

Postal Regulatory Reforms Project

APPU PROJECT ON POSTAL REGULATORY REFORMS

Survey on exploring key aspects of postal regulations in Asia-Pacific

Background

The Asian-Pacific Postal Union (APPU) is undertaking a project on Postal Regulatory Reforms of the postal sector in the Asia-Pacific region. The objective of the project is to understand the current regulatory landscape of the postal sector in the region and to assist the postal sector in the region in bringing reforms to their postal legislation. This project is conducted with the support of the Universal Postal Union (UPU) and adhering to the principles and goals of the UPU Regional Development Plan (RDP) under the framework of the South-South Cooperation. The RDP aims to modernize and strengthen the postal sector worldwide, and this survey questionnaire seeks to contribute region-specific insights to support the broader objectives of the RDP in the new Congress cycle.

APPU member countries are requested to nominate a national focal point for this project. The questionnaire should be completed by APPU members through their national focal points. It is structured according to the RDP priority directions, issues, and objectives. Key findings will be merged to compose the regional report. As it is a multi-dimensional framework, it is recommended that the national focal points complete the survey in consultation with ministries and designated operators involved. Information collected through this survey will be vital to the Asia-Pacific Postal Regulatory Reform Workshop scheduled to be held in October 2024, for which limited fellowships are being arranged for the national focal points with the help of the UPU special fund. Further, a comprehensive report will be published upon the completion of the project.

Only the APPU member countries that complete the survey will be considered a part of the project.

The questionnaire has 4 parts:

Part A: General information about the national focal point/ person filling out the questionnaire.

Part B: Details about the current postal legislation and regulatory landscape in the country.

Part C: Information regarding postal reforms in the country.

Part D: Lessons learned and best practices.

The survey should be completed by 5 August 2024 and sent by email to yuyan@appu-bureau.org

Please do not hesitate to contact the project team members at yuyan@appu-bureau.org or sandeep@appu-bureau.org should you have any questions. The team will be ready to assist you over the call if any assistance is needed.

Part A: Contact Information of the National Focal Point

APPU Member Country:
Organization sending response: (Government/ Regulator/ Postal Operator)
Full name <input checked="" type="checkbox"/> Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Others
Position/ title
E-mail

Part B: Current Postal Regulatory Landscape

1. National Legislation

1	Does your country have a Postal Act/ Law/ Rule concerning the Postal Sector?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
1.1	If yes, name of the Act/ Law/ Rule:		
1.1.1	Year of enactment:		
1.1.2	Year of last amendment:		
1.1.3	Website link to the text of the Act/ Law/ Rule <i>(if available/ please attach a copy)</i>		
1.1.4	Please list all the postal legislations in place (Conventions/ Rules/ Regulations etc):		
1.1.5	Is there any proposal to amend the present postal law?		
1.2	If no, is there a plan to form a new Postal Act/ Law? Please give details thereof.		
1.3	Any other relevant information:		

2. Coordinating Body for Postal Policies

2	Does your country have a national coordinating body/ministry/committee/agency on the policy of the postal sector?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2.1	Name of the coordinating Body/Ministry/Committee/Agency: <i>Please elaborate</i>		
2.2	Year of establishment:		
2.3	Level (Ministry or other):		
2.4	Functions:		
2.5	Please define "postal sector" as used in official Government documents (e.g. Act, Regulations, etc.), if defined		
2.6	Website:		
2.7	Any other relevant information:		

3. Regulatory Authority

3	Does your country have an agency/ authority that regulates the postal operations in the country?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3.1	Name of the coordinating regulator:		
3.2	What are the areas covered under the ambit of the regulator? Please elaborate:		
3.3	Any other relevant information:		

4. Licensing Body

4	Does your country have an agency/ authority that issues licenses/ registration to postal service operators?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4.1	Name of the coordinating Body/Ministry/Committee/Agency:		
4.2	Is licensing/ registration mandatory only for a particular class of service provider? Please elaborate:		
4.3	Please elaborate on the process of applying for licenses/ registration:		
4.4	Any other relevant information:		

5. Universal Service Obligations

5	Does your country have a well-defined Universal Service Obligation (USO) in the postal sector?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5.1	If yes, what are the products/ services covered under the Universal Service Obligation?		
5.2	If not, is there a plan to define the Universal Service Obligation?		
5.3	Is there a prescribed number of post offices required in the country?		
5.4	Is there a prescribed number of letter boxes required in the country?		
5.5	Are there any exceptions to the Universal Service Obligations?		
5.6	Name of the Universal Service Provider:		
5.7	Status of the Universal Service Provider providing USO (Government/ Private/ SOE etc):		
5.8	Any other relevant information:		

6. Financing of Universal Service Obligations

6	Does your country have a well-defined procedure for financing the Universal Service Provider?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6.1	If there is a well-defined procedure, please elaborate:		
6.2	How does the government support the Universal Service Provider in your country? Please elaborate:		
6.3	Any other relevant information:		

7. Quality Requirements

7	Is there a mandate to maintain a minimum quality of service as per the national legislation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7.1	Please elaborate on the quality requirement of postal service providers in your country:		
7.2	Is there a frequency of collection of postal services (in terms of number of days per week etc.) prescribed as part of the national postal act/ rules/laws? Please elaborate:		
7.3	Is there a frequency of delivery of postal services (in terms of number of days per week etc.) prescribed as part of the national postal act/ rules/laws? Please elaborate:		
7.4	Any other relevant information:		

8. Grievance Redressal

8	Is handling grievances/ complaints regarding postal service providers separately mentioned as part of national policy/ regulations?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8.1	Name of the Body/ Organization designated for grievance redressal: <i>Please elaborate</i>		
8.2	How are the grievances/ complaints addressed? Please elaborate:		
8.3	Any other relevant information:		

9. Reserved Areas/ Exclusive Privilege

9	Is the Universal Service Provider of the country having an exclusive privilege over any area of postal operations/ is any product or service (eg: letter post, stamp) reserved to the USP?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9.1	If yes, please elaborate:		
9.2	Are there any exceptions to the above?		
9.3	Any other relevant information:		

10. Price Regulations

10	Is there a body that regulates the price of postal products and services in the country?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10.1	If yes, name of the body that regulates the price of postal products and services:		
10.2	Scope of such price regulations:		
10.3	Please elaborate on the process of price approval:		
10.4	Are there any products or services outside the scope of such price regulations? Please elaborate:		
10.5	Any other relevant information:		

11. Taxation

11	Are postal products and services liable for taxation in your country?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11.1	If yes, please elaborate on the type of tax (eg: VAT) applicable over postal products and services:		
11.2	Please provide information regarding the rate of tax applicable to postal operators		
11.3	Are there any exceptions to this taxation structure? Please elaborate:		
11.4	Any other relevant information:		

12. Cross-border Regulations

12	Are there clear regulations regarding the import and export of items through the postal channel?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12.1	List the authorities that are stakeholders in the cross-border postal exchanges:		
12.2	Threshold value regarding import duties:		
12.3	Threshold value regarding VAT:		
12.4	Exception to the above:		
12.5	Is there any national legislation mandating Electronic Advance Data for cross border transfer of items?		
12.6	Any other relevant information:		

Part C: Postal Regulatory Reforms

13. Current Status of Postal Regulations

13	Please indicate which one of the following best describes the current situation concerning the postal regulatory framework in your country:	
13.1	Comprehensive Regulatory Framework: Well-defined and extensive regulations covering all aspects	<input type="checkbox"/>
13.2	Emerging Regulatory Framework: Developing regulations that are still being established	<input type="checkbox"/>
13.3	Minimal Regulatory Framework: Basic regulations with limited scope and enforcement	<input type="checkbox"/>
13.4	Regulatory Void: Complete absence of specific regulations	<input type="checkbox"/>
13.5	Self-Regulatory Framework: Industry or professional groups establish and enforce their own rules	<input type="checkbox"/>
13.6	Others	<input type="checkbox"/>

14. Action Plan on Postal Reforms

14	Does your country have a dedicated policy, strategy, and /or action plan to promote and improve the postal sector?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.1	Has the need for postal reform been explicitly included/ covered in the legislation, policy, and/or action plan?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.2	Is there a monitoring framework for the implementation of policy, strategy, and /or action plans?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.3	Is corporatization/privatization a part of such policy, strategy, and /or action plan?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
14.4	Does the Government consult/ engage with the representatives at the national, regional, and local levels in designing postal policies?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

15. Benefits anticipated through postal regulatory reforms

15	In the development of legislation/ postal regulation, what are the benefits anticipated by the government? (select all that apply)	
15.1	Enhancing digital infrastructure and supporting the growth of e-commerce through more efficient and reliable postal services	<input type="checkbox"/>
15.2	Implementing environmentally friendly practices within the postal sector to reduce carbon footprint and promote sustainability	<input type="checkbox"/>
15.3	Adjusting regulations to keep pace with evolving market dynamics and consumer behaviors in the postal industry	<input type="checkbox"/>
15.4	Encouraging a competitive environment to improve service quality, reduce prices, and foster innovation in postal services	<input type="checkbox"/>
15.5	Broadening the postal and logistics network to ensure comprehensive coverage, including remote and underserved areas	<input type="checkbox"/>
15.6	Supporting national economic development by facilitating trade, commerce, and the overall flow of goods and services	<input type="checkbox"/>
15.7	Ensuring robust measures for data privacy and security in postal services to protect consumer information	<input type="checkbox"/>
15.8	Enhancing the efficiency and effectiveness of cross-border postal operations to support international trade	<input type="checkbox"/>
15.9	Promoting the adoption of advanced technologies such as AI, IoT, and blockchain within the postal sector	<input type="checkbox"/>
15.10	Creating a regulatory environment that helps SMEs/ local businesses leverage postal services for business growth	<input type="checkbox"/>
15.11	Enhancing the role of postal services in providing essential public services, including government services and community outreach	<input type="checkbox"/>
15.12	Focusing on improving customer satisfaction through better service quality, faster delivery, and increased reliability	<input type="checkbox"/>
15.13	Any other benefits (please elaborate)	

16. Challenges to the Postal Regulatory Landscape

16	What are the major challenges in addressing changes in the postal regulatory landscape? (select all that apply)	
16.1	Lack of clear understanding and definition of new business models in the postal market	<input type="checkbox"/>
16.2	The complexity of new entrants including integrators, transport, and delivery service providers, logistics companies, smart service facilities, etc.	<input type="checkbox"/>
16.3	Rapid technological advancements outpacing regulatory updates	<input type="checkbox"/>
16.4	The increasing volume of cross-border e-commerce posing challenges to traditional postal regulations and procedures.	<input type="checkbox"/>
16.5	Ensuring data privacy and security in a digitalized postal environment.	<input type="checkbox"/>
16.6	Addressing the environmental impact and promoting sustainability within the postal industry.	<input type="checkbox"/>
16.7	Rising consumer expectations for faster and more flexible delivery options challenge existing regulatory frameworks.	<input type="checkbox"/>

16.8	The integration of postal services with other sectors, such as retail and finance, creates regulatory complexities.	<input type="checkbox"/>
16.9	Insufficient business and financial resources dedicated to the development of the postal sector, limiting growth and innovation.	<input type="checkbox"/>
16.10	The public's lack of awareness and understanding of the importance of the postal network as a key infrastructure.	<input type="checkbox"/>
16.11	The challenges in coordination and collaboration between different government ministries and agencies, lead to fragmented regulatory approaches.	<input type="checkbox"/>
16.12	The absence of alignment with international best practices and standards, hinders the modernization and global integration of postal services	<input type="checkbox"/>
16.13	Any other challenges (please elaborate)	

17. Challenges faced by the Universal Service Provider

17	What are the primary challenges currently faced by the Universal Service Provider? (Please select all that apply)	
17.1	Challenges in ensuring services to all citizens	<input type="checkbox"/>
17.2	Bridging the digital divide in different parts of the country	<input type="checkbox"/>
17.3	Service Quality and Reliability	<input type="checkbox"/>
17.4	Cost-effectiveness	<input type="checkbox"/>
17.5	Adapting to Changing Customer Needs	<input type="checkbox"/>
17.6	Regulatory Compliance	<input type="checkbox"/>
17.7	Other (Please specify)	

18. Innovative approaches

18	What innovative approaches or modifications would you consider for improving the Universal Service Obligation?(Please select all that apply)	
18.1	Incorporation of digital services (e.g. digital letter delivery)	<input type="checkbox"/>
18.2	Enhanced flexibility in service access	<input type="checkbox"/>
18.3	Improved cost management strategies	<input type="checkbox"/>
18.4	Strengthening physical and digital service integration	<input type="checkbox"/>
18.5	Collaboration with other sectors for regulatory reforms	<input type="checkbox"/>
18.6	Other (Please specify)	

19. USO and e-commerce opportunities

19	How should regulatory reforms address the integration of e-commerce opportunities with the Universal Service Obligation to enhance service efficiency and economic growth? Please select all that apply:	
19.1	Update digital service regulations within USO	<input type="checkbox"/>
19.2	Encourage public-private partnerships for logistics	<input type="checkbox"/>
19.3	Implement sustainability-focused delivery solutions	<input type="checkbox"/>
19.4	Support businesses of various sizes in the e-commerce sector	<input type="checkbox"/>
19.5	Enhance last-mile delivery infrastructure	<input type="checkbox"/>
19.6	Provide seamless parcel delivery services (smart lockers etc)	<input type="checkbox"/>
19.7	Offer digital platforms for online transactions	<input type="checkbox"/>
19.8	Develop targeted digital service frameworks within USO	<input type="checkbox"/>
19.9	Foster local partnerships to enhance delivery efficiency	<input type="checkbox"/>
19.10	Encourage community-based sustainability practices	<input type="checkbox"/>
19.11	Support widespread digital access and literacy programs	<input type="checkbox"/>
19.12	Any others (please elaborate)	

20. Priorities for reforms

20	What should be the priorities for postal regulatory reform in your country regarding the new developments in the postal industry? (Please select all that apply)	
20.1	Prioritizing the classification of the postal network as either a logistics network or a service platform. Enhancing network functions to include instant communication, government services, community centers, retail channels, and inclusive financial payment channels to make it a crucial infrastructure.	<input type="checkbox"/>
20.2	Addressing the increasing requirement for postal data sharing by various authorities (transportation, customs, security, inspection, and quarantine) while ensuring the protection of user information.	<input type="checkbox"/>
20.3	Fostering national economic development, supporting small and medium-sized enterprises (SMEs), enhancing government services in remote areas, ensuring the security of delivery channels, and aligning with sustainable development goals.	<input type="checkbox"/>
20.4	Promoting the integration of advanced technologies such as artificial intelligence (AI), blockchain, and the Internet of Things (IoT) into postal services to improve efficiency and innovation.	<input type="checkbox"/>
20.5	Enhancing the regulatory framework to better manage the impact of the growing volume of cross-border e-commerce on traditional postal services and customs procedures.	<input type="checkbox"/>
20.6	Implementing green practices within the postal industry to reduce environmental impact and promote sustainability.	<input type="checkbox"/>
20.7	Adapting regulations to meet rising consumer expectations for faster, more reliable, and flexible delivery options.	<input type="checkbox"/>

20.8	Ensuring sufficient business and financial resources are dedicated to the development and innovation of the postal sector.	<input type="checkbox"/>
20.9	Increasing public awareness and understanding of the importance of the postal network as a key infrastructure.	<input type="checkbox"/>
20.10	Enhancing coordination and collaboration between different government ministries and agencies to develop a cohesive regulatory approach.	<input type="checkbox"/>
20.11	Aligning postal regulations with international best practices and standards to modernize and integrate global postal services.	<input type="checkbox"/>
20.12	Any other (please elaborate)	

21. Priorities of the Government

21	What are the priorities of your government to actively participate in and facilitate regulatory reforms in the postal industry? Please select all that apply:	
21.1	Facilitating the updates of postal legislation and establishing clear guidelines to support new business models and technological advancements.	<input type="checkbox"/>
21.2	Ensuring a level playing field for all participants by promoting market liberalization and fostering competition within the postal sector.	<input type="checkbox"/>
21.3	Developing a clear strategy to transform state-owned postal entities into corporatized/privatized structures.	<input type="checkbox"/>
21.4	Investing in digital infrastructure and services, such as e-commerce platforms and automated sorting systems, to enhance operational efficiency and customer service.	<input type="checkbox"/>
21.5	Encouraging the adoption of advanced technologies, such as artificial intelligence (AI), blockchain, and the Internet of Things (IoT), to improve operational efficiency and customer service.	<input type="checkbox"/>
21.6	Establishing and enforcing high service quality standards and developing services and products that meet the evolving needs of customers.	<input type="checkbox"/>
21.7	Defining and developing mechanisms to balance the cost of USO with the need to maintain financial sustainability.	<input type="checkbox"/>
21.8	Fostering regional cooperation and knowledge sharing through partnerships with other postal administrations and international organizations.	<input type="checkbox"/>
21.9	Promoting and implementing sustainable practices to reduce the environmental impact of postal operations, such as using electric vehicles (EVs), optimizing delivery routes, and utilizing eco-friendly packaging programs.	<input type="checkbox"/>
21.10	Investing in training programs to enhance capacity building and leadership development within the postal sector.	<input type="checkbox"/>
21.11	Developing inclusive policies and conducting public awareness campaigns to promote postal sector.	<input type="checkbox"/>
21.12	Providing financial incentives and support for postal operators to innovate and adopt new technologies.	<input type="checkbox"/>
21.13	Strengthening consumer protection laws and ensuring that customers' rights are safeguarded in the evolving postal market.	<input type="checkbox"/>
21.14	Facilitating the integration of postal services with other sectors, such as retail, finance, and government services, to create synergies and enhance service offerings.	<input type="checkbox"/>
21.15	Any other (please elaborate)	

22. Stakeholders

Please indicate which of the following stakeholders are actively involved in your country's postal sector. Select all that apply

<p>Government and Regulatory Bodies</p> <ul style="list-style-type: none"> <input type="checkbox"/> Government Agencies <input type="checkbox"/> Regulatory Bodies <input type="checkbox"/> National Customs Authorities <input type="checkbox"/> Aviation Authorities <input type="checkbox"/> Security Agencies 	<p>Economic and Social Stakeholders</p> <ul style="list-style-type: none"> <input type="checkbox"/> Labor Unions <input type="checkbox"/> Small and Medium-sized Enterprises (SMEs) <input type="checkbox"/> Financial Institutions <input type="checkbox"/> Non-governmental Organizations (NGOs) <input type="checkbox"/> Local Communities
<p>Industry Participants</p> <ul style="list-style-type: none"> <input type="checkbox"/> Logistics and Transportation Companies <input type="checkbox"/> Technology Providers <input type="checkbox"/> Industry Associations 	<p>Support and Research Entities</p> <ul style="list-style-type: none"> <input type="checkbox"/> Academic and Research Institutions <input type="checkbox"/> Media and Public Relations Firms
<p>Others (please specify):</p>	

Part D: Lessons Learned and Best Practices

Are there any lessons learned or good practices you would like to share? (open-ended question; please limit response to 750 words).