**Questionnaire on the provision of the universal postal service by member countries**

The member countries of the Universal Postal Union are invited to complete the following questionnaire regarding the provision of the universal postal service pursuant to Congress resolution C 21/2016.

This questionnaire should be returned **no later than 7 October 2022** by e-mail to the following contact person at the International Bureau:

Mr Seunghoon Jeon

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|  |  |  |
| --- | --- | --- |
| Member country | | |
| Full name (responsible contact person) | | Mr  Ms |
| Position/title | | |
| Tel. | | |
| E-mail | | |
| Place/date | Signature | |

**Questionnaire to obtain information from member countries about the provision of the universal postal service (2022)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1** | **Definition** | | | | | | | | | | | | |  | Yes | No |
|  |  | | | | | | | | | | | | |  |  |  |
| 1.1 | Do you have a definition of the universal postal service? | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 1.2 | Do you formally define the universal postal service in a document? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate the appropriate type and provide an electronic version of your latest postal law or legal documents containing the universal postal service and/or a link to the document(s): | | | | | | | | | | | | |  |  |  |
|  | a | legislation | | | | | | | | | | | |  |  |  |
|  | b | concession | | | | | | | | | | | |  |  |  |
|  | c | licence | | | | | | | | | | | |  |  |  |
|  | d | manual | | | | | | | | | | | |  |  |  |
|  | e | other (please specify): | | | | | | | | | | | |  |  |  |
|  |  | Click or tap here to enter text. | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 1.3 | If you do not formally define the universal postal service, do you have plans to do so in the future? | | | | | | | | | | | | |  |  |  |
|  | If so, please specify the time frame: | | | | | | | | | | | | |  |  |  |
|  | a | | within six months | | | | | | | | | | |  |  |  |
|  | b | | within one year | | | | | | | | | | |  |  |  |
|  | c | | within two years | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| **2** | **Scope** | | | | | | | | | | | | |  | Included | Not included |
|  |  | | | | | | | | | | | | |  |  |  |
|  | If you have a definition of the universal postal service, please indicate which of the following elements fall within the scope of the universal postal service: | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.1 | Letter post: | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.1.1 | Priority/non-priority items (not including books, newspapers and periodicals) | | | | | | | | | | | | |  |  |  |
|  | If there is a weight limit, please indicate it: | | | | | | | | | | | | |  |  |  |
|  | up to 500 g | | | | | up to 1 kg | | | up to 2 kg | | | more than 2 kg | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.1.2 | Books, newspapers and periodicals | | | | | | | | | | | | |  |  |  |
|  | If there is a weight limit, please indicate it: | | | | | | | | | | | | |  |  |  |
|  | up to 500 g | | | | | up to 1 kg | | | up to 2 kg | | | more than 2 kg | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.1.3 | Items for the blind | | | | | | | | | | | | |  |  |  |
|  | If there is a weight limit, please indicate it: | | | | | | | | | | | | |  |  |  |
|  | up to 500 g | | | | up to 1 kg | | | up to 2 kg | | | | more than 2 kg | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  | Included | Not included |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.1.4 | Small packets | | | | | | | | | | | | |  |  |  |
|  | If there is a weight limit, please indicate it: | | | | | | | | | | | | |  |  |  |
|  | up to 500 g | | | | up to 1 kg | | | up to 2 kg | | | | more than 2 kg | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.1.5 | Supplementary services: | | | | | | | | | | | | |  |  |  |
|  | a | | registered | | | | | | | | | | |  |  |  |
|  | b | | insured | | | | | | | | | | |  |  |  |
|  | c | | recorded delivery | | | | | | | | | | |  |  |  |
|  | d | | express | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.2 | Parcels: | | | | | | | | | | | | |  |  |  |
|  | Please indicate the weight limit: | | | | | | | | | | | | |  |  |  |
|  | up to 10 kg | | | | | | up to 20 kg | | | | more than 20 kg | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.3 | Other services: | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.3.1 | Financial services: | | | | | | | | | | | | |  |  |  |
|  | a | | postal transfers | | | | | | | | | | |  |  |  |
|  | b | | cash postal money orders | | | | | | | | | | |  |  |  |
|  | c | | outpayment money orders | | | | | | | | | | |  |  |  |
|  | d | | inpayment money orders | | | | | | | | | | |  |  |  |
|  | e | | opening of a giro account or savings account | | | | | | | | | | |  |  |  |
|  | f | | any other services (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.3.2 | Non-financial services: | | | | | | | | | | | | |  |  |  |
|  | a | | telegrams | | | | | | | | | | |  |  |  |
|  | b | | pension payments | | | | | | | | | | |  |  |  |
|  | c | | services on behalf of public utilities | | | | | | | | | | |  |  |  |
|  | d | | any other services (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 2.3.3 | E-commerce–specific delivery services | | | | | | | | | | | | |  |  |  |
|  | Please give details of your policy: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| **3** | **Access and service standards** | | | | | | | | | | | | |  | Yes | No |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.1 | Do you have standards for access to the postal network by the general public? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate if they are based on the following: | | | | | | | | | | | | |  |  |  |
|  | a | | distance to a post office | | | | | | | | | | |  |  |  |
|  | b | | population per post office | | | | | | | | | | |  |  |  |
|  | c | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.2 | Is access to the postal network for the delivery of the universal postal service exclusive to the designated operator? | | | | | | | | | | | | |  |  |  |
|  | If not, please give details of the access policy, including any dispute settlement processes: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.3 | Is access to the mailbox exclusive to the designated operator? | | | | | | | | | | | | |  |  |  |
|  | If not, please give details of access policy, including any dispute settlement processes: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.4 | Do you have standards for delivery points? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate the appropriate type: | | | | | | | | | | | | |  |  |  |
|  | a | | door-to-door delivery | | | | | | | | | | |  |  |  |
|  |  | | If so, please indicate the following: | | | | | | | | | | |  |  |  |
|  |  | | i | do you have standards for redelivering registered or insured letters in cases where the items are not received on first delivery? | | | | | | | | | |  |  |  |
|  |  | |  | If so, please give details of your standards: | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  |  | | ii | do you have standards for mailbox sizes? | | | | | | | | | |  |  |  |
|  |  | |  | If so, please give details of your standards: | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  | b | | post office | | | | | | | | | | |  |  |  |
|  | c | | community collection point | | | | | | | | | | |  |  |  |
|  | d | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  | Yes | No |
| 3.5 | Do you have standards for the number of collection and delivery days per week? | | | | | | | | | | | | |  |  |  |
|  | If so, please give details of your standards: | | | | | | | | | | | | |  |  |  |
|  |  | |  | | | | | | | | | urban | rural |  |  |  |
|  | a | | Number of *collection* days per week | | | | | | | | |  |  |  |  |  |
|  | b | | Number of *delivery* days per week | | | | | | | | |  |  |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.6 | Do you have standards for the minimum opening hours of post offices? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate your standards. (If different standards are applied in urban and rural areas, please indicate): | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.6.1 | Do you have related regulations or approval process requirements for establishing and closing post offices? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate regulations or requirements: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.7 | Do you have related regulations or requirements for operation (self-run or other) and ownership (self-owned or other) of access points? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate regulations or requirements: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 3.8 | Do you publish results for the achievement of access standards? | | | | | | | | | | | | |  |  |  |
|  | If so, do you publish: | | | | | | | | | | | | |  |  |  |
|  | a | | on a monthly basis? | | | | | | | | | | |  |  |  |
|  | b | | on a quarterly basis? | | | | | | | | | | |  |  |  |
|  | c | | on an annual basis? | | | | | | | | | | |  |  |  |
|  | d | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| **4** | **Customer/consumer protection standards** | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.1 | Do you have standards within the universal postal service relating to the treatment of customer complaints? | | | | | | | | | | | | |  |  |  |
|  | If not, please explain: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  | Yes | No |
| 4.1.1 | Do you measure the time for handling customer complaints?[[1]](#footnote-1) | | | | | | | | | | | | |  |  |  |
|  | If so, please give details of your standards and measuring system: | | | | | | | | | | | | |  |  |  |
|  | *a standards* | | | | | | | | | *b measuring system* | | | |  |  |  |
|  | i speed of answering/responding  – telephone: within Enter text.  – letter: within Enter text.  – e-mail: within Enter text.  ii time to close cases  – domestic: within Enter text.  – international: within Enter text. | | | | | | | | | Click or tap here to enter text. | | | |  |  |  |
|  | If not, please specify: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.2 | Do you have standards for customer satisfaction? | | | | | | | | | | | | |  |  |  |
|  | If so, please give details: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.2.1 | Do you measure customer satisfaction? | | | | | | | | | | | | |  |  |  |
|  | If so, please give details: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.2.2 | Do you have a specific body dealing with customer satisfaction? | | | | | | | | | | | | |  |  |  |
|  | a | | If so, is it an independent body? | | | | | | | | | | |  |  |  |
|  | b | | If it is, please indicate the appropriate type: | | | | | | | | | | |  |  |  |
|  |  | | i | regulator | | | | | | | | | |  |  |  |
|  |  | | ii | government | | | | | | | | | |  |  |  |
|  |  | | iii | operator | | | | | | | | | |  |  |  |
|  |  | | iv | other (please specify): | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  | Yes | No |
| 4.2.3 | Do you have an independent body which acts as the voice of the customer with regard to the universal postal service? | | | | | | | | | | | | |  |  |  |
|  | If so, please give details: | | | | | | | | | | | | |  |  |  |
|  | a | | name: Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  | b | | type: | | | | | | | | | | |  |  |  |
|  |  | | i | government (part of the government) | | | | | | | | | |  |  |  |
|  |  | | ii | public organization (e.g. government-owned corporation) | | | | | | | | | |  |  |  |
|  |  | | iii | private organization (e.g. commercial company) | | | | | | | | | |  |  |  |
|  |  | | iv | other (please specify): | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  | c | | main roles: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.2.4 | Do you publish results for the achievement of customer satisfaction? | | | | | | | | | | | | |  |  |  |
|  | If so, do you publish: | | | | | | | | | | | | |  |  |  |
|  | a | | on a monthly basis? | | | | | | | | | | |  |  |  |
|  | b | | on a quarterly basis? | | | | | | | | | | |  |  |  |
|  | c | | on a semiannual basis? | | | | | | | | | | |  |  |  |
|  | d | | on an annual basis? | | | | | | | | | | |  |  |  |
|  | e | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.3 | Do you have service standards[[2]](#footnote-2) at national level within the universal postal service for: | | | | | | | | | | | | |  |  |  |
|  | a | | priority letters? | | | | | | | | | | |  |  |  |
|  |  | | If so, please indicate the standards: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  | b | | non-priority letters? | | | | | | | | | | |  |  |  |
|  |  | | If so, please indicate the standards: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  | c | | parcels? | | | | | | | | | | |  |  |  |
|  |  | | If so, please indicate the standards: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  | d | | other categories of mail? | | | | | | | | | | |  |  |  |
|  |  | | If so, please indicate the standards: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  | Yes | No |
| 4.3.1 | Do you measure service standards in conjunction with other countries for international mail? | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.3.2 | Do you publish results for the achievement of service standards? | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.4 | Do you have agreed standards for the clearance of mail by your customs authorities? | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.4.1 | Do you monitor the agreed standards? | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.5 | Do you have standards for: | | | | | | | | | | | | |  |  |  |
|  | a | | settling claims from customers according to the amount of compensation to be paid to the customer? | | | | | | | | | | |  |  |  |
|  | b | | settling claims from customers according to the time limit for settling the claim with the customer? | | | | | | | | | | |  |  |  |
|  | c | | handling liability inquiries (e.g. response time limit)? | | | | | | | | | | |  |  |  |
|  |  | | If so, please give details: | | | | | | | | | | |  |  |  |
|  |  | | *i standards* | | | | | | | | *ii measuring system (if used)* | | |  |  |  |
|  |  | | a speed of answering/responding  – telephone: within Enter text.  – letter: within Enter text.  – e-mail: within Enter text.  b time to deal with query  – domestic: within Enter text.  – international: within Enter text. | | | | | | | | Click or tap here to enter text. | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.5.1 | Do you publish information about the achievement of your standards for: | | | | | | | | | | | | |  |  |  |
|  | a | | the settling of claims with customers? | | | | | | | | | | |  |  |  |
|  | b | | the handling of liability inquiries from customers? | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.5.2 | Do you also publish: | | | | | | | | | | | | |  |  |  |
|  | a | | figures for liability inquiries received? | | | | | | | | | | |  |  |  |
|  | b | | figures for compensation paid to customers? | | | | | | | | | | |  |  |  |
|  | c | | data comparing the number of liability inquiries as a percentage of the total volume of postal traffic in the: | | | | | | | | | | |  |  |  |
|  |  | | i | domestic service? | | | | | | | | | |  |  |  |
|  |  | | ii | international service? | | | | | | | | | |  |  |  |
|  | d | | data comparing the number of liability settlements as a percentage of the total volume of postal traffic in the: | | | | | | | | | | |  |  |  |
|  |  | | i | domestic service? | | | | | | | | | |  |  |  |
|  |  | | ii | international service? | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  | Yes | No |
| 4.6 | Do you have security standards to: | | | | | | | | | | | | |  |  |  |
|  | a | | ensure the safe receipt and dispatch of mail at airports? | | | | | | | | | | |  |  |  |
|  | b | | detect and prevent the postal transmission of dangerous goods? | | | | | | | | | | |  |  |  |
|  | c | | prevent the theft of national and international mail? | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.7 | Have you designated an airport security coordinator to monitor the security of international mail operations? | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 4.8 | Do you publish results for the achievement of security standards? | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| **5** | **Financing mechanisms** | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 5.1 | Do you have a funding mechanism for the universal postal service? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate your source of funding: | | | | | | | | | | | | |  |  |  |
|  | a | | government subsidy | | | | | | | | | | |  |  |  |
|  |  | | Please specify the categories of subsidized services: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  | b | | reserved area | | | | | | | | | | |  |  |  |
|  |  | | Please indicate the scope of this reserved area (especially the price and weight limits): | | | | | | | | | | |  |  |  |
|  |  | | i | scope of reserved area: | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  |  | | ii | exceptions to the above: | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  |  | | Please indicate the body responsible for setting postal rates for reserved services: | | | | | | | | | | |  |  |  |
|  |  | | iii | supervisory ministry or government | | | | | | | | | |  |  |  |
|  |  | | iv | regulatory authority | | | | | | | | | |  |  |  |
|  |  | | v | designated operator | | | | | | | | | |  |  |  |
|  |  | | vi | other (please specify): | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  | c | | resources from other more lucrative segments | | | | | | | | | | |  |  |  |
|  | d | | resources from a specially set up fund | | | | | | | | | | |  |  |  |
|  | e | | cost sharing (with local entities) | | | | | | | | | | |  |  |  |
|  | f | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  | Yes | No |
| 5.2 | Do you have a mechanism to calculate the cost of the universal postal service? | | | | | | | | | | | | |  |  |  |
|  | If so, do you calculate: | | | | | | | | | | | | |  |  |  |
|  | a | | the (total) cost of universal postal service provision? | | | | | | | | | | |  |  |  |
|  | b | | the net cost resulting from the provision of the universal postal service? | | | | | | | | | | |  |  |  |
|  | c | | the net cost of the universal postal service? | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 5.2.1 | If you have the mechanism, do you plan to reduce that cost? | | | | | | | | | | | | |  |  |  |
|  | If so, please explain how: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 5.3 | Do you have a price-setting process for the universal postal service? | | | | | | | | | | | | |  |  |  |
|  | If so, please explain it in detail (especially the process for rate approval): | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 5.3.1 | Do you have a lower tariff obligation for: | | | | | | | | | | | | |  |  |  |
|  | a | | newspapers and periodicals? | | | | | | | | | | |  |  |  |
|  |  | | If so, do you have a funding mechanism for the obligations? | | | | | | | | | | |  |  |  |
|  |  | |  | Please indicate the body responsible for the funding: | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  | b | | items for the blind? | | | | | | | | | | |  |  |  |
|  |  | | If so, do you have a funding mechanism for the obligations? | | | | | | | | | | |  |  |  |
|  |  | |  | Please indicate the body responsible for the funding: | | | | | | | | | |  |  |  |
|  |  | |  | Click or tap here to enter text. | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| **6** | **Postal regulator** | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  | Do you have a postal regulator that is independent from the government entity responsible for the postal sector? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate the role of it for the provision of the universal postal service: | | | | | | | | | | | | |  |  |  |
|  |  | |  | | | | | | | | | | |  | Included | Not included |
|  | a | | monitor compliance with the universal service obligations | | | | | | | | | | |  |  |  |
|  | b | | monitor compliance with the quality of service standards | | | | | | | | | | |  |  |  |
|  | c | | regulate prices of the universal postal service | | | | | | | | | | |  |  |  |
|  | d | | manage the funding of the universal postal service | | | | | | | | | | |  |  |  |
|  | e | | set standards for services supplied by the universal postal service provider | | | | | | | | | | |  |  |  |
|  | f | | establish the basic principles of cost accounting for the universal postal service | | | | | | | | | | |  |  |  |
|  | g | | set requirements for the cost accounting system | | | | | | | | | | |  |  |  |
|  |  | |  | | | | | | | | | | |  | Included | Not included |
|  | h | | grant licence to the universal postal service provider | | | | | | | | | | |  |  |  |
|  | i | | grant licences to postal service providers | | | | | | | | | | |  |  |  |
|  | j | | register postal operators | | | | | | | | | | |  |  |  |
|  | k | | establish postal sector policy | | | | | | | | | | |  |  |  |
|  | l | | draft and propose relevant enabling legislation | | | | | | | | | | |  |  |  |
|  | m | | monitor compliance with the relevant enabling legislation | | | | | | | | | | |  |  |  |
|  | n | | act as arbiter in disputes between customers and postal service providers and/or between postal service providers | | | | | | | | | | |  |  |  |
|  | o | | represent the country in relations with international organizations | | | | | | | | | | |  |  |  |
|  | p | | if any other functions, please specify: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| **7** | **Policy changes** | | | | | | | | | | | | |  | Yes | No |
|  |  | | | | | | | | | | | | |  |  |  |
| 7.1 | Is the universal postal service regularly reviewed? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate the reason: | | | | | | | | | | | | |  |  |  |
|  | a | | customer needs | | | | | | | | | | |  |  |  |
|  | b | | technological change | | | | | | | | | | |  |  |  |
|  | c | | market evolution | | | | | | | | | | |  |  |  |
|  | d | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 7.1.1 | Do you have a process for gathering and reflecting public needs (businesses and/or private individuals) in deciding the scope and definition of the universal postal service? | | | | | | | | | | | | |  |  |  |
|  | If so, please give details of your process: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 7.2 | During or after the COVID-19 pandemic, have you modified any aspects of the universal postal service? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate the areas: | | | | | | | | | | | | |  |  |  |
|  | a | | definition | | | | | | | | | | |  |  |  |
|  | b | | scope | | | | | | | | | | |  |  |  |
|  |  | | If so, has it been expanded (check yes) or reduced (check no)? | | | | | | | | | | |  |  |  |
|  | c | | access and service standards | | | | | | | | | | |  |  |  |
|  |  | | If so, have they been intensified (check yes) or loosened (check no)? | | | | | | | | | | |  |  |  |
|  |  | | If they have been intensified, please give details: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | |  | | | | | | | | | | |  | Yes | No |
|  | d | | customer/consumer protection standards | | | | | | | | | | |  |  |  |
|  |  | | If so, have they been intensified (check yes) or loosened (check no)? | | | | | | | | | | |  |  |  |
|  |  | | If they have been intensified, please give details: | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  | e | | financing mechanism | | | | | | | | | | |  |  |  |
|  |  | | If so, please indicate the changes: | | | | | | | | | | |  |  |  |
|  |  | | i | source of funding | | | | | | | | | |  |  |  |
|  |  | | ii | mechanism to calculate the cost of the universal postal service | | | | | | | | | |  |  |  |
|  |  | | iii | price-setting process for the universal postal service | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 7.2.1 | If you have modified some aspects of the universal postal service, please provide a summary of the main changes and the rationale for such changes and/or web links to relevant further information: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 7.3 | Do you anticipate any policy changes to the provision of the universal postal service in your country, for example, its definition or scope, service or customer/consumer protection standards, financing mechanism, or other aspects? | | | | | | | | | | | | |  |  |  |
|  | If so, please give details: | | | | | | | | | | | | |  |  |  |
|  | Click or tap here to enter text. | | | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 7.3.1 | If you anticipate changes, what is the key driver? | | | | | | | | | | | | |  |  |  |
|  | a | | competition | | | | | | | | | | |  |  |  |
|  | b | | technology change | | | | | | | | | | |  |  |  |
|  | c | | growth of e-commerce | | | | | | | | | | |  |  |  |
|  | d | | domestic structural change | | | | | | | | | | |  |  |  |
|  | e | | cost of the universal postal service | | | | | | | | | | |  |  |  |
|  | f | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |
|  |  | | | | | | | | | | | | |  |  |  |
| 7.4 | Does your government view the universal postal service and/or the postal network and services in general as a tool for development? | | | | | | | | | | | | |  |  |  |
|  | If so, please indicate areas: | | | | | | | | | | | | |  |  |  |
|  | a | | local development, in particular for MSMEs | | | | | | | | | | |  |  |  |
|  | b | | social inclusion | | | | | | | | | | |  |  |  |
|  | c | | economic development | | | | | | | | | | |  |  |  |
|  | d | | other (please specify): | | | | | | | | | | |  |  |  |
|  |  | | Click or tap here to enter text. | | | | | | | | | | |  |  |  |

1. A customer complaint is an expression of dissatisfaction, either orally or in writing, with a product or service within the universal postal service. [↑](#footnote-ref-1)
2. “Service standard” refers to the time between posting and delivery. [↑](#footnote-ref-2)