

Reference: 516102

Jerin John
Information Rights Adviser

22 February 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about Universal Delivery Obligation of Royal Mail.

This was received by Ofcom on 1 February and it has been considered under the Freedom of Information Act 2000.

In your letter, you asked in particular:

Can you please tell me what are the Royal Mail requirements under the universal delivery obligation to make some effort to deliver mail at the address on my secure box?

I am still trying to find what rights I have to have my mail delivered to my address at a location suitable for the items delivered by the postman so I submit another Freedom of Information (FOI) request.

Below we respond to your request for information and also provide some extra information which may help you in agreeing an alternative delivery point, for your mail, with Royal Mail.

Regulatory condition 'DUSP1' applies to Royal Mail (as the universal service provider in the UK) and contains details of the delivery obligations to premises Royal Mail must comply with. The definitions section of the condition includes a definition of 'deemed delivered' which has a reference to alternative delivery points. The condition can be found on Ofcom's website here: https://www.ofcom.org.uk/_data/assets/pdf_file/0020/105257/dusp-1.pdf.

There is also a direction that applies to Royal Mail in relation to exceptions to the postal deliveries Universal Service Obligation and approval of alternative delivery points. Chapter 5 and Annex 2 of this document relate to alternative delivery points. This can be found on Ofcom's website here: https://www.ofcom.org.uk/_data/assets/pdf_file/0023/78314/statement_delivery_exceptions.pdf.

This may not be appropriate for your circumstances, however, you may like to know that Royal Mail also offers a delivery to neighbour scheme. Details on this can be found on Royal Mail's website here: <https://www.royalmail.com/personal/receiving-mail/delivery-to-neighbour>.

Finally, we note from the correspondence attached to your FOI request that Royal Mail has provided a point of contact for you to discuss your alternative delivery point with them. You may wish to consider contacting them with a view to coming to an agreement with Royal Mail.

If you have any queries, then please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF