

Reference: 01765739

Information Requests
information.requests@ofcom.org.uk

26 January 2024

Freedom of Information request: Right to know request

Thank you for your request for information about a Royal Mail penalty payment.

We received this request on 15 January 2024 and we have considered your request under the Freedom of Information Act 2000 ("FOI Act").

Your request & our response

Re. Investigation into Royal Mail Group Limited (Royal Mail), Final Decision 13 November 2023

https://www.ofcom.org.uk/about-ofcom/bulletins/enforcement-bulletin/all-closed-cases/cw_01271#:~:text=Final%20decision%20-%2013%20November%202023,completed%20targets%20during%202022%2F23.

Your news centre of the same day states 'The financial penalty is payable to HM Treasury within two months'.

Please could you tell me whether this penalty has been paid?

We can confirm that the penalty of £5.6 million has been paid.

For information, and in line with Section 400 of the Communications Act 2003, we publish an annual summary of fees and payments, including financial penalties, that are collected and passed on to HM Treasury's Consolidated Fund. See for example, the [Licence Fees and Penalties Accounts for 2022-2023](#). The penalty paid by Royal Mail will be included in our 2023-2024 accounts.

If it has not been paid, please could you tell me what reason Royal Mail has given for the non-payment?

Not applicable. Please see above.

If it has not been paid, please could you tell me what enforcement action will be taken by Ofcom?

While not applicable for this investigation because payment has been made, it may be helpful to explain that where a penalty remains unpaid after the relevant deadline, it would be treated as an unpaid debt which we could seek to recover (with interest) through the courts.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).