



Regulator Publishes Consultation on Quality Postal Services in Guernsey:

Today (31st January 2003) the regulator published a consultation paper on the introduction of quality of service targets for postal services in Guernsey. The paper proposes targets for next day delivery of mail within the Bailiwick and to and from the UK and Jersey as well as a range of other targets including response times and resolution times for complaints

“I would like to thank everyone who attended our workshop and public meetings on this issue on the 23rd of this month”, said Regina Finn. “Their contributions have helped us to put together a very comprehensive and detailed consultation paper.”

“This paper sets out proposed targets, backed up by detailed research and analysis and we would like postal users to use this information to respond with their views on those targets and how they can best be achieved in Guernsey”.

Many business and residential consumers within the Bailiwick rely entirely on Guernsey Post Ltd as the universal postal service provider for their standard letter post services. The importance of the continuation of this universal service to a sufficiently high standard to meet the reasonable needs of users is at the core of this consultation by the OUR.

“The key role that postal services play in business and private life has been thrown into sharp relief by the recent operational difficulties experienced by Guernsey Post. What is undisputable is that lengthy delays of the kind experienced during this period are seriously disruptive to postal users, and the continuation of a universal service at an acceptable level of standards is essential”.

The Regulator called on the people of Guernsey to take this opportunity to respond to the Consultation Paper to help the OUR to develop the best regime for the future shape of postal services in the Bailiwick.

Copies of the consultation paper are available from the OUR website on www.regutil.gg or by calling the Office on 01481 711120

**ENDS/
31st January 2003**

For further information call the Office of Utility Regulation on 711120

Notes to Editors

The OUR is separately conducting an investigation into the reasons for the service-affecting problems that occurred within Guernsey Post Limited at the end of 2002 and into the beginning of 2003. That investigation report will also examine the remedial steps that have been put in place to seek to ensure that the problems do not recur and that postal services are protected from the level of disruption in the future.

A report on the OUR investigation will be published on completion of the investigation.