

Additional comments:

From a consumer's point of view, it seems illogical that the Post Office should be actively seeking to deliver postal items to people other than the addressee.

There may be advantages to the Post Office in doing this, but it difficult to see when the advantage for the consumer lies in places that are near a local post office or sorting office. In rural areas where post offices have been closed and sorting offices are distant, consumers may wish to have items left locally. There is no point in doing this in towns and areas where there is a post office or sorting office nearby.

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 - There are issues with privacy when items are delivered to somebody who is not the addressee and I can not see that it would be possible for a consumer to gain redress from the Post Office for this loss of privacy.

Furthermore, the addressee may well have issues in retrieving items left with neighbours during holiday times and those weekends when people are more inclined to go away.

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.:

Yes - Ofcom and the Royal Mail seem to think that economic pressures are a valid driver for this change of responsibility and compares the Royal Mail to commercial delivery companies.

This comparison is not valid because the Royal Mail is not subject to the same commercial pressures as private delivery companies.

For example, the cost of sending items by post is regularly raised by Royal Mail with no improvement in the level of service and ordinary householders (who post relatively small volumes of mail) have no choice which carrier they can use - Royal Mail or nobody.

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

It is unclear how consumers will be able to hold the Royal Mail to account for items not delivered to the intended addressee.

It is wrong for the Post Office to pass responsibility for the safe delivery of postal items to anybody else based solely on the fact that they happen to live in close proximity to somebody who is unable to accept their own post.