



The Supervising Role of EETT in the Postal Market as a Mean for Ensuring the Rights of the Consumer

Regulation, Supervision and Monitoring of the postal market constitute the basic competencies of EETT's Post Administration.

The main monitoring competencies of the said Administration can be summarized as such:

1. Abiding by the competition rules in the postal services provision sector.
2. Infringement, on behalf of other postal enterprises, of the exclusive rights of the Universal Service Provider (USP).
3. Abiding by the invoicing rules pertaining to universal services and protection of the rights of the users.
4. Abiding by the terms of the Licence on behalf of the postal enterprises.

Monitoring procedure is developed in three levels:

Scheduled audit of Licensed Postal Enterprises

- > An annual schedule is made, based on the data kept in the Postal Enterprises Register of EETT.
- > The observance of the terms of the Licence is monitored, as well as the ensuring of USP's exclusive rights and the observance of the Charter of Obligations to Consumers (COC).

Extraordinary audit of Licensed Postal Enterprises

- > It results from complaints / information and the processing of the data kept in the Register of EETT.
- > The specific complaint (if any) is examined as well as the observance of the terms of the Licence, the ensuring of exclusive rights of the USP and the observance of COC.

Extraordinary audit of Non-Licensed Enterprises providing postal services

- > It results from complaints / information and the processing of the data kept in the Register of EETT (e.g. rejections of applications for registration).
- > It is audited whether the under question company provides services without the necessary General or Individual Licence.

EETT considers that the monitoring role of Post Administration is important in order to ensure a healthy competitive environment, to provide quality high end services and to protect the interests of the users.

A licensed courier enterprise is, among other things, obliged, according to the terms of its Licence, to apply:

- > A Special Postal Items Track and Trace System (SPITTS).
- > The Charter of Obligations to Consumers (COC), where, among others, conflict and compensation settlement procedures are defined.

However, during the audit, it might be found out that the enterprise does not fulfil any of these basic obligations and might have to be brought into line.

Additionally, the audit of a non licensed enterprise providing postal services and which is obviously operating beyond framework and with no commitments towards the consumer, shall result in the enterprise's terminating its activity or obtaining a Licence and operating subject to the terms of this latter.

In order to ensure the compliance of the enterprises, EETT is entitled to impose, following a hearing, recommendations / warnings and/or fines standing at €15,000 up to €300,000.

Other monitoring actions

Aiming at minimizing infringing behaviours, EETT applies at the same time, other more flexible monitoring, enforcement and also prevention procedures.

As example we mention the following:

- > Information of the public about its rights, by means of articles, publications, seminars or special issues of EETT.
- > Investigation into complaints on behalf of users or other entities and application of any provided difference settlement, compensation procedure, etc.
- > Communication with postal enterprises through email or post in order to audit certain elements of the enterprise.
- > Cooperation with the local Tax Offices, aiming at the exchange of data and the information of the enterprises.
- > Communication with Chambers of relevant professional sectors and information on the postal services provision framework.

Conclusively, it has to be underlined that the enterprises deploying their business activity in the sector of postal service provision, operate, in their overwhelming majority, within the regulatory framework established by EETT. Nevertheless, EETT knowing that there are important compliance margins as well as margins for optimizing the provided services, intensifies its monitoring work enforcing it, at both the institution and executive staff level, while special stress has to be laid on the fact that a very important contribution to the work of EETT comes from the informed and sensitized citizens who address to EETT for the solution of their problems or just in order to obtain more information.