

## Pakistan

### Current postal regulatory landscape

#### *National legislation*

- Name of the act/law/rule: Post Office Act 1898, Pakistan Postal Services Management Board (PPSMB) Ordinance 2002
- Year of enactment: 1898, 2002
- Year of last amendment: 2017 and 2024, respectively
- Website link to the text of the act/law/rule: [www.pakpost.gov.pk/office\\_manuals.php](http://www.pakpost.gov.pk/office_manuals.php)
- All the postal legislation in place (Conventions/Rules/Regulations, etc.):
  - Post Office Act 1898
  - Post Office Rules 1961
  - Pakistan Postal Services Management Board (PPSMB) Ordinance 2002
  - Post Office Manuals (Volume I – IX), website link: [www.pakpost.gov.pk/office\\_manuals.php](http://www.pakpost.gov.pk/office_manuals.php)

#### *Coordinating body for postal policies*

- Name of the coordinating body/ministry/committee/agency: Ministry of Communications
- Level (Ministry or other): ministry
- Website: [communication.gov.pk/](http://communication.gov.pk/)
- Pakistan Postal Services Management Board 2002, which is mandated to:
  - Manage, maintain and operate Pakistan Post Office Department;
  - Frame overall market-oriented postal policies and introduce a flexible tariff regime;
  - Manage postage rates for ordinary postal articles;
  - Make such provisions appropriate for advancing the skills of its human resources;
  - Conduct research and experiments for improved postal services; and
  - Advise Federal Government on matters related to postal and other services.

#### *Regulatory authority*

Is there an agency/authority that regulates the postal operations: No

Pakistan Courier and Logistic Regulatory authority Bill is under consideration in Parliament.

#### *Licensing body*

Is there an agency/authority that issues licences/registration to postal service operators: No

#### *Universal service obligations*

- Name of the universal service provider providing USO: Pakistan Post
- Status of the universal service provider providing USO: SOE

#### *Financing of universal service obligations*

Is there a well-defined procedure for financing the universal service provider: No

*Quality requirements*

No mandate to maintain a minimum quality of service as per the national legislation.

*Grievance redressal**Name of the body/organization designated for grievance redressal*

No. No separate body has been assigned/designated for grievance redressal. Every unit officer has separate staff to deal with complaints. At Circle and Directorate-General level, dedicated branches deal with complaint handling.

*Reserved areas/Exclusive privilege*

Letter post and the issuance of postage stamps are the exclusive privilege of Pakistan Post.

*Price regulations*

- Is there a body that regulates the price of postal products and services in the country: Yes
- Name of the body: Pakistan Postal Services Management Board (PPSMB)
- Scope of such price regulations
- Determination of prices of all postal products

*Taxation*

- Are postal products and services liable for taxation: Yes
- Type of tax applicable over postal products and services: GST is levied on the booking of Express Post articles.
- Exceptions to this tax structure: As a government organization, Pakistan Post is exempted from income tax.

*Cross-border regulations*

- Are there clear regulations regarding the import and export of items through the postal channel: Yes
- List the authorities that are stakeholders in cross-border postal exchanges:
  - Pakistan Customs
  - Ministry of Commerce
  - Anti-Narcotics Force
- Threshold value regarding import duties: 5,000 Pakistani rupees (PKR) (17.9 USD)
- Is there any national legislation mandating Electronic Advance Data for cross-border transfer of items: No