

Additional comments:

See question 1

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 send a number of "Signed For" items each week, and for the last 3 months have been monitoring how many actually are "Signed For". The failure rate of this service by Royal Mail is between 13-20% - how can i expect my items to be delivered to the intended recipient if they are to be delivered to a neighbour when Royal Mail cannot even manage to provide a reliable current service?

I will be handing all documentry evidence to my MP as this is a concern - Royal Mail are charging for a service which it does not provide and must know it does not, so Royal Mail could be considered to be obtaining money by description, and based on my figures will be taking hundred of thousands of pounds from the public and companies knowing full well it will fail around 20%.

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.:

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

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