

Automated Con-gestion Charge

It's the con-gestion charge that has been designed to keep the streets traffic flowing and cause con-fusion to the motorists.

([PRWEB](#)) December 3, 2005 -- Thousands of motorists are facing a major problem with London's congestion zone and charges but little has been said about it. The format for motorists who enter the zone is a charge which can be paid online or via text or even at a shop but what if you don't realise you're in the zone or haven't been in the zone. For one unhappy motorist this dilemma has proved costly.

Paul Alwood from Birmingham said; "I ventured into London and made my way around the congestion zone to my destination, to make sure I hadn't gone into the zone, I called the congestion zone hotline to check and they had no record I had gone in to it. Then a couple of days later I received a penalty notice which said I had entered the zone. I called the congestion zone hotline and was told that the reason they couldn't tell me on the day was because they don't know if I've entered the zone until 48 hours after the day. I stated that I had offered to pay the fee before hand as I was unsure but would want a refund if I hadn't but this offer was declined because if you pay the congestion charge and you don't go into the congestion zone then they don't do refund".

A buyer of goods has a statutory right in law which includes a money back guarantee in some circumstances, so why has a buyer of a service which is to drive on the road prevented from having the same rights. Governments and their organisations have a moral responsibility to the motorists. The congestion zone is a tax and should not in anyway discriminate. If they want a fair system then it should allow motorists, whom are unsure the opportunity to prepay, knowing that if they don't enter the zone they will get their money back. Another alternative could be for motorists to open an account with the congestion charge organisation to add funds which could be debited should they enter the zone. Simple ideas which would prevent law abiding motorists from being victims of a system which know matter how good it sounds seems to fall way short of common sense.

Motorists need to feel a sense of fair play and that starts with the organisations given the task of taxing, being above board. Don't discriminate a motorist whom is prepared to pay because they are unsure and then refuse a refund because your system isn't setup for it. I'm sure the roads would be a better place if all the motorists were like Mr Alwood who tried to be honourable but found out to his cost that the con-gestion system has major flaws.

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