

PostWatch reply to CICRA Consultation Document

PostWatch agrees that measures proposed by CICRA should be comparable for both Guernsey and Jersey and would like to make a few comments on the following:

Features of a QoS System

We feel that the areas proposed for monitoring are appropriate, including mis-deliveries and recorded/registered/ express services, even though they are not part of the USO. Recorded etc services are at extra cost and for the reasons stated above, the consumer is not in a suitable position to measure the QoS themselves. As for mis-deliveries, PostWatch has struggled with this level for some time and it would be good to ensure Guernsey Post had to provide a realistic figure.

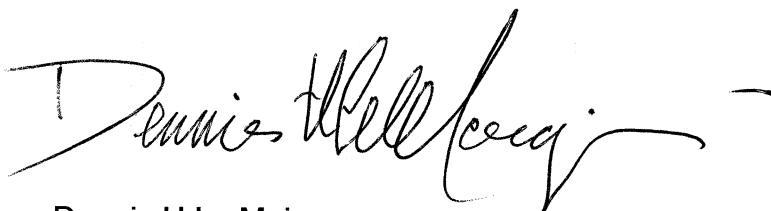
We note that it is proposed to implement an annual report. Although CICRA does not preclude more frequent reporting, we would have expected companies to receive reports more frequently than annually, otherwise they don't have the information to make corrections.

Performance Measures

Whilst the problems that might affect Alderney, Herm and Sark should be taken out of the equation, we are not sure if weather and 'tech' issues should be wholly disregarded. As an example, if the plane is late arriving, Guernsey Post may well decide not to deliver that day. It is too easy for 'technical problems' to be the noted cause, when it may well be the performance of the carrier which is the real issue.

Cost

Certain items of mail are tracked from dispatch to delivery, therefore we assume that producing statistics would create very limited cost if carried out by Guernsey Post systems internally. However, if this is not the case, it would be unfair to introduce extra reporting if it would significantly affect their operating costs.



Dennis H Le Moignan
PostWatch Chairman