

PRESS RELEASE: Česká pošta fulfilled its obligations, the volume of universal postal services continued to decline last year

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The Czech Telecommunication Office published the Report on fulfilment of obligations imposed on Česká pošta, s.p. in the area of universal services for 2025 (in Czech only). Česká pošta complied with its legal obligations and ensured the required availability and quality of services. Another finding that the volume of universal postal services in the Czech Republic decreased again in the past year confirmed the trend so far.

The decline in the volume of universal postal services continues in the long term and is mainly related to the general digitalisation of communications and the expansion of electronic payment instruments. The total number of universal services provided reached approx. 106.9 million in 2025, compared to 247.4 million in 2020. The decline was seen primarily in letter mail. The number of shipments up to 2 kg fell to 68.1 million, representing approx. 41% of the volume from 2020. The volume of registered items also continued to decline, reaching 27.9 million.

Despite decreasing volumes, universal services were provided at the required quality in 2025. Česká pošta met the set quality indicator of delivery speed, 93.26% of priority shipments were delivered the next working day after posting. This fulfils the legal requirement of a minimum level of 92%. The Office did not detect systemic deficiencies in the provision of universal services.

The number of claims and complaints has been decreasing for a long time due to a decrease in the volume of services. In 2025, Česká pošta handled a total of 66,159 claims and registered (also by Česká pošta) 7,673 complaints about universal services. The share of claims in the total volume of services remains very low, at a long-term level of approximately 0.06%. The number of complaints and enquiries about universal services at CTU in 2025 was 297. Most of them were related to the delivery of items, in particular the failure to attempt delivery, the failure to leave a letter of formal notice or difficulties in the service of official documents. On the basis of the inspection activities and the investigation of individual submissions, the Office concludes that, in the case of complaints, these generally involve individual errors, not systemic deficiencies in the provision of universal services.

External influences, in particular changes in international postal traffic, were also reflected in the provision of services in 2025. In the context of the adjustment of customs rules in the United States, there was a temporary restriction on the delivery of items of goods to the United States during the year.

The Czech Telecommunication Office concludes that Česká pošta fulfilled its obligations under the postal licence in 2025. At the same time, the downward trend in the volume of universal postal services can be expected to continue in the coming years.

What are universal postal services

Universal postal services form a legally defined range of services that the postal licence holder must provide throughout the territory of the Czech Republic. Therefore, it is not the whole range of Česká

pošta. They include, in particular, the delivery of ordinary items within a defined range, registered and insured items, selected parcel services to and from abroad and postal orders. The decisive factor is their inclusion in the postal licence, not the specific business name or additional functions. On the other hand, most of Česká pošta's other services, including standard parcel products, are provided outside the universal services regime on a commercial basis.

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