



Office of the Director of  
**Telecommunications  
Regulation**

**MEDIA RELEASE**

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## **Setting Consumer Service Standards for An Post Comments Invited from the Public**

The standard of An Post's service to consumers including access to postal services, guaranteed daily deliveries, publication of information and complaints procedures is currently being reviewed by its Regulator, **Etain Doyle**. She will also evaluate whether or not Ireland should adopt the Postcode system which is in operation in every EU country except Greece and Ireland. The public are urged to participate by responding to a number of questions posed by the Regulator so as to ensure that the quality of service standard she will set for An Post will mirror, as far as is practical, the day to day needs of the consumer.

Some of the issues that the Regulator would welcome views are:

1. What Directions should she give to An Post about the location of collection boxes and the frequency and timing of collections?
2. Should rural delivery postmen continue to collect mail from customers on their routes?
3. What constitutes the guaranteed daily "Delivery to the Home or Premises" of every person?
  - Must there be a letterplate in the main door of the house?
    - a. How far from the main road should the postman be required to go to reach the letterplate?
  - What about nests of letterboxes at the entrance to apartment blocks?
  - Should An Post continue its programme to persuade rural residents to use roadside letter boxes?
  - How long should An Post be required to make available for collection from a local office an item of mail that could not be delivered? What hours of collection should be made available to the public?
4. Should Ireland adopt the Postcode system and what are the advantages, disadvantages and costs of introducing such a system?
5. What information should An Post be required to publish about the services? Should information about the quality of service targets and performance be published at all posting points?

6. What are the key elements which should be included in a code of conduct for complaints and redress?

The Regulator commented “While these proposals generally codify existing practice it is vitally important that consumers know what services are available and the price and conditions pertaining to them so that they can make an informed choice. Similarly if they have a complaint there is a need to know who to send it to and that it will be resolved within a reasonable time”.

Full details of the proposed consumer service standards are available on [www.odtr.ie](http://www.odtr.ie) document number 02/95. Businesses and consumers are urged to submit their views and responses to Etain Doyle before 3 January 2003.

**ENDS**

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