



# Postal Services Act 2000

## CHAPTER 26

### POSTAL SERVICES ACT 2000

#### PART I

##### INTRODUCTORY

- 1 The Postal Services Commission.
- 2 The Consumer Council for Postal Services.
- 3 Duty of the Commission to ensure provision of a universal postal service.
- 4 Provision of a universal postal service: meaning.
- 5 Other duties of the Commission in the consumer interest.

#### PART II

##### LICENCES FOR POSTAL SERVICES

###### *Restriction on provision of postal services*

- 6 Restriction on provision of postal services.
- 7 Exceptions from section 6.
- 7A Licences for Postal Services
- 8 Power to modify section 7 by order.
- 9 General power to suspend the restriction.
- 10 Emergency power to suspend the restriction.

###### *Licences*

- 11 Licences: general.
- 12 Licences: grant.
- 12A Licences: refusal
- 12B Licences: determination of applications

*Changes to legislation:* Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

---

13 Licences: conditions and other provisions.

*Modification of licences*

- 14 Modification of licences by agreement.
- 15 References to the Competition Commission.
- 15A References under section 15: time limits
- 15B References under section 15: application of Enterprise Act 2002
- 16 Reports on references.
- 16A Reports on references under section 15: further provision
- 17 Modification following report.
- 18 Power of intervention of the Competition Commission.
- 19 Procedural requirements in relation to modifications.
- 19A Sections 18 and 19: further provision
- 20 Application of competition legislation to references etc.
- 21 Modification by order under other enactments.

*Enforcement orders*

- 22 Final orders.
- 23 Provisional orders.
- 24 Confirmation of provisional orders.
- 25 Exceptions from duty to make or confirm enforcement orders.
- 26 Enforcement orders: main procedural requirements.
- 27 Enforcement orders: further procedural requirements.
- 28 Validity of enforcement orders.
- 29 Effect of enforcement orders.

*Financial penalties*

- 30 Financial penalties.
- 31 Statement of policy in relation to penalties.
- 32 Imposition of penalties: main procedural requirements.
- 33 Penalties: further procedural requirements.
- 34 Time-limits on the imposition of penalties.
- 35 Interest and payments by instalment.
- 36 Appeals.
- 37 Recovery of penalties.

*Miscellaneous*

- 38 Register.
- 39 Recovery of costs of the Council etc.
- 39A Licences and the new arrangements
- 40 Directors' remuneration.
- 41 Free services for the blind and partially sighted.

**PART III**

OTHER FUNCTIONS OF THE COMMISSION AND THE COUNCIL

*The Commission*

- 42 Duties in relation to public post offices.
- 43 Duties in relation to social and environmental matters.
- 44 Review and information.

**Changes to legislation:** *Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

- 45 Annual and other reports: the Commission.
- 46 Publication of information and advice: the Commission.
- 47 Power of the Commission to require information.
- 48 Information powers: enforcement.
- 49 Powers of entry and seizure.
- 50 Codes of practice.

#### *The Council*

- 51 Relevant postal issues.
- 52 Provision of advice and information to public authorities and licence holders.
- 53 Publication of information to users.
- 54 Exercise of functions: general.
- 55 Annual and other reports: the Council.
- 56 Complaints referred to the Council.
- 57 Power of the Council to investigate other matters.
- 58 Power of the Council to require information.

#### *The Commission and the Council*

- 59 Provision of information by the Council to the Commission.
- 60 Memorandum of understanding.
- 61 Forward work programmes.

#### *Information*

- 61A Information relating to complaints handling standards

### **PART IV**

#### **REORGANISATION OF THE POST OFFICE**

##### *Transfer of property etc.*

- 62 Transfer of property etc. to nominated company.

##### *The Post Office company etc: government holdings*

- 63 Power to direct issue of certain securities etc
- 64 Government investment in securities of certain companies.

##### *The Post Office company etc: restrictions on dealings*

- 65 Restriction on issue of shares to third parties.
- 66 Restriction on disposals of shares to third parties.
- 67 Approved disposals.

##### *Financial provisions*

- 68 Loans by the Secretary of State to relevant companies.
- 69 Guarantees by the Secretary of State for relevant companies.
- 70 Extinguishment of certain liabilities.
- 71 Limit on loans and other arrangements with government.
- 72 Reserves of relevant companies.
- 73 Statutory accounts of the original holding company.

*Changes to legislation: Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

- 74 Further provisions relating to the capital structure of certain relevant companies.

*Dissolution of the Post Office*

- 75 Dissolution of the Post Office.

*Supplementary provisions*

- 76 Accounts of the Secretary of State in relation to loans.  
77 Publicity requirements for certain accounts and reports ....  
78 Information requirements on certain relevant companies.  
79 Exercise of functions through nominees.  
80 Shadow directors.  
81 Tax.  
82 Interpretation: Part IV.

**PART V**

OFFENCES IN RELATION TO POSTAL SERVICES

*Offences of interfering with the mail*

- 83 Interfering with the mail: postal operators.  
84 Interfering with the mail: general.

*Prohibition on sending certain articles by post*

- 85 Prohibition on sending certain articles by post.

*Additional protection for universal postal service*

- 86 Prohibition on affixing advertisements on certain letter boxes etc.  
87 Prohibition on misleading descriptions.  
88 Obstruction of business of universal service providers.

**PART VI**

POSTAL SERVICES: SUPPLEMENTARY

*Schemes and limitation of liability*

- 89 Schemes as to terms and conditions for provision of postal services.  
89A Powers of OFCOM in relation to schemes  
90 Exclusion of liability.  
91 Limited liability for postal packets.  
92 Section 91: supplementary.  
93 Power to modify sections 89 to 92.

*Supplementary powers for universal postal service*

- 94 Power to require carriage of mail-bags by ship or aircraft.  
95 Power to acquire land etc.

*Articles in transit*

- 96 Immunity from prosecution.  
97 Harbour charges on mail-bags.  
98 Mail-bags not to be subject to control by harbour authorities.

**Changes to legislation:** *Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

### *Common carriers*

99 Common carriers.

### *Certain exemptions from postage etc.*

100 Certain exemptions from postage etc.

## **PART VII**

### MISCELLANEOUS AND SUPPLEMENTARY

### *Supplementary powers of the Secretary of State*

101 Directions in interests of national security etc.

102 Power to ensure compliance with the Postal Services Directive.

103 Subsidy for public post offices.

### *Inviolability of mails etc.*

104 Inviolability of mails.

104A Power to detain packets in respect of unpaid or underpaid postage

105 Application of customs and excise enactments to certain postal packets.

105A Section 105: limit on handling charges etc

106 Power to detain postal packets containing contraband.

107 Conditions of transit of postal packets.

### *Evidential provisions*

108 Evidence of amount of postage etc.

109 Evidence of thing being a postal packet.

110 Certificates in relation to universal postal service letter boxes.

### *Postal and money orders*

111 Exclusion of liability in relation to postal and money orders.

112 Schemes in relation to postal and money orders.

113 Recoupment of losses on wrongly paid money orders.

114 Special arrangements with other countries or territories.

### *Other*

115 Extension of existing powers relating to the Post Office.

116 The Postcode Address File.

117 Records of the former Postmaster General's department.

118 Supplementary provisions relating to the Council.

119 General restrictions on disclosure of information.

### *General*

120 Offences by bodies corporate.

121 Service of documents.

122 Orders and regulations.

123 Directions.

124 General financial provision.

125 Interpretation.

126 Index of defined expressions.

127 General amendments and repeals.

**Changes to legislation:** *Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

- 128 Modifications of local enactments etc.
- 129 Transitional provisions etc.

*Final*

- 130 Commencement.
- 131 Short title and extent.



SCHEDULES

SCHEDULE 1 — The Postal Services Commission

- ...
- ... The Postal Services Commission
- ...
- ... The Postal Services Commission
- ... The Postal Services Commission
- ...
- ... The Postal Services Commission
- ...
- ... The Postal Services Commission
- ...
- ... The Postal Services Commission

*...et cetera...*

- ... The Postal Services Commission
- ... The Postal Services Commission
- ... The Postal Services Commission
- ...
- ... The Postal Services Commission
- ...
- ... The Postal Services Commission

SCHEDULE 2 — The Consumer Council for Postal Services

*Membership*

- 1 The Consumer Council for Postal Services

*Committees*

- 2 The Consumer Council for Postal Services
- 3 The Consumer Council for Postal Services

**Changes to legislation:** *Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

4 The Consumer Council for Postal Services

*Terms of appointment of members*

5 The Consumer Council for Postal Services

6 The Consumer Council for Postal Services

*Pay and remuneration of members*

7 The Consumer Council for Postal Services

*Staff*

8 The Consumer Council for Postal Services

9 The Consumer Council for Postal Services

*Proceedings et cetera*

10 The Consumer Council for Postal Services

11 The Consumer Council for Postal Services

12 The Consumer Council for Postal Services

*Delegation*

13 The Consumer Council for Postal Services

*Supplementary powers*

14 The Consumer Council for Postal Services

*Accounts and expenses*

15 The Consumer Council for Postal Services

16 The Consumer Council for Postal Services

17 The Consumer Council for Postal Services

SCHEDULE 3 — Transfer to the Post Office company: supplementary provisions

*General provisions as to vesting of property etc.*

- 1 (1) Anything (including any legal proceedings) which, immediately before the...

*Pensions*

- 2 (1) The original holding company shall, on and after the...  
3 Section 6(2) of the Commonwealth Telegraphs Act 1949 (which provides...  
4 (1) Trustees appointed by the original holding company shall hold...

*Welfare funds*

- 5 (1) This paragraph applies to— (a) a fund (whether described...

*Third party rights relating to land*

- 6 Transfer to the original holding company: supplementary provisions

**Changes to legislation:** Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

---

*Other third party property rights*

- 7 Transfer to the original holding company: supplementary provisions

*Requisitions on title as to Treasury consent*

- 8 A person dealing with the original holding company in respect...

*Vesting of foreign property etc.*

- 9 Transfer to the original holding company: supplementary provisions

*Interpretation*

- 10 Transfer to the original holding company: supplementary provisions

SCHEDULE 4 — Transfer to the Post Office company: tax

*Corporation tax: general*

- 1 The Post Office company shall, on and after the appointed...

*Shares and other securities*

- 2 Any share issued by the Post Office company or any...  
3 Any security (other than a share) issued by the Post...

*Debt*

- 4 Any debt assumed by the Post Office company under section...

*Transfer arrangements*

- 5 The existence or exercise of the powers of the Secretary...

*Tax-free benefits*

- 6 Nothing in this Part and nothing done under it shall...

*Assets acquired by the Post Office in 1969*

- 7 The Act of 1992 shall apply in relation to a...

*Value added tax*

- 8 The Post Office company shall, on and after the appointed...

*Stamp duty*

- 9 Transfer to the Post Office company: tax

SCHEDULE 5 — Acquisition of land  
Part I — POWERS OF ACQUISITION ETC

*England and Wales*

- 1 (1) The Secretary of State may authorise a universal service...



**Changes to legislation:** *Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

*Scotland*

- 2 (1) The Secretary of State may authorise a universal service...

*Northern Ireland*

- 3 (1) Where a universal service provider proposes to acquire, otherwise...  
Part II — PROCEDURE, COMPENSATION ETC (ENGLAND AND WALES)

*Application of Acquisition of Land Act 1981*

- 4 (1) The Acquisition of Land Act 1981 shall apply to...

*New rights: Compulsory Purchase Act 1965*

- 5 The Compulsory Purchase Act 1965 shall have effect with the...

*New rights: specific adaptations of 1965 Act*

- 6 Without prejudice to the generality of paragraph 5, Part I...  
7 For section 7 of that Act (measure of compensation) there...  
8 Section 8(1) of the Compulsory Purchase Act 1965 has effect...  
9 (1) The provisions of that Act referred to in sub-paragraph...  
10 Section 11 of that Act (powers of entry) shall be...  
11 Section 20 of that Act (protection for interests of tenants...  
12 Section 22 of that Act (protection of acquiring authority's possession...

*New rights: compensation*

- 13 The enactments in force in England and Wales with respect...  
Part III — PROCEDURE, COMPENSATION ETC (SCOTLAND)

*Acquisition of Land (Authorisation Procedure) (Scotland) Act 1947*

- 14 The Acquisition of Land (Authorisation Procedure) (Scotland) Act 1947 shall...

*New rights: application of 1947 Act and incorporated enactments*

- 15 The Acquisition of Land (Authorisation Procedure) (Scotland) Act 1947, and...

*New rights: specific adaptations of 1947 Act*

- 16 Without prejudice to the generality of paragraph 15 above, Part...  
17 In paragraph 9 of that Schedule (compulsory purchase affecting land...  
18 In paragraph 10 of that Schedule (land of statutory undertakers)—...  
19 In paragraph 11 of that Schedule (common or open space),...  
20 Paragraph 3(1) of the Second Schedule to the Acquisition of...  
21 For paragraph 4 of that Schedule (protection for owner against...

*New rights: specific adaptations of Lands Clauses Consolidation (Scotland) Act 1845*

- 22 Without prejudice to the generality of paragraph 15 above, the...  
23 For section 61 of that Act (estimation of compensation) there...  
24 The following provisions of that Act (being provisions stating the...  
25 Sections 114 (compensation to be made to tenants for a...

**Changes to legislation:** Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

---

- 26 Sections 117 (protection of promoter of undertaking where by inadvertence...

*New rights: compensation*

- 27 The enactments in force in Scotland with respect to compensation...  
 Part IV — PROCEDURE, COMPENSATION ETC (NORTHERN IRELAND)
- 28 For the purposes of the acquisition of land by means...
- 29 The modifications mentioned in paragraph 28 are—
- 30 The enactments for the time being in force relating to...

SCHEDULE 6 — Further provisions relating to land

*Power to place post-boxes etc in streets*

- 1 (1) A universal service provider may, for any purpose in...

*Entry on land for exploratory purposes*

- 2 (1) A person authorised in writing by a universal service...
- 3 (1) A person authorised to enter upon any land under...
- 4 (1) Any person who intentionally obstructs a person acting in...
- 5 (1) If in the exercise of any power conferred by...

*Acquisition of land by agreement*

- 6 For the purpose of the acquisition by agreement by a...
- 7 For the purpose of the acquisition by agreement by a...
- 8 For the purpose of the acquisition by agreement by a...

*Power to sell Duchy of Lancaster land*

- 9 If a universal service provider proposes to acquire by agreement...

*Supplementary*

- 10 Any land acquired by agreement by a universal service provider...

SCHEDULE 7 — Disclosure of information

- ... Disclosure of information
- ...
- ... Disclosure of information
- ...
- ... Disclosure of information
- ... Disclosure of information
- ...
- ... Disclosure of information

**Changes to legislation:** *Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes*

---

...

... Disclosure of information

## SCHEDULE 8 — Amendments of enactments

### Part I — GENERAL AMENDMENTS

- 1 (1) Any enactment which requires or authorises a document or...
- 2 (1) Any enactment which requires or authorises a document or...
- 3 (1) Any enactment which requires or authorises a document or...
- 4 (1) Any enactment which requires or authorises a document or...
- 5 (1) Any reference (however worded and including references which are...
- 6 (1) The Secretary of State may by order provide for...
- 7 (1) In this Part of this Schedule, “future enactment” means...

### Part II — OTHER AMENDMENTS

#### *Public Records Act 1958 (c.51)*

- 8 In Schedule 1 to the Public Records Act 1958 (definition...

#### *Parliamentary Commissioner Act 1967 (c.13)*

- 9 In Schedule 2 to the Parliamentary Commissioner Act 1967 (departments...
- 10 In Schedule 2 to the Parliamentary Commissioner Act 1967 the...

#### *Post Office Act 1969 (c.48)*

- 11 Amendments of enactments

#### *Pensions (Increase) Act 1971 (c.56)*

- 12 In paragraph 3 of Schedule 3 to the Pensions (Increase)...

#### *Superannuation Act 1972 (c.11)*

- 13 In Schedule 1 to the Superannuation Act 1972 (kinds of...

#### *House of Commons Disqualification Act 1975 (c.24)*

- 14 (1) Schedule 1 to the House of Commons Disqualification Act...
- 15 In Part II of Schedule 1 to the Act of...

#### *Rates (Northern Ireland) Order 1977 (S.I.1977/2157 (N.I.28))*

- 16 Amendments of enactments

#### *Representation of the People Act 1983 (c.2)*

- 17 (1) Section 91 of the Representation of the People Act...
- 18 After section 200 of that Act there shall be inserted—...

#### *Mental Health Act 1983 (c.20)*

- 19 (1) Section 134 of the Mental Health Act 1983 (correspondence...

**Changes to legislation:** Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

---

*Insolvency Act 1986 (c.45)*

20 In section 371(1) of the Insolvency Act 1986 (re-direction of...

...

21 In section 43(6D)(a) of the Local Government Finance Act 1988...

*Value Added Tax Act 1994 (c.23)*

22 (1) The Value Added Tax Act 1994 shall be amended...

*Value Added Tax Regulations 1995 (S.I.1995/2518)*

23 In regulation 2 of the Value Added Tax Regulations 1995...

*Criminal Procedure (Scotland) Act 1995 (c.46)*

24 In section 11 of the Criminal Procedure (Scotland) Act 1995...

*Local Government and Rating Act 1997 (c.29)*

25 In Schedule 2 to the Local Government and Rating Act...

*Northern Ireland Act 1998 (c.47)*

26 For paragraph 7 of Schedule 3 to the Northern Ireland...

*Postal Services Regulations 1999 (S.I. 1999/2107)*

27 In Regulation 2(1) of the Postal Services Regulations 1999  
(designation...

SCHEDULE 9 — Repeals and revocations

Note: The repeal of section 52 of the Post Office...

**Changes to legislation:**

Postal Services Act 2000 is up to date with all changes known to be in force on or before 27 April 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations.

[View outstanding changes](#)

**Changes and effects yet to be applied to :**

- s. 7(5) words substituted by [2012 c. 21 Sch. 20 para. 10\(2\)](#)
- Sch. 7 para. 3(2)(g) repealed by [2003 c. 21 Sch. 19\(1\) Note 1](#)

**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

- Blanket amendment words substituted by [S.I. 2011/1043 art. 34](#)

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- Sch. 7 para. 3(2)(s)(sa) substituted for Sch. 7 para. 3(2)(s) by [2012 c. 21 Sch. 20 para. 10\(3\)](#)