



B I P T

**BELGIAN INSTITUTE FOR POSTAL SERVICES AND
TELECOMMUNICATIONS**

PRESS RELEASE

**BIPT requests that bpost rectifies
the inadequate compliance with the delivery times**

Brussels, 10 October 2016 - The annual inspection by BIPT of the compliance with the delivery times by bpost shows that the legal standard regarding quality for the delivery of domestic priority single piece letter post items was not complied with in 2015. The results for the delivery times of the other postal services monitored are significantly worse than the previous years as well. BIPT therefore imposes a remedy upon bpost in the form of a compulsory investment to improve the quality.

Each year BIPT carries out an inspection of the compliance with the delivery times by bpost. To that effect the delivery times of 5 postal services are submitted to inspection: the domestic priority single piece letter post items, the domestic non-priority single piece letter post items, the domestic registered single piece items, the domestic single piece postal parcels and the incoming cross border priority single piece letter post items.

The inspection revealed that for the first category the domestic priority single piece letter post items reached the addressee on D+1 in 91.3% of the cases and the domestic priority single piece letter post items on D+2 in 97.3% of the cases. This is the lowest result in 10 years. This means that bpost does not meet the postal legislation's objective requiring that 93% of the domestic items be delivered within a D+1 term.

The results of the delivery times for the other postal services monitored have clearly dwindled compared to the previous years as well, which translated in a decrease of the average quality reached in 2015 (92.4%), being the low point since 2006, meaning that the objectives as laid down in the fifth management contract are not achieved either.

BIPT feels that such a decline in the quality of service may jeopardise the regularity and reliability of the service. In its latest annual report the Office of the Ombudsman for the Postal Sector mentions the number of complaints having regard to the delivery of postal items: not only delays but mistakes upon delivery and losses are considered to be persistent problems these past few years as well.

As regards the compliance with the delivery times, BIPT expects bpost to return to the level of the past three years by paying sufficient attention to the quality of service. BIPT therefore imposes a remedy upon bpost in the form of a compulsory investment of 600,000 EUR to improve the quality. By 24 October at the latest bpost shall submit a detailed investment project to BIPT.

For more information (for journalists), please contact:

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