MONGOL POST

APPU Executive Council Meeting 2025

Postal Regulations and Universal Service Obligations

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Ulaanbaatar, Mongolia
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1. WHAT IS MONGOL POST DOING NOW?

Driving postal reform to meet evolving citizen needs

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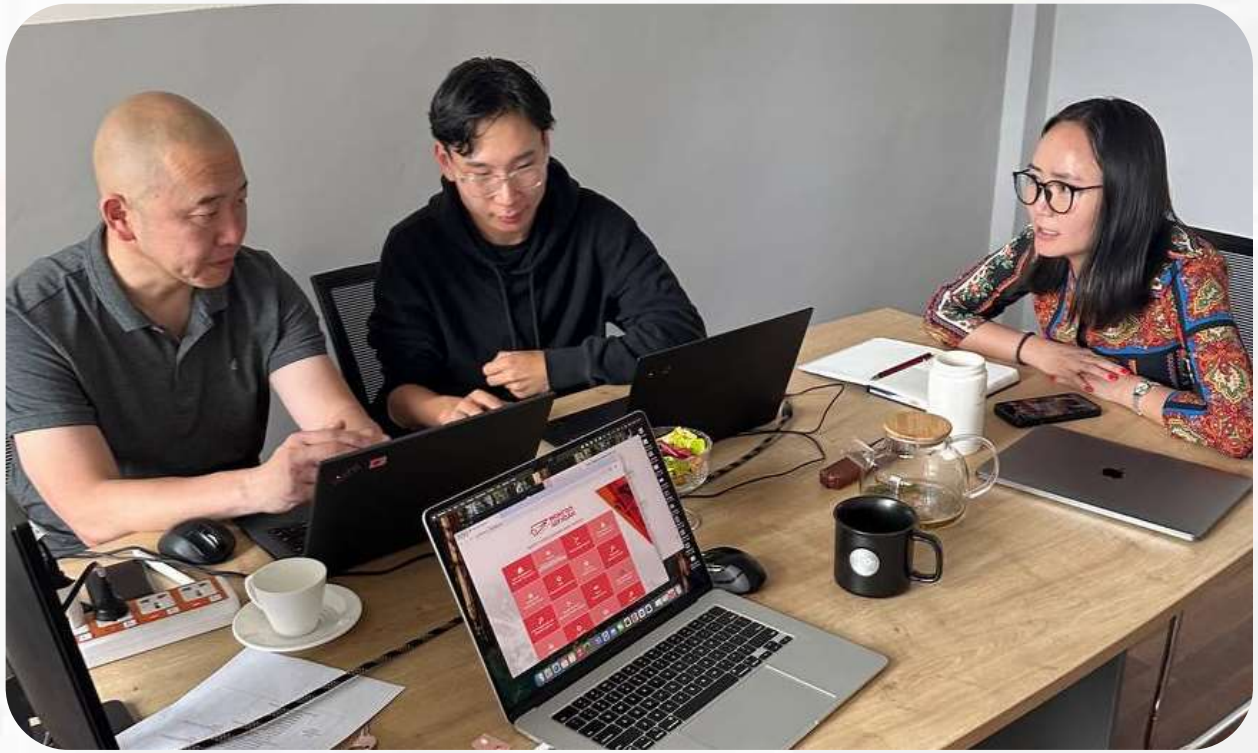
- **Upgrading rural post offices with digital infrastructure**
- **Introducing POS devices to promote financial inclusion and make essential services more accessible**
- **Digitizing workflows to improve efficiency and responsiveness, even in the most remote areas**



2. TECHNOLOGY, COLLABORATION & OUR VISION FOR THE POST

Transforming to stay relevant in disrupted markets

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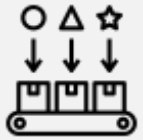
OUR VISION

TO BECOME A MODERN, DIGITAL-FIRST POSTAL OPERATOR THAT ADDRESSES BOTH TRADITIONAL DEMANDS AND EMERGING NEEDS



Automated sorting systems to enhance mail and parcel processing

Delivery optimization tools, including PUDO (Pick-Up, Drop-Off) networks

Drone delivery pilots to improve middle-mile logistics

Customer-facing digital platforms to enhance convenience and accessibility

COLLABORATION

UPU

Asian-Pacific Postal Union

3. HOW ARE WE BECOMING MORE IMPORTANT TO CITIZENS?

Postal services as a delivery arm for government and digital inclusion

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Postal services as a delivery arm for government and digital inclusion

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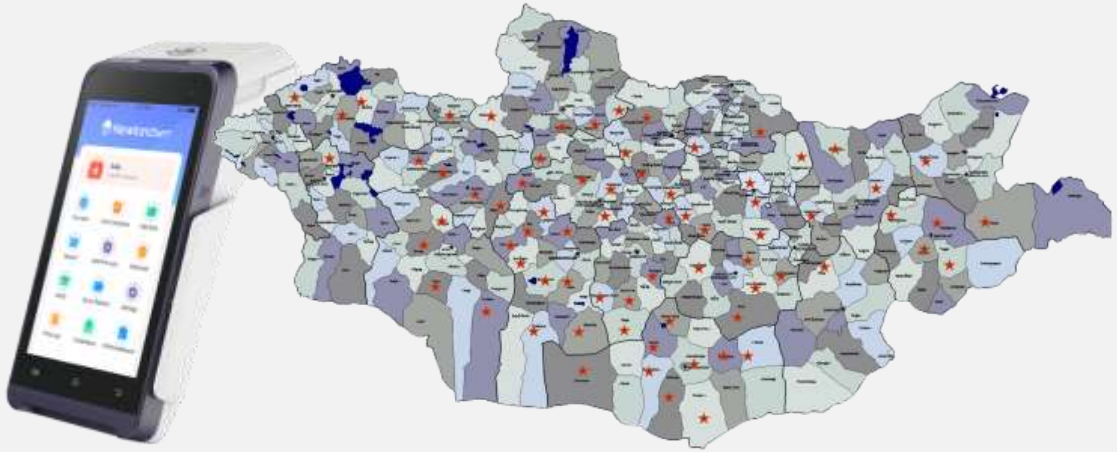
- Promote financial inclusion by offering accessible services nationwide
- Support national e-commerce platforms with integrated logistics
- Use digital tools and regional hubs to improve delivery and bridge the urban–rural divide



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POS device

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4. HOW ARE WE DIVERSIFYING OUR SERVICES?

Balancing government mandates with commercial sustainability

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Balancing government mandates with commercial sustainability

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Transit transport services between China and Russia

中国邮政 CHINA POST

ПОЧТА РОССИИ

E-commerce logistics, including warehousing and fulfillment

Financial services, such as money remittances and digital payments

Business solutions through partnerships with domestic and global logistics providers

5. BALANCING VISION AND RESPONSIBILITY AS A USO PROVIDER

Revisiting Universal Service in the context of modernization

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Revisiting Universal Service in the context of modernization

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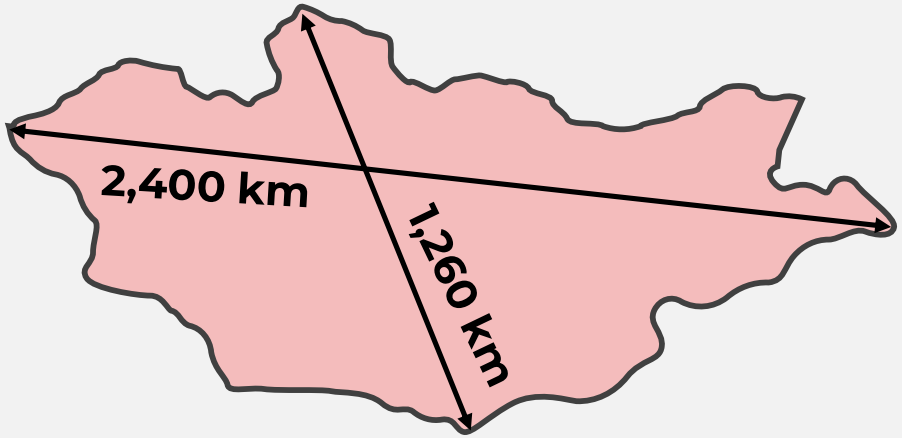
Geography and population density pose unique challenges



- **Population 3.5 millions**
- **50% of population in Ulaanbaatar**
- **Loss in network maintenance and delivering to rural areas**

REGULATORY FRAMEWORKS MUST EVOLVE

It is time to broaden the definition of USO to include digital access and essential services that reflect today's realities

New pathways to deliver USO more sustainably

Reduce operational costs via optimized routes and workflows

Expand service reach with drone delivery pilots and regional logistics hubs

Offer additional services, including e-commerce, digital access, and financial inclusion, through post offices transformed into multi-service community centers

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THANK YOU FOR YOUR ATTENTION