



Press release

ERGP adopts ERGP Report on quality of service and end user satisfaction and ERGP opinion on cross border e-commerce parcels delivery

Luxembourg, 21st November 2013

The European Regulators Group for Postal Services (ERGP) met in the 2nd plenary session of 2013 in Luxembourg today, under the chairmanship of Jack HAMANDE, Chairman of the Belgium regulatory authority (BIPT).

Finishing a third year of its functioning ERGP benefited from the active participation of all national regulators in its work, which is also very well reflected in the three documents that were adopted by the plenary, notably ERGP Report on specific issues related to cost allocation, ERGP Report on quality of service and end user satisfaction and ERGP Opinion, requested by the European Commission, on the European cross-border e-commerce parcels delivery and questions related to market analysis.

The members recognized the importance and opportunities provided by e-commerce and called upon the European Commission to continue to inform and closely involve them in the possible work streams in this regard.

ERGP members also discussed and adopted for the public consultation an ERGP Work Programme 2014, which will run from 29th November 2013 until 10th January 2014 on the ERGP website.

Finally, Feliksas DOBROVOLSKIS, Director General of the Lithuanian regulatory authority (RRT), was elected chairman of ERGP in 2015 and Vice-chairman in 2014

About ERGP

ERGP is composed of the 28 national regulatory authorities (NRAs) of the EU, as well as national regulatory authorities from countries of the European Economic Area and countries with candidate status to join the European Union.

ERGP's tasks are to advise and assist the Commission in consolidating the internal market for postal services or any other matter related to postal services within its competence.

Furthermore, ERGP is advising and assisting the Commission as to the development of the internal market for postal services and as to the consistent application in all Member States of the regulatory framework for postal services.

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