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Your Ref:
Our Ref: RFTPB/002/001/001
26 March 2010

Ganesh Sittampalam [request-25022-e2cc00e5@whatdotheyknow.com]

Dear Mr Sittampalam

Freedom of Information Act Complaint – F0006034/01

Thank you for your email of 27 February 2010 asking for an internal review to be considered for the non release of the following information:-

- Leading to the decision to adopt Delay/Repay.
- On compensation paid, claims and complaints relating to Delay/Repay on Train Operating Companies (TOCs) which operated versions of Delay/Repay prior to the DfT adopting the Delay/Repay policy, and compensation costs on TOCs which have adopted the Department's Delay/Repay policy.

I am writing to confirm that the Department is currently undertaking an internal review of our decision letter dated 12 February 2010.

Given that this is a complex case, unfortunately this review will not be completed within the normal 20 working days. The revised deadline for completion of the internal review is **16 April 2010**.

If you have any queries about this letter, please feel free to contact me for further help. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Peter Lepper