

(English version)

**Question for written answer E-002550/26
to the Commission
Yannis Maniatis (S&D)
(20 June 2026)**

Subject: Structural and operational problems at the Hellenic Post Office (ELTA)

According to recent reports in the Greek press, the Hellenic Post Office (ELTA), despite repeated restructuring and the significant public funding it has received for the provision of universal postal services in Greece, is now facing insurmountable structural and operational problems. There are documented reports of egregious delays in the delivery of mail and basic utility bills, branch closures, network shrinkage and staff shortages, while at the same time it is alleged that even administrative employees have been asked to assist voluntarily in the distribution of parcels.

Given that the universal postal service is an obligation arising from EU law and is crucial for territorial and social cohesion, particularly in remote and island regions:

1. Has the Commission assessed the extent to which the provision of the universal postal service in Greece by ELTA complies with the requirements of the relevant Directive 2008/6/EC with regard to the full accomplishment of the internal market of Community postal services?
2. Does the Commission monitor the effectiveness of European and national aid or compensation granted for the provision of this universal service, which is estimated to have exceeded EUR 300 million over the last decade?
3. Does the Commission intend to examine whether the continuing shortcomings in the quality and reliability of ELTA's postal services affect the rights of Greek citizens to equal access to essential services throughout the territory?

Submitted: 20.6.2026

**Answer given by Executive Vice-President Séjourné on behalf of the European Commission
(2 September 2026)**

The Postal Services Directive ⁽¹⁾ (hereafter the directive) establishes the regulatory framework for postal services across the European Union.

The directive requires Member States to ensure a permanent universal service at all points of the territory at affordable prices and of a certain quality.

In Greece, this legal obligation has been entrusted to the Hellenic Post Office (ELTA) and is to be supervised by the national regulatory authority (EETT).

Should EETT not fulfil its obligations under the directive, in its role as guardian of the Treaties, the Commission monitors the situation and may decide to take appropriate action.

Any state aid granted to ELTA for discharging the universal service obligation must be notified under Article 108(3) of the Treaty on the Functioning of the EU ⁽²⁾ and comply with the requirements of the directive and with Services of General Economic Interest rules ⁽³⁾.

It is primarily the responsibility of EETT to monitor ELTA. The Commission is currently working on a proposal aimed at the modernisation of the postal regulatory framework, and particularly the universal service. The proposal is expected to be finalised in the first quarter of 2027.

⁽¹⁾ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:01997L0067-20080227>.

⁽²⁾ <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:12008E108>.

⁽³⁾ <https://eur-lex.europa.eu/EN/legal-content/summary/state-aid-application-of-rules-for-services-of-general-economic-interest-sgei.html>.