

19th October 2012

Royal Mail Group

Rikesh Kumar

By Email: xxxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxx.xxx

Information Rights Team
(Freedom of Information Act)
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Royal Mail Sheffield
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Dear Rikesh,

Re: Freedom of Information Act Request (Our Reference: DTUP-8YGJCJ)

I am writing in response to your recent request for information dated 21st September 2012. Your request has been considered under the terms of the Freedom of Information Act 2000. You requested the following information:

"...Your respond does not clarify if the mail centres operates only Saturday or Sunday or they operate both days on weekend?"

Can you provide me specific detail about "SUNDAY OPERATION" please?

which are the mail centre operates Sunday Morning and afternoon operation and which runs all day morning to late evening please?

And in a later email on the 21st September you requested;

Please provide me a list of Mail centre that operate and process mails on Sunday.

I am aware that Home County North Mail centre operates shifts on Sunday but not sure how many and which others operates same way?

In our response to your previous request dated 21st September we confirmed that all of our Mail Centres operate at weekends. We provided you with a list of all of our Mail Centres and their addresses. Further to this response I can confirm that all of our Mail Centres open on a Sunday, but each Mail Centre has different opening times, depending on their arrivals schedule and processing needs. Due to the differing requirements within each

Cont...

Mail Centre the amount of time that each will remain open on a Sunday ranges from a select number of hours in the morning and evening, to a 24 hour operation.

It may be helpful if I confirm that Royal Mails Mail Centres are facilities at which mail is sorted and then sent on to our network of delivery offices. These centres are open every day in order to maintain the quality of service that our customers expect. We distribute mail across the country and these centres play a vital role in ensuring that our next day targets are met. Furthermore, these are not customer facing units and are not open to the general public.

I hope that the information provided is useful to you. If for any reason you are not satisfied with this response, you do have the right to request a review. If you wish to do so please set out in writing your grounds of appeal and send to the Head of Information Governance, Royal Mail Group, Company Secretary's Office, 100 Victoria Embankment, LONDON, EC4Y 0HQ. An internal panel will then review the request, and you will be advised of the outcome.

If you decide to appeal and are still not satisfied with our response you also have a right to appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk

Yours sincerely

Daniel Tulp
Information Rights Officer
Company Secretary's Office