



Office of Utility Regulation

Media Release

Regulator Confirms Directions to Guernsey Post Ltd

The Regulator today published notice of the final Directions that OUR has issued to Guernsey Post Ltd (GPL) following the breakdown in postal service over Christmas 2002.

“We received detailed and constructive comments from the company in relation to the implementation of the Directions”, said Regina Finn, “and we have taken on board many of these. We also amended some of the Directions because GPL has already complied and provided the information or made the changes flagged in the proposed Direction published at the beginning of this month.”

The bulk of the Directions are designed to ensure that progress is made within GPL in putting in place procedures and processes that ensure the service failures do not recur in the future and demonstrating that progress to the OUR. Other Directions set specific targets to be achieved in relation to deliveries and provide redress to customers.

“I am hopeful that the changes that GPL is now making will make a difference”, said Regina Finn. “The commitment of all stakeholders in the business to achieving improvements will go a long way towards making those improvements happen and OUR will be monitoring the company’s progress with the Directions throughout the coming months to ensure this”.

Copies of the Notice of the Directions (Document OUR 03/09) are available from the OUR website on www.regutil.gg or by calling the Office on 01481 711120.

**ENDS/
20th March 2003**

For further information call the Office of Utility Regulation on 711120