into zone due to road layout.		

	Mitigation	REJECT	RREJ30
Details		Decision	Reason Code
Dead End	Claims road is dead end so should not be in zone Mitigation	REJECT	RREJ30
Details		Decision	Reason Code
Swerved	States swerved or forced into zone Mitigation	REJECT	RREJ26
Details		Decision	Reason Code
Delivery	States was making a delivery or entered zone to load / unload Mitigation	REJECT	RREJ26
Details		Decision	Reason Code
Advice	States received incorrect advice from either call centre or retail, including PND, but no evidence provided and cannot be proven Mitigation	REJECT	RREJ03
Details		Decision	Reason Code
Advice	States received incorrect advice from either call centre or retail, including PND and is proven (either evidence is provided or known incident) Late representation ground waived Mitigation	ACCEPT	RACC40
Details		Decision	Reason Code
Advice	States received incorrect advice from Policeman/Traffic warden/Tour guide/Taxi driver or other Mitigation	REJECT	RREJ03

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Details		Decision	Reason Code
Leaving Zone	States they were leaving zone and not entering	REJECT	RREJ28

		Mitigation		
Details			Decision	Reason Code
VIP	Claims they are famous / important and shouldn't have to pay. Mitigation		REJECT	RREJ26
Details			Decision	Reason Code
Wasn't driver	States another person driving. Advise In NOR that whilst someone else may have driven the car the registered keeper is liable Mitigation		REJECT	RREJ32
Details			Decision	Reason Code
Timing	Claims not to be in zone during charging hours. Their own clock s showed the time before or after charging hours or they heard time from 3 rd party. Mitigation		REJECT	RREJ29
Details			Decision	Reason Code
Signs	States did <u>not see</u> signs or signs <u>did not tell then how to pay</u> e.g. tourist, not from London Mitigation		REJECT	RREJ30

PMA Escalation cases[Contents](#)

The following scenarios require immediate escalation to PMA for investigation

Details		Decision	Reason Code
Signs	States zone entry signs missing Late representation ground waived	Escalate to PMA	RREJ30 OR RACC42
Details		Decision	Reason Code
Cameras	States problem with camera – investigate evidential integrity log and then pass results to PMA Late representation ground waived	Escalate to PMA	RREJ 27OR RACC32

Details		Decision	Reason Code
Legal	Makes challenge on legal ground e.g. Human Rights, Error in scheme order, wording on PCN.	Escalate to PMA	RREJ33
	Late representation ground waived		

Hire

Contents

The rules to follow when the representation is made on the basis of the Vehicle was on Hire at the time of the contravention are outlined fully in the separate guidance notes entitled HIRE AGREEMENT GUIDANCE NOTES

7. Discount Renewal Process

7.1 The following business rules should be applied in the circumstances when the representation occurs as a result of the renewals process [applying the First Representation rule where relevant.](#)

7.2 [The consideration of the First representation will be specific to the representation occurring due to the renewal, regardless of a previous decisions i.e. a previous blue badge 1st contravention prior to being registered, then apply these rules.](#)

7.3 [Any Notice of Acceptance or Notice of Rejection must advise the customer of when the relevant renewal request was sent and when it had to be completed by. If the renewal has not been completed then customer should be advised to complete and submit the renewal application as soon as possible, that the full daily charge should be paid and that future PCN's would stand.](#)

7.4 Where these cases are identified, staff should make full use of Northgate Notes to explain reason for accepting or rejecting and refer to location of evidence (if applicable).

7.5 **All data corrections identified must be processed immediately to prevent re-occurrence of the same issue.**

Details		Decision	Reason Code
100% discount	States Forgot to renew		

holder (including Blue badge holders)	Additional information: THIS IS FIRST REPRESENTATION Advise Customer to make renewal application and that full daily charge must be paid until renewal application has been completed	ACCEPT	RACC21
Details		Decision	Reason Code
100% discount Holder (including Blue Badge holders)	States Forgot to renew Additional information: THIS IS NOT THE FIRST REPRESENTATION , in NOR: refer to earlier decision and advise contained regarding need to renew etc Mitigation	REJECT	RREJ05
Details		Decision	Reason Code
100% discount holder (including Blue Badge)	Renewal received but not processed, processed incorrectly, i.e. not applied / wrong VRM entered (this regardless of entry error) Data correction must be completed. Customer must be advised of action	ACCEPT all relevant PCN's	RACC01
Details		Decision	Reason Code
Resident	States Forgot to <u>renew</u> and did not pay daily charge Advise in NOR they need to both renew and pay daily charge at full rate until renewed, and only pay at discounted rate when renewal has been approved. Mitigation	REJECT all relevant PCN's	RREJ05

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Details		Decision	Reason Code
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Resident	States Forgot to <u>renew</u> and has continued to purchase a discounted charge after the expiry of the residents account	ACCEPT all relevant PCN's	RACC02
	Advise in NOA of the need to renew the residents discount and pay daily charge at full rate until renewed to stop PCN being issued, and only pay at discounted rate when renewal has been approved. Advise that renewal must be made a.s.a.p. arrange for application form to be sent This is the FIRST REPRESENTATION		
Details		Decision	Reason Code
Resident	Still has not renewed, still pays discounted charge	REJECT	RREJ04
	THIS IS NOT THE FIRST REPRESENTATION Reject. In NOR refer the customer to the previous decision Mitigation		
Details		Decision	Reason Code
Resident	States Tried to <u>renew</u> or had renewed and application for renewal was rejected and the customer was advised accordingly.	REJECT	RREJ21 OR 22 OR 25 as appropriate
	THIS RULE APPLIES WHETHER THEY HAVE CONTINUED TO PAY DISCOUNT CHARGE OR NOT. Mitigation		
Details		Decision	Reason Code
Resident	Renewal received but not processed, processed incorrectly, i.e. not applied / wrong VRM entered (this regardless of entry error)	ACCEPT all relevant PCN's	RACC01
	Data correction must be completed. Customer must be advised of action		
Details		Decision	Reason Code
	Claims to have not received renewal letter	ACCEPT	RACC26

All renewals	Additional information: Confirm correct address used for renewal letter, Re-send renewal letter. This is the FIRST REPRESENTATION Advise full daily charge must be paid until renewed.	all relevant PCN's	
Details		Decision	Reason Code
All renewals	Claims to have not received renewal letter	REJECT	RREJ22
	Investigation shows PCN issued after previous representation response was sent. THIS IS NOT THE FIRST REPRESENTATION Reject but provide details on how to renew. Mitigation		
Details		Decision	Reason Code
All renewals	Claims to have received conflicting misleading advice (i.e. the incorrect renewal letter that was sent)	ACCEPT	RACC40
	Explain process and how to correctly renew. Arrange for Customer Service/apps admin to contact them to rectify position.		

8. Paying the Charge Representation, Appeal and telephone enquiry Processing rules

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8.1 Rejected representations where applicable must make reference to previously accepted representations.

8.2 Representation concerning charge payment which fall outside of the Payment rules grounds or those referenced in the CDR should be escalated to a PMA for guidance.

8.3 NOTE: The relevant daily charge that is being considered as part of the representation must have an **actual purchase date** that meets [PND](#) requirements see 6.2 for the actual day of the contravention. This will therefore mean that any charges purchased after the contravention date that are not [PND](#) charges through a [PND](#) channel are not accepted and any representation on this basis must be refused.

9. Revised Enforcement Correspondence.

9.1 All of the Paying the Charge representations which are accepted by using the first representation rules should use the relevant Notice of Acceptance taking account of which takes account of

9.1.1 The Payment channel e.g. Paypoint/Web/Metric/Call centre etc, and

9.1.2 The specific error made e.g. wrong VRM or date following wording in the Notice of Acceptance. No apology should be issued.

9.2 All cases which are rejected due to the above rules and any subsequent appeal must reference the fact that a previous representation has been accepted and the customer was informed that future representations would not be accepted, see 9.4 onwards.

9.3 **All** of those cases which are non contested at appeal/Stat dec stage should use the appropriate cancellation notice that advises the customer we will not cancel PCNs in further such cases, (see 9.10).

9.4 As stated, a number of the business rules apply to '1st Representation'. Previously rules have mentioned 1st contravention or 1st occurrence to bring all these rules into line, ensuring consistency the above rules should be applied to determine if it is the 1st Payment Representation.

9.5 Where a representation is accepted under the first payment business rules basis it is very important that the Notice of Acceptance has very clear and specific reasons why the representation has been accepted. This is because the customer may be required to undertake some work themselves, such as registering with TfL as a Blue badge holder to prevent further PCNs, ensuring PND charges are correctly purchased or to correct information in some other or how they may interact with TfL. These payment rules follow on from this principle and it is **very important** they are followed.

9.6 **The first representation (either formal or by telephone)** therefore on ground 2 on or after **4 July 2005** where payment of the charge has been demonstrated/where payment can be confirmed will be accepted and the relevant Notice of Acceptance (based on payment method and error, date or VRM) will be issued to the customer that will outline the reasons for the error and acceptance.

9.6.1 The first representation rule will apply to any further representations for contravention's occurring within **5 working days** of this decision. The first working day being the date of the NOA issued for the initial first representation decision e.g. decision done Tuesday 14 June 2005, this rule will apply to representations received for contravention's for the period 14/6/05 to 20/6/05. This period allows for post/delivery of the mail before the customer is likely to be aware of the information in the Notice of Acceptance.

9.7 For any further or subsequent PCNs which were issued after the date specified in 9.6 (or calculated under 9.6.1 when relevant) where the representations are made on this ground where the error made is the same/similar error are to be rejected. If there is any doubt as to whether it is a *similar* case it should be referred to PMA with full details for advice).

9.8 The relevant Notice of Rejection paragraph must be included and must reference the **date(s) shown on all** previous Notice of Acceptances for representations accepted on the basis of 'paid the charge' ground 2 (even those prior to 4 July 2005).

9.9 Appeals and Stat Decs (where appropriate) will be processed in line with these business rules.

9.10 Any appeals/stat decs where it is shown that these business rules apply e.g. New evidence after a representation reject decision should be non contested and have the appropriate 'paid the charge' cancellation letter sent which clearly reminds the customer of the correct requirements when purchasing the charge.

9.11 Any appeals/stat decs where the case is to be challenged will use the wording from the intranet for the case summaries to show why the Appeal/Stat dec. is being challenged. The evidence required to be provided to support the cases will be as follows:

9.11.1 Copies of **all** the representations and Notice of Acceptances for the PCNs referenced in the Notice of Rejection (see point 8.1 and 9.7 and 9.8), and if relevant,

9.11.2 Copies of **all** representations and Notice of Rejections that may have been previously non contested such as new evidence etc (even those prior to 4 July 2005) at Appeal/Stat dec. stage on this ground, and if relevant,

9.11.3 **All** Copies of the appropriate cancellation letter(s) sent which informed the customer of the correct requirements when purchasing the charge issued when Any appeals/stat decs where Non Contested because these business rules applied e.g. N/C under first rep rule at appeal or New evidence after a representation reject decision, and if relevant

9.11.4 Details of any PCNs identified and cancelled through the identification of a payment error via a telephone enquiry should also be referenced and copies of the associated letter sent see 9.12.7 should be included.

9.11.5 Items referenced at 9.11.1 to 9.11.4 will all be included in the '**Miscellaneous evidence**' section of the pack at '**section J**

9.11.6 They will be referred to through the case summary paragraphs provided.

9.11.7 Representations previously referred to in a Notice of Rejection that are no longer held on the system due to them being deleted under Data Protection policies should also be referred to, however it should be explained in the case summary that:

'since the representation decision was made this information is no longer retained.'

9.12 Telephone Enquiries will be considered on the same basis as formal representations, it is very important that the customer is spoken to by Enforcement staff to ensure the customer is fully advised of why the PCN was issued due to the payment error. Comprehensive notes must be recorded on Northgate to assist with any further formal representations or telephone enquiries and must include the specific details of the call and that the customer was told:

9.12.1 The daily charge receipt reference that they paid for

9.12.2 The VRM recorded upon it

9.12.3 What should have been recorded/entered e.g. 0 (zero) inserted instead of o (Oscar), transposed characters etc.

9.12.4 That they have been reminded to pay for the correct VRM displayed on the vehicle, for the correct day at the correct rate, and advising of the relevant PND provisions.

9.12.5 TfL will **not** cancel further PCNs where the charge has been paid incorrectly.

9.12.6 In addition any data corrections must be confirmed with the customer and referenced and made that day to prevent further PCNs being issued to that vehicle as a result of the error on that receipt.

9.12.7 The customer must be issued the 'Telephone enquiry Cancellation letter' which must be referenced in the Northgate notes and associated to the relevant PCN in CORE for future reference.

9.13 If there is a further telephone call from the customer about subsequent PCNs they must be reminded of the previous conversation, details and reasons for cancelling the PCN, this call must also be recorded on Northgate.

9.13.1 If data corrections required from the earlier conversation have **not been completed**, cancel the PCN and ensure that this is marked Capita error (data correction not completed).

9.13.2 If data corrections **have been completed** as required previously advise the customer that the correct VRM was confirmed and led to previous cancellations and the PCN will not be cancelled as a result of the telephone conversation and advise them they should pay the PCN or make a formal written representation.

9.13.3 If data corrections are not relevant to the PCN in question again remind the customer of the earlier conversation, content and information given which should reflect the points at 9.12.1 to 9.12.5 (where relevant)

Click [HERE](#) to return to Pay the Charge Decision Criteria

10. Data Corrections

10.1 All data corrections of any customer accounts and receipt charges (Weekly, Monthly or Annually) must be arranged as per current business requirements and must be completed **on the day** the representation is considered and resolved. This is to reduce/limit/remove the possibility of any further PCN's being issued to the customer due to this problem/error.

10.2 Failing to complete this aspect may open up the PCN to the consideration of Capita error under KPI/QPI monitoring.

11 QPI monitoring

11.1 QPI6/7 and 8 will be considered on the basis of these requirements to identify when an error appropriate to each category should apply.

12. Freedom of Information Act (FOI)

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Background

12.1 The Freedom of Information Act (FOI) was introduced from 1 January 2005 and requires TfL to provide information requested as a result of this Act. The request should normally be made through the FOI co-ordinator for TfL but such requests may be made in any item of correspondence. It is expected that all questions raised in Enforcement correspondence (including but not limited to PCN payments, Representations and Appeals) are addressed in responses sent out by the CSP.

12.2 From 1st January 2005, The CSRs must recognise as part of FOI valid questions and should continue to investigate the issues and source the information required, address them and respond to the questions raised in the appropriate response relevant to the consideration of a Representation and Appeal through the statutory process. E.g. When was the metric machine I used last serviced/repaired, or when was the camera synchronised to the Rugby Atomic clock.

12.3 However in addition, where a **specific reference** is made to Freedom of Information or the Environmental Information Regulations, and/or the information requested cannot be obtained or is not relevant to the Representation and Appeals process, (e.g. how many charges were purchased during 2005, or How many PCNs have been issued for contraventions at XXXX location), The CSRs must insert the standard paragraph available from The Capita Intranet system into the response to provide the TfL FOI postal address should the person want to pursue the question further under FOI or the EIRs. This paragraph must be inserted into the acceptance, rejection or any other enforcement letter including appeal packs by the CSRs.

12.4 It must be reiterated that the Freedom of Information Act (FOI) is **not** the same as the Data Protection Act (DPA) and they should not be confused.

12.4 Subject Access Requests (SAR) through the Data Protection Act should continue to be processed as they are now. These are requests for a copy of information about or relating to the person themselves such as images associated with their PCNs.

12.5 It is understood that where such a Subject Access request is made as part of a representation, the person is sent a SAR form unless they have also enclosed the £10 fee in which case the request is forwarded to the Customer Relations personnel who process subject access requests.

12.6 **Standard paragraphs**

For use where the person has referred to Freedom of Information or that the representation is clearly asking for information which may be provided under the Freedom of Information Act:

We have considered fully your representation, however, in doing so we have identified that your representation contains a request for information that is more specifically a request that can be pursued under the Freedom of Information Act and/or the Environmental Information Regulations. Requests for this information should be made directly in writing to the following address:

FOI requests
Congestion Charging
Windsor House
42-50 Victoria Street
London
SW1H 0TL

Requests made under the Environmental Information Regulations may also be made by telephone.
Please contact 0845 900 1234.

Or if an enquiry that is not a representation

We have considered fully your enquiry, however, in doing so we have identified that your enquiry contains a request for information that is more specifically a request that can be pursued under the Freedom of Information Act and/or the Environmental Information Regulations. Requests for this information should be made directly in writing to the following address:

FOI requests
Congestion Charging
Windsor House
42-50 Victoria Street
London
SW1H 0TL

Requests made under the Environmental Information Regulations may also be made by telephone.
Please contact 0845 900 1234.

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Policy Advise Incorporated **{I}** into this Document or now superceeded **{S}**:

Policy {I} or {S}	Title	Issued
1. {S}	VRM Payment Errors – guidance to be included in training and supplementary information to be included on the CAPITA Enforcement Intranet	16/06/04
2. {S}	Guidance on Late Representations as requested, to be included in training and supplementary information to be included on the CAPITA Enforcement Intranet as appropriate.	16/06/04
4. {I}	Criteria for dealing with representations – amendment to SMS Text Payment guidance.	16/06/04
9. {I}	Rep. from Metropolitan Police, third party registered keeper, no authority from keeper for the Metropolitan Police to make representations on their behalf	02/08/04
15. {I}	Clarification of 4. Additional Criteria - Representation made on behalf of registered keeper (keeper is company or organisation).	22/09/04
18. {I}	Representation made by a third party (no authority to make representation from the registered keeper).	23/09/04
	Satellite Navigation and Global Positioning Services (GPS).	22/01/05
60. {I}	Consolidated Charge Payment Rules- Fleet Customers	26/07/05
69. {I}	Ape Tricycle Vehicles	20/10/05

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Appendix A Mitigation Aide

1. This Aide provides the CSP a number of sentences that reflect why TfL does not consider it appropriate to use Discretion where Mitigation has been identified.
2. Sentences should be added to the NOA/NOR/Case summary wherever possible.
3. This is not a definitive list. The sentences should be selected where the circumstance is appropriate. This is based upon the full investigation the CSR has made into the case, i.e. taking account of previous PCNs, if a registered customer, previously paid a daily charge for the VRM etc.
4. In any case of doubt it should be referred to PMA.

Ground	Possible Sentence to use depending upon evidence/facts of case
Bought vehicle	<p>TfL records show that the Driver and Vehicle Licensing Agency (DVLA) have provided your name and address as the registered keeper of the vehicle</p> <p>We have checked with the DVLA and they confirm you as the registered keeper of the vehicle</p> <p>You have provided no proof from the DVLA that you are not the registered keeper of the vehicle at the time of the contravention</p> <p>TfL have been notified by the previous keeper that they sold the vehicle to you prior to the contravention date</p> <p>The regulations permit that where the vehicle is not registered with the DVLA TfL can serve a PCN on whom we believe is responsible for the vehicle at the time of the contravention</p> <p>TfL have been notified by the current keeper that they bought the vehicle from you after the contravention date</p> <p>Having contacted the DVLA again they still confirm that their records show you as the registered keeper</p>
Diverted	<p>TfL does not consider that incorrect or inaccurate information from a third party is sufficient reason to cancel the PCN</p> <p>The congestion charging zone has been well publicised through all media channels both nationally and locally</p> <p>There are regulatory road signs at every entry and exit point of the charging Zone</p> <p>Planned diversions have a well signed diversionary route for you to follow, along which the cameras have been disabled. Should you choose not to follow this route a daily charge should be purchased.</p>

	<p>The diversion in question did not require you to enter the congestion charging zone</p> <p>The Diversion was outside the charging zone</p> <p>The diversion affected traffic already within the charging zone</p> <p>The operating hours of the congestion charge zone are well known and publicised</p> <p>You are aware of the zone as we have issued to you PCNs previously.</p> <p>You are aware of the zone as you are a registered customer with TfL.</p> <p>TfL consider that you are aware of the zone as charges have been purchased by you/ for your vehicle previously</p>
Forced/swerved	<p>TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone.</p> <p>The congestion charging zone has been well publicised through all media channels both nationally and locally</p> <p>There are regulatory road signs at every entry and exit point of the charging Zone</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>You are aware of the zone as you are a registered customer with TfL.</p> <p>The operating hours of the congestion charge zone are well known and publicised</p>
Heavy Traffic	<p>TfL does not consider this a sufficient reason for you not to purchase the daily charge, as you have made a conscious decision to enter the zone.</p> <p>The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly.</p> <p>There are regulatory road signs at every entry and exit point of the charging Zone</p> <p>The operating hours of the congestion charge zone are well known and publicised</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>You are aware of the zone as you are a registered customer with TfL.</p> <p>TfL consider that you are aware of the zone as charges have been purchased by you/ for your vehicle previously</p>
Never Owned	<p>TfL records show that the Driver and Vehicle Licensing Agency (DVLA) have provided your name and address as the registered keeper of the vehicle</p> <p>We have checked with the DVLA and they confirm you as the registered keeper of the vehicle</p> <p>You have provided no proof from the DVLA that you are not the registered keeper of the vehicle at the time of the contravention</p> <p>TfL have been notified by the previous keeper that they sold the vehicle to you prior to the contravention date</p> <p>The regulations permit that where the vehicle is not registered with the DVLA TfL can serve a PCN on whom we believe is responsible for the vehicle at the time of the contravention</p> <p>TfL have been notified by the current keeper that they bought the vehicle from you after the contravention date</p> <p>Having contacted the DVLA again they still confirm that their records show you as the registered keeper</p>
Paid - Call Centre Error	<p>Our staff have been highly trained to use the phonetic alphabet and to repeat the VRM and date of travel back to our customers prior to completing the transaction</p>

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	<p>We use an on-line vehicle Make and Model check to help validate charges purchased. This enables us to check the make and model of the vehicle registration you provide; where the make and model you provide does not match that of the DVLA we seek confirmation from you that you have in fact provided the correct registration mark to us before proceeding with any charge purchase.</p> <p>TfL consider that you are aware of the zone and the need to provide accurate information as charges have been purchased by you/ for your vehicle previously in this way</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.</p> <p>Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.</p> <p>It is your responsibility to maintain your account with us and notify us of any changes to your account such as a change of vehicle as soon as they occur</p> <p>TfL have noted that our records show that you have purchased the charge correctly using this payment channel previously</p> <p>TfL has a call queuing system which was in operation and your call would have been placed in a queue and dealt with.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN and out staff have been trained to identify the specific date the charge is for</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
Paid - IVR	<p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.</p> <p>The Voice Recognition system is an entirely automated process requiring you to clearly provide the information relevant to the purchase of your vehicle and it relies solely upon the information you provide.</p> <p>TfL has no record of any faults/unavailability of the service for the day in question</p> <p>TfL has a call queuing system which was in operation and fully functional at the time of the call. Your call would have been placed in a queue and dealt with.</p> <p>The Voice Recognition system does enable you to select an option to speak to an operator if you select this option.</p> <p>TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.</p>

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	<p>TfL have noted that our records show that you have purchased the charge correctly using this payment channel previously</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>We have checked our records and found that charge has not been purchased for your VRM for the contravention date</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN and our automated systems clearly outlines if the charge to be purchased is for a previous days charge or not</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Paid - Metric</p>	<p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.</p> <p>We have checked our records and found that charge has not been purchased for your VRM for the contravention date</p> <p>We have also searched our records using known common errors that our customers make and cannot establish that a charge has been purchased for the VRM</p> <p>Bank or credit card statements do not show the relevant receipt reference, VRM or date of travel to which the transaction relates and may be for any other day or vehicle, particularly as the charge can be paid up to 90 days in advance.</p> <p>Congestion Charging receipts that are issued have a unique serial number. This is used to identify the VRM, date of travel and amount the charge was purchased and helps us establish that the charge was either purchased correctly or not.</p> <p>As we do not have a record of a charge correctly being purchased for your VRM for the contravention date, the PCN was correctly issued and we can only assume that any charge you purchased was for the wrong vehicle</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased, to assist in this manner each machine has easy to follow step by step instructions.</p> <p>TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.</p> <p>TfL would advise that you could have purchased the charge up to 90 days in advance.</p> <p>TfL have noted that our records show that you have purchased the charge correctly using this payment channel previously</p> <p>TfL have checked and established there were no errors with this machine on the date of the contravention at the time of the</p>

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	<p>Any machine that is not working displays an error message, therefore you could have sought to purchase the charge through another payment channel</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN.</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p> <p>POST PND ONLY: The livery of all Metric machines has been amended and clearly states that Pay Next Day charges cannot be purchased at Metric machines and does direct customers to our website and call centre for such charges.</p>
<p>Paid - no proof</p>	<p>Congestion Charging receipts all bear a unique serial number. This enables TfL to identify the VRM, date of travel and amount the charge was purchased and establish if the charge was either purchased correctly or not. PCNs are not against vehicles were the charge has been correctly purchased and given no copy of or the receipt number has been provided it is our view the charge on this occasion was not correctly purchased.</p> <p>We have checked our records and found that charge has not been purchased for your VRM for the contravention date</p> <p>We have also searched our records using known common errors that our customers make and cannot establish that a charge has been purchased for the VRM</p> <p>Bank or credit card statements do not show the relevant receipt reference, VRM or date of travel to which the transaction relates and may be for any other day or vehicle, particularly as the charge can be paid up to 90 days in advance.</p> <p>Congestion Charging receipts that are issued have a unique serial number. This is used to identify the VRM, date of travel and amount the charge was purchased and helps us establish that the charge was either purchased correctly or not.</p> <p>As we do not have a record of a charge correctly being purchased for your VRM for the contravention date, the PCN was correctly issued and we can only assume that any charge you purchased was for the wrong vehicle</p> <p>With no acceptable proof of purchase of the relevant daily charge we cannot be satisfied that you have purchased the charge in the time and the manner required by the Scheme Order</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Paid - Paypoint</p>	<p>TfL consider that you are aware of the zone and the need to provide accurate information as charges have been purchased by you/ for your vehicle previously in this way</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased and that your receipt is fully checked prior to leaving the retail outlet, any error you identify can be corrected at the point the receipt is issued at no charge.</p> <p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.</p>

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	<p>Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.</p> <p>It is your responsibility to maintain your account with us and notify us of any changes to your account such as a change of vehicle as soon as they occur</p> <p>It is your responsibility to ensure that you purchased the charge at the correct rate.</p> <p>Paypoint outlets use payment slips for you to record the VRM on, the date(s) of travel and the rate of purchase of the charge which should ensure you purchase the charge correctly.</p> <p>TfL have noted that our records show that you have purchased the charge correctly using this payment channel previously</p> <p>TfL have checked and established there were no errors with the machine or network on the date of the contravention</p> <p>Our web site (ccLondon.com) has a search facility to assist in locating the nearest Paypoint outlet.</p> <p>Paypoint facilities are located nationally and identifiable by the congestion charge logo on the publicity posters/signs they have</p> <p>TfL would advise that you could have purchased the charge up to 90 days in advance.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Paid - SMS</p>	<p>TfL have sent you the terms and conditions of use which explain clearly how the SMS payment system operates and the steps that you must follow.</p> <p>It is your responsibility to check all messages received from us, we may be advising you of a payment failure and that you may not have purchased the charge</p> <p>It is your responsibility to ensure that your Credit/Debit card details, registration mark and mobile phone number are kept up to date; any changes to any one of these must be notified to TfL immediately.</p> <p>The error message we sent to you clearly advised a payment had not been made for the daily charge and you could have reasonably ensured the charge was paid through other channels.</p> <p>TfL does not take any responsibility for any failings regarding any networks. They are not maintained by TfL and as outlined in the terms and conditions must be taken on an as available basis. You reasonably could have insured that the charge was purchased through any other payment channel.</p> <p>The late payment process is clearly outlined in the SMS terms and conditions</p> <p>How to pay for another vehicle, other than the ones recorded upon your fast track account is detailed fully in the</p>

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	<p>terms and conditions</p> <p>To pay by SMS you must firstly register with TfL and full information is available on our web site (ccLondon.com) or call centre on 0845 9001234</p> <p>TfL have noted that our records show that you have purchased the charge correctly using this payment channel previously</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.</p> <p>TfL have checked and established there were no system or network errors that may have affected the receipt or processing of the message on the date of the contravention</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased and the VRM is correctly stated.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN, even in such circumstances</p> <p>POST PND ONLY: The facility to Pay Next Day is not appropriate to SMS, our publicity clearly states this</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
Paid - Web	<p>TfLs website has step by step instructions and reminders to prompt you as you purchase the charge in this manner and provides you with your receipt details upon completion of the transaction</p> <p>TfL consider that you are aware of the zone and the need to provide accurate information as charges have been purchased by you/ for your vehicle previously in this way</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.</p> <p>Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.</p> <p>It is your responsibility to maintain your account with us and notify us of any changes to your account such as a change of vehicle as soon as they occur</p> <p>TfL have noted that our records show that you have purchased the charge correctly using this payment channel previously</p>

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	<p>TfL would advise that you could have purchased the charge up to 90 days in advance. TfL have checked the operation of our website for that day and have established that there were no faults that would have prevented the charge from being purchased POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN POST PND ONLY: With the introduction of Pay Next Day TfL has made a number of changes to our website regarding paying the charge, to make paying the charge more easier to avoid a PCN by clearly distinguishing between charges that are relevant to Pay Next Day or not. POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Paid - wrong date</p>	<p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle. It is your responsibility to ensure that you pay the charge for the correct VRM and date of travel. The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly. TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past. You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously. Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234 There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Paid - wrong vehicle</p>	<p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle. It is your responsibility to ensure that you pay the charge for the correct VRM. The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly. TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past. You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p>

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	<p>Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.</p> <p>It is your responsibility to maintain your account with us and notify us of any changes to your account such as a change of vehicle as soon as they occur</p> <p>TfL would advise that you could have purchased the charge up to 90 days in advance.</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Paid - discounted rate</p>	<p>We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.</p> <p>It is your responsibility to ensure that you pay the charge for the correct VRM and at the correct rate.</p> <p>The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>You are aware of the zone as we have previously issued PCNs to you.</p> <p>Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.</p> <p>It is your responsibility to maintain your account with us and notify us of any changes to your account such as a change of vehicle as soon as they occur</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>The Residents Application pack issued to you clearly advised you that the full daily charge must be paid until TfL wrote to you to advise that your application had been processed and accepted. Charges purchased prior to this acceptance are void.</p> <p>Only registered residents are entitled to purchase the charge at the discounted rate, any charges purchased by someone other than a registered resident do not comply with the requirement to purchase the charge in the time</p>

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	<p>and the manner required and are void.</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel</p>
<p>Ringer/Clone</p>	<p>You have not provided to TfL acceptable proof the vehicle was or may have been at a different location such as a Tracker report.</p> <p>TfL is satisfied that the vehicle is your vehicle when comparing the DVLA details and the images. Photos showing any identifiable differences in the vehicles (e.g. number plate maker/ garage name etc)</p> <p>You have provide no photos showing any identifiable differences in the vehicles (e.g. number plate maker/ garage name etc) which we may consider.</p> <p>No proof that any other enforcement agency may have accepted the vehicle has been cloned/ringed for us to consider.</p> <p>Evidence that a crime has been previously reported to the Police providing the Police station, telephone and crime reference number so that we may validate the statement and the Police accepted that your vehicle has been cloned/ringed.</p> <p>TfL is satisfied having examined all available evidence that it is your vehicle captured by our cameras within the charging zone</p>
<p>Attempted to Pay</p>	<p>TfL does not consider that given the circumstances of the case that an attempt to pay is sufficient reason to cancel the PCN and that a charge reasonably could have been purchased.</p> <p>We have applied discretion and accepted representations from you in these circumstances in the past and advised you to check thoroughly when purchasing future charges that you were paying for the correct date and vehicle.</p> <p>It is your responsibility to ensure that you pay the charge for the correct VRM and date of travel.</p> <p>The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel</p>

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	<p>TfL would advise that you could have purchased the charge up to 90 days in advance.</p> <p>TfL have made paying the charge as easy as possible and have provided a number of options in how the charge is paid and when.</p> <p>The congestion charging zone has been well publicised through a wide range of media channels both nationally and locally</p> <p>There are regulatory road signs at every entry and exit point of the charging Zone and they provide details of the operator of the scheme which could have been used to make contact with our web site or call centre</p> <p>The operating hours of the congestion charge zone are well known and publicised</p> <p>TfL considers it reasonable that attempts to pay the congestion charge could have taken place at an earlier time.</p> <p>The deadline for payments is well publicised through a wide range of media channels both nationally and locally</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN, even in such circumstances</p> <p>POST PND ONLY: As Pay Next Day now permits payment after the day of travel and increases the time to pay the charge to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Did not know how to pay or Ignorance</p>	<p>TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone.</p> <p>There are regulatory road signs at every entry and exit point of the Charging Zone and they provide details of the operator of the scheme, in this case transport for London which could have been used to make contact with our web site or call centre</p> <p>The operating hours of the congestion charge zone are well known and publicised</p> <p>The congestion charging zone has been well publicised through a wide range of media channels both nationally and locally</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>TfL has previously sent to you literature that outlines how and when the charge should be purchased</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Funeral</p>	<p>Whilst we sympathise with you over the recent loss, it does not provide an exemption or discount against payment of the daily charge</p> <p>It is your responsibility to ensure that you pay the charge for the correct VRM and date of travel even in such</p>

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	<p>circumstances.</p> <p>The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously. Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234</p> <p>There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased even in circumstances such as this which could have removed any undue stress.</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel</p> <p>TfL would advise that you can purchase the charge up to 90 days in advance, and in doing so could have removed any undue stress.</p> <p>TfL have made paying the charge as easy as possible and have provided a number of options in how the charge is paid and when.</p> <p>The congestion charging zone has been well publicised through a wide range of media channels both nationally and locally</p> <p>There are regulatory road signs at every entry and exit point of the charging Zone and they provide details of the operator of the scheme which could have been used to make contact with our web site or call centre</p> <p>The operating hours of the congestion charge zone are well known and publicised</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN, even in such circumstances</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign.</p>
<p>Resident</p>	<p>There are regulatory road signs at every entry and exit point of the Charging Zone and they provide details of the operator of the scheme which could have been used to make contact with our web site or call centre</p> <p>The operating hours of the congestion charge zone are well known and publicised</p> <p>The congestion charging zone has been well publicised through a wide range of media channels both nationally and locally</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel</p>

It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased at the correct rate

You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.

TfL has previously sent to you literature that outlines how to register with TfL and how and when the charge should be purchased until any discount registration application is complete.

As we have issued PCNs to you previously and would be aware of the charging zone, TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.

We have applied discretion in the past and accepted representations from you in these circumstances and advised you to check thoroughly when purchasing future charges that you were paying for the correct vehicle.

It is your responsibility to ensure that you pay the charge for the correct VRM and at the correct rate.

The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly.

TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.

As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you are aware of the need to pay for the daily charge correctly or that you could have contacted our call centre or visited our web site for more information.

Details of how to pay the charge through all our payment channels can be obtained via our website (cclondon.com) or call centre on 0845 9001234

There has been extensive publicity on the need to pay the charge for the correct vehicle registration in order to comply with the scheme order

TfL have previously notified you of how to purchase the charge correctly when you have more than one vehicle on your account.

It is your responsibility to maintain your account with us and notify us of any changes to your account such as a change of vehicle as soon as they occur

It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased

The Residents Application pack issued to you clearly advised you that the full daily charge must be paid until TfL wrote to you to advise that your application had been processed and accepted. Charges purchased prior to this acceptance are void.

Only registered residents are entitled to purchase the charge at the discounted rate, any charges purchased by someone other than a registered resident do not comply with the requirement to purchase the charge in the time and the manner required and are void.

As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that

	<p>you be aware of the need to pay for the charge for the correct VRM and date of travel</p> <p>Residents of the zone do not get automatic entitlement to the residents discount, this is because residents are required to register and provide suitable proofs of residency to TfL first, before purchasing the charge at the discounted rate, until done so any charges at the reduced rate are void.</p> <p>The congestion charging zone and discount eligibility has been well publicised through a wide range of media channels</p> <p>As you have changed a vehicle on your account in the past TfL considers it reasonable that you are aware of the correct process to follow.</p> <p>As you have on a previous occasion re-applied to renew your residents discount TfL considers it reasonable that you are aware of the correct process to follow, the documentation to provide, fees involved and the need to purchased the full daily charge until your renewal application has been approved.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN, even in such circumstances</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions for residents.</p>
<p>Not In Zone</p>	<p>You have not provided to TfL acceptable proof the vehicle was or may have been at a different location such as a Tracker report.</p> <p>TfL is satisfied that the vehicle is your vehicle when comparing the DVLA details and the images. Photos showing any identifiable differences in the vehicles (e.g. number plate maker/ garage name etc)</p> <p>You have provide no photos showing any identifiable differences in the vehicles (e.g. number plate maker/ garage name etc) which we may consider.</p> <p>No proof that any other enforcement agency may have accepted the vehicle has been cloned/ringed for us to consider.</p> <p>TfL is satisfied having examined all available evidence that it is your vehicle captured by our cameras within the charging zone</p> <p>There are regulatory road signs at every entry and exit point of the charging zone which would clearly indicate to you that you are about to enter or exit the zone.</p>
<p>Road Layout</p>	<p>There are regulatory road signs at every entry and exit point of the charging Zone, making it clear the zone has been used and which you could have reacted to and purchased the charge.</p> <p>Planned diversions have a well signed diversion routes for you to follow, along which the cameras have been disabled. Should you choose not to follow this route a daily charge should be purchased.</p> <p>The boundary, location and operating hours of the congestion charge zone are well known and publicised both nationally and locally</p>

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	<p>You are aware of the zone as we have issued PCNs to you previously. You are aware of the zone as you are a registered customer with TfL. TfL consider that you are aware of the zone as charges have been purchased by you/ for your vehicle previously TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone. The congestion charging zone has been well publicised through all media channels both nationally and locally emphasising the need to purchase the charge correctly. TfL does not consider that incorrect or inaccurate information from a third party is sufficient reason to cancel the PCN POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN, even in such circumstances or of you were in any doubt POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Got Lost</p>	<p>There are regulatory road signs at every entry and exit point of the charging Zone, making it clear the zone has been used and which you could have reacted to and purchased the charge. Planned diversions have a well signed diversion routes for you to follow, along which the cameras have been disabled. Should you choose not to follow this route a daily charge should be purchased. The boundary, location and operating hours of the congestion charge zone are well known and publicised both nationally and locally TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone. You are aware of the zone as we have issued PCNs to you previously. You are aware of the zone as you are a registered customer with TfL. TfL consider that you are aware of the zone as charges have been purchased by you/ for your vehicle previously TfL does not consider this a sufficient reason for you not to purchase the daily charge for entering the charging zone. TfL does not consider that incorrect or inaccurate information from a third party is sufficient reason to cancel the PCN POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN, even in such circumstances or of you were in any doubt POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Charity</p>	<p>There is no exemption or discount for such vehicles in the Scheme Order which has been subject to consultation The publicity for the charging zone is clear about who needs to pay and when and the vehicles that are exempt or discounted from the charge.</p>

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	<p>There are regulatory road signs at every entry and exit point of the charging Zone, making it clear the zone has been used and which you could have reacted to and purchased the charge.</p> <p>TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone.</p> <p>There are regulatory road signs at every entry and exit point of the Charging Zone and they provide details of the operator of the scheme, in this case Transport for London which could have been used to make contact with our web site or call centre</p> <p>The boundaries, locations and operating hours of the congestion charge zone are well known and publicised</p> <p>The congestion charging zone has been well publicised through a wide range of media channels both nationally and locally</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>TfL has previously sent to you literature that outlines how and when the charge should be purchased</p> <p>Our Website or Call Centre would have verified for you that the vehicle was not exempt and a charge should be paid.</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Selected Partner</p>	<p>The publicity for the charging zone is clear about who needs to pay and when and the vehicles that are exempt or discounted from the charge.</p> <p>There is a clear process in place which has been utilised many times by selected partners that must be followed, errors or omissions are not attributable to TfL.</p> <p>There are regulatory road signs at every entry and exit point of the charging Zone, making it clear the zone has been used and which you could have reacted to and purchased the charge.</p> <p>TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone.</p> <p>There are regulatory road signs at every entry and exit point of the Charging Zone and they provide details of the operator of the scheme, in this case Transport for London which could have been used to make contact with our web site or call centre</p> <p>The boundaries, locations and operating hours of the congestion charge zone are well known and publicised</p> <p>The congestion charging zone has been well publicised through a wide range of media channels both nationally and locally</p>

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	<p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously. TfL has previously sent to you literature that outlines how and when the charge should be purchased Our Website or Call Centre would have verified for you that the vehicle was not exempt and a charge should be paid.</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Police and Emergency Services</p>	<p>The Scheme Order is clear on which vehicles the exemption or discount applies and we are satisfied that having checked this vehicle is not such a vehicle. TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone. There are regulatory road signs at every entry and exit point of the Charging Zone and they provide details of the operator of the scheme, in this case transport for London which could have been used to make contact with our web site or call centre The operating hours of the congestion charge zone are well known and publicised The congestion charging zone has been well publicised through a wide range of media channels both nationally and locally</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you be aware of the need to pay for the charge for the correct VRM and date of travel It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously. TfL has previously sent to you literature that outlines how and when the charge should be purchased You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past. You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p>

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	<p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>PCO</p>	<p>The Scheme Order is clear on which vehicles the exemption or discount applies and we are satisfied that having checked this vehicle is not such a vehicle.</p> <p>The exemption for the vehicle only applies when the PCO provide written confirmation to you.</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>TfL has previously sent to you literature that outlines how and when the charge should be purchased</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone.</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>Our Website or Call Centre would have verified for you that the vehicle was not exempt and that a charge should be paid.</p> <p>A simple check with the PCO would have removed any doubt.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Disabled tax class vehicle</p>	<p>The Scheme Order is clear on which vehicles the exemption or discount applies and we are satisfied that having checked this vehicle is not such a vehicle at the time of the contravention.</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>TfL has previously sent to you literature that outlines how and when the charge should be purchased.</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>TfL does not consider this a sufficient reason for you not to purchase the daily charge for using the charging zone.</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>Our Website or Call Centre would have verified for you that the vehicle was not exempt and that a charge should</p>

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	<p>be paid.</p> <p>The publicity for the charging zone is clear about who needs to pay and when and the vehicles that are exempt or discounted from the charge.</p> <p>We have applied discretion in the past and accepted representations from you based on these circumstances but advised you of the need to purchase the charge in future or to take the necessary steps to ensure that your vehicle was correctly registered with us or the DVLA.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easier to avoid a PCN</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Blue Badge</p>	<p>The Scheme Order is clear on which vehicles the discount applies and we are satisfied that having checked this vehicle is not such a vehicle at the time of the contravention.</p> <p>There is no automatic exemption, this must be applied for and approved in advance.</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you are aware of the need to pay for the daily charge correctly or that you could have contacted our call centre or visited our web site for more information.</p> <p>The congestion charging zone and discount eligibility has been well publicised through a wide range of media channels</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously. TfL has previously sent to you literature that outlines how and when the charge should be purchased.</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased. Our Website or Call Centre would have verified for you that the vehicle was not exempt and that a charge should be paid.</p> <p>The publicity for the charging zone is clear about who needs to pay and when and the vehicles that are exempt or discounted from the charge.</p> <p>We have applied discretion in the past and accepted representations from you based on these circumstances but advised you of the need to purchase the charge in future or to take the necessary steps to ensure that your vehicle was correctly registered with us or the DVLA.</p> <p>The registration pack for Blue Badge holders are clear about who needs to pay and when and those vehicles that are exempt or discounted from the charge and when any approved discount applies from.</p> <p>The registration pack for Blue Badge holders made it clear we would confirm when any approved discount applied</p>

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	<p>from.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easily to avoid a PCN in such circumstances.</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Emergency Visit</p>	<p>The charge can be purchased up to 90 days in advance before the date of travel.</p> <p>The evidence suggests this was a hospital visit you knew about in advance of the day of travel.</p> <p>Whilst we sympathise with the events that detailed, TfL considers it reasonable of you to provide some evidence of the details to support your case so that we can decide what our next steps are and if it is reasonable for us to cancel the PCN on this occasion.</p> <p>This would appear to be an outpatient visit and therefore would require an advance appointment.</p> <p>The Scheme Order is clear on which vehicles the discount applies and we are satisfied that having checked this vehicle is not such a vehicle at the time of the contravention.</p> <p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you are aware of the need to pay for the daily charge correctly or that you could have contacted our call centre or visited our web site for more information.</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously.</p> <p>TfL has previously sent to you literature that outlines how and when the charge should be purchased.</p> <p>We have applied discretion in the past and accepted representations from you based on these circumstances but advised you of the need to purchase the charge in future.</p> <p>The publicity for the charging zone is clear about who needs to pay and when and the vehicles that are exempt or discounted from the charge.</p> <p>The NHS Reimbursement Scheme would appear appropriate in such cases ***** validate circumstances against NHS reimbursement scheme*****</p> <p>Our Website or Call Centre would have verified for you that the vehicle was not exempt and that a charge should be paid.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easily to avoid a PCN in such circumstances.</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>

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<p>Hospitalisation</p>	<p>The charge can be purchased up to 90 days in advance before the date of travel. The evidence suggests this was a hospital visit you knew about in advance of the day of travel. This would appear to be an outpatient visit and therefore would require an advance appointment. Whilst we sympathise with the events that detailed, TfL considers it reasonable of you to provide some evidence of the details to support your case so that we can decide what our next steps are and if it is reasonable for us to cancel the PCN on this occasion. The Scheme Order is clear on which vehicles the discount applies and we are satisfied that having checked this vehicle is not such a vehicle at the time of the contravention. As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you are aware of the need to pay for the daily charge correctly or that you could have contacted our call centre or visited our web site for more information. You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously. TfL has previously sent to you literature that outlines how and when the charge should be purchased. We have applied discretion in the past and accepted representations from you based on these circumstances but advised you of the need to purchase the charge in future. The publicity for the charging zone is clear about who needs to pay and when and the vehicles that are exempt or discounted from the charge. The NHS Reimbursement Scheme would appear appropriate in such cases ***** validate circumstances against NHS reimbursement scheme***** Our Website or Call Centre would have verified for you that the vehicle was not exempt and that a charge should be paid. TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past. It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased. POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easily to avoid a PCN in such circumstances. POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Discount</p>	<p>The Scheme Order is clear on which vehicles the discounts apply and we are satisfied that having checked this vehicle is not such a vehicle at the time of the contravention. There is no automatic exemption in the circumstances which you outline, this must be applied for and approved in advance.</p>

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	<p>As a registered customer with TfL you are aware of the congestion charging zone and TfL feels it reasonable that you are aware of the need to pay for the daily charge correctly or that you could have contacted our call centre or visited our web site for more information.</p> <p>The congestion charging zone and discount eligibility has been well publicised through a wide range of media channels</p> <p>You are aware of the zone and the requirements to pay the charge as we have issued PCNs to you previously. TfL has previously sent to you literature that outlines how and when the charge should be purchased.</p> <p>You are aware of the zone as we have issued PCNs to you previously, therefore TfL considers it reasonable you should have taken steps to find out more and or pay the relevant charge.</p> <p>TfL consider that you are aware of the zone and the need to purchase charges correctly as you have done so in the past.</p> <p>It is your responsibility as the keeper of the vehicle to ensure that the charge is correctly purchased.</p> <p>Our Website or Call Centre would have verified for you that the vehicle was not exempt and that a charge should be paid.</p> <p>The publicity for the charging zone is clear about who needs to pay and when and the vehicles that are exempt or discounted from the charge.</p> <p>We have applied discretion in the past and accepted representations from you based on these circumstances but advised you of the need to purchase the charge in future or to take the necessary steps to ensure that your vehicle was correctly registered with us or the DVLA.</p> <p>The registration pack for the discount made it clear we would confirm when any approved discount applied from.</p> <p>The registration packs for discounts to the scheme are clear about who needs to pay and when and those vehicles that are exempt or discounted from the charge and when any approved discount applies from.</p> <p>POST PND ONLY: The introduction of Pay Next Day has made paying the charge more easily to avoid a PCN in such circumstances.</p> <p>POST PND ONLY: The facility to Pay Next Day has been supported by a widespread publicity campaign which made clear the Pay Next Day provisions.</p>
<p>Death - no proof of</p>	<p>Whilst we sympathise with the circumstances that you outline, TfL considers it is reasonable to ask for some evidence of the death that you outline so that we can decide what our next steps are and if it is reasonable for us to cancel the PCN on this occasion.</p>
<p>Death - registering</p>	<p>Whilst we sympathise with the recent loss that you outline, TfL considers it is reasonable to ask for some evidence of the registration of the death that you outline and would request you to provide a photocopy of the death certificate so that we can decide what our next steps are and if it is reasonable for us to cancel the PCN on this occasion.</p>

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<p>Death - registered keeper</p>	<p>Whilst we sympathise with the circumstances that you outline, TfL considers it is reasonable to ask for some evidence of the death that you outline so that we can decide what our next steps are and if it is reasonable for us to cancel the PCN on this occasion.</p> <p>Whilst we sympathise with the recent loss that you outline, TfL does consider it reasonable to ask for some evidence of the registration of the death that you outline and would request you to provide a photocopy of the death certificate so that we can decide what our next steps are and if it is reasonable for us to cancel the PCN on this occasion.</p>
<p>Timing</p>	<p>TfL's systems are synchronised to the most accurate time keeping system and the contravention date and time is verified when the image is captured.</p>
<p>detained/in prison</p>	<p>TfL does not consider that this removes liability for the penalty charge or prevents payment of the charge</p>
<p>Diplomatic</p>	<p>Refer to PMA</p>

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