

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. Royal Mail are 'entrusted' with delivery of articles of mail, which are implicitly confidential. There is no part of this proposal that retains this point, and indeed it breaches this trust. It will not make RM more efficient as there is additional process involved to normal delivery, or otherwise return to Delivery Office as extant. The comments regarding on-line shopping are actually irrelevant, as such people know that if they are out on delivery, they will have to collect their goods and accept that situation. Other operators may be able to leave with neighbours, but in my experience very rarely do, mainly for reasons of security. In cities there is a high turnover of delivery staff and neighbours, making the proposals unsafe.

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.:

I am concerned that RM will not carry out the information to customer aspect correctly. I note that the leaflet delivered two days ago (20 Aug) makes no mention of the possibility of consultation, nor the extremely short time limit available - 24 Aug. This is typical of an organisation behaving as if the answer is foregone. It may be pertinent that competition between carriers is also not relevant - if customers choose non-timed delivery then RM is usually the carrier of choice. For timed (e.g. 24 hr) deliveries RM is very unlikely to be able to provide the service other than Special Delivery, so that competition is extant and no advantage or disadvantage is increased by the proposal. If RM cannot deliver a 1st class letter in 24 hours and persistently loses Special Delivery packages, then it should not be allowed to use these points in its application.

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

No