

**Recorded Delivery**

Claire Webb  
Post Office Legal Services  
5<sup>th</sup> Floor  
148 Old Street  
London  
EC1V 9HQ

Dated: 28<sup>th</sup> July 2014

**County Court at Manchester Hearing 8<sup>th</sup> September 2014 at 3:10pm**  
**Ref: Azfar Syed -v- Post Office Ltd**  
**Case NO: 3YQ70170**

Dear Claire Webb

I enclose by way of service the following documentation ahead of case hearing at County Court at Manchester to deal with my application for set aside judgment.

1. Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014
2. Exhibits ASW1-ASW12

Kindly acknowledge receipt.

**GRO**

Azfar M Syed

**GRO**

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**WITNESS STATEMENT OF AZFAR SYED**

---

I, Azfar Mahmood Syed date of birth GRO will  
say as follows:-

I am the defendant in this case/ action and make this statement in support of my  
application to set aside a judgment

The facts set out in this statement are within my own knowledge or are based on the  
information provided which I believe are true.

I, Azfar M Syed was appointed as a sub postmaster on 22<sup>nd</sup> May 2007 at 112 Sale Circle Post Office Manchester M23 0BX branch

After taking over outgoing sub postmaster who promised to stay and help me to understand the operation and training, disappeared and left me alone in the office

Following were provided after appointment:-

- **A training program**

5 days classroom  
6 days live training over counter  
1 day balance  
No back office or reconciliation training was provided  
NO Lottery Training

- **HARDSHIP & DIFFICULTIES FACED**

After the transfer I came across a number of problems and difficulties which are as here under:-

1. No disability access
2. Broken tiles floor/damage floor
3. Old safe plate and hole in the main entrance
4. Leaked ceilings
5. Front door broken
6. Old safe and rubbish in the office
7. Lots of obsolete stock
8. Toilet seat broken
9. Flush not working
10. Faulty phone line
11. Date stamp broken
12. Rear yard full of rubbish and bushes
13. No legal or public notice of transfer or new management
14. Empty shop with no fixture and fitting, no business
15. My trainer was also concerned and called it a bad transfer
16. I and my Mrs. were left alone to face and handle the situation.

17. I started to run the office from 22 May 2007 and dedicate my all time to put the office in shape and proper run. I transfer my kids to sale local school, and we the whole family spent our all time to put the office office.
18. Starting from my first balance up to TP 7 every thing was fine.
19. The problem started when I tried to create a stock BB for other cashier. I was advised by the help line that only the Crown Office use different stock as it could create lots of problems.
20. The purpose of stock BB is to run a separate counter for another cashier to keep the check upon staff but it started to create problems showing negative stock and surplus cash.
21. On my TP 8, the balance on stock AA was fine but the balance on stock BB was 1, 24.000.00 was gain. I tried to contact help line but could not get through. The time was about 9, 45 pm, I tried to resolve the gain during an attempt to resolve the horizon asked me to transfer the gain in to local suspense which I did.
22. Next day I had a phone call from Chesterfield inquiring the gain, I explain to the gentleman what has happened and he advised me that on my next balance declare the same amount as loss which I did.
23. After that I stop to use stock BB and phoned to helpline to delete Stock BB they advised me that I have to wait at least 5 weeks then I will be able to delete so I left as it was.
24. On my TP 10 again my Stock AA was fine and as I try to roll the office over the system did not let me do roll over and asked to do the balance on stock BB as soon as I balance the stock BB ,it declare 78,000.00 lose . I transfer the figure in to local suspense and rolled the office over.
25. Again I received a phone call from chesterfield inquiring about the loss
26. I explain everything to them. they said there is some error and they will send it to upstairs
27. After a day or two I received a phone call from post office ltd saying that it is a problem with Stock BB and that 78, 0000 needs to removed, they asked me do you know how to do it I said no I just took over the office, they said that they will arrange a trainer to clear and delete the stock BB.



28. After that I had a phone call from help line who explained me how to clear that and told me to do through the house keeping and ram out the loss.
29. Next day I received a phone call from a trainer called Marina Slade to book a day and time to clear the figure.
30. On 17 January 2008, Marina Slade visited the branch, she checked all my cash and some of the stock and find every thing ok, she also checked Stock BB the loss was still in there Marina advised me that I have too much stock and some of that is obsolete and needs to go back. She told me and wrote down every thing on a piece of paper that count every single stock , Phone help line to find which stock is obsolete , put them in ram bags and get the things ready for my TP balance due on 23 January Wednesday
31. She will call again before roll over .it was just co incident that I was in the middle of resolving the problem the auditors visited on Monday just a day before it all would have been clear and resolved.
32. None of the matters has been hide or kept in dark and will never be.
33. During the audit I did explain and acknowledge them the whole situation and was in understanding that its all nearly dealt with .but I have been suspended and office has been closed. It seems that there has been a miscommunication between the different departments as I believe a suspension was inappropriate however the deficiency would have been resolved by Wednesday 23 January 2008 on TP balance and settled centrally. Any out outstanding query or issue could still be investigated while I could keep the office up and running.
34. Since I took over the office has never been run out or requested any additional cash some time we were not send the cash remittance and did not need the cash.
35. I concentrate only on Post Office and even could not start the shop as I have not got extra funds, the funds I had for the shop spent on post office. This is the only my living, livelihood and source of income

36. From the day one from application to selection and from incoming to service we committed, dedicated, sacrificed, honest, and did my job with the depth of my heart, fair and honesty. this is our only bread and butter keeping our family survive and living as far as deficiency concerned ,it's a complex of computer error ,insufficient training , human error as no body perfect
  
37. Being a new sub postmaster with no previous experience, limited training in a limited time period with forth coming Christmas and New Year festive period definitely was not a perfect working atmosphere and caused a complex error.

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW1**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

134

RESTRICTED

FOR CICA X/09/223970-2A

Case Enquiry Facts  
Post Office Ltd Security Team

Branch	Sale Circle
Reference	
Type of Enquiry	
Suspect Offender	Azfar SYED
Solicitor	

- Audit in January 2008 revealed a shortage of £69,932.04
- At the audit Mr SYED had understated his cash by £10,000+
- On a balance snapshot there was a discrepancy in excess of £80,000 - the shortage of £69,000 is arrived at by the understated cash and he was due a correction notice of approx. £2500.
- Mr SYED became sub postmaster in May 2007.
- Mr SYED could not explain if he physically counted the cash in the Post Office how he did not discover the shortage in the cash.
- Mr SYED said that he used one stock unit (AA) and the others used stock unit BB. He then said that they served out of one stock unit but used the cash in another. If this was the case then there would be a surplus of cash in one stock unit and a corresponding shortage in the other. Mr SYED could not explain why this did not occur.
- During one trading period Mr SYED declared that he had in excess of £200,000 in cash at the post office but during the interview he said that he had never declared this amount nor had he ever had this amount in the Post Office.

T35  
RESTRICTED

FOR CICA X/09/223970-2A

- Mr SYED said that he had little training and did not know how to transfer money from one stock unit to the other. However on 24 October 2007 he made a number of transfer's between stock units in 8 mintues.
- Mr SYED said that he did not trust the clerk who worked for him.
- Mr Syed could offer no explanation to why large amounts of cash were continually transferred between AA and BB stock units.
- Mr Syed stated that he did not receive sufficient training.
- Mr Syed admitted that he shared his password.
- Mr Syed incorrectly created an additional stock unit, which has gone someway to causing these problems.
- Mr Syed states that everything he has done has been on the advice of the helpline.
- Mr Syed maintains that these discrepancies are the result of errors.

Mr Syed was the person responsible for completing the Branch Trading Statement balance and the possibility existed of a prima facia case for false accounting being established against him. However when all circumstances of this enquiry are considered at this present time, the evidence was not sufficient to ensure a realistic prospect of a successful prosecution.

Mr SYED currently still owes the Post Office in excess of £100,000 (the shortage plus interest) and Post Office Ltd are in the process of taking CCJ out against him.

17/7/2008 - debarred from working at the Post Office

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW2**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

**IN CONFIDENCE**

**URGENT**

FAO  
GLEN CHESTER  
PAUL WILLIAM  
AGENTS CONTRACT MANAGER  
POST OFFICE LTD  
36-40 Great Underbank  
Stockport  
SK1 1QF

31 January 2008

**STATEMENT OF AFFAIRS**

**INTRODUCTION**

The purpose of this statement of affairs is to assist the contact Advisor in his investigation and to support the understanding of the matter.

**BACKGROUND**

Before my appointment , we( me & Mrs. )worked very hard along with two little kids' put every effort from financial arrangements to funds and from application to selection . It took us hardship sacrifice and dedication.

**SUMMARY**

I Azfar Syed was appointed as sub postmaster at Sale Circle branch

A training program of :

- 5 days classroom
- 6 days live training over counter
- 1 day balance
- No back office or reconciliation training was provided
- NO Lottery Training

## HARDSHIP & DIFFICULTIES

After the transfer I came across a number of problems and difficulties such as

Out going sub postmaster who promised to stay and help me to understand the operation and training disappeared and left me alone in the office.

- No disability access
- Broken tiles floor/damage floor
- Old safe plate and hole in the main entrance
- Leaked ceilings
- Front door broken
- Old safe and rubbish in the office
- Lots of obsolete stock
- Toilet seat broken
- Flush not working
- Faulty phone line
- Date stamp broken
- Rear yard full of rubbish and bushes
- No legal or public notice of transfer or new management
- Empty shop with no fixture and fitting, no business

My trainer was also concerned and called it a bad transfer

I and my Mrs. were left alone to face and handle the situation.

I started to run the office from 22 May 2007 and dedicate my all time to put the office in shape and proper run. I transfer my kids to sale local school, and we the whole family spent our all time to put the office office.

starting from my first balance up to TP 7 every thing was fine.

the problem started when I tried to create a stock BB for an other cashier. I was advised by the help line that only the Crown Office use different stock as it could create lots of problems.

the purpose of stock BB is to run a separate counter for another cashier to keep the check upon staff but it started to create problems showing negative stock and surplus cash.



On my TP 8, the balance on stock AA was fine but the balance on stock BB was 1, 24.000.00 was gain. I tried to contact help line but could not get through. The time was about 9, 45 pm, I tried to resolve the gain during an attempt to resolve the horizon asked me to transfer the gain in to local suspense which I did.

Next day I had a phone call from Chesterfield inquiring the gain, I explain to the gentleman what has happened and he advised me that on my next balance declare the same amount as loss which I did.

After that I stop to use stock BB and phoned to helpline to delete Stock BB they advised me that I have to wait at least 5 weeks then I will be able to delete so I left as it was.

On my TP 10 again my Stock AA was fine and as I try to roll the office over the system did not let me do roll over and asked to do the balance on stock BB as soon as I balance the stock BB ,it declare 78,000.00 lose . I transfer the figure in to local suspense and rolled the office over.

Again I received a phone call from chesterfield inquiring about the loss  
I explain every thing to them. they said there is some error and they will send it to upstairs

After a day or two I received a phone call from post office ltd saying that it is a problem with Stock BB and that 78, 0000 needs to removed , they asked me do you know how to do it I said no I just took over the office, they said that they will arrange a trainer to clear and delete the stock BB.

After that I had a phone call from help line who explained me how to clear that and told me to do through the house keeping and ram out the loss.

Next day I received a phone call from a trainer called Marina Slade to book a day and time to clear the figure.

On 17 January 2008, Marina Slade visited the branch, she checked all my cash and some of the stock and find every thing ok, she also checked Stock BB the loss was still in there Marina advised me that I have too much stock and some of that is obsolete and needs to go back. She told me and wrote down every thing on a piece of paper that count every single stock , Phone help line to find which stock is obsolete , put them in ram bags and get the things ready for my TP balance due on 23 January Wednesday

She will call again before roll over .it was just co incident that I was in the middle of resolving the problem the auditors visited on Monday just a day before it all would have been clear and resolved.

None of the matters has been hide or kept in dark and will never be.

During the audit I did explain and acknowledge them the whole situation and was in understanding that its all nearly dealt with .but I have been suspended and office has been closed. It seems that there has been a miscommunication between the different departments as I believe a suspension was inappropriate however the deficiency would have been resolved by Wednesday 23 January 2008 on TP balance and settled centrally. Any out outstanding query or issue could still be investigated while I could keep the office up and running.

### FACTS

the facts are as I am a family man and me my Mrs. invest all our money and spend and dedicate all our time and struggle , sacrifice, to built the business and always committed to provide the service to the community , in last six months the office has never been closed for any reason not even for lunch. **GRO**  
**GRO** but the office never closed.

In last six months since I took over the office has never been run out or requested any additional cash some time we were not send the cash remittance and did not need the cash.

Even on Monday (audit day) my cash was 12,000.00 pounds over due to a transaction correction sent on Thursday 17 January 2008. I have never ever removed any extra or surplus cash.

I concentrate only on Post Office and even could not start the shop as I have not got extra funds, the funds I had for the shop spent on post office. This is the only my living, livelihood and source of income

### CONCLUSION

From the day one from application to selection ad from incoming to service we committed, dedicated, sacrificed, honest, and did my job with the depth of my heart ,fair and honesty. this is our only bread and butter keeping our family survive and living as far as deficiency concerned ,it's a complex of computer error ,insufficient training , human error as no body perfect I don't say I am perfect but have always been proactive ,concerned ,vigilant , we are educated a well to do small family and can never think of any wrong doings, our honesty is our prestige ,our character is our pride and will never risk any of that at any cost. As I have no other means or source of income ,have a family with little kids to run

and provide and financial commitments I am very upset , stressed and worried and concern and wants to reinstate and run the office as soon as possible

An office closure or delay will result in financial difficulties, . Strain , struggle to survive and a heavy loss to my family and Post office Ltd.

On the contrary as there has been a time scale for on going investigation. And as happened in the past in such situation that during the suspension subpostmaster's partner /spouse has been transfer the office if possible I request you to transfer the office to my wife Mrs. Novera syed who can run the office with staff. I will be very grateful to you.

Being a new sub postmaster with no previous experience, limited training in a limited time period with forth coming Christmas and New Year festive period definitely was not a perfect working atmosphere and caused a complex error.

Finally I close the document by saying that this statement is an honest , true description of affairs and I have great faith and trust in your judgment and strongly believed that you will make a fair and justified decision.

I trust this statement of affairs will help to clarify the queries ,concerns situation. If further assistance required, please do not hesitate to contact me.

Yours truly,

**GRO**

AZFAR SYED

**GRO**

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW3**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

**CONFIDENTIAL**

This is a very important document and must be mediated and read carefully.

**REF : SALE CIRCLE POST OFFICE**

**LIST OT CONTENTS**

<b>CONTENTS</b>	<b>PAGE</b>
▪ LETTER TO GLENN CHESTER	<b>1,2,3</b>
▪ RECORD OF THE FACT FINDING INTERVIEW	<b>4,5,6,7,8,9,</b>
▪ DISCREPENY AT A GLANCE	<b>10,11,12</b>

Date prepared : Monday 16<sup>th</sup> March 2008

Date delivered : Thursday 19<sup>th</sup> March 2008

Delivered by : Azfar Syed

Delivered at : 36-40 Great Underbank Stockport Area Office

**THIS DOCUMENT HAS BEEN DELIEVERED IN PERSON BY AZFAR SYED**

**WITHOUT PREGEDUCE**

FAO  
Glenn Chester  
Contract Manager  
Post Office Ltd  
Area Office  
Great Underbank  
Stockport  
SK1 1QF

Monday 16<sup>th</sup> March 2008

**Ref: Fact Finding Interview surrounding the deficiency for the suspension  
of the contract for the services at the sale circle branch**

Dear Glenn

I refer above and would like to thank you for interview me, as I have been interviewed and clarified your questions and concerns, please find enclosed the record and the minuets of meeting.

**Please note that the record of interview and minuets of the meeting is a very important and legal document and must be read very carefully and filed to record.**

I await your conclusions and direction of decision.

In the mean time I will draft the final version of a very comprehensive large high profile presentation of the matter based on the whole issue, the grounds, the reasons, the way the matter has been handled, the situation and the circumstances, names of post office representatives involved in the whole matter the way the suspension was brought in to effect.



The time delay and the mode of enquiries.

I will also be obtaining an independent financial consultant and expert report who will certify that the horizon financial reports figure, the 6 months time period an unused stock BB and a main stock AA, monitored cash declarations and remittances by a cash management centre and team can not be falsified with the figure of 78,000 discrepancy, practically or theoretically absolute not possible and technically can not be practiced.

A well 25 years horizon experienced subpostmaster's opinion report, the office closer, my efforts to keep the office reopen in the best interest of the customers,

Mrs Novera syed application and her request for the transfer, (referring the few cases of suspended subpostmasters in the past transferred to their spouse for the position of temporary subpostmistress) given no consideration, no response and reply.

The community and the old disable peoples inconvenience, me and my family character, dedication, sacrifices, devotion, care, honesty, community service. The customer's opinion about staff and level of service.

The suffer, the loss, the humiliation, the inconvenience, the stress, the mental torcher, the nightmare, unjustification, unfair inappropriate temporary suspension.

All previous correspondence record.

All above mentioned will be added and filed to my Statements Presentation which will be sending by my solicitor to:

Chairman  
Senior Diversity Officer  
Member of Parliament  
Solicitor Legal advisor  
Senior solicitor

Post Office Ltd  
Racial Equality Council  
Local Government  
Citizens Advice Bureau  
Manchester Law Centre.

I have already written you about my personal and financial condition it's very upsetting, stressful; the whole family is struggling, suffering going through the

**GRO**

and request you to reinstate me as soon as possible

**GRO**

**GRO**

A copy of this document has been sent to Steve Bradshaw ( investigation officer) by special delivery 1.00 pm.

3

I feel me and my family have been victimised.

Again I request you to look in to the matter with very careful consideration and reinstate me as soon as possible.

The high profile presentation will be sent to above mention authorities who will take over the case and determine the further course of action.

I am sure that you can feel and understand my heartache, sensitivity and concern to my character, my respect , my family future, my little kids , efforts and all the hard work and sacrifice I did for this office but I have strong belief and trust in your judgement and British justice and aspect that you will use your discretion to make a fair and justified decision.

If further assistance required, please do not hesitate to contact me.

Yours sincerely

Azfar Syed

**GRO**

**GRO**



RECORD OF THE FACT FINDING INTERVIEW

Date: 12 Mar. 2008

Place: Great Underbank Stockport

Time: 10:30 A.M – 12:25

Duration: 01hour – 55 mints

Interviewer: Glenn Chester (Agent Contract Manager)

Interviewee: Azfar Syed

Notes taker: Chris Senior

MINUTES OF THE MEETING

Time

Statement

- 10:27 I arrived in the building and lead to interview room by Donna
- 10:42 Glenn Chester accompanied with a colleague entered in the room and introduced his colleague as Chris Senior (notes taker) and the purpose of interview.
- 10:45 Glenn Chester read out the statement of Mr Steve Bradshaw based on four points
- 1) Transfer of cash from stock BB to stock AA
  - 2) Discrepancy of surplus
  - 3) Discrepancy of shortage
  - 4) Financial statement of the total office cash
- 10:50 I replied to those points as under  
Transfer of cash from stock AA to stock BB, on the advise of help line to clear stock BB to delete. I was told I can't delete it until I clear out every thing from stock and cash and transfer it to the main stock AA and leave the stock BB for five weeks.

Chris Senior was agreed to the course of action advised by helpline and told me it does not delete itself automatically I have to do it.

No response to financial statement as it was prepared by the auditors and has not been signed or agreed by me.

11:00 Glenn Chester asked why did I create stock BB.

I explained that to keep the record of individual cashier and to make sure that if any thing goes wrong in my absence the serving cashier or assistant will be responsible for the discrepancies.

11:05 Glenn Chester asked a question did I separate the stock as well.

I replied no.  
We were using and sharing only stock AA

11:08 Glenn Chester started to look into trading statements and analyse the discrepancy, I explained and show him the trial and final balance report of the horizon for trading periods TP8, TP9, TP10 which were photocopied later by Chris Senior.

11:18 I also told Glenn Chester that discrepancy over was in local suspense and I have a telephone Call from chesterfield who directed to declare the amount as loss on next trading Period which I did.

The discrepancy short was also transfer into local suspense same again phone call from chesterfield enquiring about the shortage they told me there is some mistake in account they will send it upstairs to senior.

I refer the matter to the help line who initially tried to tell me how to clear that and then arranged a trainer called Marina Slade.

11:22 Glenn Chester read out the statement of Marina Slade visit.

11:25 I told Glenn Chester that cash management centre were not receiving

cash declaration from December because of some problem in my system and advised me to call help line which I did.  
All activities were going through proper channel; I did not do any thing with out help line, chesterfield and training department from creating the stock BB to discrepancy

11:28 Glenn Chester asked me how I settled the other previous discrepancies.

I told make good cash and settled centrally through local suspense.

11:30 Glenn Chester asked me do you take the money out of the safe when it's over.

I replied no I always left the money in the safe and never took the money out I refer the audit day when there was 9000.00 extra because of the transaction correction. I could take that money out but I did not.

11:33 Glenn Chester challenges my answer and said no it does not go through the local suspense and local suspense icon does not appear.

11:35 I asked Glenn Chester if the discrepancy is not transferred in to local suspense, how come the Helpline, Chesterfield and the Trainer communicating to me became aware and got Involved to clear it. I also mentioned the phones calls and course of action to take directed by the chesterfield staff colleague who phoned me on three occasions

Glenn Chester replied, I don't know you tell me you are in the spot light.

I also told Glenn Chester that I tried to find the name of the gentleman spoken but was told that they (chesterfield )don't keep or logged the calls record).

I request Glenn Chester to check that the telephone record and calls made to helpline by me and the record of the course of action and advice directed by them.

Glenn Chester replied I don't know you tell me you are in the spot light.

Glenn Chester stressed that the system showing shortage against stock.

Again Glenn Chester referred the trading statements

I asked Glenn Chester does he think is it possible that 78,000 can be missing in 6 months time.

Glenn Chester replied yes, by changing some figures

I disagreed and represent an example as under:

For example if I receive a remittance of about 78,000 in December and when the auditors came they found 73,000 cash physically, in safe the total cash comes to 151,000.00, if 78,000 taken away leaving 73,000 means that I have not serve any customer for a month and the office has been closed.

The Friday cash declaration of denomination figure was matched to cash figure in the safe on Monday by the auditor were found correct not altered , falsified, or different .

With an insufficient training and short office term with no friends in post office field it is not possible.

Glenn Chester did not comment or question.

**I was so upset and emotional that my eyes burst into tears I did not know what I was saying because the words were not coming from my mind but from the depth of my heart and that was the pure truth**

11:45 Glenn Chester asked me do you think some body else lift the money.

I replied, I don't think so. it's such a big amount, if it's two or three hundred or thousand it could be possible but not 78.000.00.

11:46 Glenn Chester asked me I was subpostmaster is there any way you can pay the money.

I replied , I have got no money and offer you to enquire my bank account I also told you that my shop is empty because I have not got any extra money for the stock and show you the mortgage and security documents to enable you to understand my financial situation and condition.

Chris Senior asked me about the lottery money and the method of lottery transaction entered in to the horizon

11:50 I replied that at the end of the shift the shop assistant handed over the

lottery sells report and cash to post office assistant over the counter who enters the lottery game and scratch cards sell and prize figures in to the horizon and cash in to post office drawer every day after closing day business.

- 12:00 Glenn Chester asked have I used the stock BB  
I answer no once in a blue moon only for balance
- 12:01 Glen Chester asked only crystal using the stock  
I reply yes
- 12:02 Glenn Chester asked crystal is on maternity leave.  
I replied no, she was on voluntary training and was not employed.
- 12:04 Glenn Chester asked why did me not registered Krystal with Post office?  
I replied because she was on voluntary training and making mistakes and was Not offered job. I also mentioned that I was in the process of recruitment staff Through job centre Wythenshawe and taking interviews
- 12:08 Glenn Chester asked does crystal knew about recruitment  
I replied yes.
- 12:10 Glenn Chester asked your colleague I think I don't have any more question do you want to asked any question he replied no
- 12:15 I told Glenn Chester that I have discussed the matter with senior subpostmaster Who has about 25 years experience working on horizon who told me that there is no way of possibility in 7 months time period 78,000 discrepancy can be generated by falsifying or taken the money out
- 12:20 Chris Senior walked out to take some photocopies of my record, Glenn Chester asked me to name those subpostmaster, whether they from federation.  
I replied no they are retired.
- 12:25 Finally Glenn Chester told me as enquiries are still going on , and after today I will be making my own enquires., that's why I gave you an opportunity to tell me every thing .



The interview ended my closing words saying that I have told you every thing truth, I am a family man, I have two little kids one 2 years and other 5 years old, I also show you my mortgage and financial commitments, and the told Glenn Chester about my Mrs working [GRO] where I could not see her or attended her funeral, but did not close the office and leave the office to any body else showing how much I am responsible, dedicated, sacrifice and care about the office.

I also told Glenn Chester how much I care or precaution about the customer's money that I use to call old people with large transaction, I always took in side the office to count and handed over the money to them and advised them to keep the money safe and lead to the door making sure they don't get robbed outside the shop by gang of youths hanging outside the shop.

I also said that that money is nothing it could be here and tomorrow there but my character is everything I don't want to loose my character for some thing I have not done

Finally Glenn Chester said me if you have told me the truth and nothing wrong come to light otherwise I will charge you.

I told Glenn Chester be assured I have not done any thing and I will never ever do anything wrong, it is a paperwork ,remittance scanned mistake but nothing else. I worked very hard to get the office and will not risk my character at any cost , my kids my future and you interviewed me ,you appointed me I will never breach your trust , and never ever put you in such position. If I made such mistake I would have come to you and told you and ask for the help. I also offer Glenn Chester to interview my Mrs individually she is a shy , honest decent lady will tell you straight away if I would have done any thing wrong.

I told Glenn Chester that I wanted to take oath or swear on my [GRO] but I did not request for as it will make you think that I am guilty.

I asked Glenn Chester that how long it will take to resolve and was told normally 3 months but due to the complexity it will be more in this case, Glenn Chester thanked me for coming and lead me to exit saying will contact me shortly after further enquires.

-----Record End -----

### DISCRIPENCY AT A GLANCE

OFFICE TERM : 22 May 2007 - 21 January 2008                      8 Months

STCK UNIT : AA    Only one stock unit

OFFICE TP : TP 02 ----- TP 09    8 TP Roll Over

FIRST TP : TP 02    by Trainer

TP 03 – TP 09 : TP 03 – TP 09    7 TP BY A Syed

TP 03 – TP 06 : 4 TP    4 TP Roll Over with no shortage

4<sup>th</sup> August 2007 Krystal Lomas taken on voluntary work training

Phone call to Helpline and discuss how to separate and keep another cashier shift record for individual accountability

Advised only crown branches operate other stock unit as it is a bit difficult and can cause problems told how to create it .

Another stock unit created and was operated by trainee cashier Krystal lomas

STOCK UNIT :	AA (Main stock unit)	BB
TP 08 :	4597.00	126557.54 over
TP 09 :	19.25	1119.15 over
TP 10 :	1756.68	78,564.24 short

During the roll over all the deficiencies were transfers in to local suspense.

After TP 09 , no cash remittance were sent for 2 weeks ,

In the 2<sup>nd</sup> week of January I received a telephone call from cash management centre telling there is some obsolete stock or cash figure in the system and because of that they are not receiving daily cash declarations from 23<sup>rd</sup> December 2007.

I contacted the help line and explain the problem.

They initially asked , tried to tell me how to do it and then decided to arrange a trainer to clear obsolete stock ,cash and local suspense.

A trainer called Marina Slade visited the branch on Friday 17 January 2008 and checked my cash in safe ,balance snap shot and confirmed that every thing is ok she also checked the balance snap shot of stock BB. She wrote down what to on a piece of paper. My TP 10 roll over was due on Wednesday 23 January 2008 She also said she will be back in 2 days and sort the problem on TP roll over.

The chesterfield , helpline were aware and helping me to clear local suspense.

After first deficiency over the stock BB was stop to use,

I contacted helpline who advised me to transfer the all the cash ,stock to main stock AA and leave the stock BB for 5 or 6 weeks then I can delete it.

While the departments were in the middle of process to resolve the problem , the auditors named Jennet Holding and Mr Jeff turn out , they were told and explained about the problem.

Personally Jennet Holding made phone calls to the people and the department I told were processing clearance they confirmed the problem and action taken but she did not listen, called Julie Pollard ( BDM) and refer the suspension to Mr Paul William.

I was shocked and surprised over the suspension.

The situation, the circumstances , the evidence suggest that in the light of the facts surrounding the action taken does not recommend or justify their action .

As far as the deficiency or shortage concerned it is very unrealistic can not be accommodate or falls in to any jurisdiction or contrary to any act of regulatory compliance or contract for services.



It is only a paper work , remittance , transaction entry, double declaration or a computer mistake / error but certainly no falsification or cash lift.

**The record of interview and the minuets of the meeting documents has been prepared with extreme care and saturated details of interview with out concealment of material facts.**

The material of this document is true at the best of my knowledge.

Yours sincerely

Azfar Syed

**GRO**

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW4**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

FAO  
MR STEVE BRADSHAW  
INVESTIGATION MANAGER  
POST OFFICE LTD  
ROOM 5037  
LIVERPOOL MAIL CENTRE  
COPPERAS HILL  
LIVERPOOL  
L3 1AA

6 February 2008

**Ref: Sale Circle Post Office POLTD/0708/0262**

Dear Mr. Bradshaw

Thank you for your letter dated 31 January 2008, I am writing to confirm that I will be attending the interview on Friday 22 February 2008 and will not be accompanied with either solicitor or a friend.

I am also enclosing copies of some documents and my correspondence with Glenn Chester to help and assist your investigation.

If you need further assistance please do not hesitate to contact me.

Yours sincerely

Azfar Syed



Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

IN THE COUNTY COURT AT MANCHESTER

BETWEEN:-

POST OFFICE LTD

Claimant

-and-

AZFAR SYED

Defendant

---

EXHIBIT ASW5

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

GLENN CHESTER  
CONTRACT MANAGER  
POST OFFICE LTD  
AREA OFFICE  
36-40 GREAT UNDERBANK  
STOCKPORT  
SK1 1QF

12 February 2008

**Ref: Sale Circle Post Office**

Dear Glenn

Further to our telephone conversation on Friday, I managed to find some of the daily transaction work, enclosed are the documents requested and I am pleased to refer highlighted **SU AA** and **SU BB**, figures which very clearly indicates the error office deficiency.

As in my various letters and telephone calls I have expressed my serious concerns over the suspension and office closure in my previous correspondence.

Despite my over all circumstances and situation pictured, describe in my previous letters its now 3 week, nothing seems to be done and the office is still closed. I am trying my all utmost efforts to bring the business back to normal.

Me and my family is extremely concerned over the suspension and the office closure, as before the auditors visit , under the activity carried on by the related department from Helpline to chesterfield and the proper channel to delete and to clear the **SU BB** the suspension was not permitted.

Even on audit day, before Janet Holding start the audit I told and explain about problem and the deficiency to be resolved and clear I also handed over the sheet of action and procedure of removal and to resolve the issue given to me by trainer Marina Slade who was due to come back after 2 days on my TP balance day on 23 January 2008.

**Under the situation and on going procedure of removal and to resolve the deficiency my suspension was undue, inappropriate and unjustified.**

It's nearly over 3 weeks and as I have already acknowledged my mental financial and physical condition of stress, strain and financial pressure and difficulty. More over all other available options has also been declined. Now time to time as the matter is prolonging it's getting bad.

I request you to look in to the matter as urgency and reinstate me please, in the interest of the Post Office Ltd ,the community service and of course for my living and livelihood. I have done my best to assist you as I have arrange an interview with your investigating team I will also assist and supplement the clarification of the matter to them.

However if you still need any further assistance please do not hesitate to contact me.

I look forward to hear from you very soon.

Yours sincerely

**GRO**

Azfar Syed

**GRO**

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

IN THE COUNTY COURT AT MANCHESTER

BETWEEN:-

POST OFFICE LTD

Claimant

-and-

AZFAR SYED

Defendant

---

EXHIBIT ASW6

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.



**Delivered in person by Azfar Syed**

FAO

Glenn Chester

Agent Contract Manager

Post Office Ltd

36-40 Underbank

Stockport

SK1

27 February 2008

**Ref: Suspension**

Dear Glenn

Thank you for your letter dated 16 February 2008 regarding the enquiries surrounding the suspension of my contract for the services. I further write to assist you to enable you to justify and to help you making fair decision.

I would like you to take following facts in consideration.

**1. Office Term 22 May 2007 – 21 January 2008**

(8 months) a very short time period

**2. Office Estate**

Very poor  
Broken floor  
Leaked ceiling  
Dusty and messy  
Broken front door  
Very unorganised  
Faulty phone line

**3. Training term**

Very limited and insufficient  
No training provided in TP balancing  
No training provided how to resolve discrepancies  
No training provided in back office assessments

**4. stock units**

Total stock units **2**

AA main stock always used never caused any deficiency or operational problem.

BB on trading period 7 initially created for the other cashier for better shift management used only once and stopped due to causing discrepancy problem and was waiting for completely removed on the next trading period 10.

**5. Valuable stock**

A large amount of valuable obsolete stock was inherited from out going  
Previous subpostmaster causing obstruction and blocking the daily cash  
declaration to cash centre.

**6. Trading periods**

Total trading periods 9

**7. Trading period (no discrepancy)**

Trading period 1-7 no discrepancy, can be confirmed from chesterfield.

**8. Trading period 8 (discrepancy over)**

Stock Unit BB  
Amount 124,000.00

(Exhibit enclosed)

Action Taken: contact help line, transfer into local suspense and rolled  
over

Telephone call from Chesterfield advised to declare loss in next trading period.

**Right action: should never be declaring as loss, should be settled centrally.**

**9. Trading Period 9 (discrepancy short)**

Stock Unit BB  
Amount 78,000.00

(Exhibit enclosed)

Action taken: contact help line, transfer in to local suspense notified to  
Chesterfield request to helpline to look into , identified as  
An error and arranged to clear and resolved by the trainer.

No training were given to me in that category, no such issues or area were discussed during the training or brought to light no directions were prescribe.

If both discrepancies settled centrally, no deficiency should occur.

**10. Cash remittances**

Normal  
No shortage and Run outs

No extra or additional or emergency cash requests

No remittances some week but collection

**11. Cash declarations**

Every day

Regular

Perfect found by the trainer

Perfect found by the auditors

**12. Cash in safe**

Found matched as declare end of the day by the trainer

Found over than declare due to transaction correction checked and confirmed by the auditors.

**13. Regulatory and Compliance**

No irregularities and in compliance were carried out , reported or found

IN THE LIGHT OF THE ABOVE FACTS, IT IS VERY OBVIOUS AND CLEAR THAT THERE HAS BEEN NO DEFICIENCY OR CASH SHORTAGE, THE CIRCUMSTANCES AND SITUATION DOES NOT DIRECT A SUSPENSION.

A VERY APPROPRIATE AND RIGHT COURES OF ACTION AND CODE OF PRACTICE WERE EXCERCIED.

I AM SURE AND BELIEVE THAT IN REALITY THERE IS NO DEFICIENCY AN ERROR OCCURRED AS A RESULT OF WRONG ENTRY , OR COMPUTER ERROR , BOTH AMOUNTS OF DISCREPENCIES DOES NOT FIT OR ACCOMMODATE ANY WHERE IN THE WHOLE TRADING PERIODS OR ANY TRASACTION.

LOOKING IN TO THE WHOLE MATTER, THE INVOLVEMENTS OF THE DEPARTMENTS IDENTIFYING THE ERROR AND THEIR EFFORTS TO PROCESS REMEDY, AN EIGHT MONTHS BUSINESS ACTIVITY OF SUCH A SMALL OFFICE NEITHER REQUIRED A LENTHY PROLONG ENQUIRY OR FALLS IN TO INVESTIGATION NOR SUPPORT THE SUSPENSION.

THE WAY THE WHOLE SITUATION HAS BEEN CREATED THE WAY THE MATTER HAS BEEN HANDLED THE WAY I HAVE BEEN SUSPENDED AND THE WAY THE OFFICE HAS BEEN CLOSED IS VERY UNJUSTIFIED, UNFAIR AND WRONG.

THE PAIN, THE SUFFER, THE STRUGGLE, THE HUMILIATION CAUSED BY THE COURSE OF ACTION EXCERSISED BY THE POST OFFICE RFPRESENTATIVES IS ENORMOUS AND INCREASING DAY BY DAY UNTIL REINSTATE.

I BELIEVE, I DON'T DESERVE ALL THAT AND SHOULD NOT BE PUT THROUGH THAT TRAUMA.

I HAVE VERY STRONG BELIEF AND TRUST IN YOUR UNDERSTANDING OF JUSTIFICATION AND APPROACH IN DECISION MAKING I ALSO APPRICIATE YOUR POINT OF VIEW TAKING TIME TO DEAL WITH THE MATTER FOR YOUR AND MY BENEFIT , BUT PLEASE BE AWARE MY PERSONAL AND FINANCIAL CIRCUMSTANCES DOES NOT ALLOW A LONG TERM SUSPENSION AND PROCESS OF ENQUIRY SPECIALLY WHEN ITS UNFAIR, UNJUSTIFIED, WRONG AND DOES NOT FALL IN TO ANY JURISDITON , CODE OF PRACTICE OR CONTRARY TO MY CONTRACT OF

SERVICES I REQUEST YOU TO CONSIDER THE ABOVE FACTS AND REINSTATE ME AS SOON AS POSSIBLE.

IF FURTHER ASSISTANCE REQUIRED, PLEASE DO NOT HESITATE TO CONTACT ME. A COPY OF THIS LETTER HAS ALSO BEEN FORWARDED TO MR STEVE BRADSHAW.

A VERY COMPREHENSIVE PRESENTATION IS UNDERWAY AND WILL BE REPRESENTED TO CHAIRMAN POST OFFICE LTD, MR ALLAN COOK BY MY LEGAL, CONSTITUENCY AND SENIOR DIVERSITY PERSONNELS IN DUE COURSE.

EVERY STEP HAS BEEN TAKEN, EVERY EFFORT HAS BEEN MADE. NUMEROUS REQUESTS PUT THROUGH, DETAILED SUMMARY, EVIDENCE, CLARIFICATION OF THE ISSUES SURROUNDING THE DEFICIENCY HAS BEEN SENT TO YOU, BUT STILL I AM SUSPENDED.

Many thanks, I await of your response and look forward to hear from you very soon.

Yours sincerely

Azfar Syed

**GRO**

GRO



Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW7**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

**Personal & Confidential**

FAO  
Mr Alan Cook  
Managing Director  
Post Office Ltd  
80 Old Street  
London  
EC1V 9NN

31/08/08

**Ref: Azfar Syed (Sub postmaster)**

**Sale Circle Post office 3494225  
112 Sale Road  
Manchester  
M23 0BX**

**Subject: UNLAWFUL SUSPENSION**

**CONSTRUCTIVE DISMISAL  
RACIAL DISCRIMINATION  
PROFESSIONAL MISCONDUCT  
VICTIMISATION  
PREGEDUCE BEHAVIOUR  
MISHANDLING OF THE MATTER  
MISCARRIAGE OF JUSTICE**

**NEGLIGENCE OF DUTY OF FAIR AND IMPARTIAL CONDUCT  
PECUNIARY ADVANTAGE OF DESIGNATION AND COMPANY  
POSITION  
UNLAWFUL EXERCISE OF POWERS AND CODE OF PRACTICE**

Respected Dear Allan Cook

I refer above and would like to draw your attention towards the above subject May I take an opportunity to launch an official complaint to approach you to seek Help, Justice as I have a strong faith and believe in your judgement and British Justice.

Please let me introduce myself first, my name is Azfar Syed I was Sub postmaster of the above branch during from 5<sup>th</sup> may 2007 -21<sup>st</sup> January 2008.

We (Mr & Mrs) were running the branch successfully and devoted our money time, hard work and supplement efforts, sacrificed to improve the branch presentation and post office services and business.

A discrepancy error was erupted on 19<sup>th</sup> December 2007, reported, assessed identified and was under rectification process by the appropriate departments of the Post Office Ltd.

The chesterfield was aware of the error and the course of actions directed by the chesterfield and help line were act upon to clear it.

Head of the help line arranged a trainer to visit the office to clear the error, the trainer came and checked the office cash and paper work found absolutely spot on, balanced and confirmed the error.

An audit was performed by the auditors on 21<sup>st</sup> of January 2008, the auditors were satisfied of the cash present on the premises and were aware of the discrepancy in advanced before the audit, no breach of contract or compliance were found or reported in the report.

But Mr Paul Williams incorporate an unfair, unlawful, wrong exercise and confirmed the suspension and passed the matter to Mr Glenn Chester.

Mr Glenn Chester since then dealt and carried out an extensive and lengthy process of assessment, analysis, interviews activity, investigations, premises search but failed to find a single piece of evidence of any thing wrong doings either professional, criminal contractual fault or breach of contract or cash shortage or discrepancy there were no negative revelations , but carried out unfair, unjustified, unlawful practice and exercised taking pecuniary advantage of his position and did not reinstate me.

I have received a letter from HRSC farnworth confirming that nothing has been revealed that could prevent me working in the office.

From the day one of the suspension I maintained the statement of affairs and submit multiple documents of explanation of error.

Request were put through to reinstate me or install Novera Syed (branch Manager) as temporarily sub postmistress who is working in the branch since last 18 months and to keep carry on enquiry till conclusion.

A suspension or termination could be directed on completion and findings of the enquiries and investigation.

But Mr Glen Chester and Devlyn Cumberland did not respond to request and letters and closed the office causing inconvenience to the community and customer and financial and business losses to the branch.

A number of illegal acts, unlawful code of practices have been exercised, false accusation by two of the contracts manager **Paul Williams** and **Glenn Chester**.

I have been a victim of unlawful suspension, illegal, constructive dismissal professional misconduct, discrimination, my living, bread and butter has taken away and the whole family has been put through a nightmare, suffers pain and struggle.

The Branch Manager Mrs Novera Syed has also been subject to contravention of equal opportunity, branch transfer, discrimination and unlawful blockade obstacles and resistance to her appointment as interim or permanent sub postmistress of the branch

The whole issue is subject to its legality, its validity, handling and resolution.

I would be very pleased if I can have few minutes of your precious time with an appointment to see you and handed over the necessary documents and case file for your kind anticipation and consideration to get justice, I think very high of you and you are my only hope.

I have got a family with two little kids to provide, Me my Mrs worked very hard to make living, we both have done a lot for this office and saved the Post office property and cash on two occasions from the armed robberies.

What we have been put through it is very hard to express in words, mentally financially, they have ruined our lives.

Unlawful suspension, inappropriate course of action, wrong exercise of power and code of practice, closure of the office, discrimination, caused a disaster financial, custom loss and was not in the interest of the Post Office Ltd.

This matter is not about the money, it is not about the office it is about our character, pride, curtesy and no body has got the right to spoil and ruin it.

If you need further assistance please do not hesitate to contact me.

We will pray for your long live and prosperity.

God bless you.

Many thanks and look forward to hear from you soon.

Yours sincerely

Azfar Syed

**GRO**

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW8**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

Delivered by Special delivery by 1.00 pm

FAO  
MR STEVE BRADSHAW  
INVESTIGATION MANAGER  
POST OFFICE LTD  
LIVERPOOL MAIL CENTRE  
COPPERAS HILL  
LIVERPOOL  
L3 1AA

03 April 2008

**Ref: INVESTIGATION**

Discrepancy shortage  
Sale Circle Post Office  
112 sale road  
Manchester  
M23 0BX

FAD CODE: 3494225

Dear Mr Bradshaw

Please find enclosed the record of investigation, secured for to file to high profiled presentation which is due to represent and forward to concerned authorities involved very shortly.



Yours sincerely

Azfar Syed



WITHOUT PREGEDUCE

**IN STRICT CONFIDENCE**

**Introduction**

The document investigation is a document of history of events and chain of activities carried out and conducted by the investigators known as

Mr Steve Bradshaw

Mr XXX from Royal mail

Mrs Diane

This document is based on unpleasant experience, inappropriate exercise, and improper code of practice, unbearable attitude, harassment, and victimisation bully faced by Azfar M Syed and the family during the unfair and undue suspension and investigation process.

The facts and the conclusion of the documents are absolute true understandable realistic, logic, and concrete, undisputed, fair, and justified.

As a part of the investigation process a separate two hour interview was also undertaken by the agent contract manager Mr Glenn Chester and a very heavy interrogation was conducted.

A Separate document titled **Fact Finding Interview** based on the information and the material of interview record has also been transcript prepared and added to presentation.

The final version of the high profile document consists on a number of contents an extensive detailed of whole matter and very sensitive counter issues, reports by expert, report by very experience subpostmaster and vice versa.

So far none of the copies of the documents of the fact finding interview investigation, house search forms and documents , enquiries , interview of the possible criminal offences and record of the departments shown and discussed to me during the process has not been provided or sent to me.

The accuracy and validity of all those documents is unknown, unsure and unpredictable subject to be scrutinising by the authorities involved.

## INVESTIGATION STATEMENT

On 24<sup>th</sup> January 2008 I Azfar Syed received a letter of invitation dated 22<sup>nd</sup> January 2008 to attend a formal voluntary interview to discuss the issues surrounding the deficiency.

I Azfar Syed phoned Mr Steve Bradshaw to arrange and confirm the date to be interviewed as 22<sup>nd</sup> February 2008.

On 18<sup>th</sup> February 2008 **GRO** and phoned Mr Steve Bradshaw to postpone the interview and arranged a new date I also request to remit me a brief summary of the interview. Mr Bradshaw asked me to put the request in to writing.

On 18<sup>th</sup> February 2008 I did put my request in writing asking to send me a brief feed back and detailed summery of interview the main issue, areas, and what kind of possible criminal offence to be look into while there is none the letter was sent by special delivery by 1.00 p.m.

Mr Steve Bradshaw ignored the letter no reply, no response, no telephone call a letter.

On Friday 21<sup>st</sup> March 2008 at 12:40 nearly after three weeks, Mr Bradshaw phoned me and told that he is arranging the interview on Wednesday 26 March 2008 just after Good Friday and bank holiday vacation and will phone me again on Tuesday 25 March 2008.

On Tuesday 25 March 2008 at 13:45 I received a phone call from Mr Bradshaw to confirm that all the arrangement has been made for the Wednesday 26 March 2008 at 10:30 am the rest of the telephone conversation was as under:

**SB** I WANT YOU TO SIGN SOME FORMS BEFORE THE INTERVIEW.

**AS** WHAT KIND OF FORMS,

**SB** I CAN NOT TELL YOU OVER THE PHONCE I NEED TO SEE YOU FACE

TO FACE, JUST SOME ORDINARY FORMS, IT'S FOR YOUR BENEFIT.

**AS** OK, WHERE DO YOU WANT ME TO COME AND SIGN

**SB** I WILL COME TO YOUR HOUSE BETWEEN 9:30 TO 10:00 AM AND  
THAN YOU CAN FOLLOW ME OR WE WILL TAKE YOU TO SALFORD  
CAPSTAN HOUSE.

**AS** I HAVE NOT RECEIVED THE INFORMATION I REQUESTED.

**SB** I KNOW, I KNOW I HAVE BEEN BUSY

On Wednesday 26 March 2008 I got ready on 9:15 am and waited for Mr Bradshaw I did wait till  
10:22 no phone call no body arrived. After an hour and seven minuets wait I set off for capstan  
house to attend the interview.

At 10:30 as I was driving three miles away from the house I had a phone call  
from my Mrs telling that Mr Bradshaw has arrived, I took U turn returned back to  
home.

My house door was bell and knocked about 6 times in 9 second impatiently.

My opened the door.

The conversation took place as follows:-

**NS** sorry he has gone

**SB** Why did he go, he knew we are coming.

**NS** He did wait for you an hour and 15 mints.

**SB** We stuck in traffic.

**NS** I phone him and told that you have arrived

My Mrs offer them to come in and be seated.

Mr Steve Bradshaw attitude was very rude rather offering apology he was harsh and very unpleasant.

Also during an hour and fifteen mints , Mr Bradshaw neither bother to phone me himself or either informed by any body else.

I entered in to the house Mr Bradshaw with one of his lady colleague called Diane was waiting for me, Steve Bradshaw stood up, shook the hands Mr Bradshaw show me his identity offer them to be seated. He pulled out some forms from a file he had and asked me to sign.

The forms were not ordinary, they were legal forms consent to search my House Mr Bradshaw told me they came to search my house whether I have stashed of Money post office paper work or financial documents, I was astonished and very unhappy and reluctant, Mr Bradshaw threatened me if I do not consent, they will call the police who will arrest, DNA, detained me and ruin my house by digging and lifting the floor boards

I told Mr Bradshaw I am quite happy to deal by the police because I have not got any thing wrong I prefer to do the thing through proper channel

I was confused, lost and very disappointed, however consent in the meantime Mr Bradshaw called his 3<sup>rd</sup> colleague waiting outside in the car I let them to carry out the search, my house, my car was fully searched and I assisted and the areas where ]even they did not want to after one hour and fifteen minutes search nothing was found, some financial details of my bank accounts were noted.

They asked me to come after an hour about 13:00 to interview.

They left my house about 12:00 am.

I went to Salford Capstan House and report to reception at 12:50.

As the interview has been tape recorded, the details of the interview are not included in this document.

The copy of the tape recorded interview will be requested separately to add to presentation.

#### **INTERVIEW SUMMARY**

This summary is very brief and based on 11 main points of the issue and is the heart of the investigation.

- 1) The investigation manager Mr Steve Bradshaw confirmed that there were no problems for the TP 2, 3, 4, 5, 6, 7, and absolutely fine.

- 2) Mr Bradshaw was sure and confirmed that cash holding for the sale circle branch can never be 100,000.00 or over.
  
- 3) Mr Bradshaw questioned me over a multitransfer of first discrepancy over 126,000.00 from AA to BB and BB to AA. his analyses suggest that the office balance was fine and there were no discrepancy , a multi transfer is not beneficial , so why such transfer were performed , my response to that question was same as his and replied that why I should , I have not done it every action has been done on advice of telephone helpline.
  
- 4) Mr Bradshaw was told that all there was only two consecutive discrepancy  
Discrepancy over 126,000.00  
Discrepancy short 78,000.00  
The course of action to clear and resolve was advise and directed by the  
Chesterfield and helpline.

Because the discrepancy were not exist physically , no cash was over or short so both were left unresolved transfer into local suspense I represent the training book branch trading transition and refer page 26 of the book to verify and support the action.

since then chesterfield, helpline and trainer were notified and involved to clear the discrepancy error and the process was arrange by the training department underway to clear the discrepancy by the TP roll over due on 23<sup>rd</sup> January 2008

- 5) Ms Diane understood that it could be a genuine mistake, I make mistakes and Steve makes odd mistakes. I said everybody makes mistake, I am not perfect.

- 6) After a detailed dialogue and analyses of some documents prepared by Mr Steve. The discrepancy was found quite unrealistic, and absolutely un Natural and un accommodate unclassified.
- 7) During the interview Mr Bradshaw stressed, shouted and tried to put the words in to my mouth that 'I stole the money, that was very offensive and un acceptable but I replied and rejected his attempt to make me take the words and answer no never.
- 8) Mr Bradshaw remarks (tape recorded) to create a separate stock BB was as to defraud contrary to helpline advice told as a good system and crown branches have adapted that system I don't know why did he say that.
- 9) Mr Bradshaw failed to find the possibility of criminal offence
- 10) Mr Bradshaw took my income and expenditure of living.
- 11) Mr Bradshaw was explained and told about the hardship faced by the family, my financial circumstances / difficulties, family struggle, living difficulties and the trauma caused by suspension.

**Let's be very clear that:-**

- The office cash holding are monitored by cash management team and never suspected to falsified or defraud.
- The office cash holding does not exceed over 80,000.00.
- The office safe had 73,000 .00 cash physically on audit day.



- The office cash figures declared on Friday and Saturday 19<sup>th</sup> January were found absolute match to the figurers calculated or counted checked by auditors.
- The office has never been reported or found irregular incompliance or incompetence by trainer or either auditors.
- The office cash figures in denominations declared were not found altered or falsified by auditors or trainer.
- The office safe had 10,000.00 over, principally that was mine suppose to be taken out of safe.
- The office had no cash remittance for 3 weeks during 21<sup>st</sup> December 2007 and 16<sup>th</sup> January 2008.
- The office has served the customer during the festive season with a high level of service and with strength of high pay outs.
- The office has never run out of money.
- The office has never requested extra cash during the 9 months term.
- The office performance has never been suspicious.
- The office has never been incompetence for any kind of transaction or professional activity.
- The office has never been closed even for a day and or half.
- I always phoned the helpline for every step or activity required.
- I always consult the problem with the helpline and training team.
- I never told lie to any of the department as training, helpline or auditors.
- I never told lie to contract manager Mr Glenn Chester.
- I never told lie to investigators Mr Steve Bradshaw, Ms Diane.

- I fully cooperated, always assist and moved a step forward to resolve the issue.
- The investigators searched my house and car but found nothing.
- I have not done any thing wrong.
- I am not in breach of contract of services.
- I have not committed any criminal or civil offence.
- I have not conducted irregularity compliance.
- I will not accept a forced termination.
- I will not resign.
- I will not sell the business.
- I will not allow the office to be run by any interim sub postmaster for along term, and will notify you for his exit very shortly.
- The future of this branch at my premises will be reviewed determined and decided once a decision of my future made.
- I want my office back immediately.
- I spent last penny of the family and little kid's cash and saving into this office devotion, dedication and never been off even **GRO**  
**GRO** I did not go to my home country and did not attend her funeral because of the responsibility and risk I realised.
- I will not allow anybody to ruin my character.
- Me and my whole family including little kids are suffering, struggling ill health , depressed ,upset, and going through nightmare and trauma our bread and butter has been snatched and taken away, our living and livelihood has been ceased I will not allow any body to play games with our lives any more.

- I have got very strong belief and trust in British Justice and well aware of Court of Law, Code of practice, guidelines, exercises.
  
- I know very well that, I have done my job with honesty, integrity dedication, and devotion, scarified, commitment there is nothing missing or stolen, and confident you would not be able to find any act contrary to post office ltd policy, contract of service, financial regularities and compliance.

I mentioned on several occasions in my letters and interview that this is not all about the money for me but it is about my character, my honesty, my integrity and I will not compromise it at any cost , regardless what it takes to because I know me and my family put whole life savings, hard work, commitments, efforts

Sacrifice, risk, devotion in this office and can not even think or done any wrong doings to lose it all and the characters.

However I must let you aware that any attempt to impose, reinforce, manipulate, stipulate, monopoly, self inflict, formulated , false accusation and allegations will not be conceived or accepted and will be challenge resulting counter allegation complaints and legal and civil proceedings and actions determine by my solicitor and legal channels involved as under.

As the time scale for the decision to be made is three months started from 22<sup>nd</sup> January 2007 expires on 22<sup>nd</sup> April 2008

With out any further delay, time waste and looking for some thing which does not exist, I do expect to re instate with in this time period.

This document is also a part of the presentation due to be sent to the following authorities shortly.

**Chairman Post Office Ltd**  
**Human Rights Commission**

**Community Legal Direct**

**Racial Equality & Opportunity Commission**

**Member of parliament**

**Manchester Law Centre**

As its nearly over 2 months , since suspension I have been constantly in touch explain , and assist you honestly and truthfully and have provided you a very high level of written information , interview , investigation assistance ,house search and can not be honest , fair , Justified , trustworthy any more than that.

As I have already said repeatedly and reiterate again and again from the day one of the problem raised that the discrepancy shortage is a genuine paper work mistake, remittances, computer error or a human error by staff.

*Under the circumstance where an error or mistake has been identified previously by appropriate department who were aware and involved to rectify it , why a suspension was directed , and remuneration was ceased even after the suspension the evidence, enquiries, investigation has failed to support the discrepancy, under the light of the office cash remittances history , cash in safe , office cash holding history , office pay out history and over all performance, regular communication with the related dept such as helpline , training, chesterfield does not permit a physical cash shortage and falls in to a paperwork, a declaration, key entry mistake and error.*

*Theoretically it's not applicable to falsify or alter such a big number by transferring just one figure from one stock to another stock in just no of hours with in a very short intervals of time, a mistake or error takes a second or a minute to happen or exist but a falsifications or*

*alteration of numbers takes years time and practically a Cabin trolley or suite case required to lift or to take such amount of money out.*

More over the 78,000.00 is two weeks remittance and removing and taking that amount of cash means the branch will have an empty safe and will not permit any pay outs and customer service.

The matter of this document has been prepared with extreme care and has been consulted with legal and general bodies.

The high profile document will only be sent to the authority as named in this documents who will look in to the matter and proceed as determined by them.

I confirm that the, information, statement and the facts of this document are true at the best of my knowledge and are prepared with extreme care and caution under no circumstance been generated or falsely transcript.

As this is a very important document and a part of the presentation, can you please confirm the delivery when received?

**Prepare and drafted by:**

Name Azfar Syed

Signed .....

Date 3<sup>rd</sup> April 2008

**Sent to :**

Name: Steve Bradshaw

Position: Investigation Manager

Name: Mr Glenn Chester

Position: Agents Contract Manager

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW9**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

- The office cash figures declared on Friday and Saturday 19<sup>th</sup> January were found absolute match to the figures calculated or counted checked by auditors.
- The office has never been reported or found irregular incompliance or incompetence by trainer or either auditors.
- The office cash figures in denominations declared were not found altered or falsified by auditors or trainer.
- The office safe had 10,000.00 over, principally that was mine suppose to be taken out of safe.
- The office had no cash remittance for 3 weeks during 21<sup>st</sup> December 2007 and 16<sup>th</sup> January 2008.
- The office has served the customer during the festive season with a high level of service and with strength of high pay outs.
- The office has never run out of money.
- The office has never requested extra cash during the 9 months term.
- The office performance has never been suspicious.
- The office has never been incompetence for any kind of transaction or professional activity.
- The office has never been closed even for a day and or half.
- I always phoned the helpline for every step or activity required.
- I always consult the problem with the helpline and training team.
- I never told lie to any of the department as training, helpline or auditors.
- I never told lie to contract manager Mr Glenn Chester.
- I never told lie to investigators Mr Steve Bradshaw, Ms Diane.



Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW10**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

Its over three months now since the suspension , I have fully assisted and cooperated and always an step forward to clarify and resolve the issue, two interviews conducted and premises were searched nothing has been revealed and turned out, my personal cash(10,000/-) has still not been returned.

The three months of unfair and inappropriate suspension has put the family through the trauma, suffers, pain, humiliation, stress, strain, **GRO**

A number of letters and statements were submitted to agent's contract manager Mr Glenn Chester, and Investigation Manager Steve Bradshaw no positive response or serious consideration has been

Under the circumstances it is evident that I have been victimised.

I did not know what to do and where to go for justice, I think very high of you and you are my only hope.

I will be very thankful and grateful to you, if I can have an appointment to see you, your few minuets of you precious time so I can give you a very brief summery of the issue and also handed over a very comprehensive presentation file of the matter which will give you a very clear picture of the issue, the circumstances, the way the matter has been handled, the validity of the suspension.

May I take an oppportunity to approach you to look in to the matter; the purpose of this approach is to seeking a fair, justified, impartial consideration of the decision.

Many thanks and regards

Yours sincerely,

**GRO**

Azfar Syed

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

IN THE COUNTY COURT AT MANCHESTER

BETWEEN:-

POST OFFICE LTD

Claimant

-and-

AZFAR SYED

Defendant

---

EXHIBIT ASW11

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

**Private & confidential**

FAO

Glenn Chester

Agent Contract Manager

Post Office Ltd

Area Office

36-40 Great Underbank

Stockport

SK1 1QF

30<sup>th</sup> May 2008

**Ref: Resignation**

Sale Circle Post Office

Manchester

M23 OBX

Dear Glenn Chester

I write to resign for my services as a sub postmaster at the Sale Circle Branch, the reason for the resignation are as under:

After the nightmare I had for the last three months I am not in a position to run the office because of my **GRO** the family have been put through, the life loses, financial losses, I don't want to loose my life as the further lose could result in **GRO**

**GRO** I have got family with two little boys dependent on me and my family do need me.

I did not want to resign but made to.

I feel I have been monopolized, victimised, discriminated and unfairly treated.

Please be advised that this is a conditional resignation which will come in effect immediately in the event if none of the option offered in my version document is accepted.

Azfar Syed

**GRO**

Witness: Azfar Syed  
Statement number: 1

Exhibits:  
ASW1, ASW2, ASW3  
ASW4, ASW5, ASW6  
ASW7, ASW8, ASW9  
ASW10, ASW11, ASW12

Date: 20<sup>th</sup> July 2014

Claim No: 3YQ70170

**IN THE COUNTY COURT AT MANCHESTER**

**BETWEEN:-**

**POST OFFICE LTD**

**Claimant**

**-and-**

**AZFAR SYED**

**Defendant**

---

**EXHIBIT ASW12**

---

This is the exhibit referred to as "ASW1" in the Witness Statement of Azfar Syed dated 20<sup>th</sup> July 2014.

**My VERSION OF EVIDANCE**

**Summery termination of contract for the services**

The contents of document are listed below:

**PART A**

SUMMERY OF GROUNDS

ANALYSIS OF THE CHARGES

TRUE VERSION OF CHARGES

THE EVIDENCE

CONCLUSIONS

**PART B**

REASONS WHY SHOULD YOU NOT TERMINATE MY CONTRACT

GESTURE OF GOOD WILL

**PART C**

CONDITIONAL RESIGNATION

PROPOSED TRANSFER DOCUMENTS

COPY OF FACT FINDING INTERVIEW

COPY OF TAPE RECORDED INVESTIGATION INTERVIEW

EVIDENCE **A B C D E F G H**

**Without Prejudice**

**Private & Confidential**

**IN STRICT CONFIDENCE**



FAO

Glenn Chester

Agent Contract Manager

Post Office Ltd

Area Office

36- 40 Great Underbank

Stockport

SK1 1QF

30<sup>th</sup> May 2008

Dear Glenn

I am in receipt of letter dated 19<sup>th</sup> April 2008 advising me your consideration summary termination of the contract for the services on the grounds drafted after reviewing the papers related to this case received from the enquiry.

As per your advised I enclosed my version and view of the evidence of the summary of termination of contract for the services.

**My version is based on the assessment of complete record and the history of the issue, Post office department's involvements and their course of action and a detailed, comprehensive analysis of the facts, and scrutiny of the evidence and a fair, impartial, justified conclusion.**

**SUMMARY OF THE GROUNDS AND CHARGES**

**Failure to make good losses without delay and falsification of office account**

**Failure to maintain a standard of security sufficient to ensure the safe custody of cash and stock of all kinds and other post office ltd property.**

**Failing to register a sub office assistant with Post Office Ltd**

**Failure to comply with operational instructions governing the correct use of horizon passwords**

I am very surprised and astonished reading the grounds and the charges brought forward that has neither raised or been brought in to the case during all enquires and interviews from the day one 21<sup>st</sup> January 2008 to up to now.

**On Monday 21<sup>st</sup> January the auditors started the audit 9.00 am and finished 8.00 pm (11 Hours) but did not briefed me any thing exactly why I have been suspended, no concern or issue was questioned, no copy of the audit /survey report or any kind of paper work was signed or handed over to me or left at the premises.**

The letter issued on 21<sup>st</sup> January 2008 by Paul William (Agent Contract Manager) confirmed the suspension precautionary and did not identify the auditor's findings or any other contraventions.

EVIDENCE A ENCLOSED

As I am already under an enormous stress, GRO and financial and living struggle, it is very upsetting, disappointed and under impression that as nothing has been found in three months enquiry to summarised the termination.

I was shocked and concerned, I phoned you on two occasions Thursday and Friday just to discuss the summery charges of termination and my view and intentions for the future course of action.

Based on the whole matter careful assessments of the history of the facts, events and chain of the course of direction from the chesterfield, helpline, trainer involvement, interview, audit, investigation and three months enquiry it is evident that the matter was already in the hands of the appropriate department and arrangements were made to resolve and clear unexplained , deficiency was due to be completed on TP10 on 23<sup>rd</sup> January 2008 , the auditors were confirmed over the phone by training department head and trainer herself, therefore a suspension was undue, unfair , illegal and should have not been directed.

I disagree, and reject the claim of the charges completely as I believe the evidence does not support the charges.

My version and evidence for rejection as detailed under.

GROUND1

**Failure to make good losses without delay and falsification of office account.**

On 19 December 2008 the cash declared was 126507.55

On 19 December 2008 the final balance was 126507.55

**EVIDENCE B ENCLOSED**

On 24<sup>th</sup> Nov 2007 an unexplained discrepancy error over 126000 occurred.

On 25<sup>th</sup> Nov 2007 a telephone call was made to chesterfield and notified the problem of another stock BB showing 126, 0000 over on 24<sup>th</sup> Nov 2007

An advice was directed to declare a loss of 126,000 on next TP 8 by chesterfield.

**EVIDENCE C ENCLOSED**

On 19<sup>th</sup> December 2007 a stock BB which has not done any transaction showed a discrepancy error shortage of 78,000.

On 20 December the stock BB was stopped to use completely.

On 21<sup>st</sup> December a telephone call was also made to helpline to delete stock BB because of the problem.

Training department and help line were involved to look in to resolve.

As both discrepancies were not genuine and physically not there, I did not settle them and transferred in to local suspense for further advice on what and how to do.

All necessary and appropriate course of action were I placed.

As you said in your letter dated 19<sup>th</sup> April 2008 that the discrepancy was settled cash and if I settled them as good cash how come the departments were aware of local suspense figures, identified the problem and involved and made arrangements to clear it.

The representative from the chesterfield department mislead and misguide me advising a wrong and inappropriate course of action as to declare the loss on next TP8, If he would advised me to settle centrally, the issue of discrepancy should have not been born and same on second time 78,000 under, should have been settled centrally the branch will still be over in cash.

On 23 December the problem was notified to helpline who arranged a trainer to clear and was engage in the process of clarification.

On 21<sup>st</sup> January 2008, before the audit starts, the auditor Janet Holding was acknowledge and notified of the discrepancy and the aalsction being under process , jennet holding made the phone calls to trainer Marina Slade and helpline training supervisor who confirmed the problem with stock BB but no losses or falsification.

As you mentioned in the charge an unexplained, of course it is unexplained because actually there is no deficiency and comparing the office financial holdings, capacity, mathematical statistics and customer's financial services it is not possible.

**SO NO LOSSES WERE FOUND OR REPORTED**

During the office term especially between Oct 2007, November 2007 and December 2007, no extra cash was requested, no cash shortage was reported, all the cash figures and remittance were monitored and arranged by cash management team.

No queries and question was raise or received.

The cash figure declared were spot checked by trainer Marina Slade on 17<sup>th</sup> January 2008 and the cash figure declared on 19<sup>th</sup> January checked by auditors on Monday 21<sup>st</sup> were found accurate no falsified or altered.

**SO NO FALSIFICATION WAS FOUND OR REPORTED.**

**GROUND 2**

**Failure to maintain a standard of security sufficient to ensure the safe custody of cash and stock of all kinds and other post office ltd property:**

Under this ground the statement you provided does not exist , I have got the copy of auditors report sent by chesterfield to me , in that report it is confirmed that no compliance or regulatory test or checks were performed and no such concerns or question or remarks were noted down or commented.

**The cash was well secured and kept in the solid metal drawers which were locked ,located under the 3<sup>rd</sup> counter which is not in use and out of sight and reach and not accessible and was due be sent back on Monday.**

**Legally and ideally a copy of the auditor's report or site survey documents must be signed by the sub postmaster and a copy of the forms or related paper work or activity report should have been handed over at the end of completion of audit.**

**As far as standard of security concerned, the branch has been visited by the BDM Julie Pollard on several occasions and the branch security features were shown and briefed as three new jail**

door electronic motorised remote controlled shuttered, occupancy of the flat above the office new DVR Camera system were fitted and installed after taking the office over.

**No such issues has been reported or brought to attention by any Post Office Ltd representative at the visit.**

**During the whole enquiry and investigation no issues or concerns were questions declared, raised or questioned.**

In the last six months all other offices in my territory namely Northenden post office, Hall lane post office, Wendover post office, Sale post office has been subject to robberies, burglaries, not my office.

### **GROUND 3**

#### **Failing to register a Sub Office assistant with Post Office Ltd.**

In the office there were only me , my Mrs working the third one Krystal Lomas was only the Voluntary Trainee not employee any voluntary trainee does not subject to registration until employed , I was registered with employment office and in the process of recruitment , a number of candidates were interviewed and under the process of selection.

EVIDENCE D ENCLOSED

Krystal lomas was not appointed ,selected or offered any kind of employment and never entered in to contractual employment and was due to leave and move to Irim with her mum any time and was not subject to the my contractual clause of registration.

EVIDENCE E ENCLOSED.

**GROUND 4**

**Failure to comply with operational instructions governing the correct use of horizon passwords.**

After my appointment as sub postmaster, no training was offered and no feed back was given in this area, I have never been handed over or trained through any operational manual of horizon.

You have referred investigation team interview, the statement you quote is not true and I will request to look in to transcription. My statement was that I only knew the password at the time when I had to roll over the stock BB about couple of times at the time when deletion process underway and stock BB has been used only on three occasions so how come I was using her pass word to do transactions.

All the password of horizon expires automatically itself after certain days

I have recorded and filed the history of past three months nightmare , the audit , telephone conversation, fact finding interview , investigation interview, house search , your correspondence ,my correspondence , Steve Bradshaw conversation and correspondence , tape recorded interview, whole process of enquiry and confirm that no such grounds and charges were brought in to light , mentioned, discuss or challenged.

EVIDENCE F CLOSED.

I refer my telephone calls made to you on Wednesday and Thursday over the concerns to the ground drafted and my version and intentions of my course of action and future.



During the conversation you were unsure the discrepancy and told me that the dilemma is where is the money gone , I said to you that you know the office cash holdings I also said that you know that physically there was no cash shortage.

Options of resignation, transfer to, sell the business were discussed where you advised me to put in to writing,

As from the day one of my unfair suspension I have explained and sent you a number of detailed documents of the issue and have provided you a very comprehensive illustration of unnatural shortage sequence of the event the action and process corporate by the department involved.

The entire necessary enquiry, interviews, investigation, house and car search has been processed nothing has been revealed contravention; I have personally been very honest and cooperated during the whole process of investigation.

**Finally I conclude that there has been no cash shortage or discrepancy, failure, or breach of my contract or any contravention of any regulatory compliance.**

Since the enquiries started you assured me on a number of occasion that you will give me an opportunity to shay that

### **WHY SOULD YOU NOT TERMINATE MY CONTRACT**

Now finally you have provided me the opportunity, I write to put my version against the charges brought forward in the summery of termination of the contract for the services.

Previously I have already written you the history of the personal affairs, my struggle, efforts, interest, and my journey to become a sub postmaster. However I would like to give you some detail of points to consider.

This is the story of my hardship to become a sub postmaster.

We the whole family shared the supplement efforts to get this office.

I and my Mrs were suitable to run post office as a small family business.

We are a small family with two little boys belongs to a good well to do family. Before I become a sub postmaster we were in a good respectable profession and referred with a good personal and professional reference.

To purchase this office we all our savings, loans, my kids saving, my mother in law also sent me some money

I had a business loan of 175,000 from the bank.

I had an additional loan of 10,000 from Bolton business venture

My kids saving of 5,000 were invested.

My mother in law sent 8,000 from Pakistan

A second charge was taken over for our house as security.

**EVIDENCE G ENCLOSED**

I did a lot of search and preparation for the process of selection and interview.

It took me a lot of guts and hard work to get appointed.

After appointment, only 12 days training was provided and a bad office transfer was under taken.

Since then my whole family including little kids dedicated and devoted to the office, the boys were transfer to a school and nursery near to the office.

I and the Mrs worked all day, 6 days a week, some time seven days.

The customer was very happy with a family run office, the atmosphere, the service and care, the presentation of the office.

We worked very hard to put the office in the right shape and to build the business.

It was just the beginning, with in four months time **GRO** and requested me to visit her **GRO** I knew the responsibility of my position and did not go, **GRO** **GRO** still could not go because of the festive season and office high peak business time, I cared about the post office services and sacrificed for it.

I maintained a high performance and good office business with out any complaints or issues.

I and my Mrs worked very hard spent most of the time to improve the office and neglect our home or social life

My Mrs also worked **GRO** standing behind the counter all the day which **GRO**

We came into post office business because we have a good family background, education, honesty, enthusiasm and motivation and knew that it was the most appropriate profession for the people like us who wants to work and live with respect, character, pride and prestige.

Considering the all above I believe that while a problem was already identified and under the process of rectification by the end of TP10 Why a suspension was imposed and changed into a dilemma and complex issue.

I trust and believe, I should not be put through all that and now no physical or theoretical evidence has been found, nothing revealed therefore I should not be terminated.

Taking into consideration your position in this matter.

As up to now I have been very honest, reasonable, fair, justified, I want to resolve the matter by understanding, mutual, bilateral talks.

Since the issue raised I have assisted you and the investigation team a step forward, and never lied, misled or concealed any material of fact.

As far as the discrepancy concerned, you or investigation team or auditors, trainer, cash management team, helpline have not revealed any misconduct, irregularity, suspicious activity, lies or any kind of contravention.

During my office term I have been visited by BDM Julie Pollard, trainer Marina Slade, Paul Hayhurst, None of them has revealed or reported any failure of duty or breach of contract for the service or negligence.

I really appreciate and thankful to you for giving me an opportunity to put forward my version to charges.

From the day, the problem began with the stock BB, the concerned department were aware and involved, the cash management team and the chesterfield knew the office remittance, and office cash holding figures, cash declarations were correct and does not certify or permit the shortage. I kept explaining and written to Steve Bradshaw and you a number of statements and explanation about the problem has recorded and been sent to you step by step previously.

I always said to you that my character is every thing , I have lived with pride and prestige and I have invested the last penny of my family money, not only money but the time , effort , devotion ,care , sacrifice, honesty, risks, and not had any reward or reap from the business yet.

We live in an imperfect world and makes mistakes, the pilot crashes planes, the computers crashes, the trains collides, people killed in accident, the buildings collapses, the high security fails.

During our telephone conversation I also told you that I have a complete faith and trust in you and wants to resolve the issue by harmony, mutual understanding and negotiation rather aggressions.

Though I have got an insurance policy for legal expenses but I do not intend to make the issue bitter, controversial by passing it to the solicitor to start legal battle and war.

Although I am not under obligation or principally and legally not supposes to offer you any reimbursement for an unexplained, unproved and non existed discrepancy or money which has never been remit or taken away however just to show my decency and in an attempt to save my character and prestige in the best interest of both parties and as a gesture of good will:-

As you have already taken 10,000 , which was my money, in addition to that amount I am willing to pay another half of the deficiency 33,000 in instalment deducted each month from my salary provided I get reinstate immediately. I will assume that that I have bought the office very expensive.

OR

Transfer the office to Novera Syed immediately.

In both cases the half of the deficiency will be paid as agreed, if the business is sold while we are the sub postmaster / sub postmistress we will pay the remaining amount of the payment in full.

Acceptance of any of above will benefit for both parties, I will save my character and my family livelihood and bread and butter for my kids, and you will get sufficient cash back of an anonymous and unexplained non existed unseen discrepancy and the matter will be resolved happily rather becoming more bitter, difficult ,complicate , inconvenience and court battle.

In the event of none of the option is acceptable, I have enclosed my conditional resignation with this letter as my resignation I clarify that in the event of resignation or none transfer to Novera Syed the good will offer will be withdrawn and no payments offer will be applicable . Any dispute or claims will be forward to my solicitor who will endeavour the next course of action and dealt accordingly.

As far as office concern it is over three months now and has been managed and run by interim sub postmaster, under the current situation and circumstances I am not happy and in total loss, under duress and financially struggling and behind the mortgage payments and not in a position to let it be continued, as it is not viable or worth while, I will notify you of his exit very soon.

If you compare the business done in my office term with current level of business you will notice a drastic business loss and foot fall and its only because of our hard work , customer care , relationship , personality , presentation, atmosphere and friendly and excellent service.

I believe that I have done very best to resolve the matter.

I don't know what else to say apart from that no body is perfect, we all makes mistakes and learn.

While it's a difficult, complex case however the case history of the issues, chain of the events, the logic, statistical figures, mathematical calculations and circumstantial evidence suggest no discrepancy or contravention.

The remuneration of this office is not mega and only provide the living that what I was doing exactly, making living which every body does I have written you numerous times that my character means more to me, I can live with out money but I can not live without character, respect and pride, I have got a track academic and professional record and don't want to loose the prestige.

I am a family man we all the family has always lived as a good British citizen , worked very hard through the whole life and never been on state benefit or never claim or obtained any money or other property which is not ours.

I have paid a very heavy price for my job, duty of care, my character, my devotion , my honesty , lost my mother , my little boy , spent every single penny of my saving , securing my house ,time and effort for the office and did my job at the best of my ability , integrity.

I request you to consider this document very carefully as my whole character depend on your decision and if you believe that I deserve the credit and discretion, please save my character.

Now it's all in your hands, I have not got more to say.

Considering your position, personality, attitude and my faith and trust in you so far I have not used or exercised any legal assistance and have no intention to go on that route because I think I do not need and expecting a fair and justified decision and believe that you will do the justice with out prejudice, unless if I made, pushed or drag in to it leaving with no other option I

reserved the right to take it further to higher authorities and legal channels to defend and insert all the claims I believe fair justified and entitled to.

EVIDENCE H ENCLOSED

All attempts, efforts, statements, offers has been put forward in a very reasonable, justified, honest manner.

To support and refresh the clarification of the issue I have enclosed some copies of documents sent to you and Steve Bradshaw previously indicating or identifying no such charges or ground.

I TRUST THAT ALL ABOVE CLARIFIED THE CHARGES AND THE REASONS WHY SHOULD YOU NOT TERMINATE MY CONTRAC; I THINK VERY HIGH OF YOU AND BELIEVE THAT YOU WILL DO THE JUSTICE AND SHOULD NOT TERMINATE MY CONTRACT.

The material of this document is evident and true to the best of my knowledge.

Many thanks and regards for giving me the opportunity.

Yours sincerely



Azfar Syed

**GRO**

Tel: **GRO**