

Additional comments:

Whilst in favour of the principle that an individual should be able to elect an alternative delivery point, for example a neighbour, this absolutely should be an "opt-in" service.

Technology is readily available to allow a delivery person to check via on-line or off-line database, whether an alternative delivery point has been registered.

Question 1: Do you agree that Ofcom should grant approval to Royal Mail for the Delivery to Neighbour service? If not please explain your answer. :

No.

I agree that the option should be available to the post office and consumers. However I do not agree with the proposed implementation.

I do not agree under the current proposed terms whereby there is an assumed right to deliver to any local address willing to receive mail. This disregards the security of the mail, and the relationship of the intended recipient with intended delivery address.

Question 2: Are there other consequences following the roll out of the service across the UK that we have not included in our assessment? If so, please explain.:

Having read the summary and searched the full report I find no consideration of the use of such simple technology as a hand-held terminal to establish if a consumer has opted in or out, nor the designated delivery point.

Alternatives to having to revert to an "opt-out" (or indeed opt-in) sticker displayed on the door should have been considered.

Whilst these result in an operational cost to the Royal Mail, that would be the cost to the Royal Mail of realising the benefits of this proposal. It would also improve service to the customer and address the concerns I raise.

Question 3: Do you have any comments on the scope and wording of the proposed Notification and approval:

no