

Road User Charging Adjudicators'

Annual report

2024-25



Road User Charging Adjudicators' Tribunal
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The Road User Charging Adjudicators form an independent tribunal which decides appeals against the issue of penalty charge notices in London under the Road User Charging Schemes operated by Transport for London.

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1. Foreword

We are pleased to present to the Secretary of State this joint report of the Road User Charging Adjudicators (RUCA) for the year 2024-2025. The joint report is required by Regulation 8 of the Road User Charging (Enforcement and Adjudication) (London) (Regulations) 2001 (as amended).

A new Tunnel User Charging scheme has been added to RUCA's jurisdiction. The Silvertown Tunnel was opened on 7 April 2025, linking Silvertown in East London to the Greenwich Peninsula. Users of the new Silvertown Tunnel and the existing Blackwall Tunnel are required to pay a charge to drive through the tunnels at certain times. If not paid, Transport for London has the power to impose a penalty charge. The Silvertown Tunnel Order 2018 provides for appeals against penalty charge notices to be heard by RUCA adjudicators. The first Tunnel User Charging Appeals began to arrive at the tribunal in June.

Another important innovation in the work of RUCA has been the introduction of video hearings via MS Teams, which were offered to appellants from 3 February 2025. We recognise that many recipients of penalty charge notices live outside London, and this alternative mode of hearing means that motorists from all over the United Kingdom are now able to speak to an adjudicator at a personal hearing without having to travel to the central London hearing centre. Face to face hearings continue to be offered if requested by an appellant.

RUCA hearings have always been open to the public, and observers may request to join MS Teams hearings.

From October 2024 to March 2025 all RUCA adjudicators currently hearing appeals were appraised following the Judicial Skills and Abilities Framework. Further training and mentoring were offered where appropriate.

On Friday 27 September 2024 adjudicators attended our annual meeting which is compulsory for all adjudicators. Adjudicators received training on managing video hearings, appraisals, and adjudicators' powers. Adjudicators also discussed in small groups how to approach more complex appeal scenarios.

London Councils under contract to the Greater London Authority (GLA) has continued to provide administrative support for RUCA. We would like to thank all the administrative and IT staff for their assistance. A hearing centre move is planned for later in 2025.

This annual report includes a list of RUCA adjudicators who have heard appeals in 2024-2025.

Alison Spicer
Chief Adjudicator on behalf of RUCA
July 2025



2. Introduction

- 2.1 RUCAT is an independent judicial body of experienced lawyers deciding appeals where Transport for London ('TfL') has rejected representations made against the issue of Penalty Charge Notices in London under the Road User Charging Schemes operated by TfL.
- 2.2 Currently these schemes are the central London Congestion Charging Scheme, the London Low Emission Zone scheme, the London Ultra Low Emission Zone scheme and the Silvertown and Blackwall Tunnels scheme. All schemes adopt the adjudication provisions set out in the *Road User Charging (Enforcement and Adjudication) (London) Regulations 2001*, as amended, ('the Enforcement Regulations') and the relevant 'Schedule' to it.
- 2.3 Adjudicators are appointed by the Lord Chancellor.
- 2.4 Adjudicators are supported by administrative staff ('the Service Provider') and have facilities provided for them to enable them to sit and determine appeals. The GLA, as the authority, are required to make provision for these services and undertake this through appropriate outsourcing.



3. Aims and objectives of the Road User Charging Adjudicators

- 3.1 To provide all parties to road user charging appeals with independent, impartial and well-considered decisions based on clear findings of fact and the proper application of law.
- 3.2 To have the appropriate knowledge, skills and integrity to make those decisions.
- 3.3 To ensure that all parties to road user charging appeals are treated equally and fairly regardless of age, disability, gender, sexual orientation, reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief or sex.
- 3.4 To enhance the quality and integrity of the road user charging appeals process.

4. The role of the Road User Charging Adjudicators

- 4.1 Adjudicators are appointed in accordance with Regulation 3 of the *Road User Charging (Enforcement and Adjudication) (London) Regulations 2001, as amended*.
- 4.2 Their role is set out by Regulations 11(2) and 16(2) of the same Regulations which state that an Adjudicator “shall consider the representations in question and any additional representations which are made by the appellant or any of the grounds mentioned in Regulation 10(3) or Regulation 13(3).”.
- 4.3 An Adjudicator’s role does not allow them to consider factors which fall outside of the grounds mentioned in Regulations 10(3) or 13(3), and accordingly may not take into account mitigating factors. These are matters for TfL.
- 4.4 Adjudicators act and determine appeals independently. They are not employees of either the GLA or the Service Provider.
- 4.5 Adjudicators provide all parties in the appeals process with independent, impartial and well-considered decisions based on clear findings of fact and proper application of law.
- 4.6 Adjudicators have and maintain the appropriate knowledge, skills and integrity to make those decisions.
- 4.7 Adjudicators ensure that all parties to Road User Charging appeals are treated equally and fairly regardless of age, disability, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief or sex.
- 4.8 Adjudicators aim to enhance the quality and integrity of the Road User Charging appeal process.



5. Adjudicators who heard appeals Sept. 2024 to Aug. 2025

Mercy Akman
 Philippa Alderson
 Jane Anderson
 Sara Anzani
 Anthony Baker
 Edward Barnett
 Sukhi Bakhshi
 Heidi Berry
 David Bowman
 Deborah Burke
 Cynthia Caiquo
 Joanne Coombe
 Chez Cotton
 Ian Coutts
 George Dodd
 Louise Fisher
 Janet Gittens

Natalie Goffe
 Richard Goss
 Mark Harrison
 Teresa Hay
 Ravi Khosla
 Gilda Kiai
 Jane Kilgannon
 Kavita Kumar
 Darminder Lehal
 Catherine Loftus
 Morwenna Macro
 Isaac Maka
 Herjinder Mann
 Laura Marshall
 Gregor McGill
 Gerald Mohabir
 Ian Mohabir

Lola Moses
 Hayley Needham
 Simon Newman
 Belinda Pearce
 Michael Range
 Anita Reece
 Sahil Sinha
 Timothy Smith
 Amarjit Kaur Soor
 Alison Spicer
 Richard Thompson
 Alan Thorn
 Frances Thornton-Dale
 Alexandra Tucker
 Lale Hussein Venn
 Graeme Wallington
 Christopher Woolley



6. An Adjudicator's reflections on RUCA's transition to remote hearings

RUCA's recent transition to conducting hearings via Microsoft Teams marks a significant development in the way we deliver adjudication.

This move reflects both a commitment to modernising our processes and a recognition of the need to improve accessibility for appellants, while maintaining the high standards of fairness and impartiality that underpin our work.

A Positive Step Forward

The introduction of remote hearings has offered clear benefits. Appellants are now able to participate in hearings from the comfort of their own homes, eliminating the need to travel, particularly helpful for those who may face mobility, time, or geographical constraints.

This change enhances access to justice, ensuring more people can engage in personal appeals who might previously have found it difficult to attend the Tribunal Hearing Centre in London.

Notably, we have seen improved attendance rates at personal hearings. In the past, some appellants or witnesses may not have attended due to the inconvenience or cost of travelling.

The remote format has made participation more practical and achievable for those choosing a personal hearing over a postal one.

For adjudicators, the flexibility of Microsoft Teams has enabled hearings to be conducted efficiently and consistently, without compromising the formality or integrity of proceedings.

The platform supports document sharing, facilitates clear communication, and provides a structured environment in which all parties can be heard.

Supporting a Fair and Accessible Process

While the move to remote hearings brings considerable advantages, it has been introduced with a clear understanding that one size does not fit all.

Crucially, RUCA retains the flexibility to conduct personal hearings in person at the Tribunal Hearing Centre where appropriate. This option is available, for example, where a reasonable adjustment is required to support an appellant's needs or where a remote format may present particular difficulties, and a postal hearing is not desired.

This built-in flexibility ensures that fairness and accessibility remain central to the appeals process.

Clear joining instructions, accessible language, and the opportunity for appellants to indicate their preferred format all contribute to maintaining the integrity of proceedings.

6. An Adjudicator's reflections on RUCA's transition to remote hearings (cont'd)

In many cases, appellants appear more at ease in a remote setting. This can encourage more open engagement and may support a clearer presentation of their case. From an adjudicator's perspective, this setting often brings greater focus to the key issues, with hearings tending to run smoothly and efficiently.

We continue to be mindful of our regulatory duty to provide public access to hearings, as set out in paragraph 8 of the Schedule to the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001. Anyone wishing to observe a video hearing will be enabled to do so, ensuring that the principle of open justice remains upheld in the remote environment.

Learning Together

As with any new process, there is an ongoing need to share experiences and learn from one another. While the platform has proven reliable overall, there are naturally variations in user confidence and digital familiarity. Informal conversations among adjudicators have already surfaced helpful tips and practical approaches for managing remote hearings effectively.

The successful implementation of remote personal hearings has also been underpinned by the invaluable help of the Head of Support Services

and the Proper Officer team at London Tribunals. Their coordination, training, and technical assistance have enabled adjudicators to adapt swiftly and effectively. In addition, guidance has been made available to all adjudicators via the SharePoint platform, providing a useful point of reference and helping to embed consistent practices across the tribunal.

Looking Ahead

The adoption of Microsoft Teams has demonstrated RUCA's adaptability and commitment to innovation. In line with broader developments across the justice system, where remote hearings have become an established feature, this transition represents a proactive step towards improving the accessibility, efficiency, and responsiveness of our work. Early experiences have been encouraging, and there is every reason to be confident that remote hearings will continue to support the fair and lawful determination of appeals, while ensuring that in-person hearings remain available where appropriate.

Lola Moses
Road User Charging Adjudicator



7. Current issues before the Road User Charging Adjudicators

Video or Telephone Hearings from outside the jurisdiction

As personal hearings are now being held on MS Teams, the adjudicators considered the possibility of appellants seeking to give evidence from outside the United Kingdom.

Adjudicators need to be satisfied that the relevant country has consented to a person giving evidence by video link to a court or tribunal in the United Kingdom.

The Foreign Commonwealth and Development Office has created an alphabetical list of countries with information about whether there is agreement, or whether permission is required.

If it is clear that a country has agreed to the giving of evidence remotely at a UK tribunal, then the hearing may go ahead. If agreement has not been given, then the adjudicator may opt to reschedule until the appellant is back in the UK, or to hear as a postal appeal.



Appearance of lay representatives on behalf of appellants

There are a small number of lay representatives or 'McKenzie Friends' who seek to appear at personal hearings on behalf of appellants.

There are limitations on the role of McKenzie Friends who may provide a litigant in person with moral support, take notes, help with case papers and give advice on the conduct of a case.

Lay representatives have no right of audience, nor any entitlement under the regulations to appear on behalf of appellants at tribunal hearings.

Even if they have the appellant's authorisation, they may appear only at the adjudicator's discretion.

Two practice directions were issued by the Chief Adjudicator on behalf of all RUCA adjudicators to address the conduct of these lay representatives.

Practice Direction 1, issued on 17 July 2024, gives directions on the time limits for submitting representations and on the length of any skeleton arguments.

Representations must be directly relevant to one or more of the regulatory grounds of appeal.

Practice Direction 2, which came into effect from 1 March 2025, clarifies who is entitled to appear at a hearing and to represent the appellant.

7. Current issues before the Road User Charging Adjudicators (cont'd)

Tunnel User Charging Penalty Charge Notices

It has been Transport for London's practice to differentiate between penalty charge notices issued under different schemes by assigning a different two letter prefix.

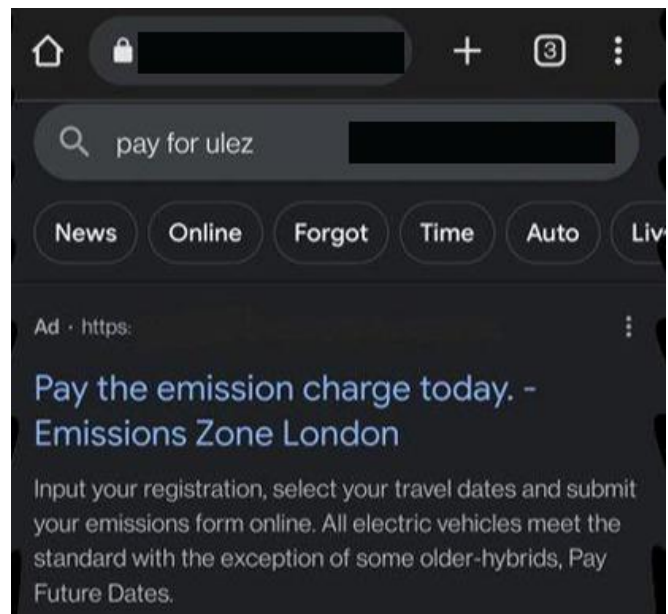
For example, prefixes used for Congestion Charge penalty charge notices are LP and TZ, for Ultra Low Emission Zone penalty charge notices are XJ and YJ and the prefix for Low Emission Zone is LZ.

Transport for London opted to use the prefix YJ7 and above for Tunnel User Charging penalty charge notices, whereas YJ has previously been used for ULEZ.

The fact that no separate prefix was assigned to Tunnel User Charging penalty charge notices means that administrative staff who set up and register appeals need to check carefully not only the prefix letters but the prefix number of each appeal, which may lead to scheduling errors.

Payment via Third Parties and reliance on false or irrelevant Vehicle Checkers

We are still seeing appeals where payment has been made to a scam website which purports to accept payment on behalf of Transport for London.



We are also seeing cases where users of the ULEZ and/or LEZ zones have relied on false information from vehicle checkers provided by unauthorised third parties.

Some users have also mistakenly relied on vehicle checkers which provide information in relation to clean air schemes operating outside of London.

Users should take care to obtain information only from Transport for London's official website.

Adjudicators do not have the power to allow appeals where a daily charge has not been received by Transport for London or where reliance has been placed on false information or information which is relevant to schemes operating outside of London.

8. Tunnel User Charging: Overview of the legislation

1. Charges were introduced for users of the Silvertown Tunnel and the Blackwall Tunnel from 7 April 2025. The relevant legislation is:
The Silvertown Tunnel Order 2018 ('the Order');
The Silvertown Tunnel Order 2018 Charging Policies and Procedures: The Blackwall and Silvertown Tunnels Statement of Charges published on 25 November 2024 ('the Statement of Charges').
2. Part 5 of the Order (Articles 53 to 57) contains provisions in relation to tunnel user charging.
3. Article 54 of the Order gives power to TfL to levy charges in respect of motor vehicles using either of the tunnels.
4. Article 56 of the Order provides that regulations made under paragraph 12 of Schedule 23 to The Greater London Authority Act 1999 have effect in relation to the tunnels as if the Statement of Charges is a charging scheme made by order under that Schedule, Transport for London is the charging authority, and the Blackwall and Silvertown Tunnels are the charging area.
5. TfL must exercise its functions under Part 5 in accordance with the policies and procedures set out in the charging policy (see Schedule 14 to the Order which is certified by the Secretary of State).
6. The registered keeper is the person liable to pay any charge and any penalty charge imposed in connection with Part 5 (Article 55(1)). Payment must be made as set out in the Statement of Charges. However, liability may still be transferred to a hirer under *The Road User Charging (Charges and Penalty Charges) (London) Regulations 2001*.



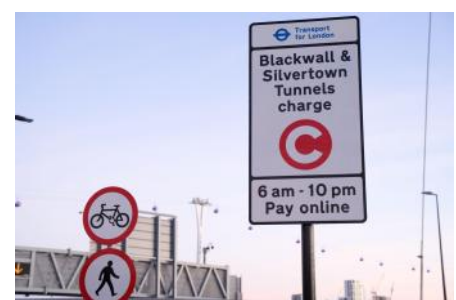
8. Tunnel User Charging: Overview of the legislation (cont'd)

7. TfL is entitled to enforce payment of any charge payable and any penalty charge imposed under Part 5 (Article (55(6))).
8. A penalty charge notice is issued for a charging day, regardless of how many crossings have been made (para 11 of the Statement of Charges).
9. Transport for London must publish the charges in a statement of charges not later than 56 days before the charges are intended to take effect.
10. Charges apply every day except Christmas Day, between 06:00 to 22:00.
11. Peak charge times are weekdays 06:00 to 10:00 northbound, and 16:00 to 19:00 southbound.
12. Off-peak charges apply outside of peak times on weekdays, and at all times at weekends.
13. A charge is payable for each crossing, unless the vehicle is exempt. The amount of the charge is set out in paragraph 7 to the Statement of Charges.
14. Exempt vehicles are provided for in part 1 of Annex 1 to the Statement of Charges.
15. Discounted vehicles are provided for in part 2 of Annex 1 to the Statement of Charges.

Applicants for a discount must supply certain documents to show entitlement to enter the register of discounted vehicles.

Until TfL confirms that the application is successful, the applicant must continue to pay the charges.

16. Auto Pay is defined in similar terms to the Congestion Charging Scheme.



8. Tunnel User Charging: Overview of the legislation (cont'd)

Enforcement and Adjudication

17. Article 44(21) of the Order provides that Schedule 8 (removal of motor vehicles and recovery of penalty charges) has effect in relation to appeals against the imposition of penalty charges and the service of penalty charge notices.
18. Article 44(22) of the Order provides that an adjudicator appointed by the Lord Chancellor under regulation 3 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 is an adjudicator for the purposes of hearing appeals under Schedule 8.
19. The grounds of appeal set out in para 6 of Schedule 8 mirror those in The Road User Charging (Enforcement and Adjudication) (London) Regulations 2001, by reference to the “statement of charges” rather than the “charging scheme”. The Court of Appeal decision in the case of *Walmsley v TfL & Others* [2005_EWCA Civ 1540] remains applicable.
20. The procedure which applies to appeal proceedings is that which applies to proceedings under the Schedule to the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 (as amended).
21. Tunnel signage: Signage has been authorised by the Secretary of State for Transport in Authorisation numbers:
 GT50/139/0182, GT50/139/0184,
 GT50/139/0187, GT50/139/0188,
 GT50/139/0189, GT50/139/0192,
 which are all publicly available documents on the Department for Transport website.

This summary has been provided for information only, does not constitute legal advice, and is subject to statutory amendment.



9. Useful Information

The structure of the Road User Charging Adjudicators Tribunal

What is 'RUCAT'?

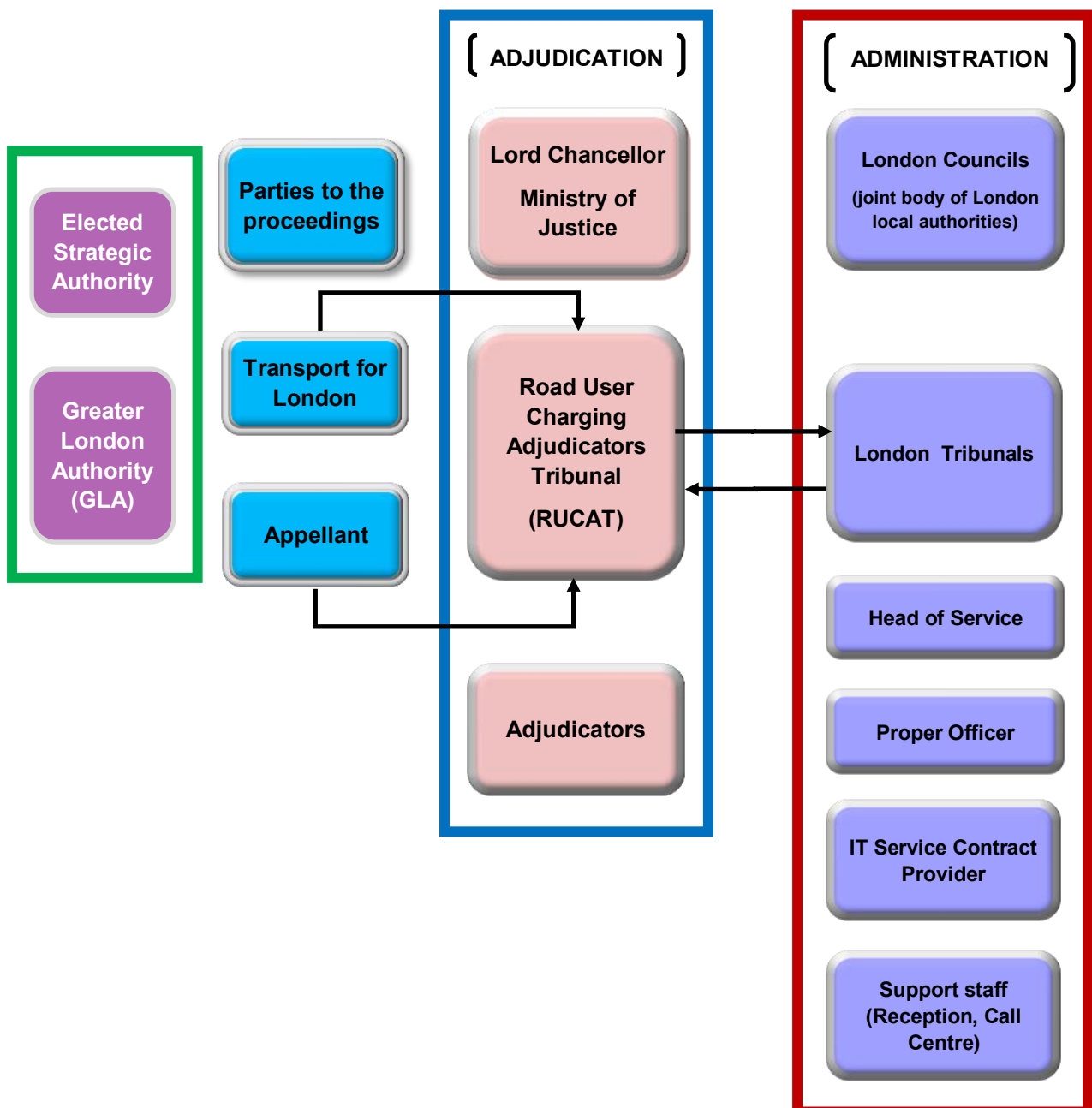
RUCAT is the 'Road User Charging Adjudicators Tribunal'. It is an independent tribunal which decides appeals against the issue of penalty charge notices in London under the Road User Charging Schemes operated by TfL.

Who are London Tribunals?

London Tribunals is the name used by London Councils ('the Service Provider') to provide administrative support to the Road User Charging Adjudicators.

This administrative support is provided by London Councils under contract to the GLA.

The following diagram explains the structure of RUCAT and London Tribunals:



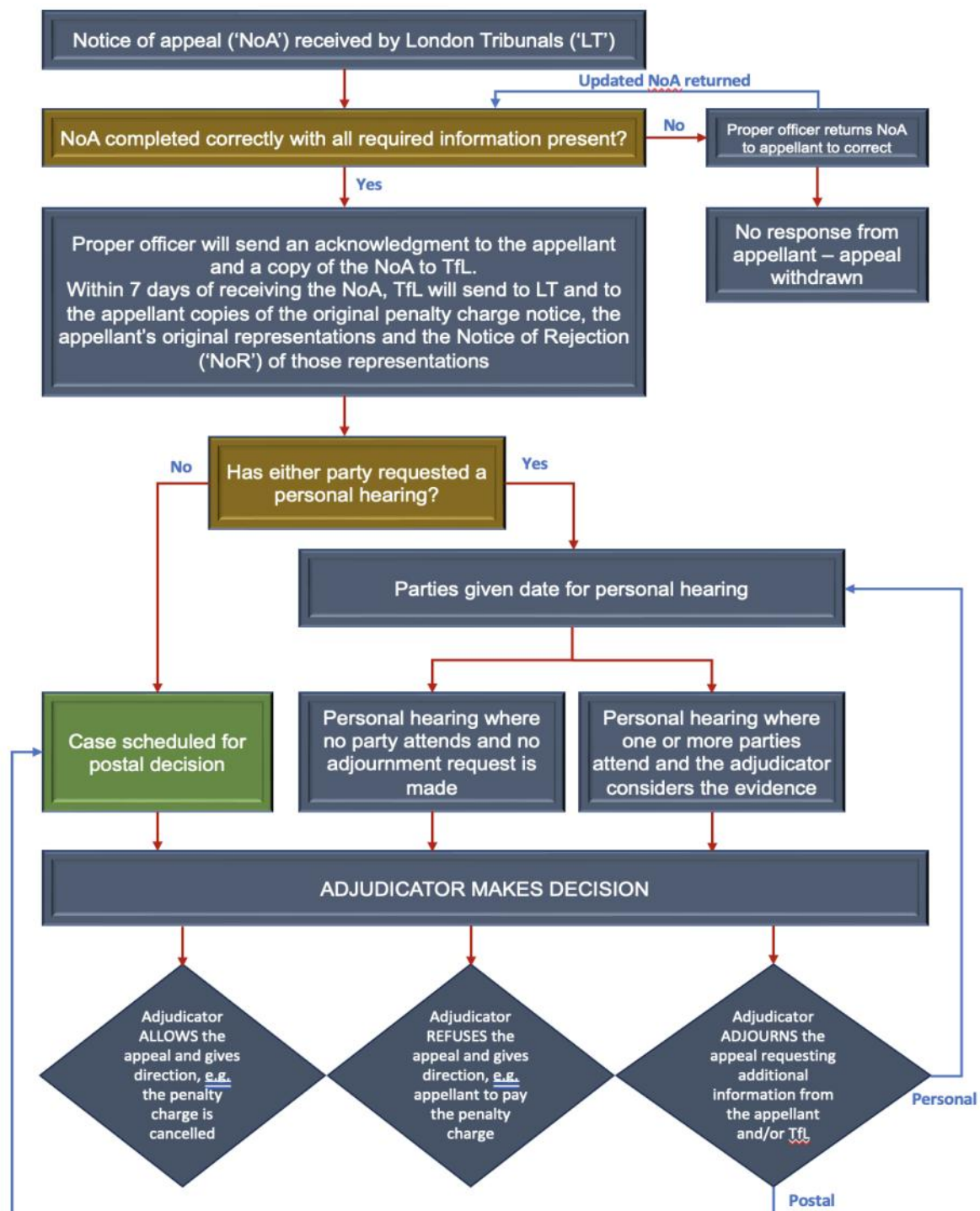
The appeal process

If Transport for London ('TfL') serves a Penalty Charge Notice ('PCN') arising from an alleged road user charging contravention, the registered keeper of the vehicle is entitled to contest the penalty charge by making written representations to TfL.

If TfL accepts those representations, then the PCN will be cancelled.

If TfL rejects the representations, the registered keeper of the vehicle, or their authorised representative, may appeal to the Road User Charging Adjudicator. The appeal is against TfL's decision to reject the written representations.

The following diagram explains the process of an appeal once it is received by London Tribunals ('L.T').



Grounds of appeal

Initially the responsibility is on Transport for London ('TfL') to demonstrate that a contravention has occurred.

This means that TfL must produce evidence to the Adjudicator to prove that:

- 1) A relevant vehicle;
- 2) was used or kept within the congestion charge area, low emission zone or ultra low emission zone, or Silvertown or Blackwall Tunnels;
- 3) during the designated hours of a particular date; and
- 4) that the appellant is the registered keeper of the vehicle; and
- 5) that the correct payment for that vehicle for that date has not been received by TfL or that the vehicle was not subject to an exemption.

If TfL produces this evidence, the onus will shift to the appellant to satisfy the Adjudicator that, on the balance of probabilities, one or more of the six statutory grounds of appeal applies.

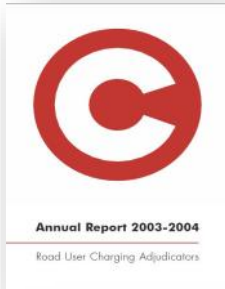
These grounds are:

- a) that the recipient - (i) never was the registered keeper in relation to the vehicle in question; or (ii) had ceased to be the person liable before the date on which the vehicle was used or kept on a road in a charging area; or (iii) became the person liable after that date.
- b) that the charge payable for the use or keeping of the vehicle on a road on the occasion in question was paid at the time and in the manner required by the charging scheme.
- c) that no penalty charge is payable under the charging scheme.
- d) that the vehicle had been used or kept, or permitted to be used or kept on a road by a person who was in control of the vehicle without the consent of the registered keeper.
- e) that the penalty charge exceeded the amount applicable in the circumstances of the case.
- f) that the recipient is a vehicle hire-firm and; (i) the vehicle in question was at the material time hired from that firm under a hiring agreement; and (ii) the person hiring it had signed a statement of liability acknowledging his liability in respect of any penalty charge notice imposed in relation to the vehicle during the currency of the hiring agreement.

The Adjudicator CANNOT consider mitigating factors. This has been upheld by the Court of Appeal in [Walmsley v TfL and Others \[2005\] EWCA Civ 1540](#).



Previous annual reports *(click on cover image to view)*



2003-04

- Hire Agreements.
- Pay and appeal.
- Discretion and mitigation.



2004-05

- Review of an adjudicator's decision.
- Photographic evidence in appeals.
- Judicial Review regarding adjudicator's ability to consider mitigation.



2005-06

- Explanation of the grounds of appeal.
- Service of a penalty charge notice.
- The Low Emission Zone.



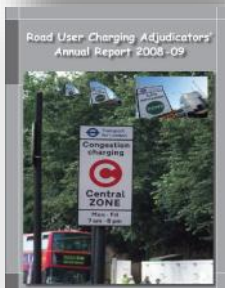
2006-07

- Challenge to the validity of a penalty charge notice.
- Recording of Call Centre conversations.
- The Low Emission Zone.



2007-08

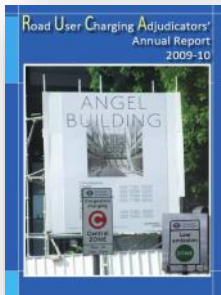
- Emissions related congestion charging.
- Judicial Review regarding Article 6 of the ECHR.
- Increases in penalty charge amounts.



2008-09

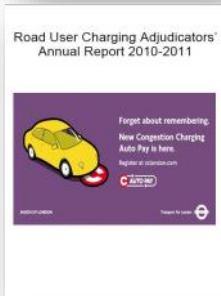
- Evidence produced by a prescribed device.
- Obtaining transcripts of hearings.
- Road User Charging Adjudicators' Tribunal - On the Move.

Previous annual reports *(click on cover image to view)*



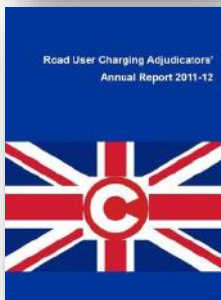
2009-10

- Appeals process.
- Matters of interest in previous reports (summary).
- Appeals statistics.



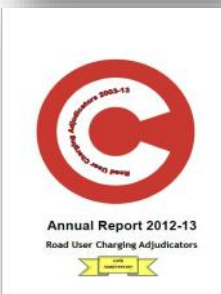
2010-11

- Congestion charge auto pay.
- Alternative fuel discount.
- Low Emission Zone 2012.



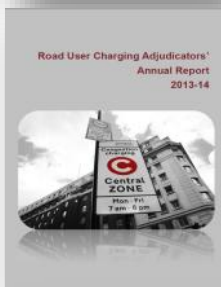
2011-12

- Greener vehicle discount scheme.
- Fleet autopay.
- Ignorance of the congestion charging zone.



2012-13

- Interesting facts about the congestion charging scheme.
- Ten years of adjudicator recommendations.
- Standard of proof.



2013-14

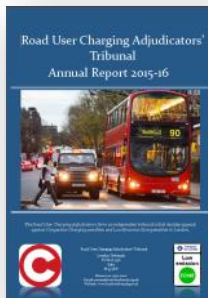
- The Ultra-Low Emission Zone.
- Multiple statutory declarations.
- Driving for a short time in the congestion charge zone.



2014-15

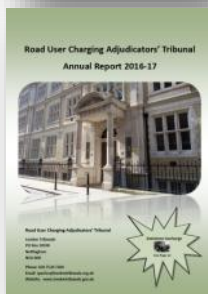
- Data protection.
- The new hearing centre at Chancery Exchange.
- History of legal London.

Previous annual reports *(click on cover image to view)*



2015-16

- Electronic signatures.
- Appellants who fail to appear at a personal appeal.
- The Personal Support Unit.



2016-17

- The Emissions Surcharge.
- The Emissions Surcharge - possible issued for the Tribunal.
- Recommendation regarding advertising of the Emissions Surcharge.



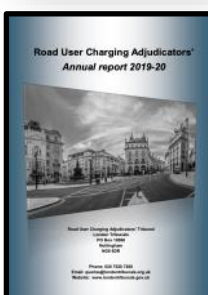
2017-18

- Hire agreements.
- Recommendation regarding advertising the Ultra-Low Emissions Charging Scheme.
- Statement of requirements, as defined by the GLA.



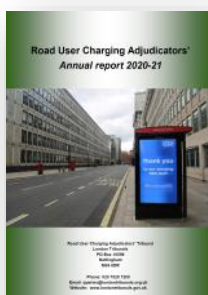
2018-19

- Ultra-Low Emission Zone.
- Unauthorised web sites.
- The work of the duty adjudicator.



2019-20

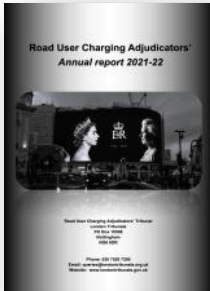
- Temporary changes to the Congestion Charging Scheme (Covid).
- Judicial Review - *Independent Worker's Union of Great Britain v Mayor of London* regarding removal of exemption from congestion charge for licenced private hire drivers.



2020-21

- Role of the proper officer.
- Diary of a newly appointed adjudicator.
- Central London hearing centre during lockdown.

Previous annual reports *(click on cover image to view)*



2021-22

- Ingrid Persadsingh (former chief adjudicator) - an appreciation.
- Appeal statistics.



2022-23

- A day in the life of an adjudicator.
- Updated Ultra-Low Emissions Zone map, from 29 August 2023.
- Appeal statistics.

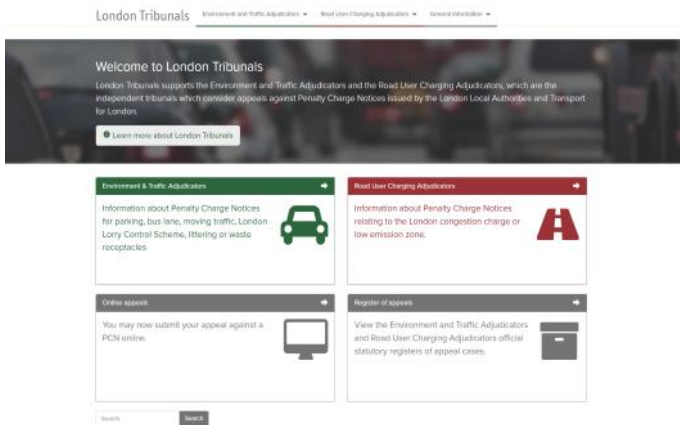


2023-24

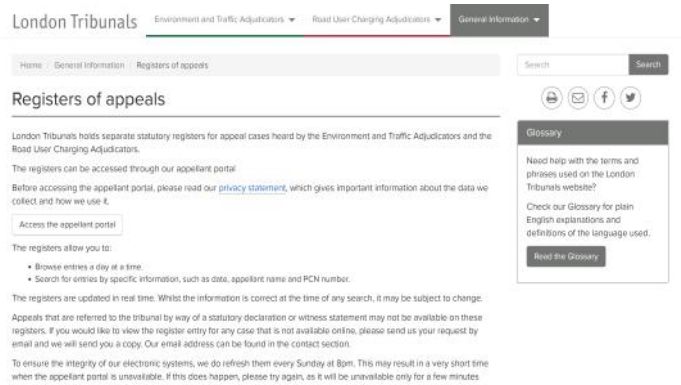
- 21 years of the Road User Charging Adjudicators' Tribunal.
- Ultra-Low Emissions Zone signage.
- Early reflections from a (newly appointed) adjudicator.



London Tribunals' website



Statutory register



London Tribunals maintains a website (www.londontribunals.gov.uk) with the aim of providing information, guidance and assistance to anyone intending to appeal to the tribunal.

The daily lists of each day's cases before the tribunal can be viewed, as well as maps and travel advice on getting to the hearing centre.

The website offers a useful guide to each stage of the enforcement process, explaining the options available to the appellant at each stage.

The Statutory Register (see right) can also be accessed through this website.

This is the official register of cases at the Road User Charging Tribunal, kept under Section 21 of the Schedule to the *Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 (as amended)*.

It is a register of appeals and the decisions made on them.

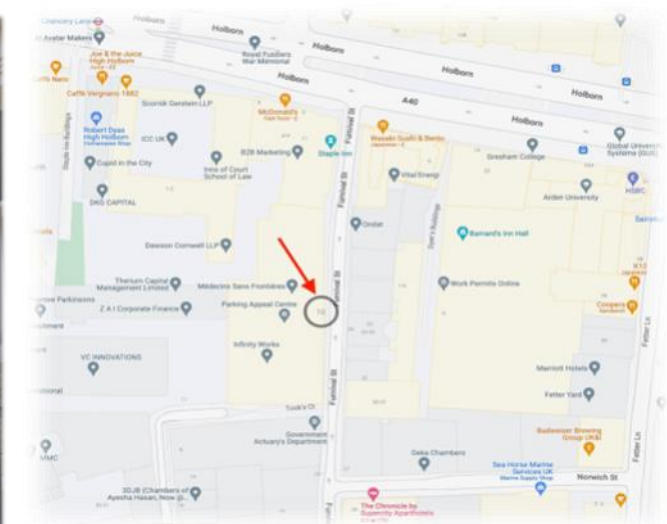
The Register can be viewed online at www.londontribunals.gov.uk/ and can be browsed for one day of appeals at a time, or a more specific search (looking, for instance, at the appellant's name) can be made.

The Register can also be examined at the Hearing Centre.

Hearing Centre 10 Furnival Street, EC4A 1AB

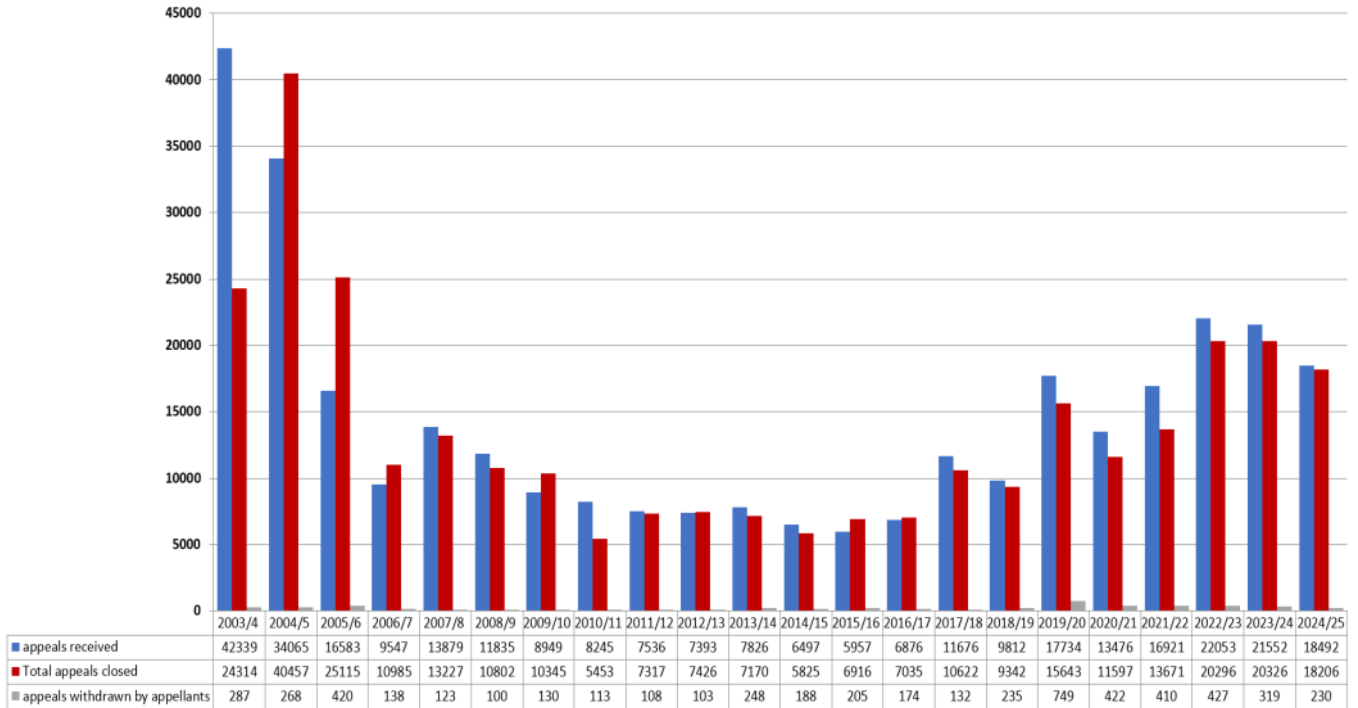


Hearing Centre location

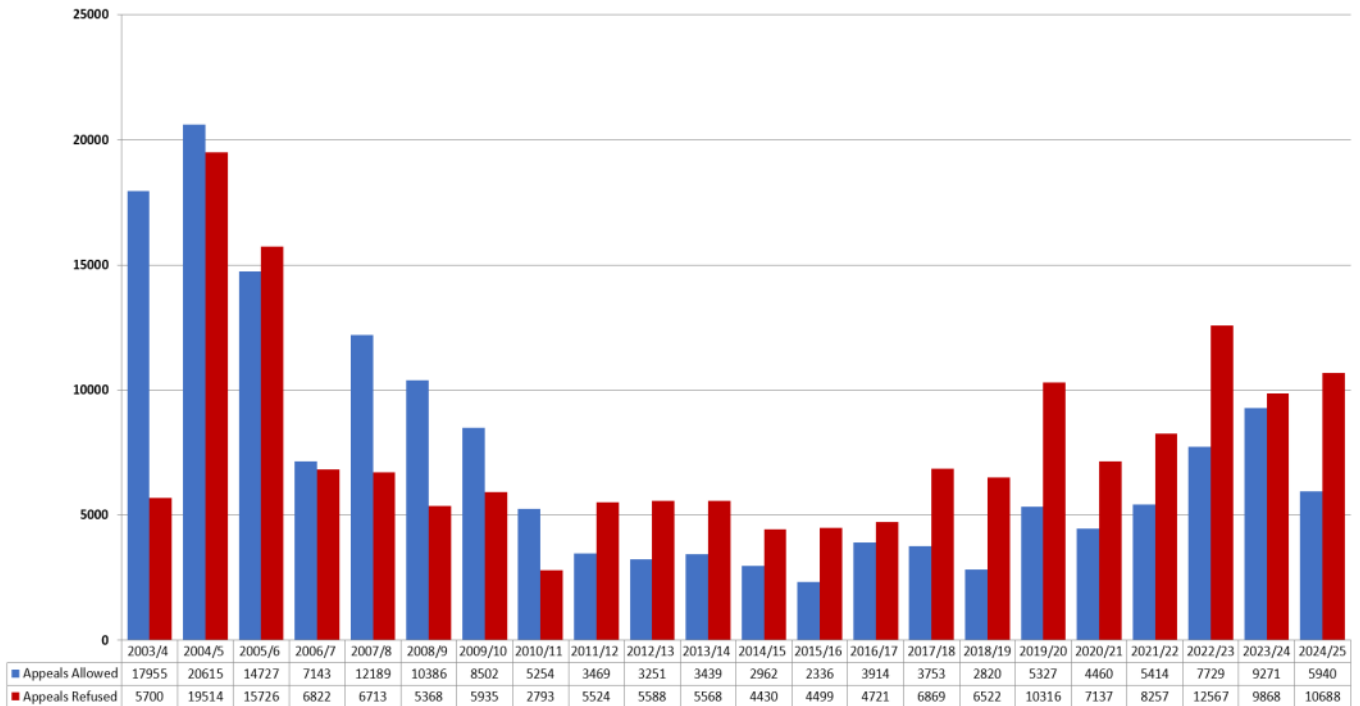


Appendix 1 — Appeals 2003 to 2025

Appeals received and cases closed 2003-2025

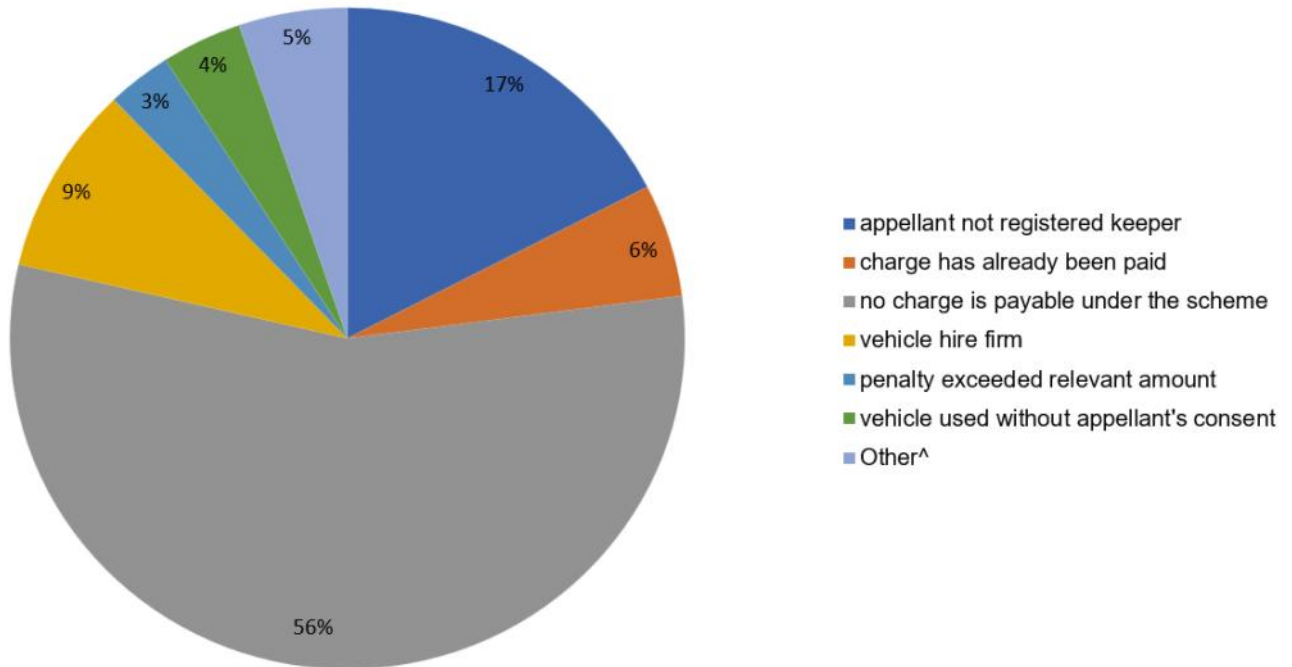


Appeals allowed and refused 2003-2025

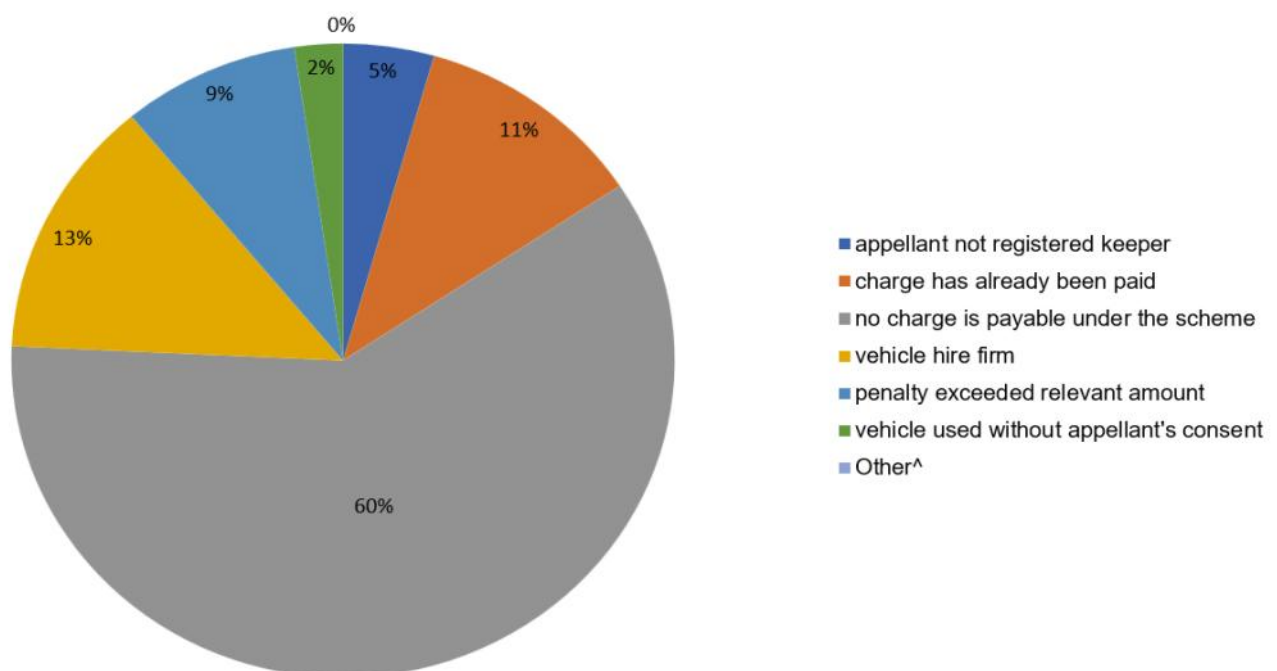


Appendix 2 - Appeal decisions (by ground) 2024/25

Summary of decisions by ground of appeal (allowed) 2024/25



Summary of decisions by ground of appeal (refused) 2024/25



Appendix 3 - Five years' Road User Charging statistics 2021-25

Appeals	2020/21	2021/22	2022/23	2023/24	2024/25
Appeals received	13476	16921	22053	21552	18492
Total appeals closed	11597	13671	20296	20326	18206
Appeals withdrawn by appellants	422	410	427	319	230
Appeals not contested by TfL	3643	4093	5713	6629	4487
Appeals refused postal **	6449	6388	10798	8391	8836
Appeals allowed postal *	3610	4088	6237	7458	4495
Appeals refused personal **	688	1869	1769	1477	1852
Appeals allowed personal *	850	1326	1492	1813	1445
Closed administratively	0	0	0	0	0
Statutory declarations issued #	N/A	N/A	N/A	1187	1578
Appeals adjourned	21	209	858	643	385
Review decisions	90	249	571	608	1013
Costs decisions	107	85	41	35	131
Postal appeals ready for adjudication at end of year	842	1398	1327	845	739
Personal hearings scheduled	1072	1427	1297	1229	1339
% Withdrawn by appellants	3.64%	3.00%	2.10%	1.67%	1.38%
% Not contested by TfL	31.41%	29.94%	28.15%	34.64%	26.98%
% Refused postal **	55.61%	46.73%	53.20%	43.84%	53.14%
% Allowed postal *	31.13%	29.90%	30.73%	38.97%	27.03%
% Refused personal **	5.93%	13.67%	8.72%	7.72%	11.14%
% Allowed personal *	7.33%	9.70%	7.35%	9.47%	8.69%
% Closed administratively	0.00%	0.00%	0.00%	0.00%	0.00%
% of cases allowed	38.46%	39.60%	38.08%	48.44%	35.72%
Average postal hearing (mins)	16.24	14.79	10.89	10.24	12.17
Average personal hearing (mins)	10.31	12.37	9.95	9.93	11.88
% of cases 1st considered within 56 days	46.57%	76.24%	61.19%	88.31%	99.29%
Average days delay	79	49	76	41	40
% Hearings within 15 mins ##	n/a~	n/a~	100%	100%	100%
Summary of decisions by ground of appeal (allowed)	2020/21	2021/22	2022/23	2023/24	2024/25
Appellant not registered keeper	725	759	1370	1183	1035
Charge has already been paid	149	265	307	526	328
No charge is payable under the scheme	2460	2876	4304	6017	3306
Vehicle hire firm	812	1109	1077	889	548
Penalty exceeded relevant amount	169	238	373	442	185
Vehicle used without appellant's consent	57	105	283	199	229
Other ^	1	62	15	15	309
Summary of decisions by ground of appeal (refused)	2020/21	2021/22	2022/23	2023/24	2024/25
Appellant not registered keeper	265	165	580	440	474
Charge has already been paid	344	442	971	1129	1206
No charge is payable under the scheme	3901	4762	7719	5656	6413
Vehicle hire firm	1881	1873	1490	1291	1418
Penalty exceeded relevant amount	747	909	1376	918	925
Vehicle used without appellant's consent	86	99	306	310	252
Other ^	0	7	125	124	0

* - 2023/24 figures include DNCs

** - 2023/24 figures include Withdrawals

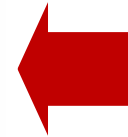
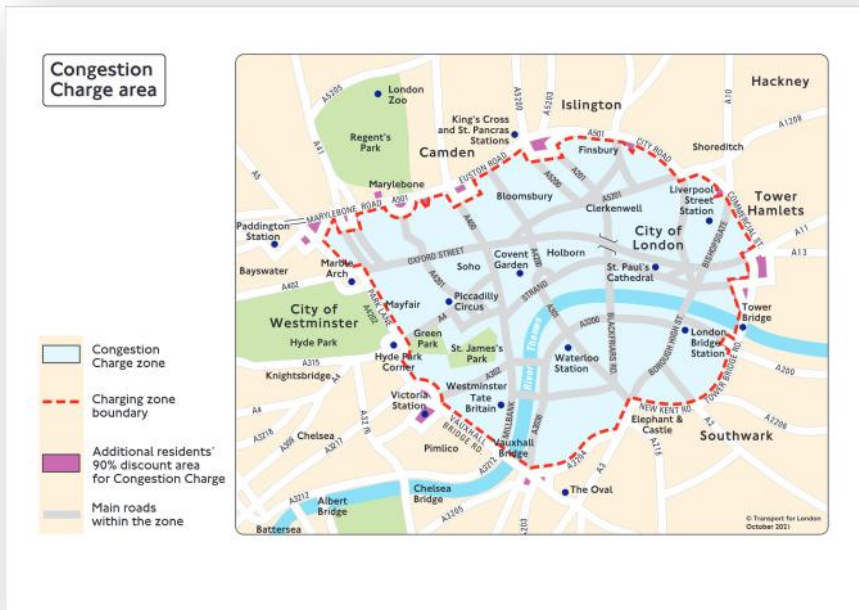
^ - Cases where the ground of appeal is not recorded

~ - Not recorded this year as adjudicators have been conducting telephone hearings

- Not reported on prior to 2023-24

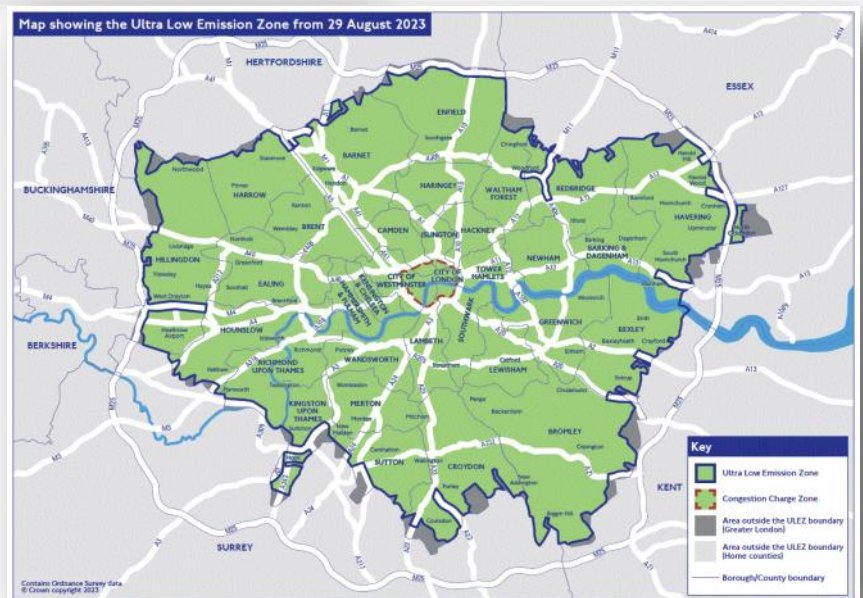
- Face to face hearings only from 2024-25

Appendix 4 - Zone maps



Congestion charge

Ultra-Low Emissions



Silvertown Tunnel



Road User Charging Adjudicators (RUCA)
London Tribunals
PO Box 10598, Nottingham, NG6 6DR
Telephone: +44-(0) 207 520 7200
e-mail: queries@londontribunals.org.uk
Website: <http://londontribunals.gov.uk/>

Hearing Centre at:
Chancery Exchange (Ground Floor)
10 Furnival Street, London, EC4A 1AB

Useful addresses

Judicial Conduct Investigations Office
81-82 Queen's Building, Royal Courts of Justice, WC2A 2LL
E-mail: general.enquiries@judicialconduct.gov.uk
Website: <https://www.complaints.judicialconduct.gov.uk/>

Office of the Judicial Appointments and Conduct Ombudsman
1st Floor, The Tower, 102 Petty France, London, SW1H 9AJ
Website: <http://www.justice.gov.uk/about/jaco.htm>