

GOVERNMENT GAZETTE OF THE HELLENIC REPUBLIC

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No. 79293

Establishment of qualitative specifications and terms for the provision of the Universal Postal Service.

THE MINISTER OF TRANSPORT AND COMMUNICATIONS

Having regard to:

1. the provisions of articles 4 (2), (4), (6), and article 6 (1) (h), (i), (j) of Law 2668/ 98 (Government Gazette Issue No. A282) on the organization of the postal service provision sector and other provisions;
2. the provisions of article 29A of Law 1588/85 (Government Gazette Issue No. A167) on Government and governmental bodies, as has been added by virtue of Article 27 of Law 2081/92 (Government Gazette Issue No. A70) and replaced by virtue of article 1 (2) (a) of Law 2469/97 (Government Gazette Issue No. A38);
3. the provisions of Presidential Decree 293/ 99 (Government Gazette Issue No. A263) on the " Organization of the Ministry of Transport and Communications";
4. Decision No. 15851/7601/24.4.2000 (Government Gazette Issue No. B592) adopted by the Prime Minister and the Minister of Transport and Communications on the "Assignment of Minister of Transport and Communications competences to the State Secretary of Transport and Communications";

5. the opinion of the Hellenic Telecommunications and Post Commission (EETT) dated October 9th, 2000, expressed by its Plenary at the 187th Meeting of the latter;

6. the fact that the implementation of such decision does not lead to expenditure charged to the State Budget, we hereby decide:

Article 1

Obligation of the universal postal service provider

The universal postal service provider is required to provide to postal service users, regardless of the area of the Greek Territory in which they are located, the universal postal services set out in Law 2668/98, as is in force, and in compliance with the quality specifications set out by this decision.

Article 2

Universal service quality specifications

The quality specifications and the reliability based on which the Universal Service is rendered by its provider in the Greek Territory are set out in ANNEX I.

The regularity of provision in respect of the universal service consists in one collection and one home delivery for each person (natural or legal), on all business days and at least five (5) days weekly, subject to the exceptions provided for in ANNEX II.

The universal postal service provider shall issue a separate list for each prefecture listing all areas excepted, in accordance with ANNEX II, and the frequency of service to such areas.

Such list shall be posted at all post offices of each Prefecture and notified to the Municipal and Community subdivisions thereof, as well as to EETT.

Article 3

Universal service quality control

The quality control of the services provided shall consist in measuring the time for both domestic and international priority mail delivery.

Article 4

Quality Auditing Body

EETT shall see to the selection of the body to be in charge of measurements, calculate the relevant results and assume all relevant expenses. EETT may select the same quality auditing body as the one with which the universal service provider cooperates, and use data based on measurements taken on its behalf, provided that the universal service provider grants its consent to that. In any

case, the quality auditing body must be independent from the universal service provider and enjoy international prestige, and it may not carry on activities that are competitive to those of the universal service provider pertaining to the provision of postal services.

Should EETT select the quality auditing body employed by the universal service provider, the proportional cost of taking measurements and calculating results shall be shared between the universal service provider and EETT.

Article 5 Quality measuring system

A. With regard to domestic priority mail, the measuring system shall measure the time required for the delivery of items from the time of their depositing at the universal service provider's points of access, to the time of delivery to their addressee. Measurements shall be taken with use of objective measuring systems in accordance with applicable international standards and they shall cover a sufficient number of postal routes selected so that the quality of the services provided throughout the country can be measured by employing a suitable statistical method. The results shall be calculated in such a way so as to indicate the quality of the services rendered throughout the country.

B. With regard to international mail, the information issued by the International Post Corporation (IPC), resulting from measurements pertaining to international mail and concerning international mail delivery times as these are set forth in ANNEX I, shall be used.

C. The quality measuring systems shall have a reliability level of at least 95%, unless otherwise established in the European Union directives in force at each time.

D. In the calculation of results only business days shall be taken into account for the universal service provider. Where necessary, the areas or access points, whereto, for determined days, provision of the universal service by the provider is impossible due to force majeure or State Decisions or Actions, shall be excepted.

Article 6 Presentation of results

The results shall be published by EETT twice annually, in March for the second half of the previous year, and in September for the first half of the current year.

Such results shall concern:

A. with regard to domestic priority mail, the percentages of delivery to addressees within 1 and 3 days from the date of mailing, and the average duration of delivery expressed in days for the entire country;

B. with regard to international priority mail, the percentages of delivery to addressees within 3 and 5 days from the date of mailing, and the average duration of delivery expressed in days from and to European Union Member States.

The results under (A) and (B) above shall also be announced in comparison with the quality requirements set out in this decision, as well as the international commitments undertaken by the universal service provider.

Article 7

Density of contact, access, and collection points

The universal service provider shall ensure a sufficient number of access and contact points for citizens throughout the country for the provision of the universal service.

Access and contact points are the Post Offices, Postal Agencies, Rural Distributors, Post Office Boxes, and Mailboxes.

The Universal Service provider shall be/ is required to place at least one mailbox for the collection of mail in each residential area in rural areas and at least one mailbox for every 1000 residents in urban areas.

Article 8

Suitable facilities

Suitable facilities regarding the distribution of postal items where no home deliveries are made shall be:

A. in urban areas (within the urban plan), the mailboxes of residences (individual houses or apartment buildings - article 32 of the Building Regulation) provided that they ensure uninterrupted access to them by the appointed mailman;

B. in rural areas at predetermined points;

At such predetermined points closed pigeon-hole groups may be placed in cooperation between the local authorities and the universal service provider. In case of absence of such closed pigeon-hole groups, and no addressee appears, such addressee's mail must be delivered to their home and not be left at

commercial establishments in the area or delivered to third parties not legally authorized to that end.

C. In semi-urban areas (outside the urban plan areas), mailbox clusters placed at specific points in cooperation between the local authorities and the universal service provider.

Article 9 Term

This decision shall remain in force until December 31st, 2005. During such period the Minister of Transport and Communications, following the issue of opinion by EETT may introduce amendments to the applicable quality specifications.

In case of amendments, it must be co-decided with the universal provider as to whether the terms of the administration contract and those of the special license shall be kept as are or modified.

Article 10 The annexes attached hereto form an integral part hereof.

ANNEX I

Delivery percentages

The following quality specifications shall apply to mail deposited at the access points of the universal service provider by 12:20 pm of day D.

1. Percentages regarding the delivery of domestic priority mail to addressees after 1, 3 business days from the business day on which such mail was mailed (Day D).

YEARS

TIMES	2001	2002	2003	2004	2005
D + 1*	70%	77%	82%	85%	85%
D + 3**	87%	90%	93%	95%	99%

2. Percentages regarding the delivery of international priority mail since its dispatch and until delivery to the addressee.

A. Outgoing

YEARS

ZONES	TIMES	2001	2002	2003	2004	2005
A	D + 3*	75%	80%	83%	85%	85%
	D + 5**	93%	95%	97%	97%	99%
B	D + 3*	65%	70%	75%	80%	80%
	D + 5**	85%	90%	93%	95%	95%

B. Incoming

YEARS

ZONES	TIMES	2001	2002	2003	2004	2005
A	D + 3*	70%	78%	82%	85%	85%
	D + 5**	93%	95%	97%	97%	99%
B	D + 3*	60%	68%	72%	80%	80%
	D + 5**	85%	90%	93%	95%	95%

Zone A: countries with daily direct flights (all EU Member States with the exception of those in zone B)

Zone B: Countries without daily direct flights (i.e. Portugal, Ireland, Norway, Finland, Iceland).

The objective applies for all destinations included in the above zones.

* this percentage is a mail delivery speed indicator.

** this percentage is a credibility indicator for the service provided.

ANNEX II
Excepted areas

listing the number of areas and the population percentages by Prefecture
not receiving postal services on a daily basis

REGION	PREFECTURE	COMMUNITY NUMBER	INHABITANTS	TOTAL INHABITANTS	%	WEEKLY SERVICE PROVISION FREQUENCY			
						Once	Twice	3 times	4 times
ATTICA	ATTICA	188	31822	3523407	0.9	6	81	95	6
TOTAL		188	31822	3523407	0.9	6	81	95	6
PELOPONNESE	ARGOLIDA	69	3282	97636	3.4		40	29	
	ARKADIA	253	21697	105309	21	3	115	133	2
	KORINTHIA	63	2687	141823	1.9	3	24	34	2
	LAKONIA	264	21822	95696	23	13	107	127	17
	MESSINIA	225	18201	166964	11		67	144	14
TOTAL		874	67689	607428	11	19	353	467	35
EASTERN MACEDONIA- THRACE	EVROS	18	3000	143752	2	6	2	3	7
	DRAMA	52	3802	96544	3.9	17	16	18	1
	XANTHI	48	6856	91063	7.5	3	25	18	2
	KAVALA	21	1643	135937	1.2		12	9	
	RODOPI	53	13391	103190	13	13	13	13	14
	SERRES	38	8323	192828	4.3	9	7	12	10
TOTAL		230	37015	763314	4.8	48	75	73	34
WESTERN MACEDONIA	IMATHIA	20	4909	139934	3.5	3	3	13	1
	PELLA	22	6357	138761	4.6	1	5	16	
	KOZANI	104	14869	150386	9.9	24	43	32	5
	FLORINA	43	8593	53147	16	1	17	19	6
	KASTORIA	61	7657	52685	15	8	27	23	3

REGION	PREFECTURE	COMMUNITY NUMBER	INHABITANTS	TOTAL INHABITANTS	%	WEEKLY SERVICE PROVISION FREQUENCY			
						Once	Twice	3 times	4 times
TOTAL	GREVENA	69	9341	36797	25	1	30	29	9
		319	51726	571710	9	38	125	132	24
EPIRUS	IOANNINA	411	42899	158153	27	3	182	223	3
	THESPROTIA	118	10268	44188	23	8	35	69	6
	CORFU	78	6465	107592	6		26	44	8
	ARTA	227	21069	78719	27	13	100	113	1
	PREVEZA	72	8809	58628	15	2	19	40	11
TOTAL		906	89510	447280	20	26	362	489	29
WESTERN GREECE	ACHAIA	307	27286	300078	9.1	48	94	132	33
	ILIA	231	25796	179429	14	15	78	117	21
	ZAKYNTHOS	14	1647	32557	5	2	2	7	3
	CEPHALONIA	37	1681	32474	5.2	3	6	25	3
	ETOLOAKARNANIA	286	23606	228180	10	24	113	127	22
	LEFKADA	17	1307	21111	6.2	1	3	11	2
	TOTAL		892	81323	793829	10	93	296	419
THESSALY	LARISSA	200	59070	270612	22	6	49	88	57
	MAGNISIA	108	19849	198434	10	2	34	55	17
	TRIKALA	186	38996	138946	28	9	72	63	42
	KARDITSA	218	41440	126854	33	42	67	70	39
TOTAL		712	159355	734846	22	59	222	276	155
THESSALONIKI	THESSALONIKI	15	2560	946864	0.3	2	6	6	1
	KILKIS	83	15483	81710	19	14	19	33	17
	PIERIA	13	425	116763	0.4	2		3	8
	CHALKIDIKI	24	8583	92117	9.3	2	8	10	4
TOTAL		135	27051	1237454	2.2	20	33	52	30
STEREA ELLADA	VIOTIA	14	1333	134108	1	5	4	5	

REGION	PREFECTURE	COMMUNITY NUMBER	INHABITANTS	TOTAL INHABITANTS	%	WEEKLY SERVICE PROVISION FREQUENCY			
						Once	Twice	3 times	4 times
TOTAL	EVIA	230	33664	208408	16	10	73	81	66
	EVKITANIA	175	12796	24307	53	34	73	47	21
	FTHIOTIDA	163	35480	171274	21	14	37	57	55
	FOKIDA	71	10153	44183	23	12	23	29	7
	TOTAL		653	93426	582280	16	75	210	219
CRETE	HERAKLION	148	13121	264906	5	6	56	80	6
	LASITHI	87	4512	71279	6.3	9	35	28	15
	RETHIMNO	107	7641	70095	11	2	32	54	19
	CHANIA	386	14653	133774	11	3	162	212	9
	TOTAL		728	39927	540054	7.4	20	285	374
SOUTHERN AEGEAN	CYCLADES	309	28113	94005	30	41	107	112	49
	DODECANESE	90	21346	163476	13	12	15	44	19
	TOTAL		399	49459	257481	19	53	122	156
NORTHERN AEGEAN	LESVOS	70	15534	105082	15	7	22	26	15
	SAMOS	111	12598	41965	30	8	39	28	36
	CHIOS	74	10288	52184	20		39	24	11
	TOTAL		255	38420	199231	19	15	100	78

Article 11

This decision is to be published in the Government Gazette.
Athens, December 11th, 2000

State Secretary
AL. VOULGARIS