

The CNMC reviews the quality of the Universal Postal Service in 2021

- In 2021, the Spanish Government set new objectives to be met by the operator through the Universal Postal Service Provision Plan.
- The CNMC advises the Ministry of Transport, Mobility and the Urban Agenda to analyse possible deviations.
- Starting in 2022, penalties will be imposed if the objectives are not met.

Madrid, 17 April 2023. - According to the CNMC's resolution on the quality control of the provision of the Universal Postal Service, Correos failed to meet the objectives related to security, the number of complaints and claims, and delivery time for parcels and domestic registered letters in 2021 ([STP/DTSP/049/21](#)).

However, it met all customer service indicators and the target of delivering 93% of ordinary letters within three days or less of posting.

Correos is the company designated by law to provide the Universal Postal Service. As a result, it must meet certain objectives in terms of delivery times and quality in the provision of the service throughout the country, and offer certain deliveries at affordable prices.

New indicators

The CNMC is responsible for reviewing the quality of the Universal Postal Service provided by Correos. In June 2021, the Spanish Government established, through the Universal Postal Service Provision Plan, new objectives to be met by the operator, related to customer service, delivery times and security.

The universal postal service includes domestic and cross-border mail (ordinary and certified) for letters and postcards up to 2 kg and for parcels up to 20 kg. Correos receives financial compensation in order to fulfil its public service obligations, which may be reduced if the objectives set out in the plan are not met.

First year of implementation of the Provision Plan

The CNMC has detected several problems in the first year of implementation of the new quality indicators. On the one hand, it has identified certain methodological issues in the measurements, which the designated operator will have to correct in the coming years. On the other hand, it has advised the Ministry of Transport, Mobility and the Urban Agenda to analyse in detail some important deviations in the results.

Failure to meet quality objectives reduces the compensation that Correos receives for providing the Universal Postal Service, which is calculated by the CNMC. According to the Provision Plan, in 2021 only non-compliance with delivery deadlines will lead to this reduction, but from 2022 onwards there may be penalties for non-compliance with any indicator.

Results

Service element	Indicator	Objective	Results
General	Number of claims and complaints	≤ 4.00 per 100,000 deliveries	17 per 100,000 deliveries
Customer service	Average waiting and service time in post offices	≤ 8 minutes	7 minutes and 29 seconds
	Degree of accessibility, cleanliness and comfort of the facilities	≥ 6 out of 10	9.4 out of 10
	Rating of the degree of friendliness and customer care by the operator's employees	≥ 6 out of 10	9.6 out of 10
	Response time to complaints and claims	National: ≥ 95%	97.88%
International: ≥ 80%		89.06%	
Distribution and delivery	Delivery time	Ordinary letters: Delivery in D+3: 93% Delivery in D+5: 99% Parcels: Delivery in D+3: 80% Delivery in D+5: 95% Registered letters: Delivery in D+3: 93% Delivery in D+5: 99%	D+3=93.04% D+5=97.89% D+3=78.09% D+5= 93.85% D+3=88.62% D+5=95.63%
	Letters with incidents	≤ 2.00 per 1,000,000 letters	85.92 per 1,000,000 letters

Security (loss, theft, destruction or deterioration)	Parcels with incidents	≤ 1.50 per 10,000 parcels	108.15 per 10,000 parcels
--	------------------------	---------------------------	---------------------------

Related content: [STP/DTSP/049/21](#)