



# **2022 Integrated Index For Postal Development (2IPD)**

Tables and Charts



# Disclaimers

*Except as otherwise indicated, the copyright in this publication is owned by the Universal Postal Union (UPU). Reproduction is authorized for non-commercial purposes, subject to proper acknowledgement of the source. This authorization does not extend to any material identified in this publication as being the copyright of a third party. Authorization to reproduce such third-party materials must be obtained from the copyright holders concerned.*

*This publication by the UPU constitutes research in progress of an informational character for which no guarantees or assurances are provided; in this regard, it shall not be deemed to represent the official position or opinions of the UPU or its staff members or of UPU member countries.*

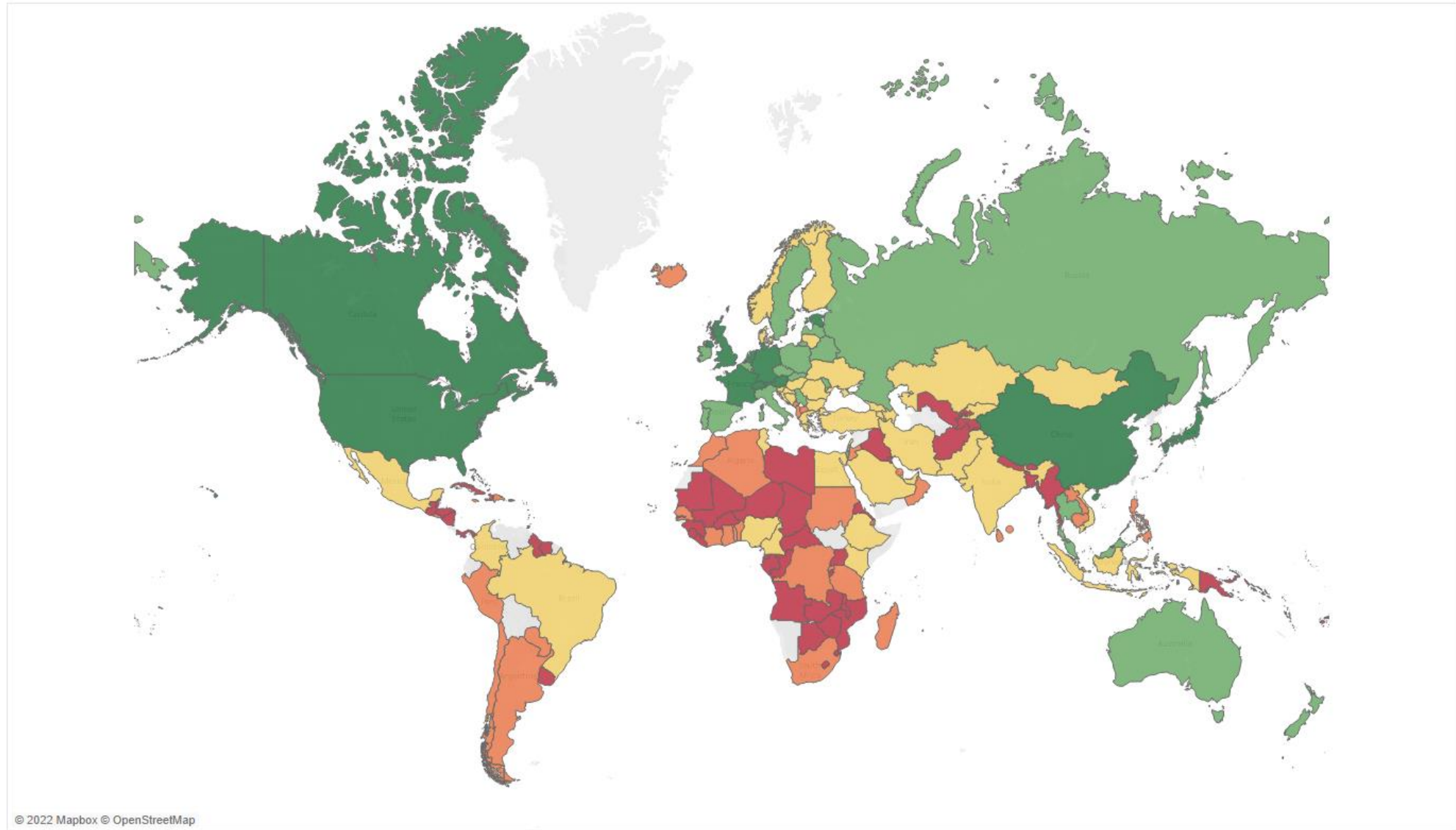
*Moreover, the depiction and use of boundaries, geographic names and related data shown on maps and included in lists, tables, documents and databases are not warranted to be error-free and do not necessarily imply official endorsement or acceptance by the UPU.*

*Citation for this data set: Universal Postal Union, "2021 2IPD Scores" in 2022 Postal Development Report, UPU, Bern*

*Last updated: 4 October 2022*



## 2021 ZIPD Map





## 2021 ZIPD Results: Countries At Postal Development Levels 7, 8, 9 & 10

Country	PDL	ZIPD Score	Reliability Score	Reach Score	Relevance Score	Resilience Score
Australia	7	68.8	90.1	64.2	22.0	79.8
Austria	10	96.8	90.3	72.6	100.0	96.6
Belarus	8	75.1	92.3	63.0	24.2	100.0
Belgium	8	73.9	75.8	79.5	31.3	88.6
Canada	9	81.9	88.7	73.2	48.5	94.3
China	10	91.1	81.5	94.7	94.3	68.0
Czech Rep.	8	69.0	88.4	62.3	24.1	82.0
Estonia	9	80.0	83.3	35.9	89.8	88.4
France	10	92.9	96.1	90.7	64.1	94.3
Germany	10	97.5	89.3	98.8	98.5	75.5
Great Britain	9	84.9	98.5	93.7	31.2	92.2
Ireland	8	70.5	96.8	47.4	24.3	94.0
Israel	7	59.3	77.4	50.8	9.1	83.8
Italy	8	72.8	75.7	75.3	26.0	93.8
Japan	10	91.7	97.5	68.9	99.7	74.5
Korea (Rep.)	7	59.0	99.4	42.6	12.3	65.7
Latvia	7	62.0	89.5	59.7	17.4	64.5
Malaysia	7	63.5	86.6	72.6	3.5	73.9
Moldova	7	61.3	97.5	43.1	14.3	73.6
Netherlands	9	86.2	89.0	95.5	47.0	89.1
New Zealand	8	69.6	97.7	52.9	21.1	87.5
Poland	7	65.5	77.9	63.7	13.2	89.2
Portugal	7	66.1	65.3	64.3	25.2	91.4
Russian Federation	7	67.7	81.3	65.8	12.9	92.3
Serbia	7	65.2	91.6	41.8	11.5	98.0
Singapore	8	78.7	100.0	88.8	13.8	90.2
Slovakia	7	65.8	95.1	44.2	18.2	87.9
Spain	7	60.0	77.2	73.6	9.2	63.9
Sweden	7	60.5	85.3	63.6	28.5	48.0
Switzerland	10	100.0	96.4	81.0	96.9	97.0
Thailand	7	61.3	99.4	44.4	8.0	76.7
United States of America	9	87.5	88.5	100.0	77.4	59.3



## 2021 ZIPD Results: Countries At Postal Development Levels 5 & 6

Country	PDL	ZIPD Score	Reliability Score	Reach Score	Relevance Score	Resilience Score
Armenia	6	51.5	77.3	35.4	11.3	68.4
Azerbaijan	5	43.6	79.5	30.5	5.7	47.6
Bosnia and Herzegovina	5	43.6	26.6	24.6	15.1	96.9
Brazil	6	49.0	52.9	43.3	4.9	82.1
Bulgaria	6	52.6	68.9	44.6	18.4	64.5
Cameroon	5	47.0	84.3	37.9	0.3	53.4
Colombia	6	53.2	80.4	40.1	1.3	76.9
Croatia	6	56.3	87.0	36.8	19.0	67.4
Cyprus	6	53.9	32.6	30.1	56.6	81.9
Denmark	6	52.5	88.5	66.4	17.5	23.6
Egypt	5	45.3	75.5	32.9	15.9	45.0
Ethiopia	5	39.9	66.6	31.0	0.3	51.6
Finland	6	57.3	86.8	42.5	41.2	43.5
Georgia	5	44.5	67.4	31.0	1.4	66.8
Greece	6	51.8	66.7	52.8	6.9	67.1
Hungary	6	57.0	87.8	63.6	26.9	34.4
India	6	57.3	74.5	72.9	6.1	60.3
Indonesia	5	40.2	47.4	28.9	3.0	71.6
Iran (Islamic Rep.)	6	51.6	79.7	34.9	5.8	72.3
Kazakhstan	6	53.0	76.4	41.1	15.1	65.2
Kenya	5	43.1	72.2	28.6	0.5	60.1
Kyrgyzstan	5	43.0	51.7	27.4	7.2	74.7
Lebanon	5	39.7	67.7	45.0	0.7	35.6
Lithuania	6	58.5	73.1	54.6	9.2	81.2
Malta	5	39.1	19.6	18.1	26.1	82.8
Mexico	5	46.8	69.1	40.1	2.6	63.3
Mongolia	5	40.7	66.9	36.3	4.7	44.8
Nigeria	5	43.7	75.4	34.1	0.8	53.3
Norway	5	45.5	48.8	28.3	27.0	66.2
Pakistan	5	46.2	78.6	43.4	6.0	44.7
Qatar	5	39.5	58.9	31.3	0.4	57.4
Romania	6	51.7	84.7	45.9	12.9	49.5
Saudi Arabia	6	49.5	83.8	43.5	0.9	56.7
Slovenia	6	53.9	37.0	34.2	64.0	66.1
Tunisia	5	43.8	49.0	22.7	17.6	74.7
Turkey	6	57.3	78.7	62.1	2.9	70.1
Ukraine	6	49.6	66.5	32.7	11.5	74.6
United Arab Emirates	5	44.3	90.0	48.9	1.4	25.6
Viet Nam	5	46.5	79.6	32.0	6.5	55.8



## 2021 ZIPD Results: Countries At Postal Development Levels 3 & 4

Country	PDL	ZIPD Score	Reliability Score	Reach Score	Relevance Score	Resilience Score
Albania	3	26.7	19.8	18.2	9.5	53.4
Algeria	4	30.7	39.7	23.8	4.8	47.3
Argentina	4	30.0	34.0	35.9	3.1	40.0
Bahrain	3	21.5	16.0	14.7	0.6	50.3
Benin	3	20.4	8.0	7.4	0.4	61.9
Cambodia	3	21.6	45.3	11.0	0.2	25.4
Chile	4	38.4	42.8	30.7	2.7	67.9
Congo (Dem. Rep.)	3	21.9	19.4	21.6	0.2	42.0
Costa Rica	3	25.9	29.7	15.5	1.0	51.8
Côte d'Ivoire	3	24.3	13.3	12.3	0.3	66.3
Djibouti	3	19.4	6.2	5.7	0.4	61.8
Dominican Republic	3	25.1	25.5	11.3	0.6	57.8
El Salvador	3	18.9	15.2	14.1	0.7	42.2
Ghana	4	38.6	60.5	27.7	0.4	56.2
Iceland	4	29.2	11.4	10.6	23.6	64.5
Jamaica	4	38.0	59.5	22.9	6.9	53.4
Jordan	4	32.5	48.9	25.8	1.0	46.5
Lao	3	25.7	40.5	7.5	0.9	48.2
Luxembourg	4	33.9	15.9	14.7	53.1	43.8
Madagascar	3	22.1	16.1	14.8	0.5	52.4
Maldives	3	28.6	15.2	14.1	12.6	66.0
Mauritius	4	37.9	28.4	26.3	6.0	81.4
Montenegro	4	29.0	17.2	15.9	13.6	62.8
Morocco	4	38.1	32.4	30.0	6.7	74.0
North Macedonia	4	37.9	49.9	27.0	8.3	57.1
Oman	3	28.3	45.3	26.0	1.0	34.6
Paraguay	3	24.8	29.5	17.6	1.1	45.6
Peru	3	26.5	26.5	24.5	0.2	49.1
Philippines	4	35.7	56.1	26.6	0.5	50.8
Rwanda	3	21.1	9.2	8.5	0.1	62.4
Senegal	4	32.4	55.4	22.3	0.6	43.5
South Africa	4	38.7	35.7	40.9	2.7	65.7
Sri Lanka	4	33.6	28.3	28.4	10.0	59.8
Sudan	3	22.9	8.1	7.5	2.7	68.6
Tanzania (United Rep.)	3	19.3	16.2	2.9	0.1	54.5
Togo	4	30.2	17.4	16.1	1.7	78.8



## 2021 ZIPD Results: Countries At Postal Development Level 2 (Part I of II)

Country	PDL	ZIPD Score	Reliability Score	Reach Score	Relevance Score	Resilience Score
Afghanistan	2	12.6	1.2	1.1	0.5	46.1
Angola	2	15.7	9.9	9.2	0.1	41.3
Antigua and Barbuda	2	11.9	0.0	0.0	3.8	42.6
Aruba	2	18.7	12.8	11.8	2.9	43.9
Bahamas	2	13.2	0.0	0.0	4.5	46.8
Bangladesh	2	13.9	16.3	15.1	1.7	20.7
Barbados	2	17.1	0.0	0.0	3.8	61.8
Belize	2	12.5	9.8	9.1	1.6	28.0
Botswana	2	15.6	0.0	0.0	2.6	57.3
Burkina Faso	2	15.4	4.3	3.9	0.2	50.8
Burundi	2	16.9	0.0	0.0	0.6	64.3
Cape Verde	2	16.4	21.0	19.4	1.9	20.7
Comoros	2	17.2	0.0	0.0	1.3	64.5
Congo (Rep.)	2	13.5	0.0	0.0	0.3	51.8
Cuba	2	16.0	16.5	1.1	5.1	38.9
Dominica	2	10.8	0.0	0.0	3.6	38.6
Eritrea	2	9.1	0.0	0.0	0.7	35.2
Fiji	2	9.3	6.8	6.2	2.8	21.0
Gabon	2	13.2	5.3	4.9	1.1	39.8
Guyana	2	12.0	0.0	0.0	4.3	42.4
Honduras	2	13.5	27.4	19.2	0.4	5.2
Iraq	2	18.5	9.9	9.2	0.2	51.2
Kiribati	2	10.7	0.0	0.0	7.8	34.2
Lesotho	2	15.6	0.0	0.0	0.8	59.2



## 2021 ZIPD Results: Countries At Postal Development Level 2 *(Part II of II)*

Country	PDL	ZIPD Score	Reliability Score	Reach Score	Relevance Score	Resilience Score
Eswatini	2	17.2	0.0	0.0	1.8	63.9
Liberia	2	13.4	4.5	4.1	0.2	42.9
Libya	2	11.8	0.0	0.0	1.2	44.6
Malawi	2	18.3	0.0	0.0	0.3	69.5
Mali	2	11.2	3.4	3.1	0.1	37.2
Mauritania	2	17.7	0.0	0.0	0.4	67.5
Myanmar	2	15.1	3.9	3.6	1.0	49.5
Nepal	2	14.8	5.4	5.0	10.7	35.8
Niger	2	11.1	0.0	0.0	0.1	43.3
Panama (Rep.)	2	14.0	7.7	7.1	1.0	38.3
Papua New Guinea	2	13.3	0.0	0.0	0.4	51.0
Saint Lucia	2	13.5	0.0	0.0	10.1	42.0
Seychelles	2	11.8	0.0	0.0	3.6	42.2
Sierra Leone	2	10.1	8.0	7.4	0.2	23.9
Solomon Islands	2	14.2	13.1	12.1	6.5	23.0
Tajikistan	2	17.7	16.2	14.9	2.7	34.0
Tonga	2	17.1	10.7	9.9	1.8	43.1
Trinidad and Tobago	2	18.4	0.6	0.6	6.7	62.2
Tuvalu	2	9.7	3.0	2.8	3.0	29.3
Uganda	2	16.2	11.5	10.6	0.1	40.0
Uruguay	2	16.1	10.9	10.1	4.4	36.4
Uzbekistan	2	17.7	15.8	14.6	2.4	34.9
Zambia	2	16.5	26.2	10.9	0.3	25.8
Zimbabwe	2	11.8	0.0	0.0	0.9	45.0



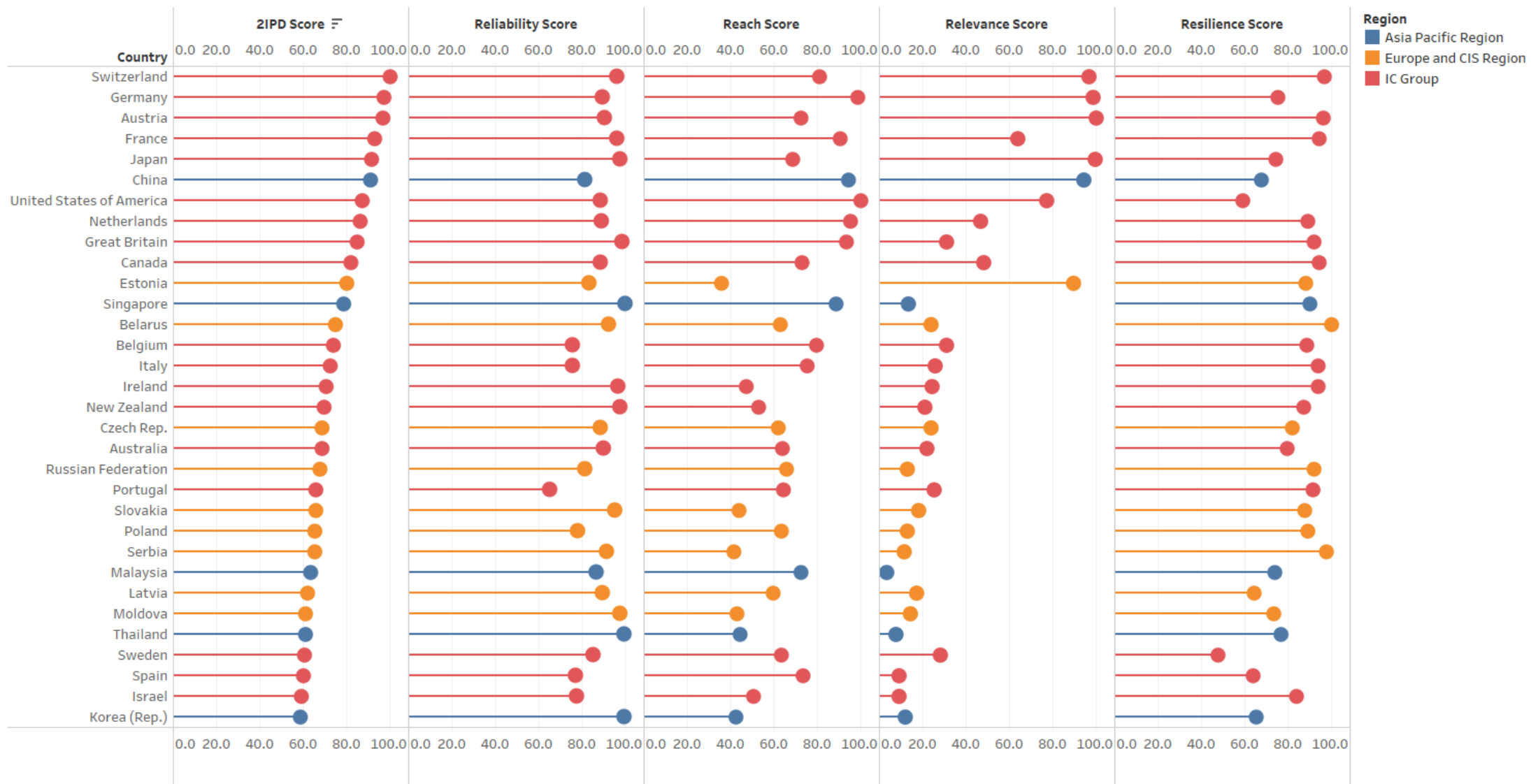


## 2021 ZIPD Results: Countries At Postal Development Level 1

Country	PDL	ZIPD Score	Reliability Score	Reach Score	Relevance Score	Resilience Score
<b>Bhutan</b>	1	8.6	1.1	1.1	2.3	29.8
<b>Brunei Darussalam</b>	1	7.3	0.9	0.8	2.9	24.6
<b>Central African Rep.</b>	1	0.0	0.0	0.0	0.1	2.3
<b>Chad</b>	1	6.9	0.0	0.0	0.2	27.5
<b>Equatorial Guinea</b>	1	2.4	0.0	0.0	0.2	11.2
<b>Gambia</b>	1	6.7	0.0	0.0	0.3	26.7
<b>Guatemala</b>	1	0.4	0.0	0.0	0.2	3.6
<b>Guinea</b>	1	7.2	0.0	0.0	0.1	28.9
<b>Haiti</b>	1	3.5	0.0	0.0	0.1	15.4
<b>Kuwait</b>	1	6.7	7.0	6.4	0.6	12.9
<b>Mozambique</b>	1	3.6	0.0	0.0	0.1	15.7
<b>Nicaragua</b>	1	7.8	0.0	0.0	1.0	30.2
<b>Saint Vincent and the Grenadines</b>	1	6.7	0.0	0.0	5.8	21.4
<b>Samoa</b>	1	8.4	1.8	1.6	1.4	28.5
<b>St. Christopher and Nevis</b>	1	5.6	0.0	0.0	4.0	19.1
<b>Suriname</b>	1	4.5	0.0	0.0	1.0	18.1
<b>Vanuatu</b>	1	5.1	9.1	8.4	0.7	3.0

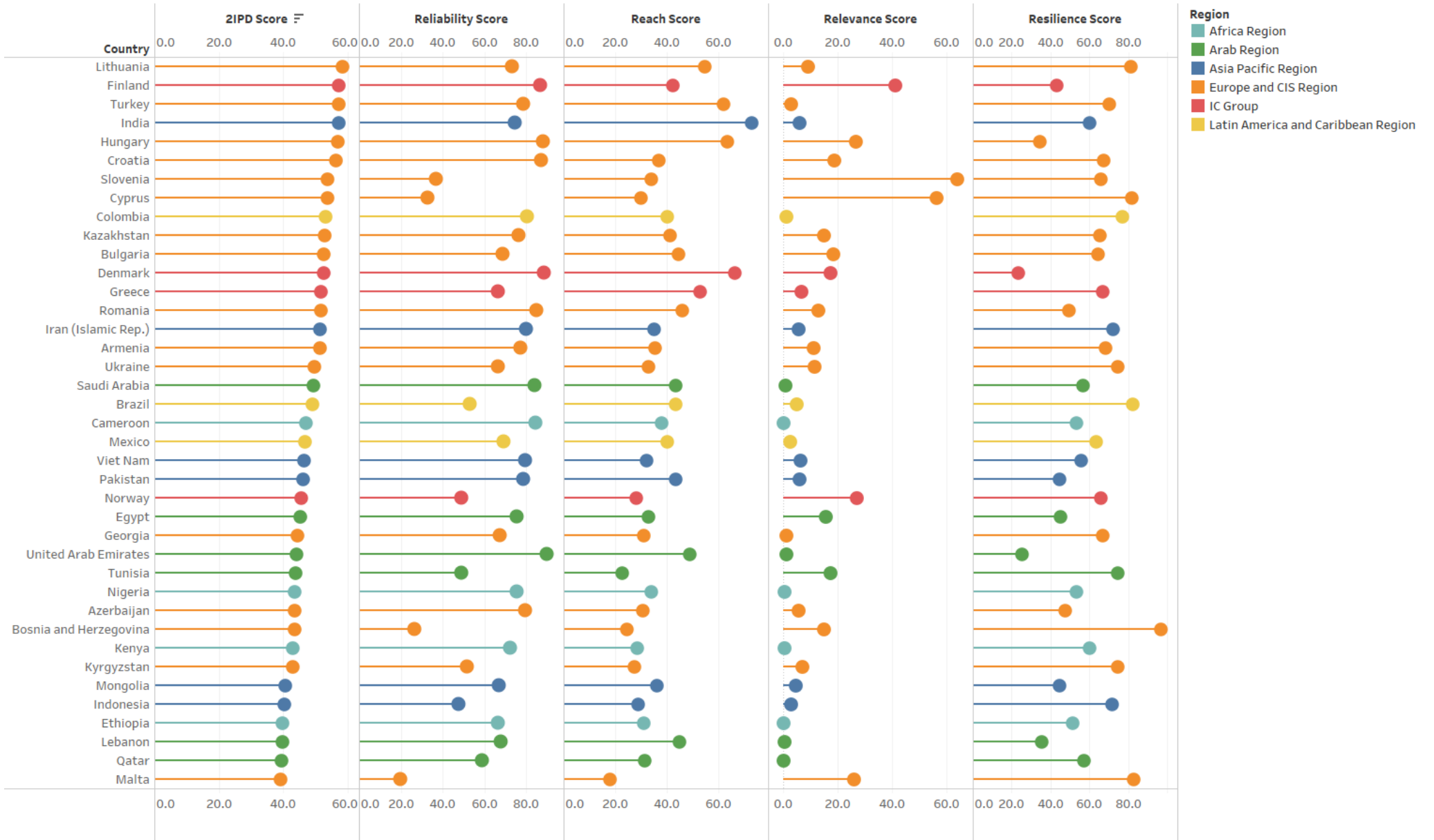


## 2021 ZIPD Scores: Countries At Postal Development Levels 7, 8, 9 & 10



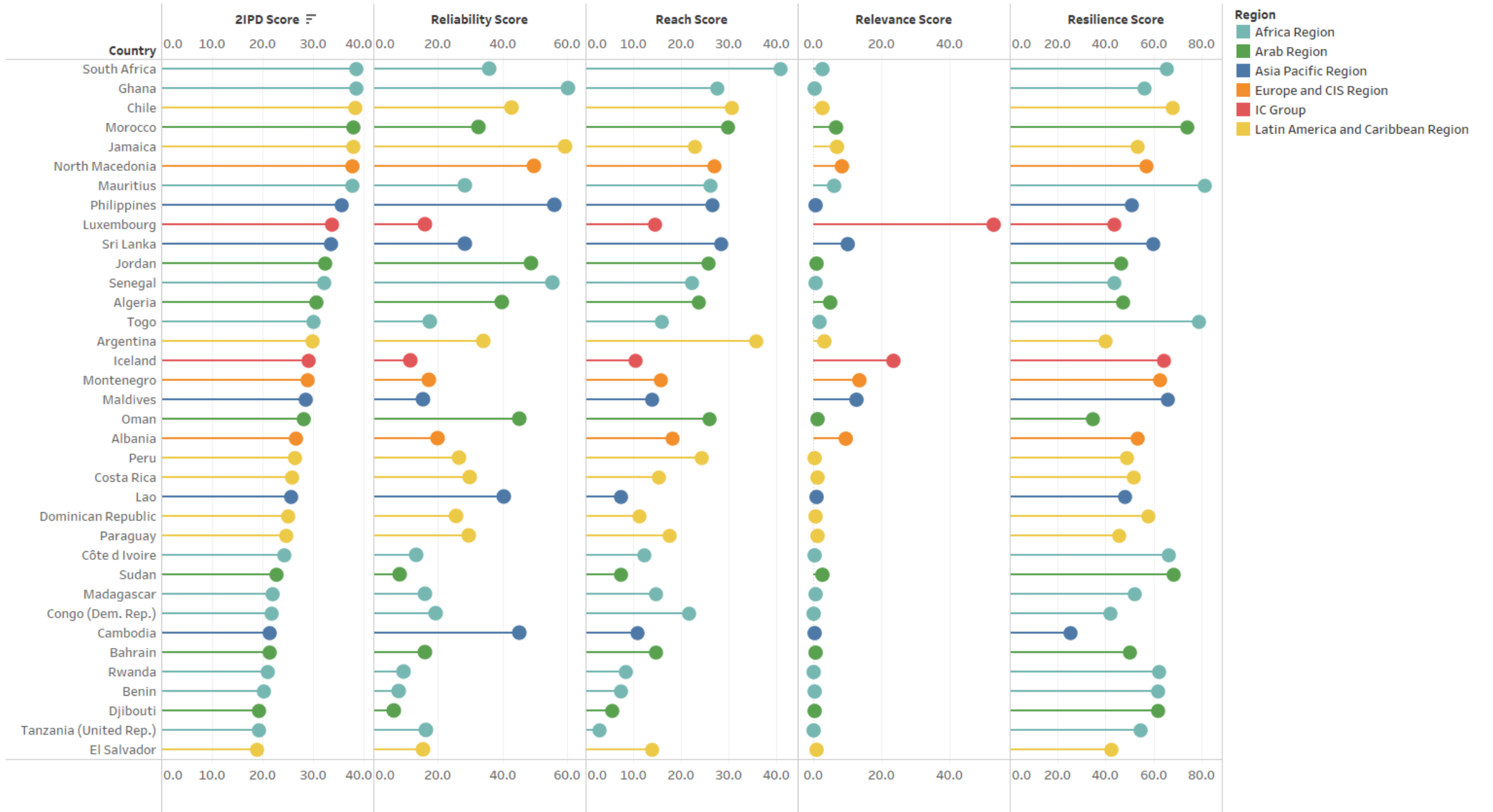


## 2021 ZIPD Scores: Countries At Postal Development Levels 5 & 6



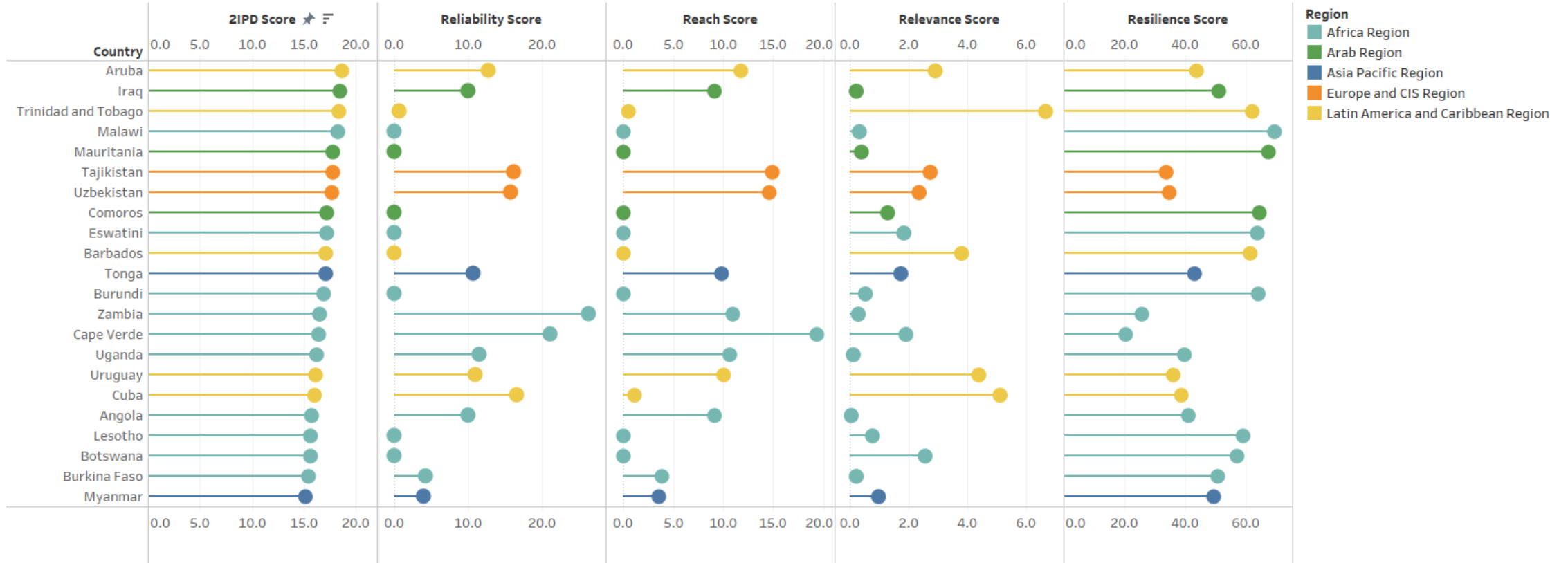


## 2021 ZIPD Scores: Countries At Postal Development Levels 3 & 4



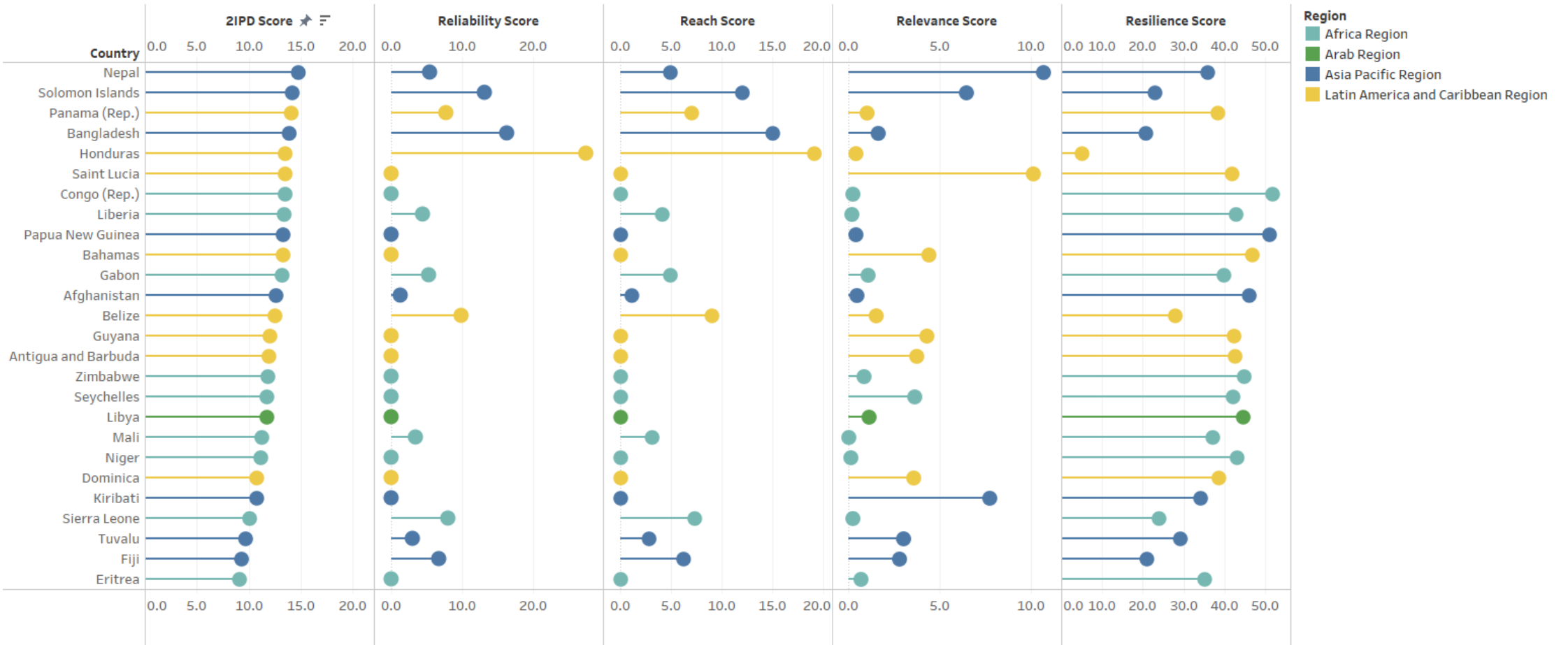


### 2021 ZIPD Scores: Countries At Postal Development Level 2 (Part I of II)



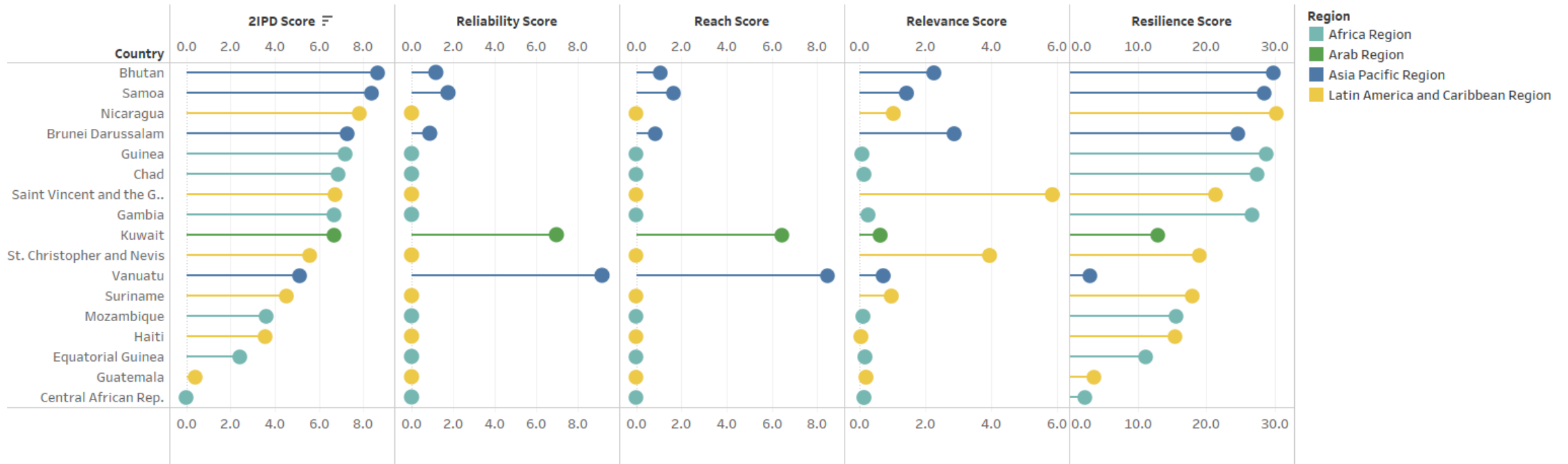


## 2021 ZIPD Scores: Countries At Postal Development Level 2 (Part II of II)



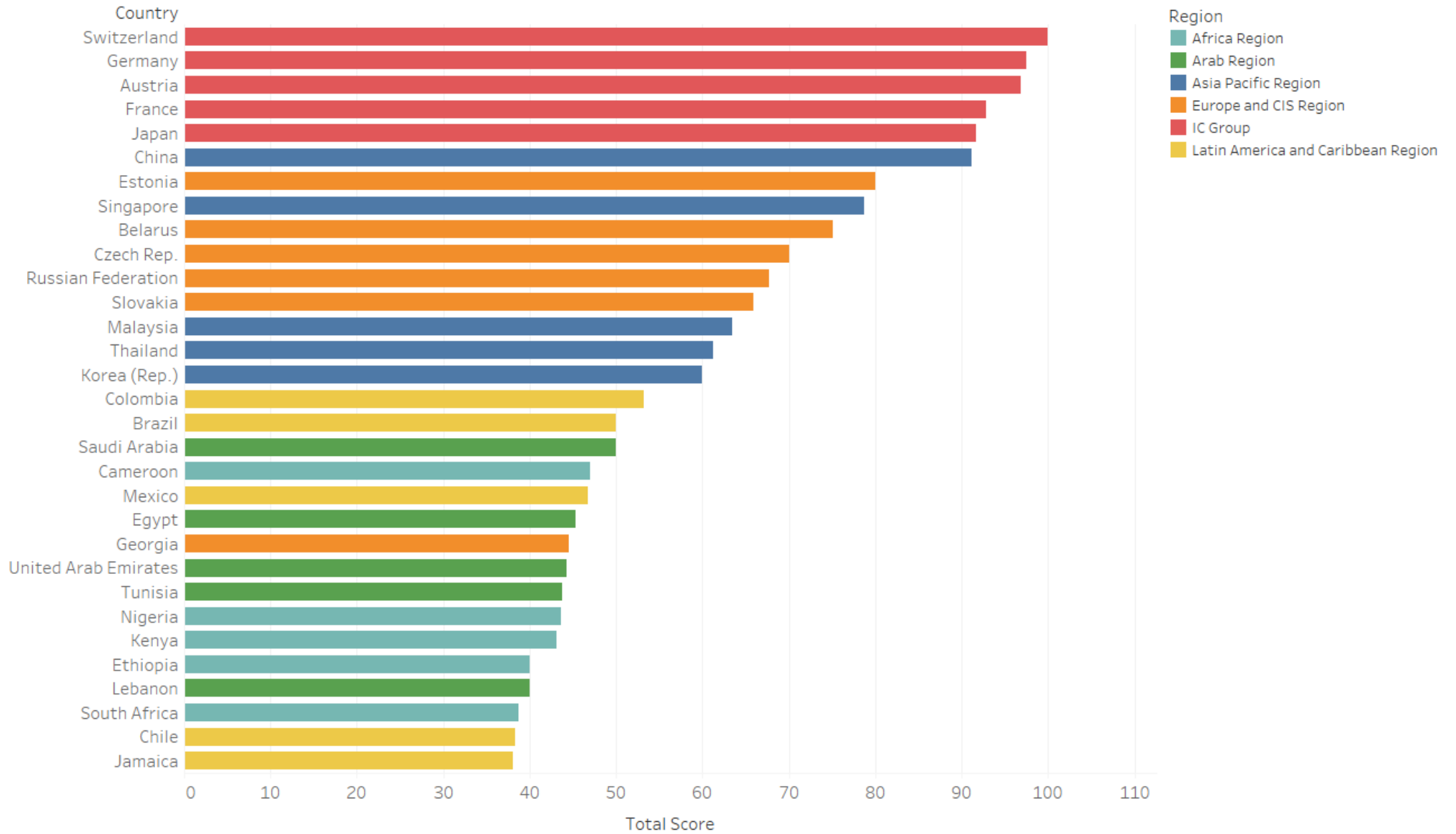


## 2021 ZIPD Scores: Countries At Postal Development Level 1





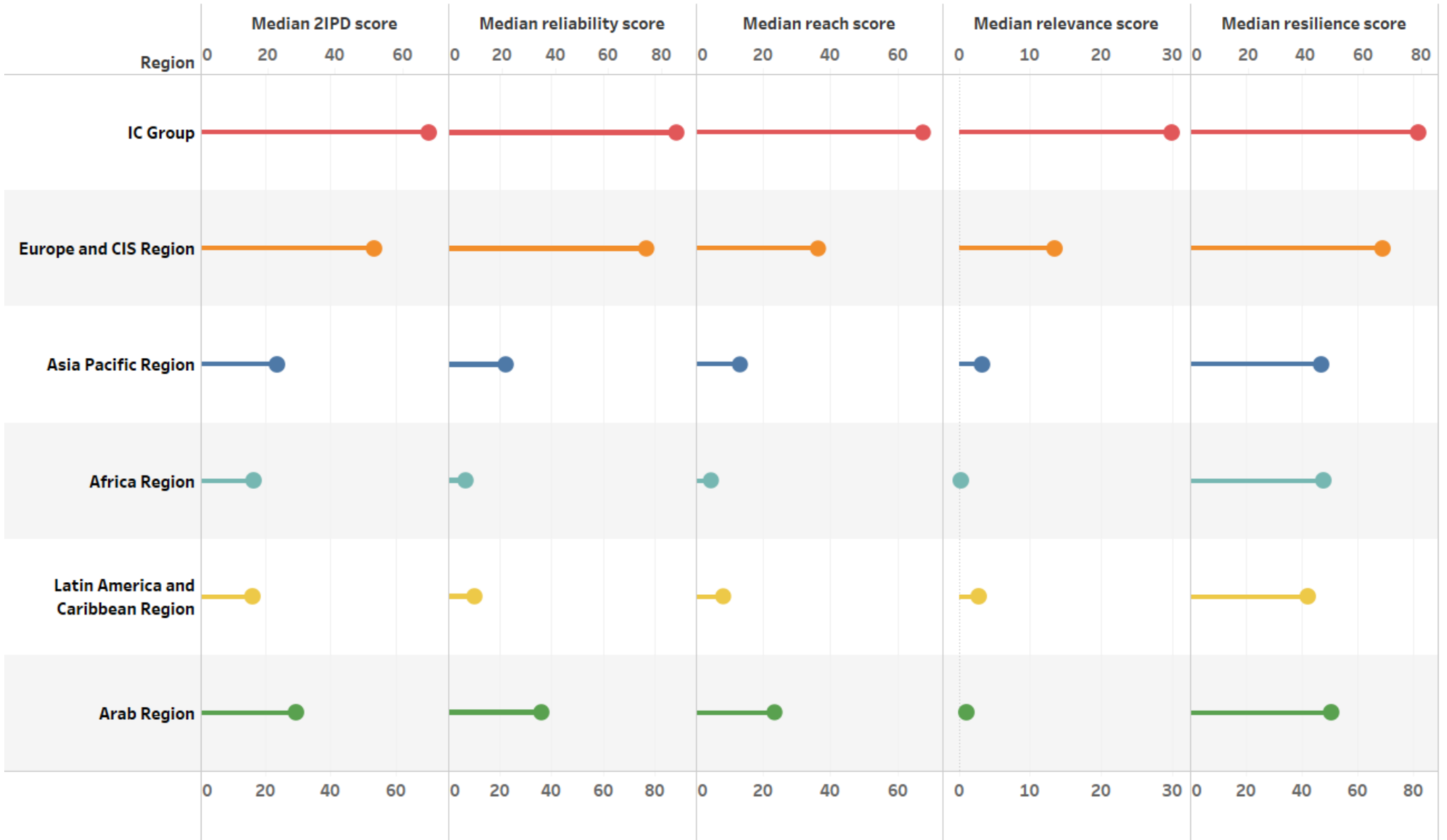
## ZIPD: Top 5 Countries by Region





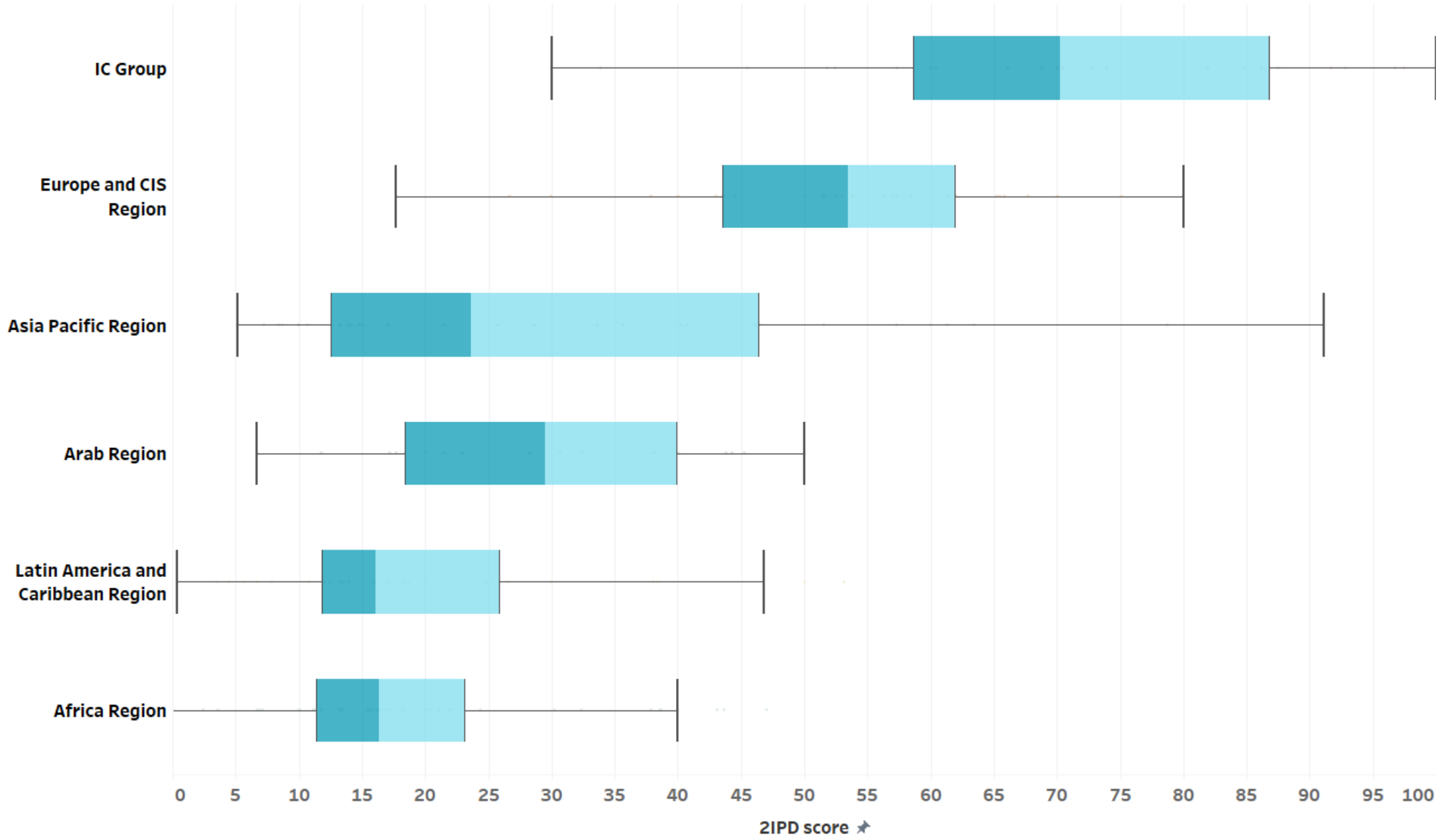


## 2021 ZIPD scores by region



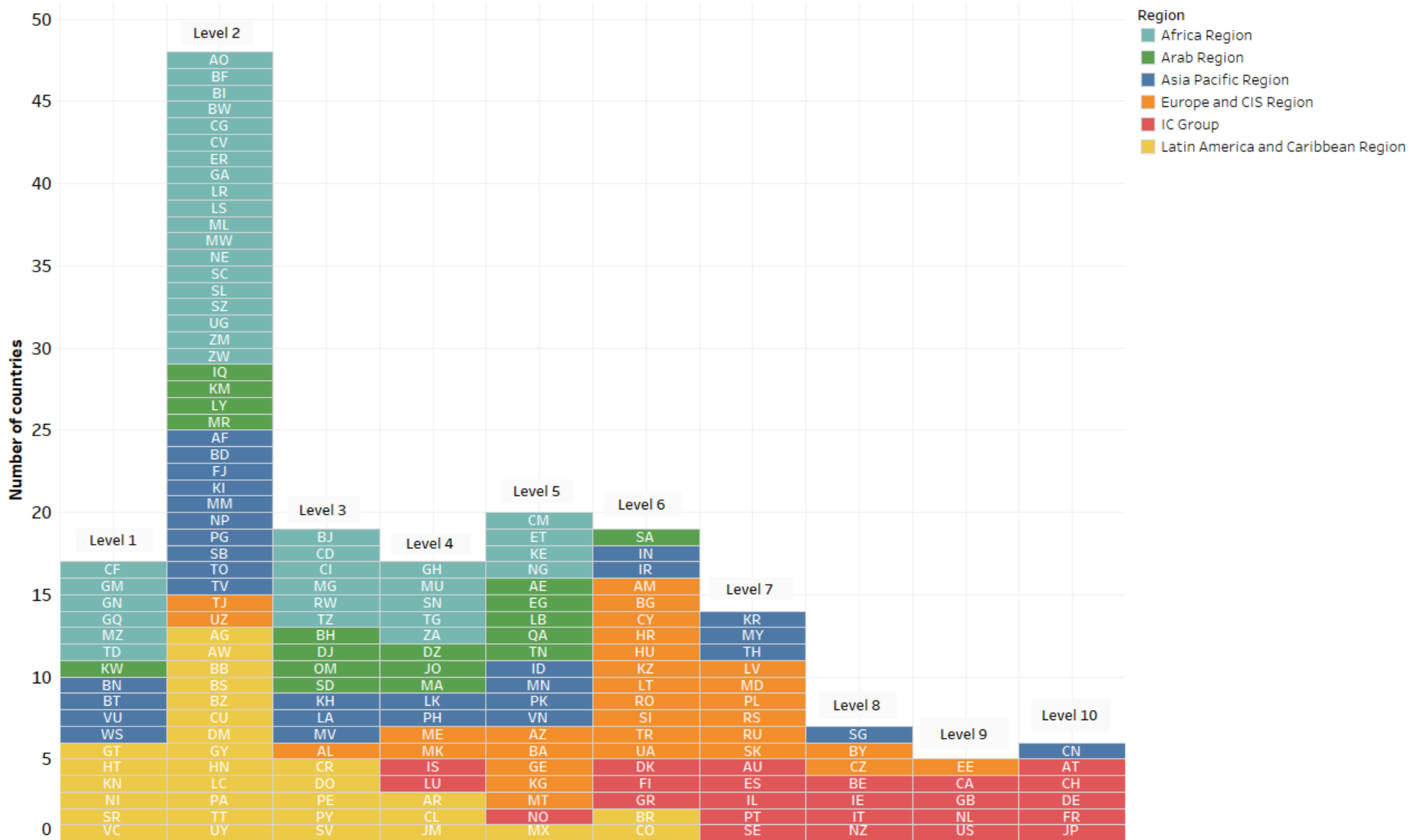


### Distribution of the 2021 ZIPD scores (by region)



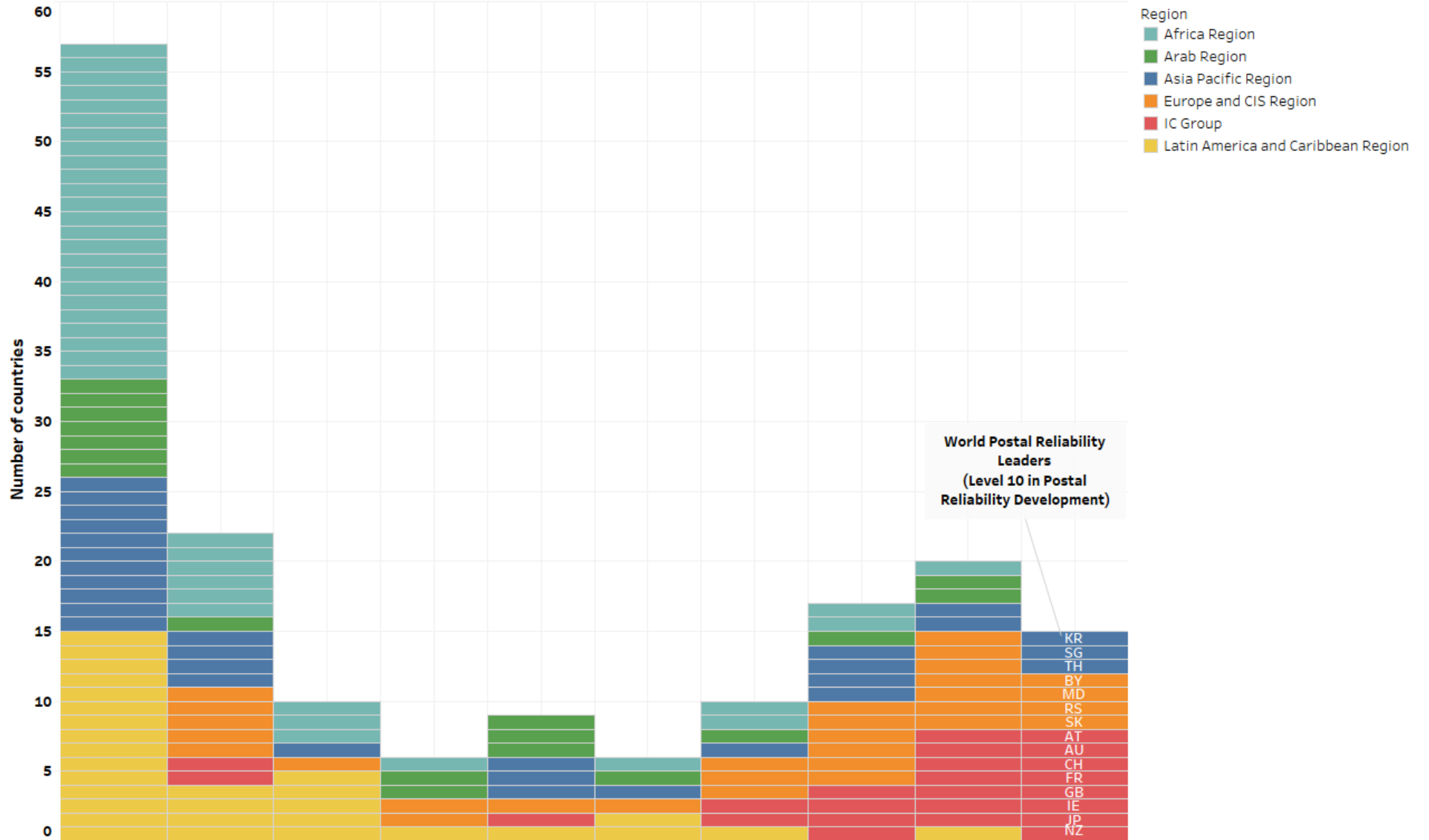


## 2021 Postal Development Levels (PDL) Across Countries And Regions



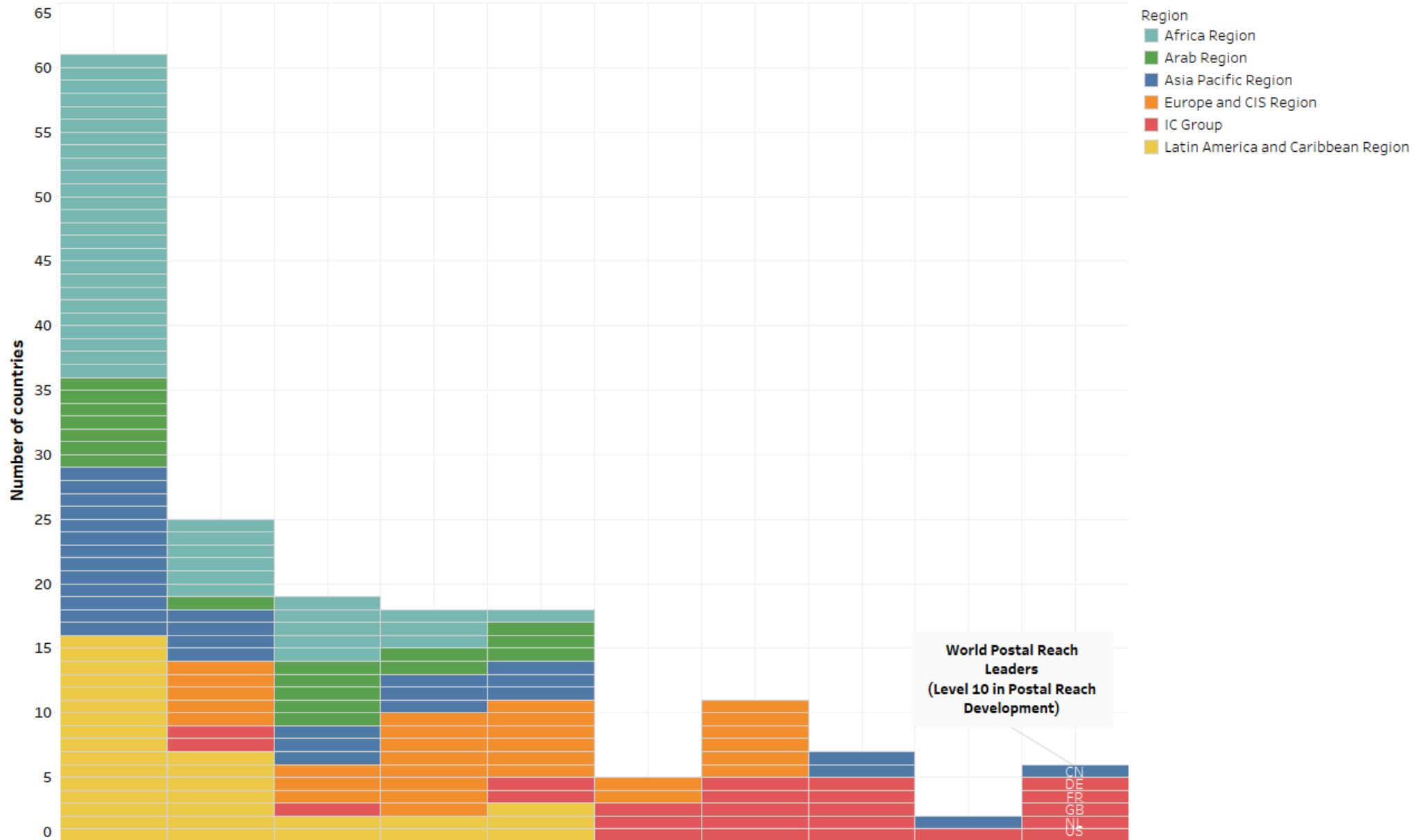


## 2021 Postal Reliability Development Levels Across Countries And Regions



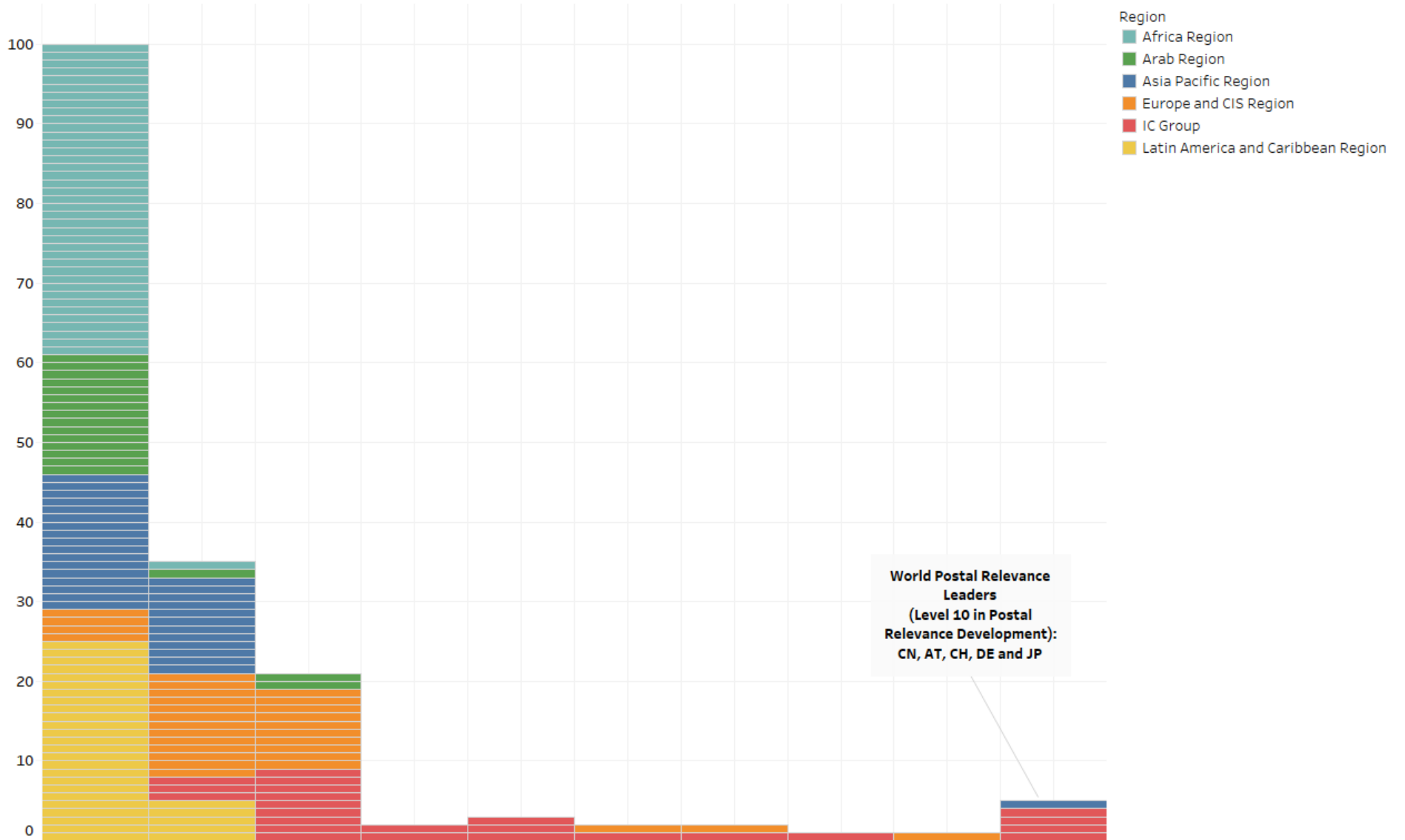


## 2021 Postal Reach Development Levels Across Countries And Regions



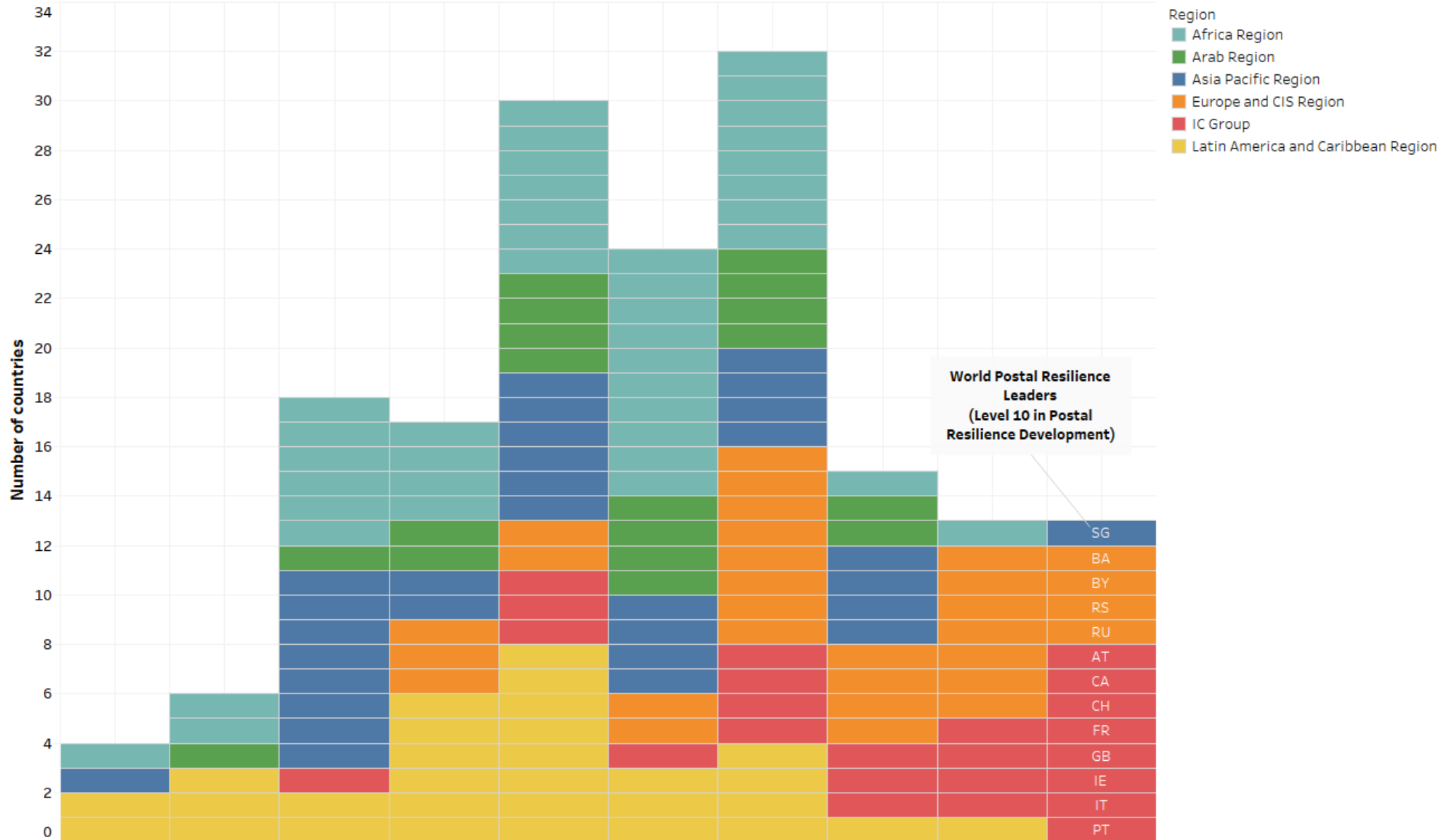


## 2021 Postal Relevance Development Levels Across Countries And Regions



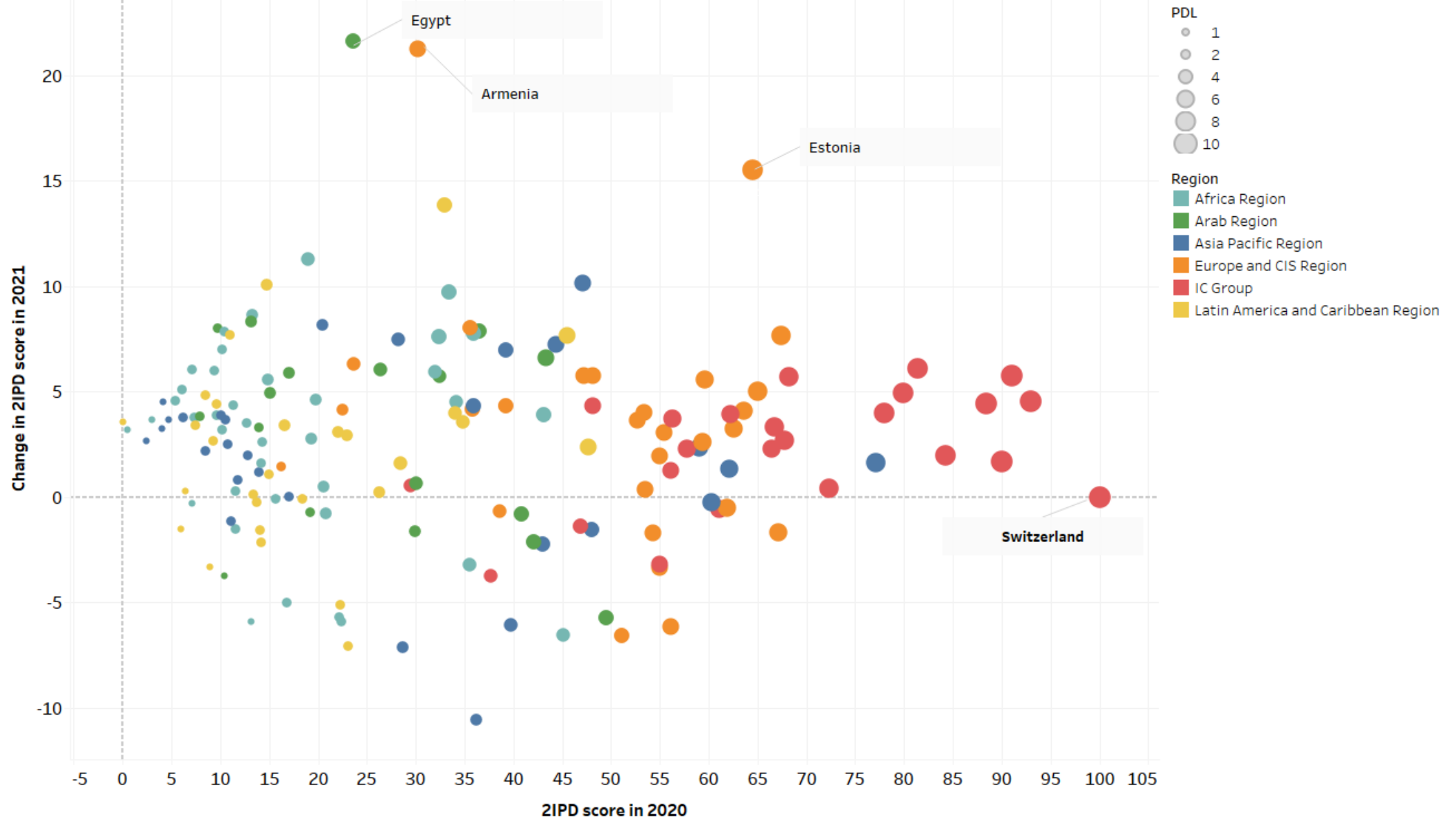


## 2021 Postal Resilience Development Levels Across Countries And Regions





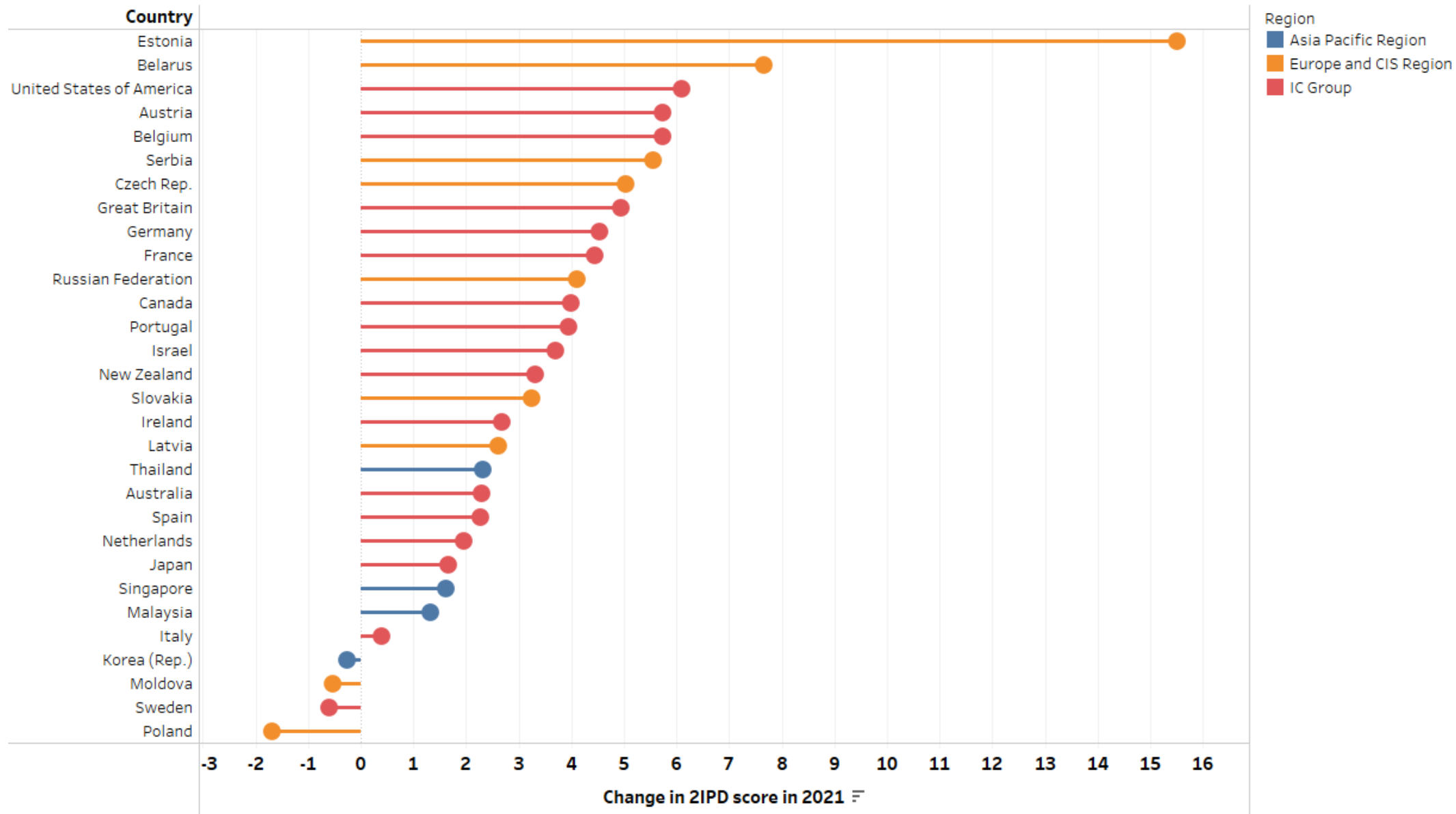
# 2021 Postal Development Catch Up: Year-On-Year Progress





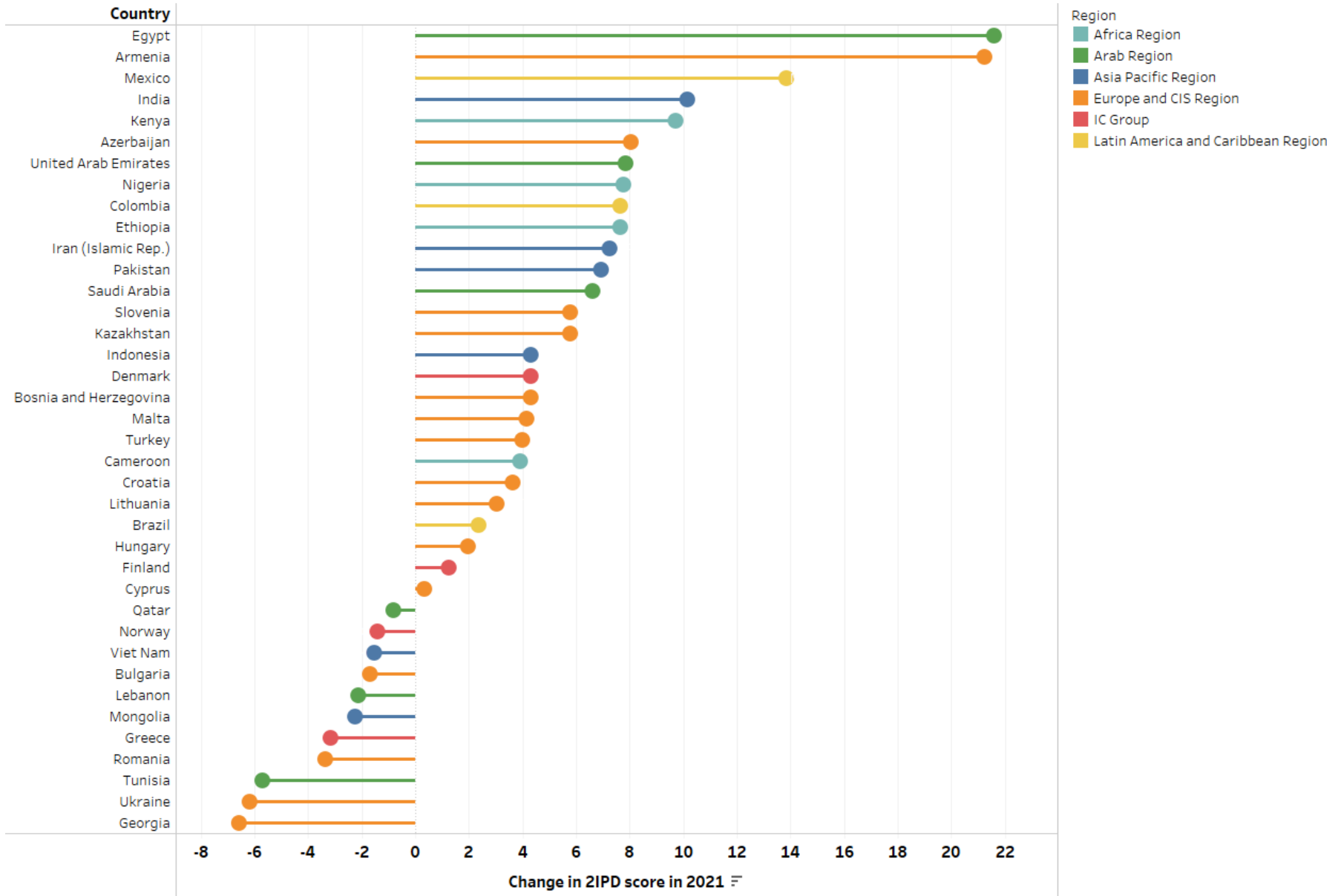


## 2021 ZIPD Year-On-Year Score Change For Countries In Postal Development Levels (PDL) 7,8,9 and 10



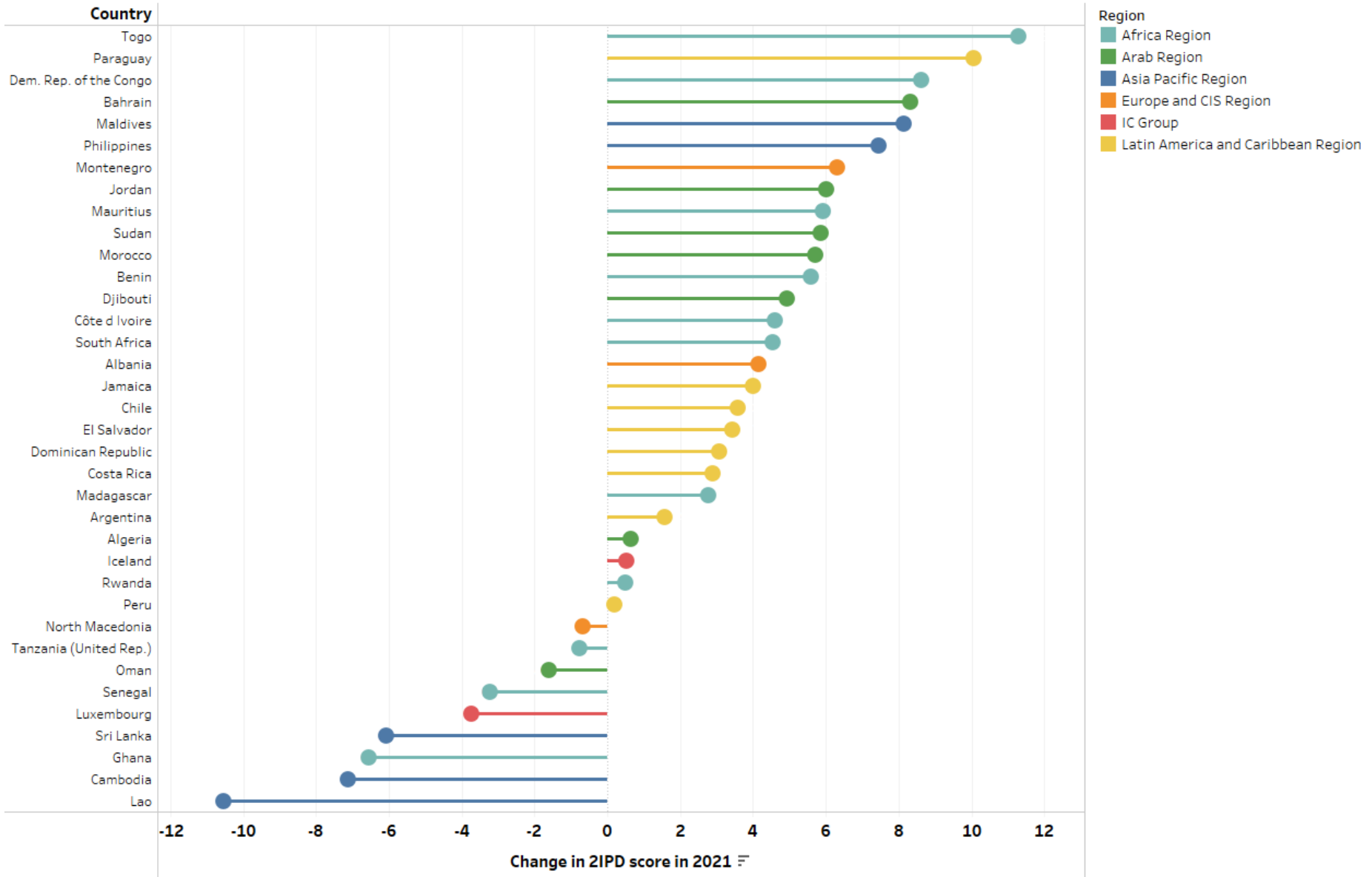


## 2021 ZIPD Year-On-Year Score Change For Countries In Postal Development Levels (PDL) 5 and 6



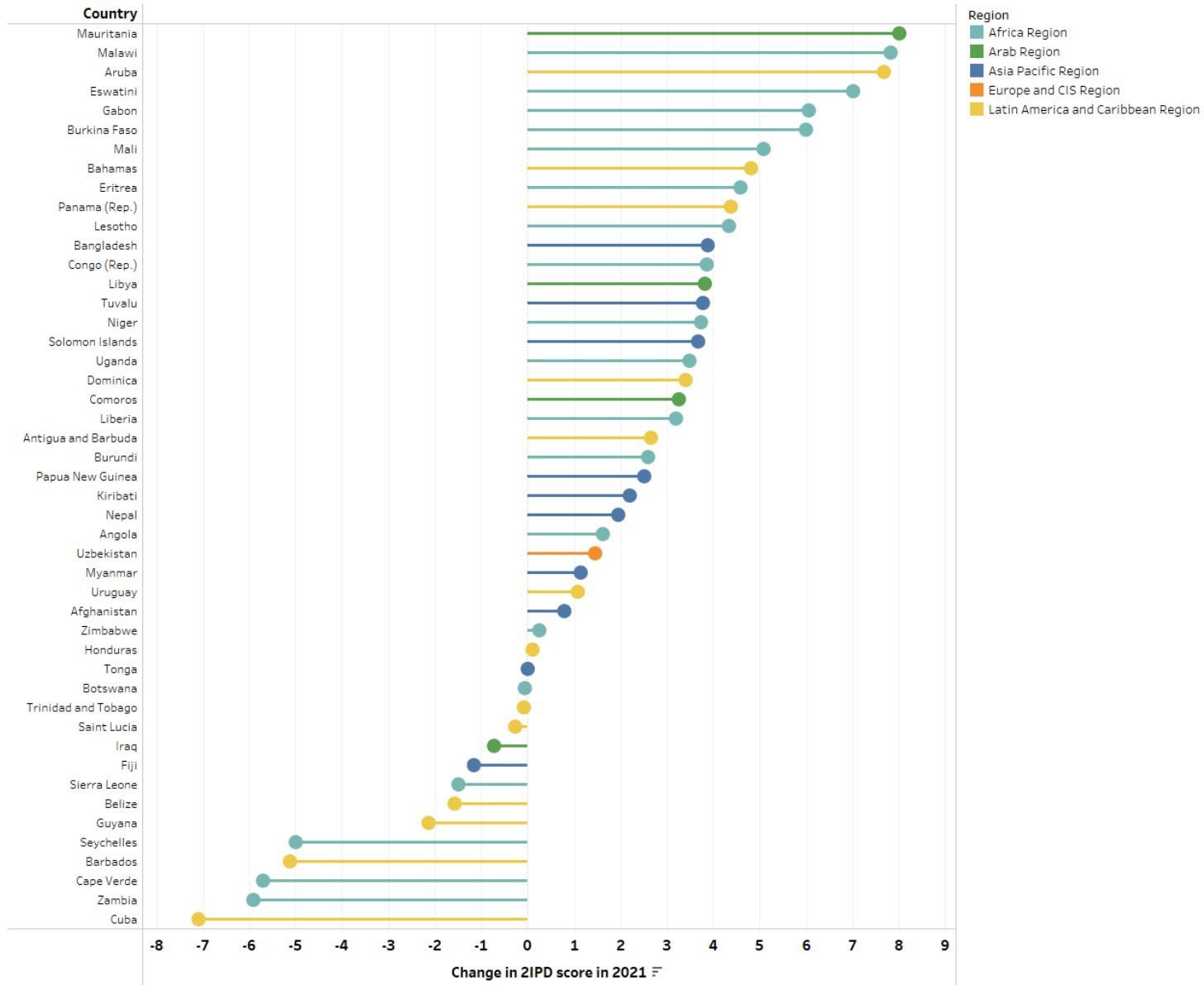


## 2021 ZIPD Year-On-Year Score Change For Countries In Postal Development Levels (PDL) 3 and 4





## 2021 ZIPD Year-On-Year Score Change For Countries In Postal Development Level (PDL) 2



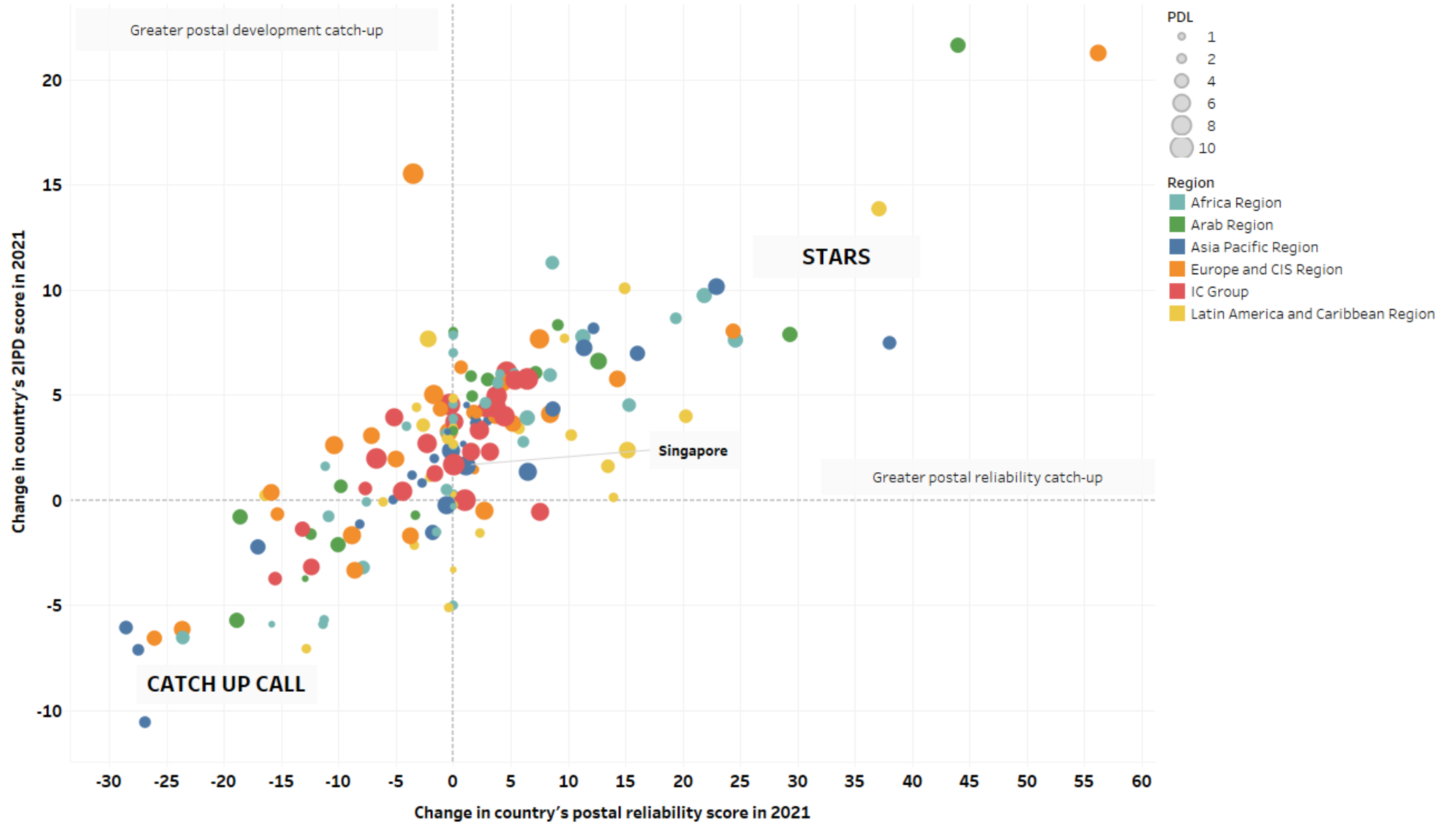


## 2021 ZIPD Year-On-Year Score Change For Countries In Postal Development Levels (PDL) 1



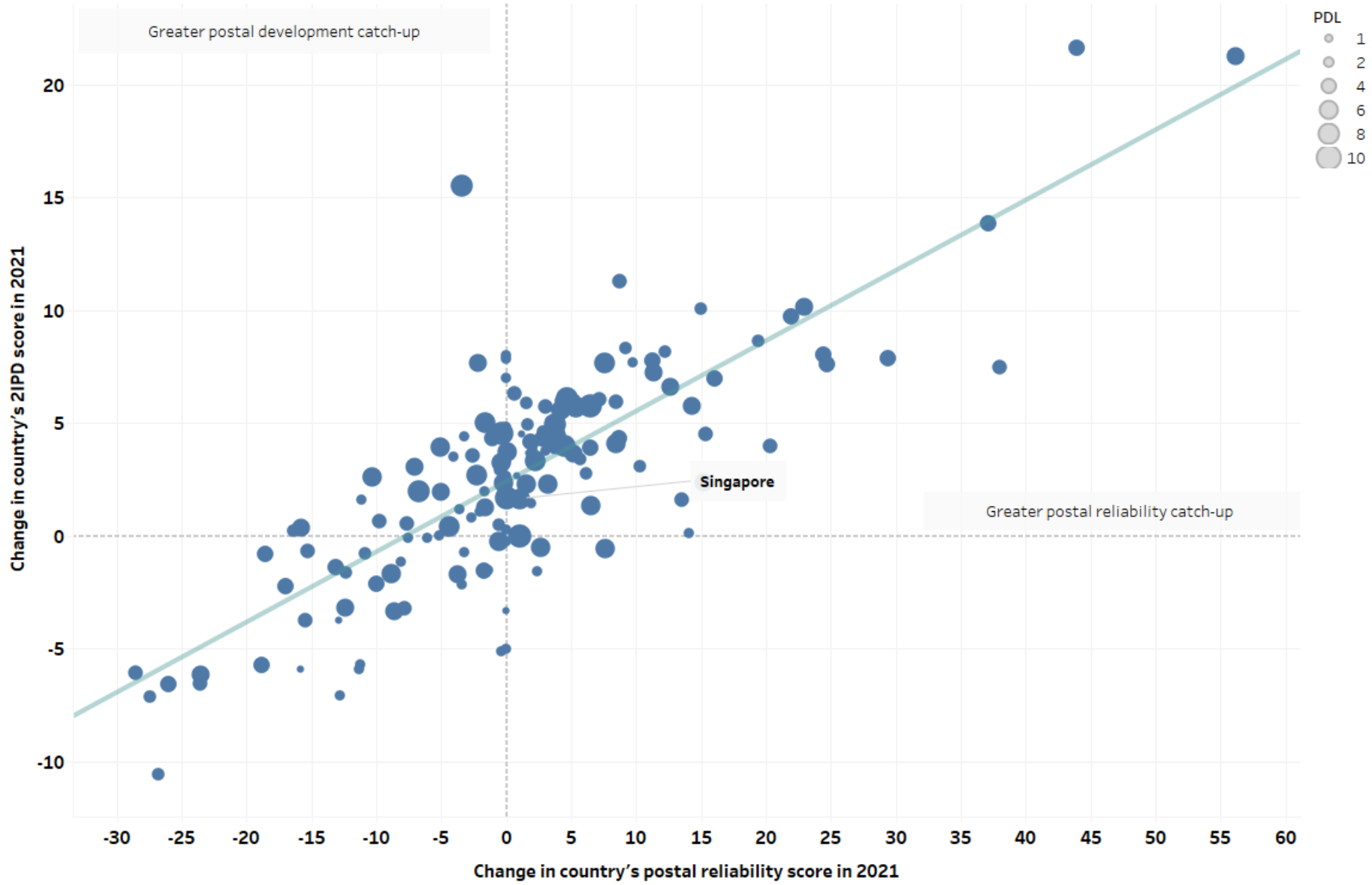


## 2021 Postal Development And Reliability Catch Up: Year-On-Year Progress





# 2021 Postal Development And Reliability Catch Up: Year-On-Year Progress





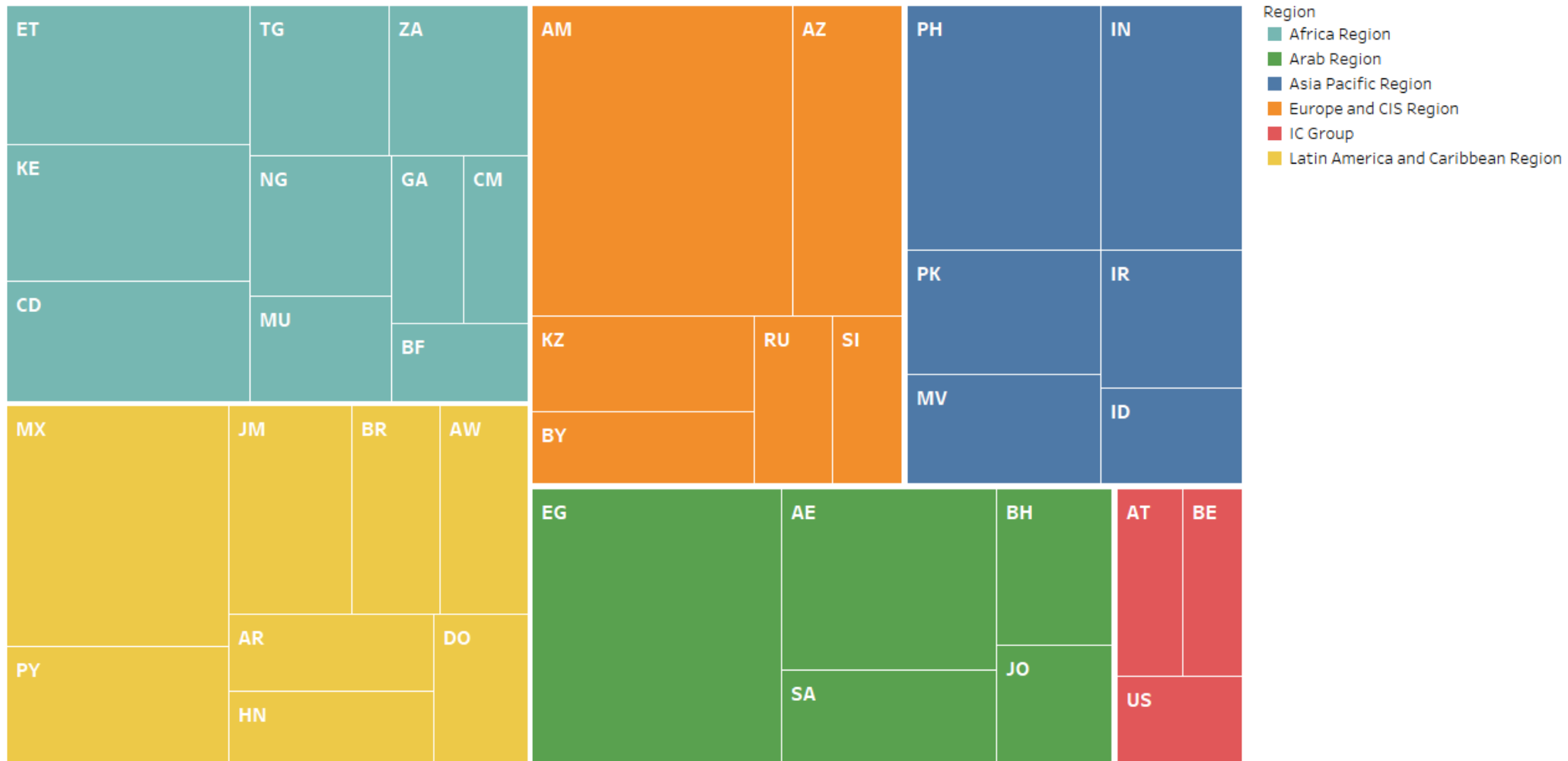
## 2021 Postal Development And Reliability Catch Up Stars

Region	Country	ZIPD + Reliability Scores Changes ₪	PDL
<b>Africa Region</b>	<b>Ethiopia</b>	32.28	5
	<b>Kenya</b>	31.63	5
	<b>Dem. Rep. of the Congo</b>	28.00	3
	<b>Togo</b>	19.98	4
	<b>South Africa</b>	19.89	4
	<b>Nigeria</b>	19.08	5
	<b>Mauritius</b>	14.33	4
	<b>Gabon</b>	11.39	2
	<b>Cameroon</b>	10.38	5
	<b>Burkina Faso</b>	10.11	2
<b>Arab Region</b>	<b>Egypt</b>	65.58	5
	<b>United Arab Emirates</b>	37.25	5
	<b>Saudi Arabia</b>	19.26	6
	<b>Bahrain</b>	17.47	3
	<b>Jordan</b>	13.21	4
<b>Asia Pacific Region</b>	<b>Philippines</b>	45.48	4
	<b>India</b>	33.08	6
	<b>Pakistan</b>	23.01	5
	<b>Maldives</b>	20.37	3
	<b>Iran (Islamic Rep.)</b>	18.63	6
	<b>Indonesia</b>	12.99	5
<b>Europe and CIS Region</b>	<b>Armenia</b>	77.45	6
	<b>Azerbaijan</b>	32.42	5
	<b>Kazakhstan</b>	20.10	6
	<b>Belarus</b>	15.20	8
	<b>Russian Federation</b>	12.51	7
	<b>Slovenia</b>	11.13	6
<b>IC Group</b>	<b>Austria</b>	12.18	10
	<b>Belgium</b>	11.10	8
	<b>United States of America</b>	10.76	9
<b>Latin America and Caribbean Region</b>	<b>Mexico</b>	50.96	5
	<b>Paraguay</b>	25.01	3
	<b>Jamaica</b>	24.32	4
	<b>Brazil</b>	17.60	6
	<b>Aruba</b>	17.42	2
	<b>Argentina</b>	15.10	4
	<b>Honduras</b>	14.13	2
	<b>Dominican Republic</b>	13.36	3



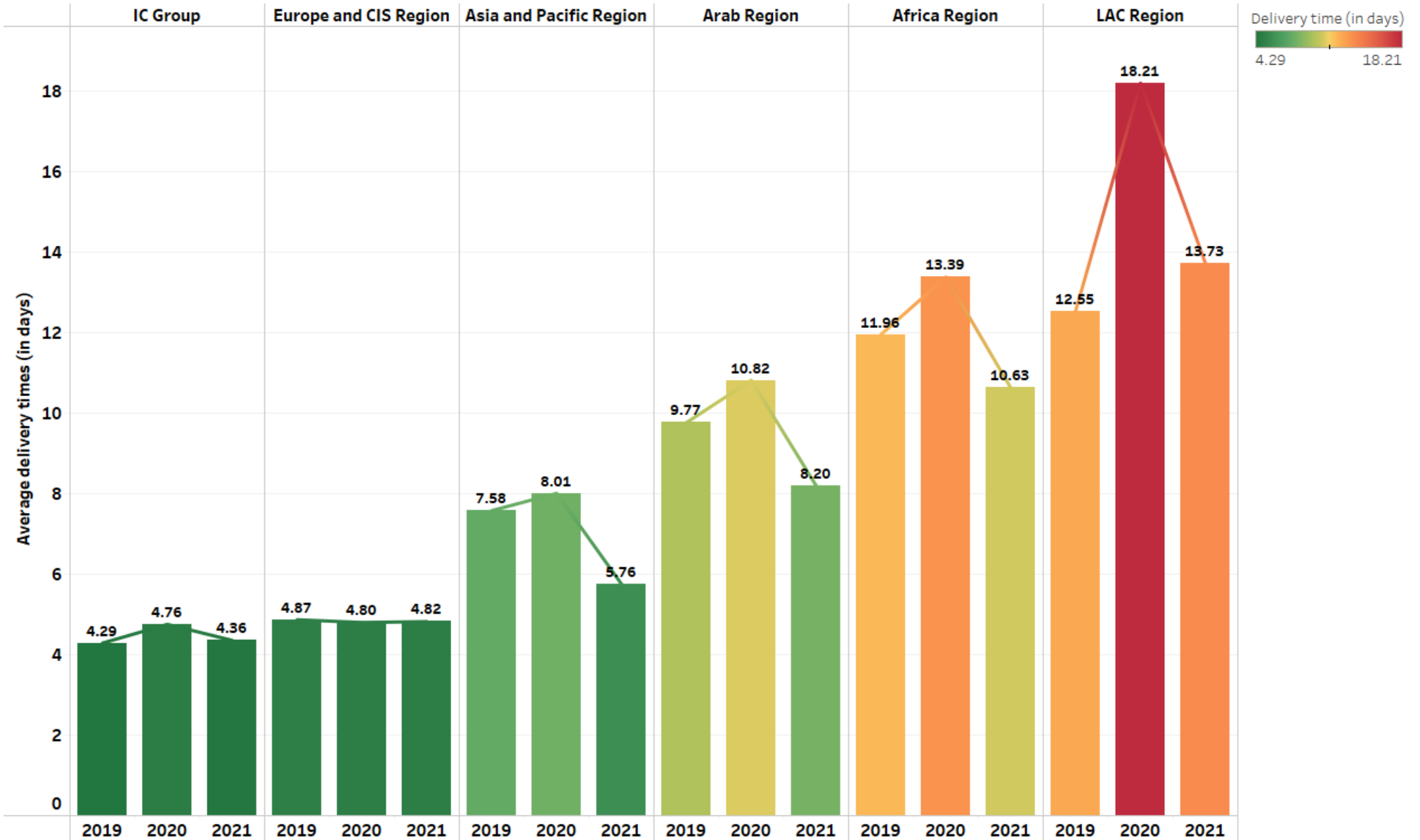


## 2021 Postal Development And Reliability Catch Up Stars



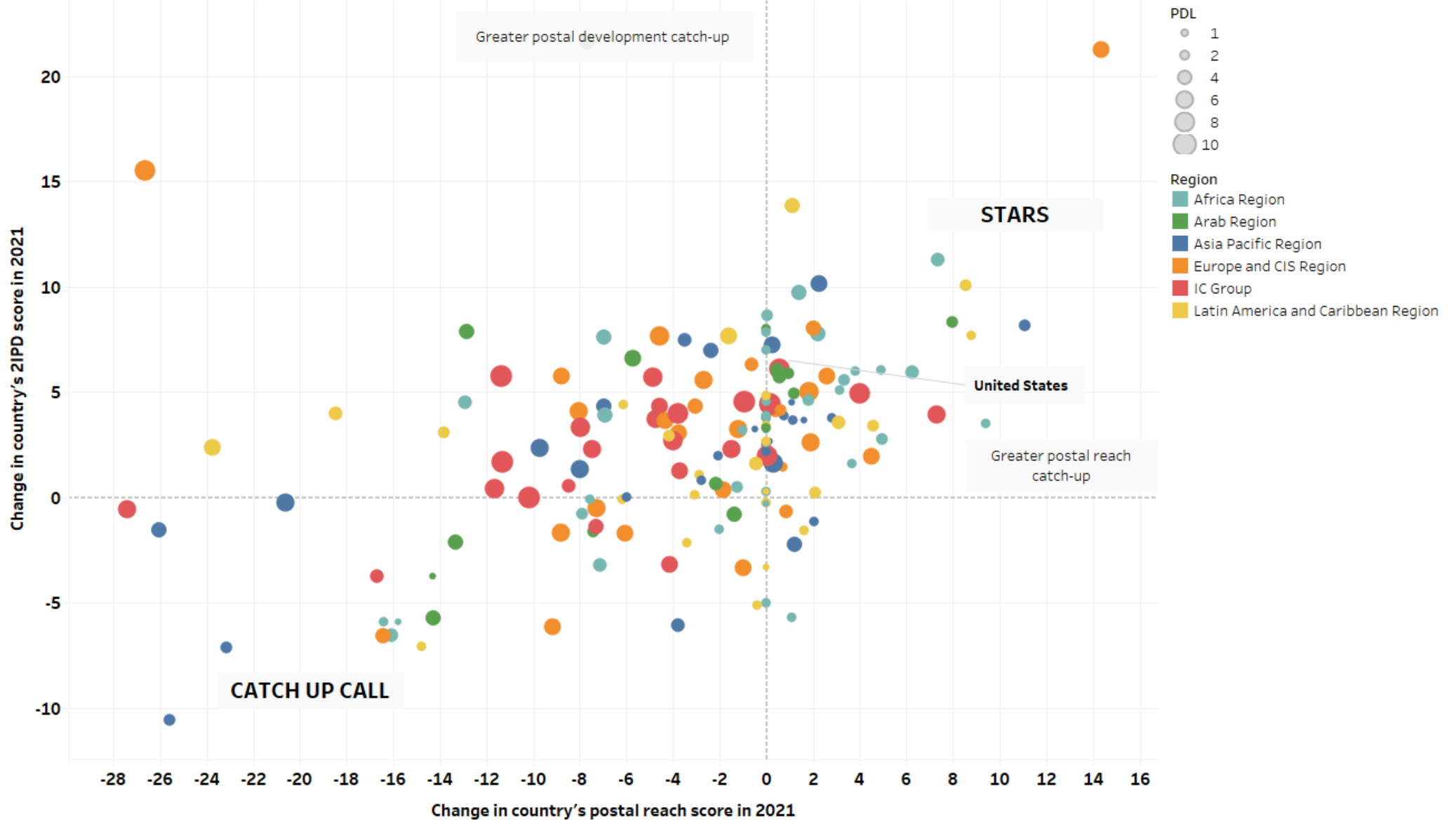


## Average delivery time per region over the years



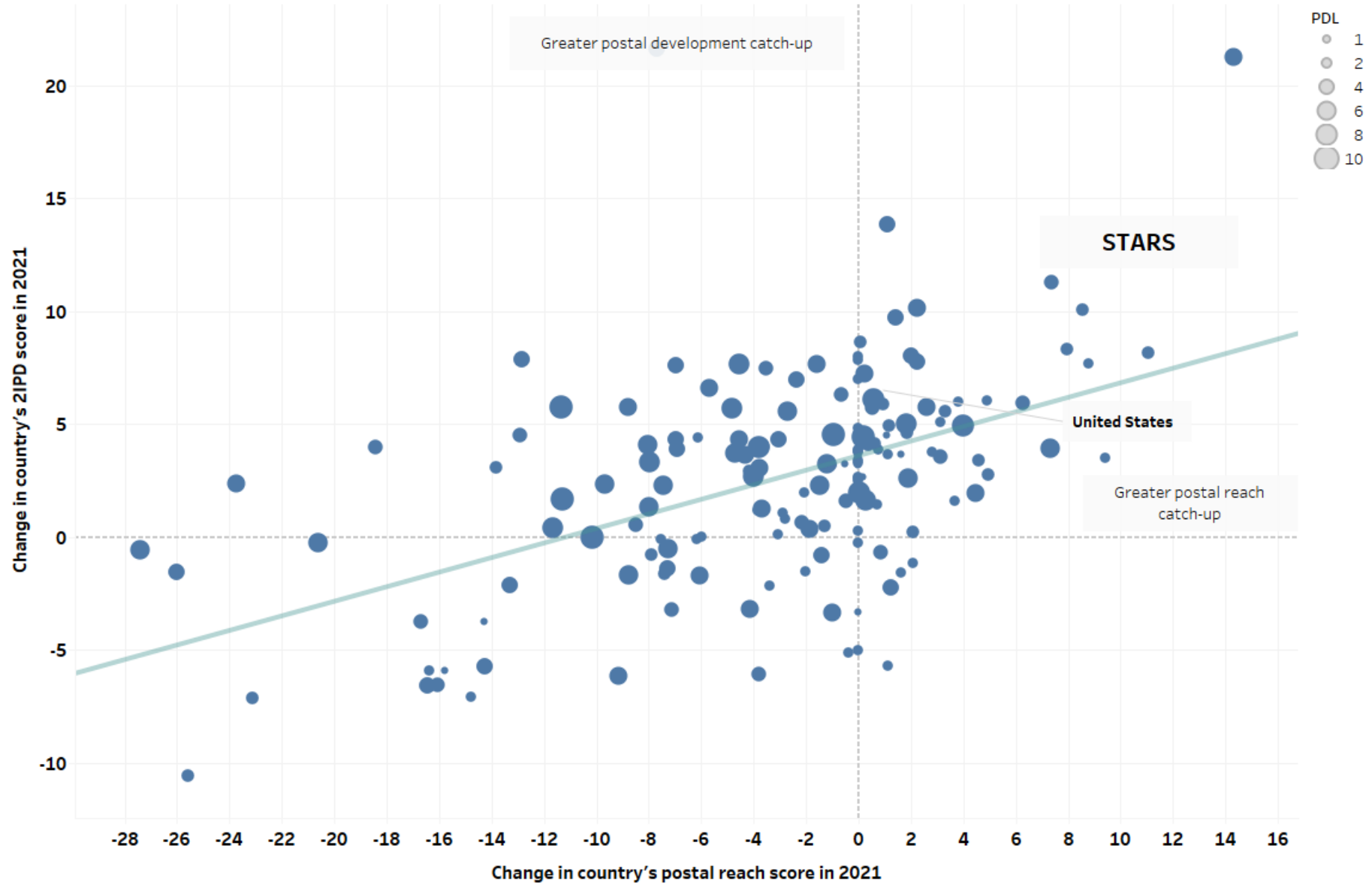


# 2021 Postal Development And Reach Catch Up: Year-On-Year Progress





## 2021 Postal Development And Reach Catch Up: Year-On-Year Progress



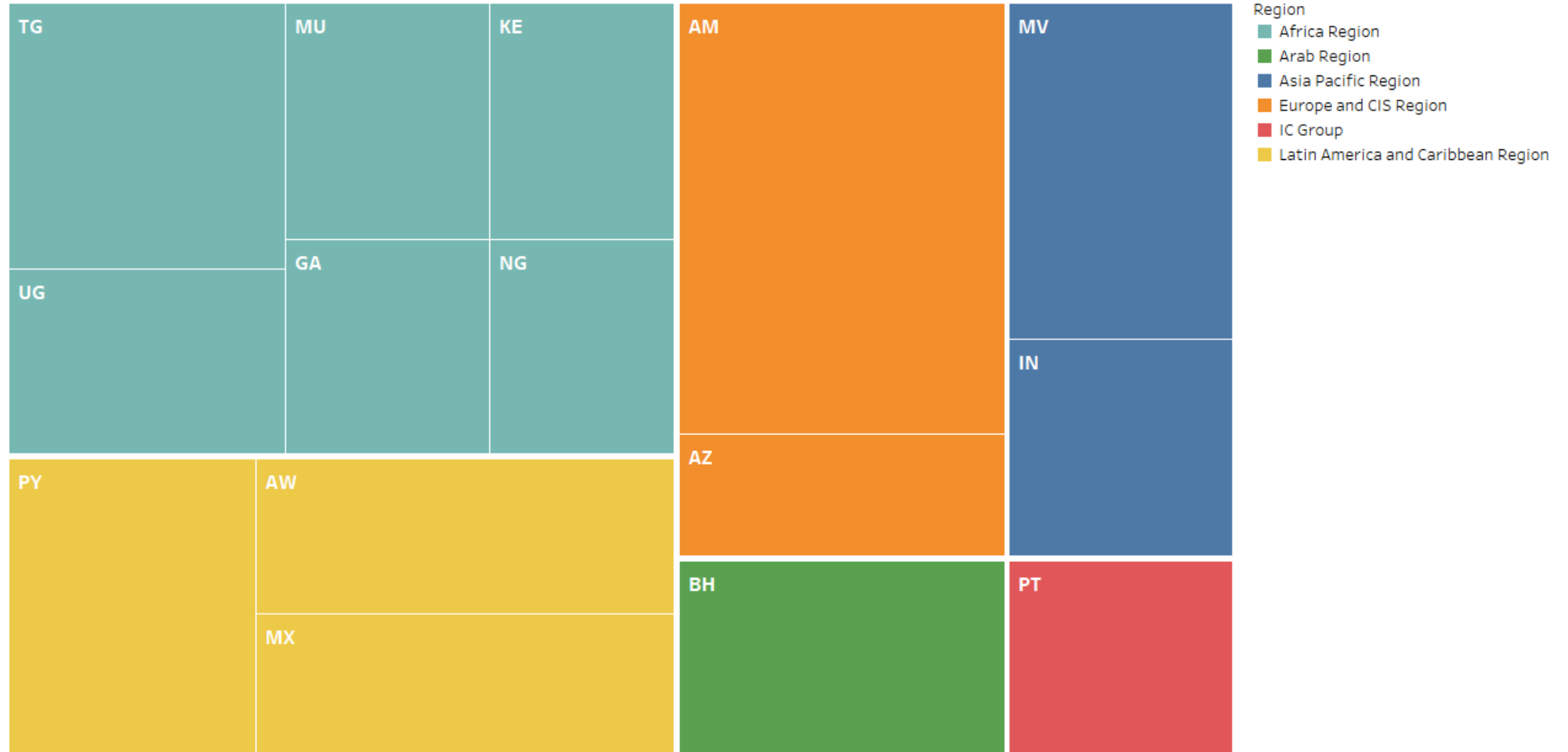


## 2021 Postal Development And Reach Catch Up Stars

Region	Country	ZIPD + Reach Scores Changes $\bar{F}$	PDL
<b>Africa Region</b>	<b>Togo</b>	18.66	4
	<b>Uganda</b>	12.89	2
	<b>Mauritius</b>	12.19	4
	<b>Kenya</b>	11.09	5
	<b>Gabon</b>	10.99	2
	<b>Nigeria</b>	10.00	5
<b>Arab Region</b>	<b>Bahrain</b>	16.26	3
<b>Asia Pacific Region</b>	<b>Maldives</b>	19.21	3
	<b>India</b>	12.39	6
<b>Europe and CIS Region</b>	<b>Armenia</b>	35.58	6
	<b>Azerbaijan</b>	10.06	5
<b>IC Group</b>	<b>Portugal</b>	11.24	7
<b>Latin America and Caribbean Region</b>	<b>Paraguay</b>	18.62	3
	<b>Aruba</b>	16.45	2
	<b>Mexico</b>	14.96	5

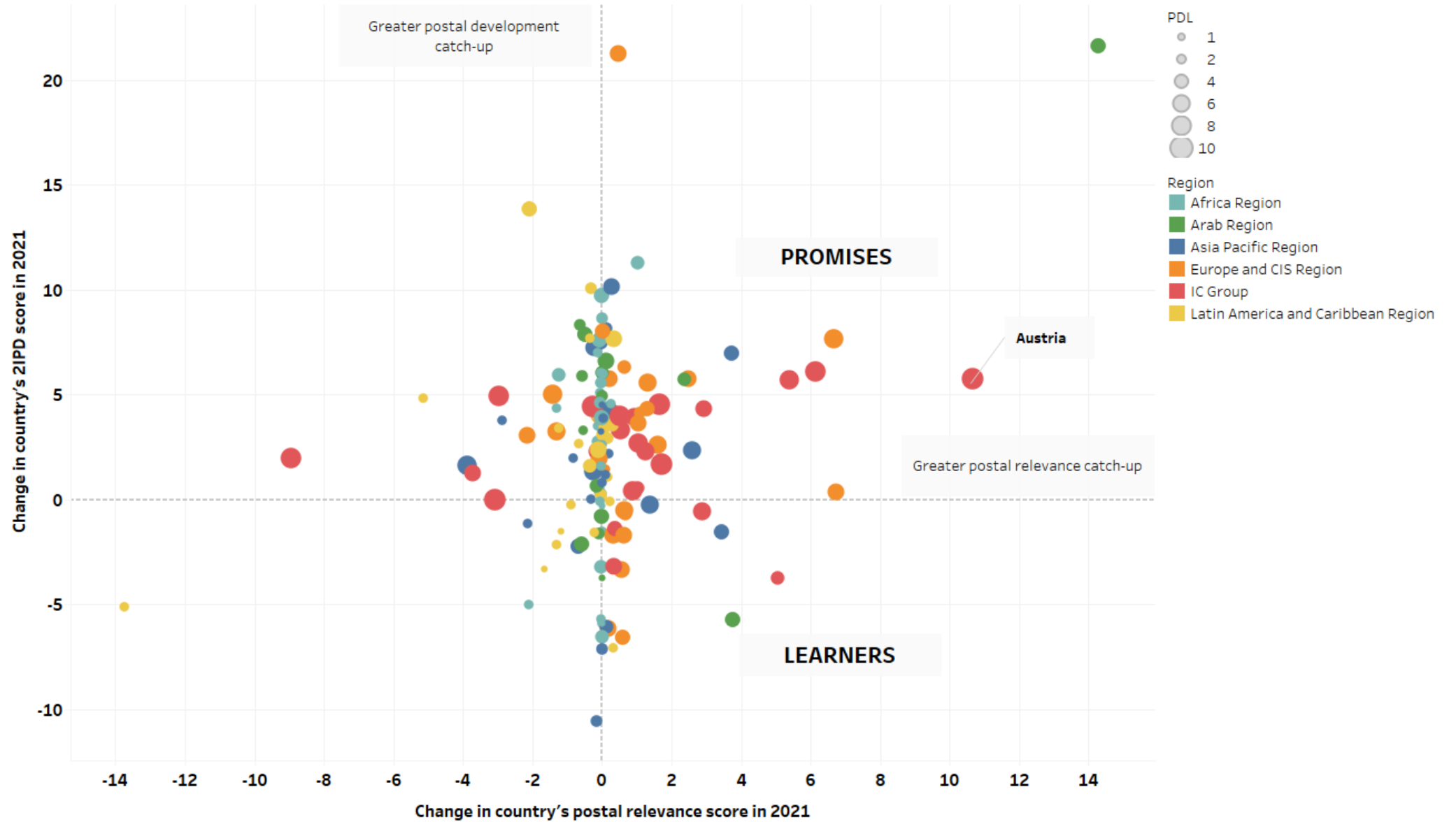


## 2021 Postal Development And Reach Catch Up Stars



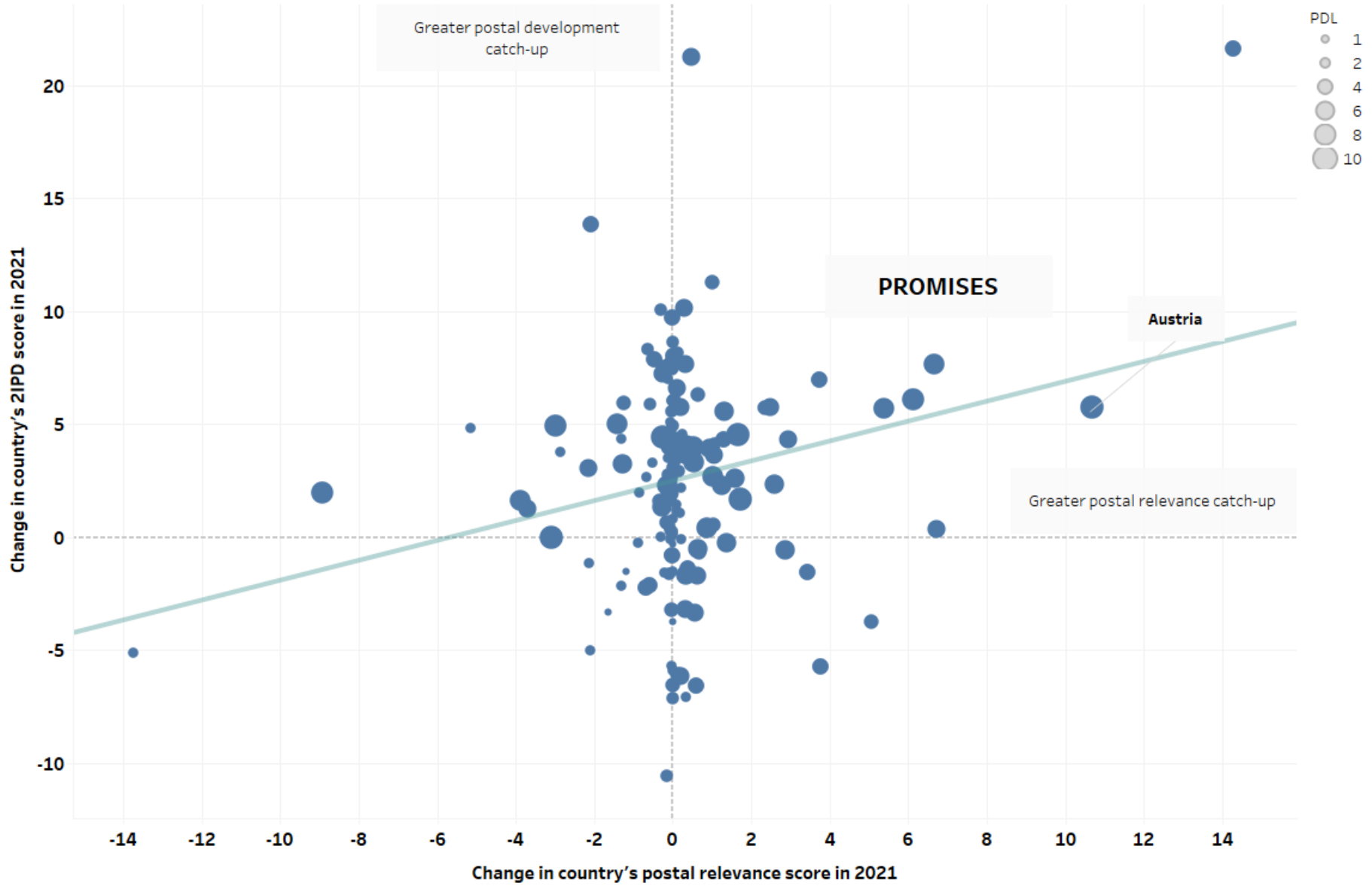


## 2021 Postal Development And Relevance Catch Up: Year-On-Year Progress





# 2021 Postal Development And Relevance Catch Up: Year-On-Year Progress





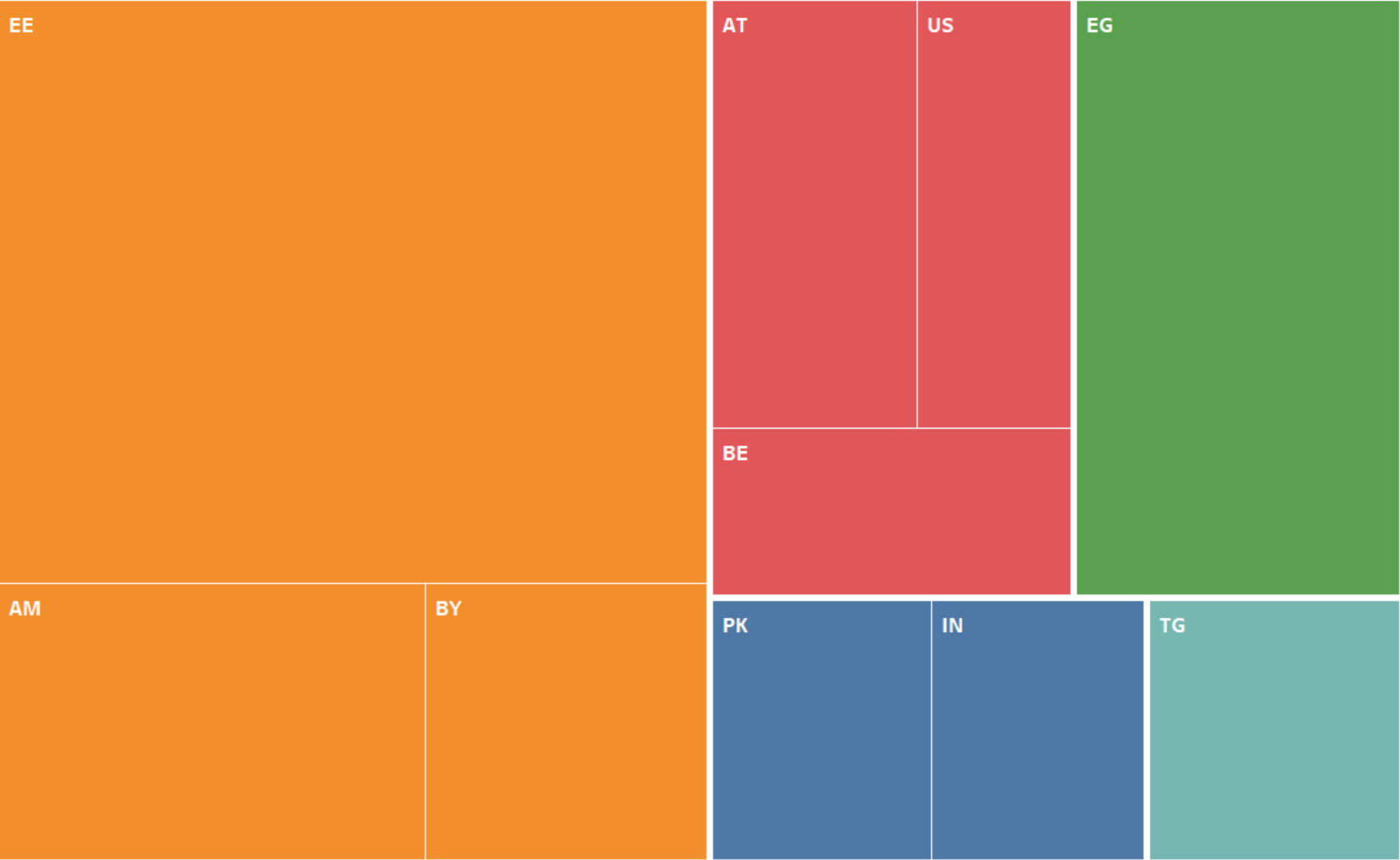


## 2021 Postal Development And Relevance Catch Up Promises And Stars

Region	Country	ZIPD + Relevance Scores Changes	PDL
<b>Africa Region</b>	<b>Togo</b>	12.31	4
<b>Arab Region</b>	<b>Egypt</b>	35.89	5
<b>Asia Pacific Region</b>	<b>Pakistan</b>	10.69	5
	<b>India</b>	10.43	6
<b>Europe and CIS Region</b>	<b>Estonia</b>	76.19	9
	<b>Armenia</b>	21.73	6
	<b>Belarus</b>	14.34	8
<b>IC Group</b>	<b>Austria</b>	16.42	10
	<b>United States of America</b>	12.23	9
	<b>Belgium</b>	11.11	8



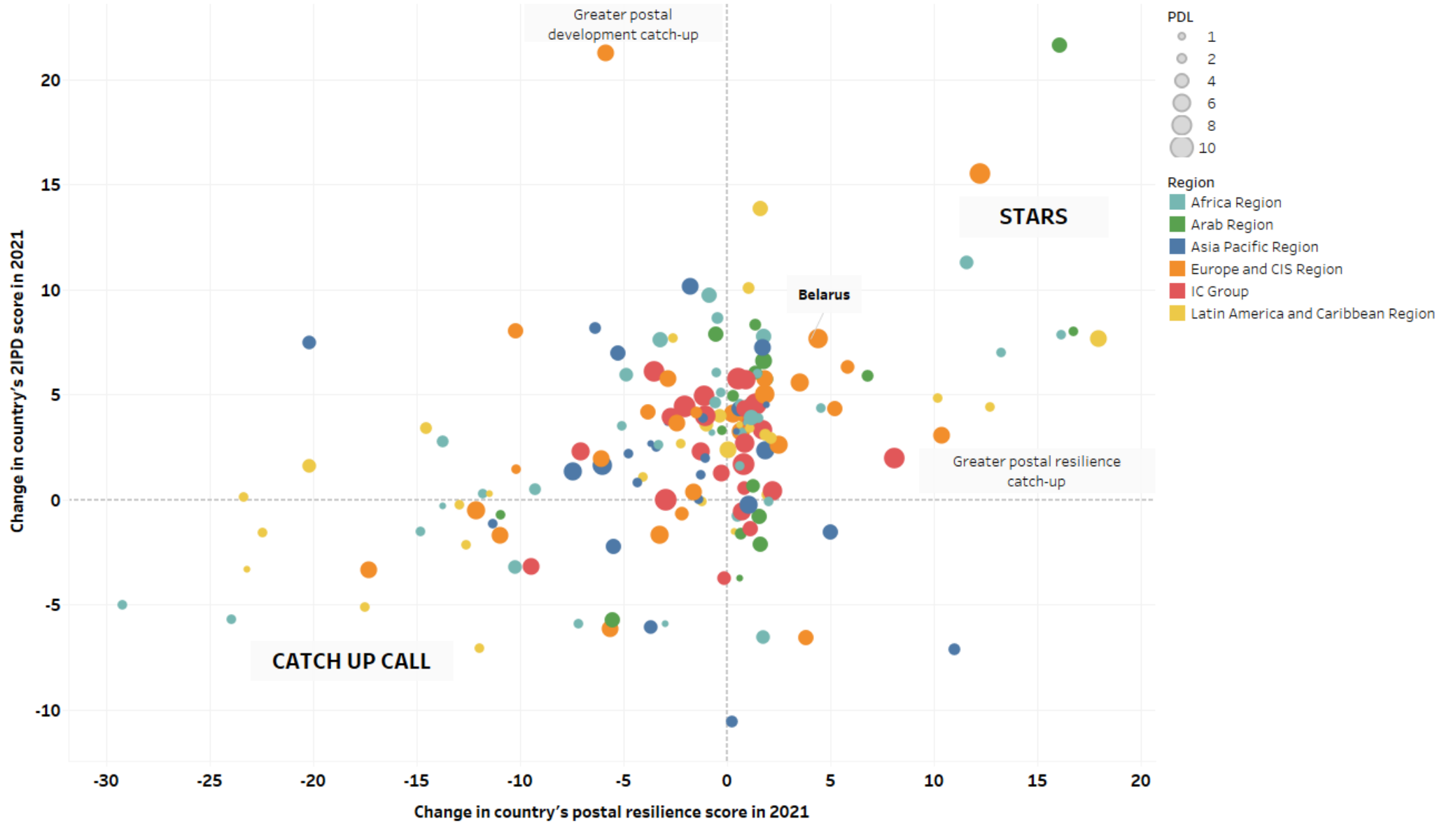
# 2021 Postal Development And Relevance Catch Up Promises And Stars



- Region**
- Africa Region
  - Arab Region
  - Asia Pacific Region
  - Europe and CIS Region
  - IC Group

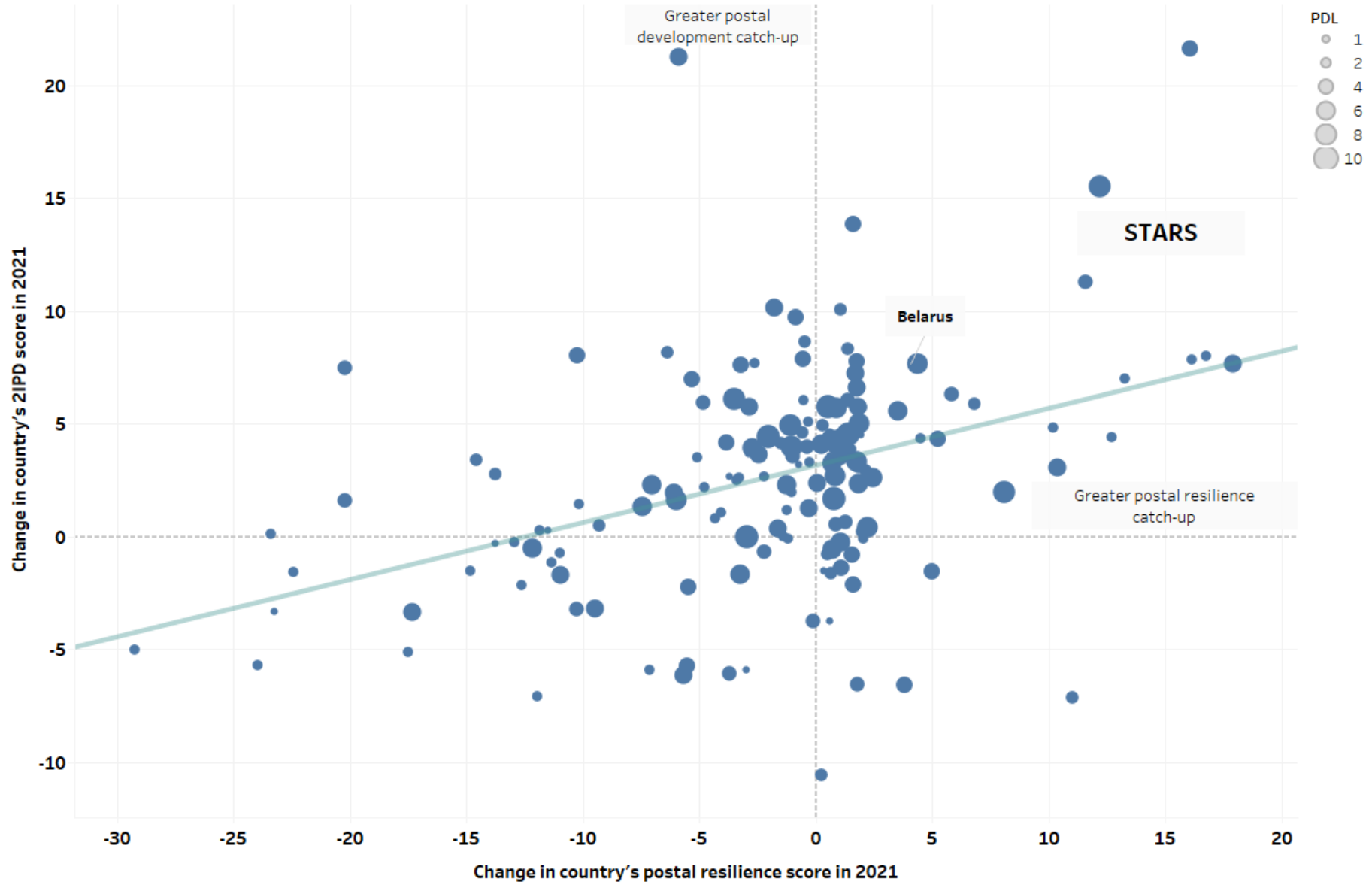


## 2021 Postal Development And Resilience Catch Up: Year-On-Year Progress






# 2021 Postal Development And Resilience Catch Up: Year-On-Year Progress



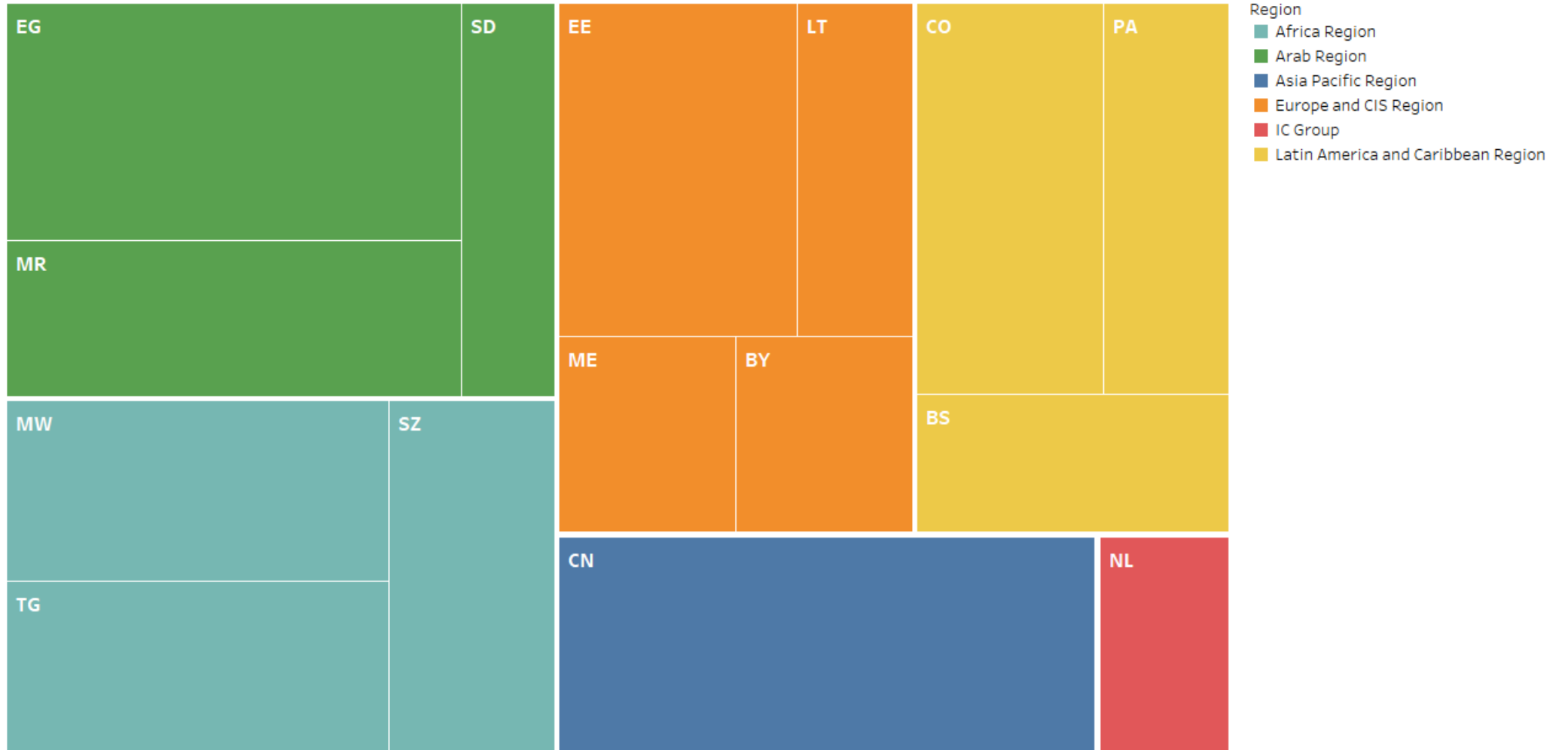


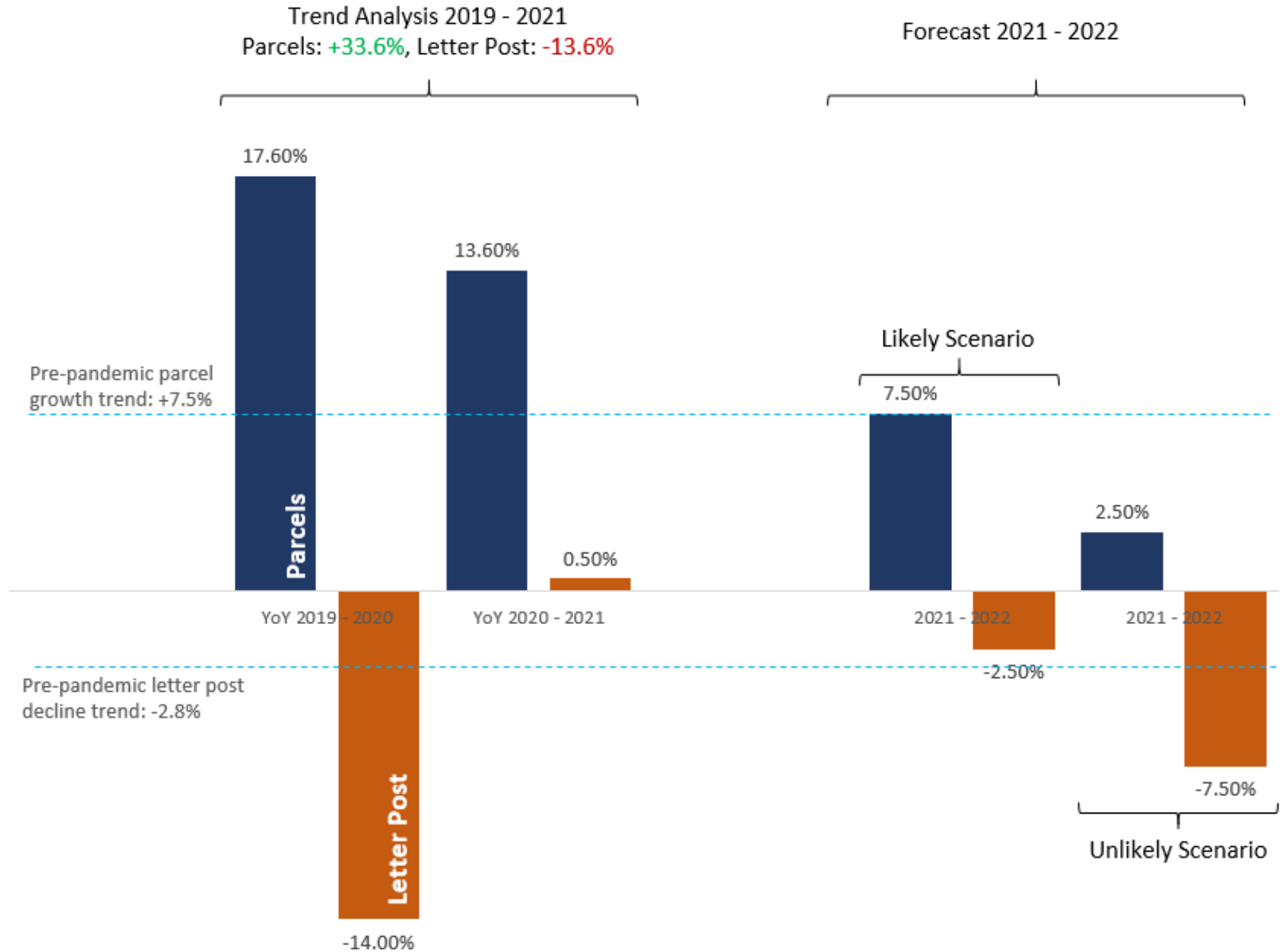
## 2021 Postal Development And Resilience Catch Up Stars

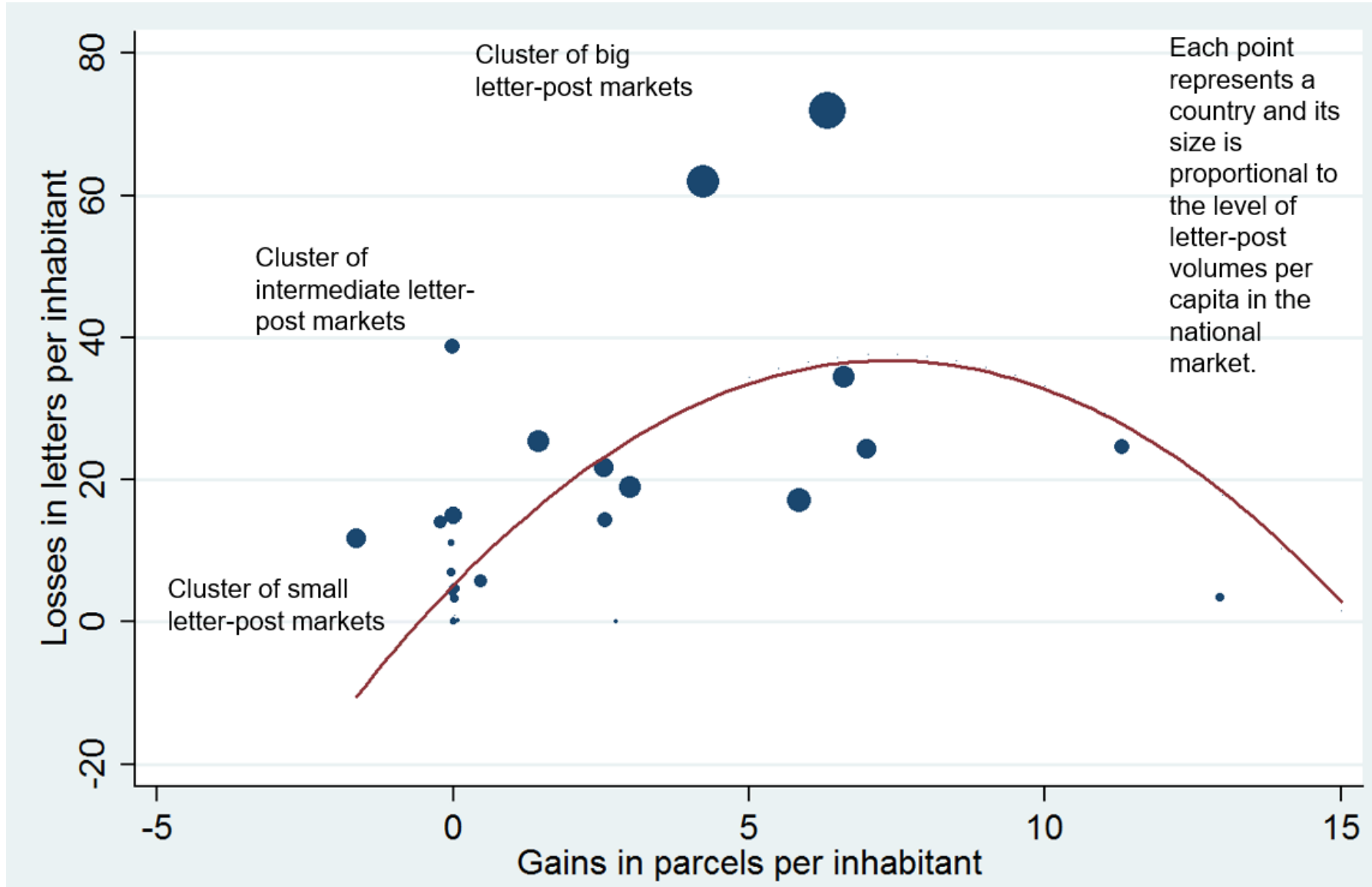
Region	Country	ZIPD + Resilience Scores Changes 	PDL
<b>Africa Region</b>	<b>Malawi</b>	23.97	2
	<b>Togo</b>	22.89	4
	<b>Eswatini</b>	20.28	2
<b>Arab Region</b>	<b>Egypt</b>	37.65	5
	<b>Mauritania</b>	24.77	2
	<b>Sudan</b>	12.67	3
<b>Asia Pacific Region</b>	<b>China</b>	40.60	10
<b>Europe and CIS Region</b>	<b>Estonia</b>	27.72	9
	<b>Lithuania</b>	13.42	6
	<b>Montenegro</b>	12.12	4
	<b>Belarus</b>	12.06	8
<b>IC Group</b>	<b>Netherlands</b>	10.08	9
<b>Latin America and Caribbean Region</b>	<b>Colombia</b>	25.57	6
	<b>Panama (Rep.)</b>	17.12	2
	<b>Bahamas</b>	15.02	2



## 2021 Postal Development And Resilience Catch Up Stars



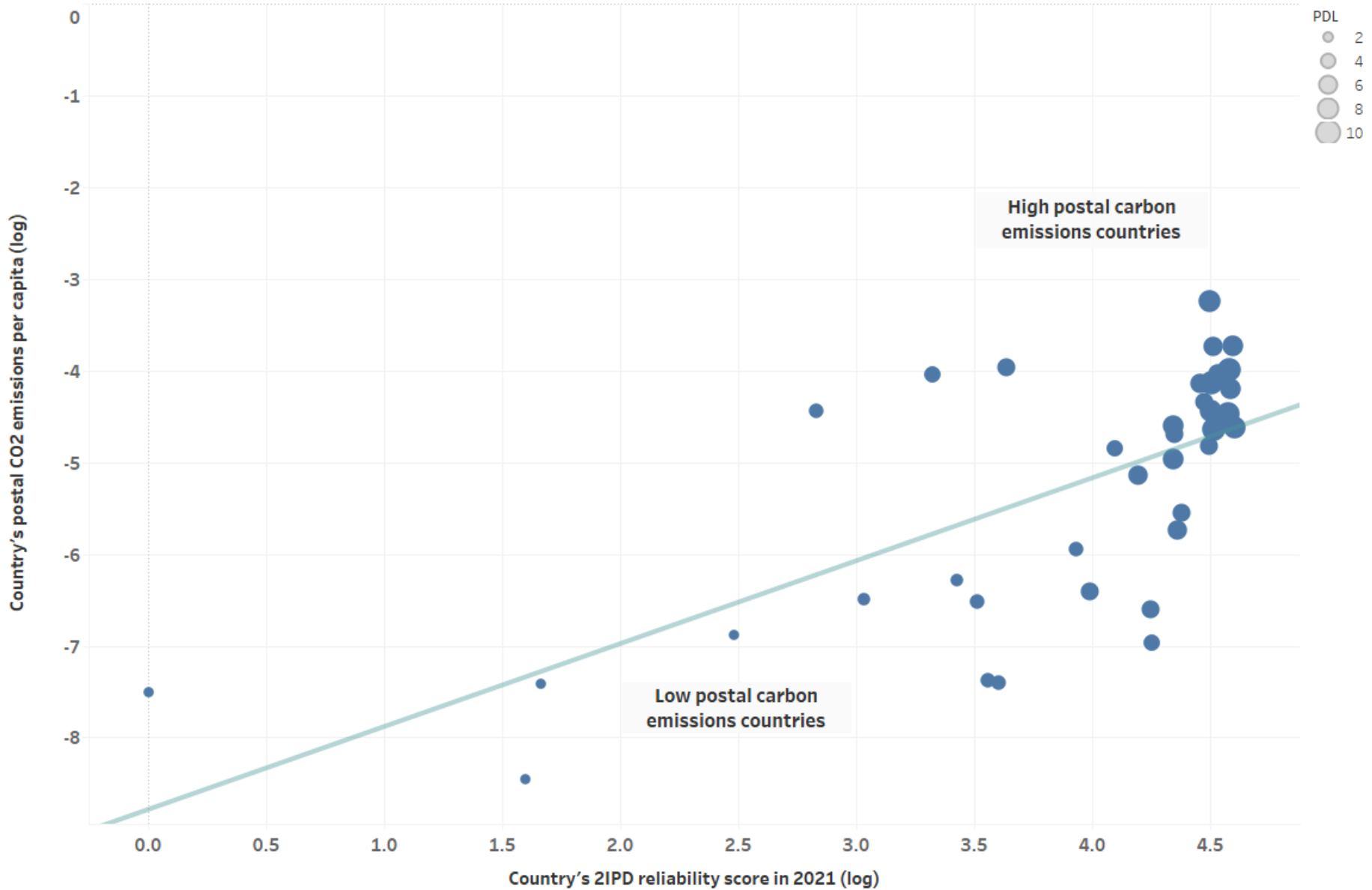






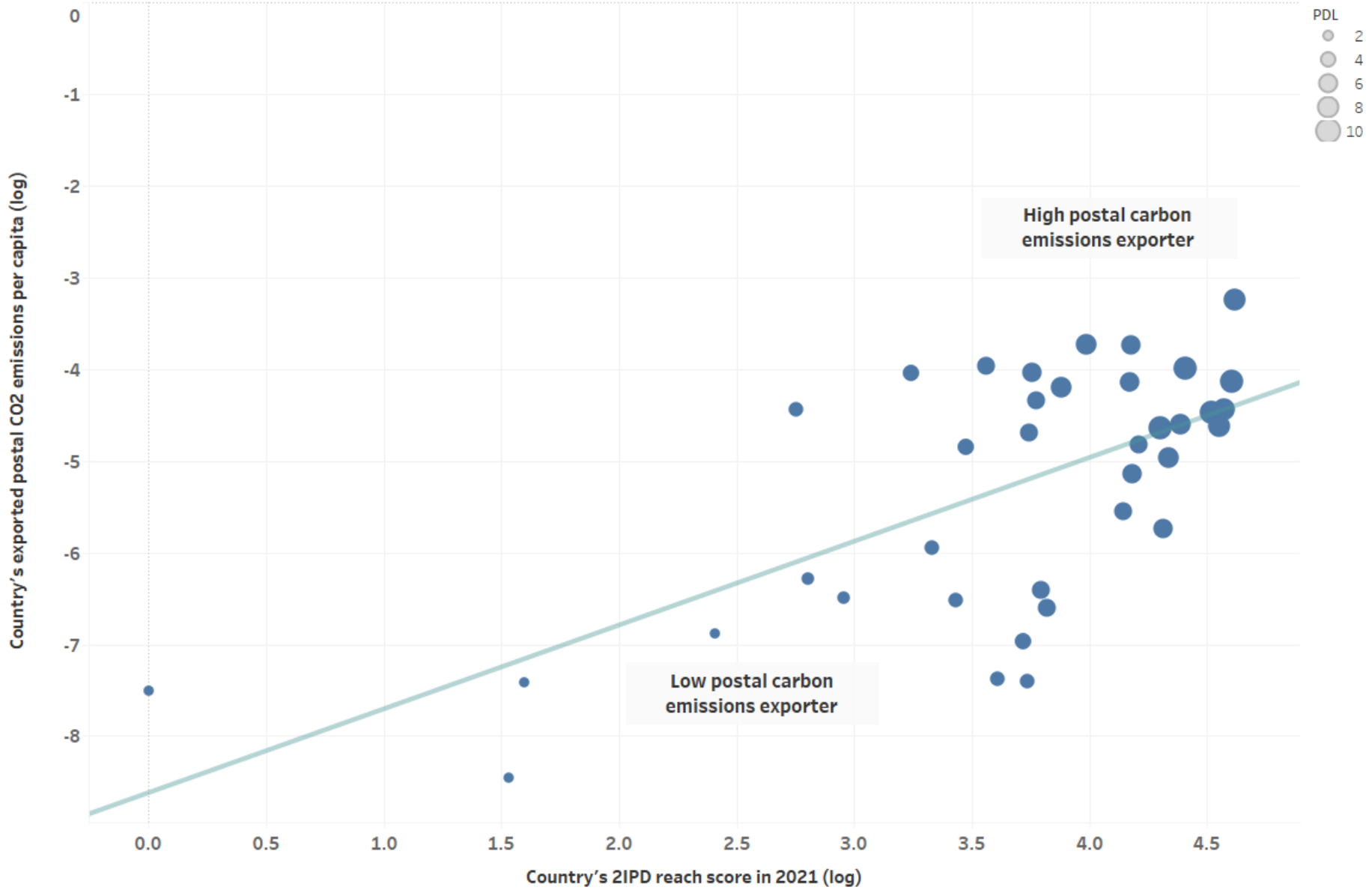


### Postal carbon footprint and reliability score in 2021



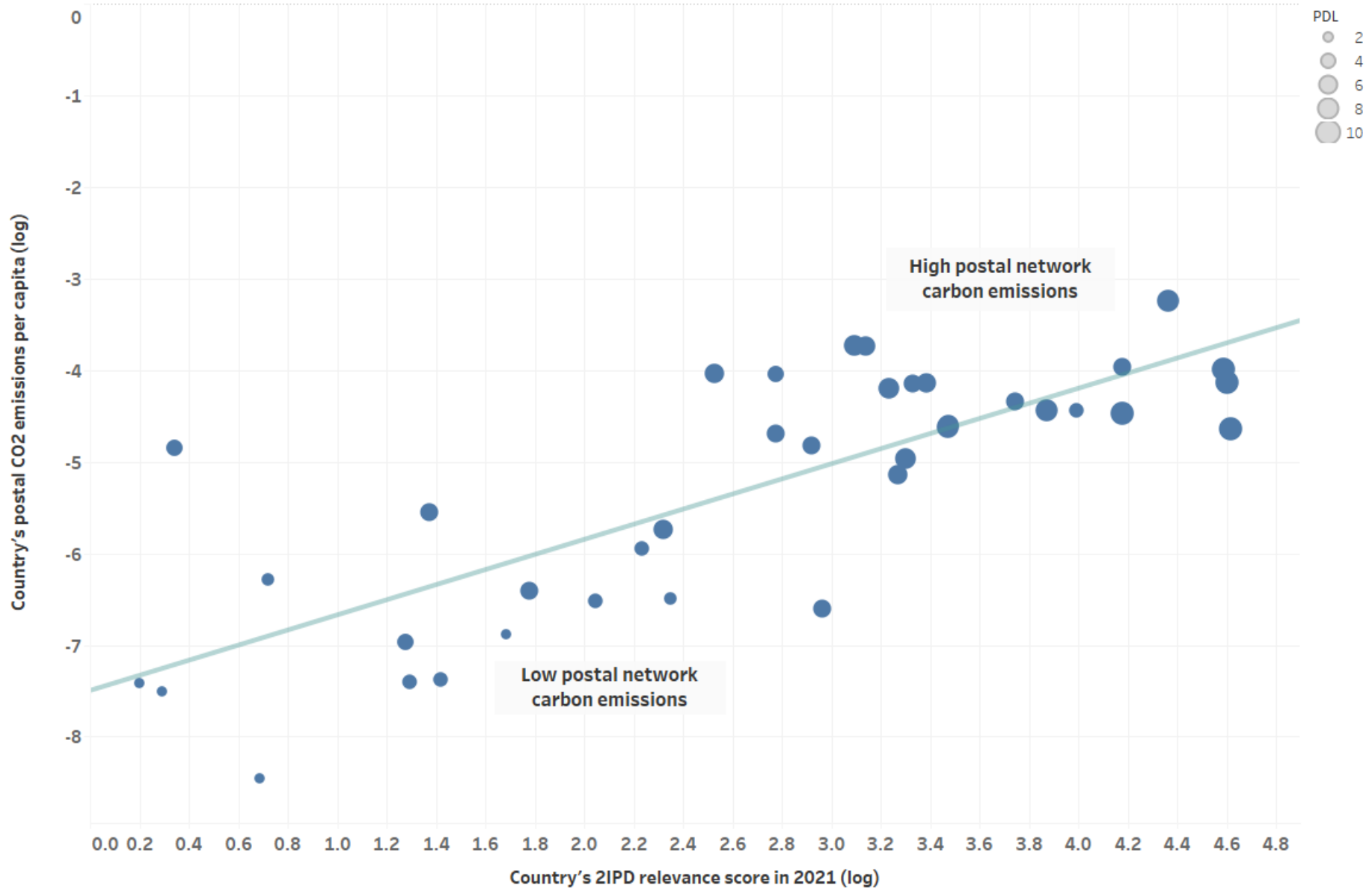


## Exported postal carbon footprint and reach score in 2021



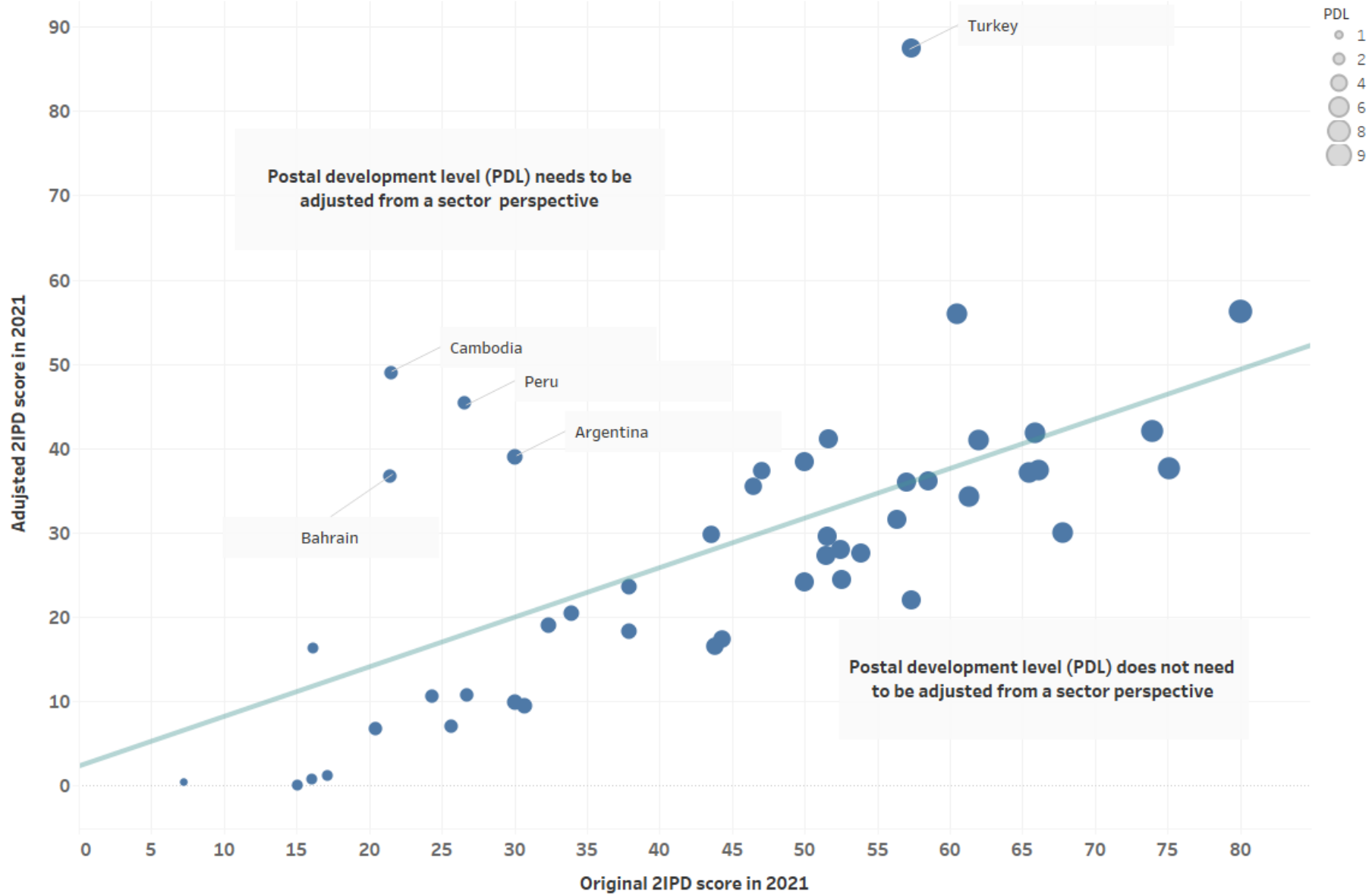


## Postal carbon footprint and relevance score in 2021





## Postal development level (PDL) adjustment from a sector perspective





# Contact

For any questions or queries please reach out to any of the following UPU staff:

- *Communications, press liaison*: Ms. Kayla Redstone, T +41 31 350 34 92, [kayla.redstone@upu.int](mailto:kayla.redstone@upu.int)
- *2IPD technical team*: Mr. Saleh Khan ([saleh.khan@upu.int](mailto:saleh.khan@upu.int)), Mr. José Anson ([jose.anson@upu.int](mailto:jose.anson@upu.int))