

The CNMC reviews the quality of the universal postal service in 2022

- The CNMC insists that the Ministry of Transport and Sustainable Mobility should review some of the targets that the operator has failed to meet.
- Failure to meet quality targets leads to penalties in the compensation that Correos receives for the provision of the universal postal service.

Madrid, 21 March 2024.- In 2022 Correos failed to meet the targets for security of deliveries, number of complaints and claims, average waiting time, office management and delivery time for ordinary and registered letters, although it did improve on some quality indicators. These are the conclusions of the CNMC on the supervision of the quality of the universal postal service ([STP/DTSP/009/23](#)).

Correos is the company designated by law to provide the universal postal service (UPS) and must meet certain service quality targets throughout the national territory, in addition to offering certain deliveries at affordable prices. 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 to enable it to fulfil its public service obligations.

New indicators

The CNMC is responsible for supervising the quality of the universal postal service provided by Correos. In June 2021, the Spanish government set new targets for the operator in the [Universal Postal Service Provision Plan](#).

Recommendation and results

This is the second round of supervision with the new quality targets of the Universal Postal Service Provision Plan. The CNMC insists on its recommendation to the Ministry of Transport and Sustainable Mobility to analyse in detail some significant deviations in the results and the definition of the targets on number of complaints and security of deliveries.

Failure to meet quality targets reduces the compensation that Correos receives for providing the universal postal service.

Here are the results reviewed by the CNMC:

| Condición de prestación | Indicador | Objetivo | Resultado 2022 | Desviación 2022 |
|---------------------------|--|---------------------------------|---------------------------------------|---------------------------|
| Condiciones generales | Número de quejas y reclamaciones | ≤ 4,00 por cada 100.000 envíos | 14,90 por cada 100.000 envíos | -272,44% |
| Atención al cliente | Tiempo medio de espera y gestión en la oficina | ≤ 8 minutos | 8 minutos y 31 segundos | -6,46% |
| | Grado de accesibilidad, limpieza y confort de las instalaciones | ≥ 6 sobre 10 | 9,28 sobre 10 | Cumple el objetivo |
| | Valoración del grado de la amabilidad y trato al usuario por parte de los empleados del operador | ≥ 6 sobre 10 | 9,64 sobre 10 | Cumple el objetivo |
| | Plazo de respuesta a quejas y reclamaciones | Nacionales: ≥ 95% | 98,92% | Cumple el objetivo |
| | | Internacional: ≥ 80% | 88,81% | Cumple el objetivo |
| Distribución y entrega | Plazo de entrega | Carta ordinaria: | | |
| | | Entrega en D+3: 93% | D+3= 94,04% | Cumple el objetivo |
| | | Entrega en D+5: 99% | D+5= 98,59% | D+5= -0,41% |
| | | Paquete: | | |
| | | Entrega en D+3: 80% | D+3= 86,78% | Cumple el objetivo |
| | | Entrega en D+5: 95% | D+5= 97,00% | Cumple el objetivo |
| Carta certificada: | | | | |
| Entrega en D+3: 93% | D+3= 92,31% | D+3= -0,69% | | |
| Entrega en D+5: 99% | D+5= 97,35% | D+5= -1,65% | | |
| Seguridad de los envíos | Cartas con incidencias | ≤2,00 por cada 1.000.000 cartas | 5,68 por cada 1.000.000 cartas | -183,87% |
| | Paquetes con incidencias | ≤1,50 por cada 10.000 paquetes | 8,31 por cada 10.000 paquetes | -454,18% |

Related content:

- [STP/DTSP/009/23](#)
- [Press release](#) (17/04/2023): The CNMC reviews the quality of the Universal Postal Service in 2021