UPU UNIVERSAL POSTAL UNION

# Decisions of the 2012 Doha Congress

Final texts of the Acts signed at Doha
and of the Decisions other than those amending the Acts

Berne 2013
International Bureau of the Universal Postal Union

The present volume should be quoted under the following reference:

Decisions of the 2012 Doha Congress

**Note on the printing of the texts adopted by the 2012 Doha Congress reproduced in this volume.**

Bold type appearing in the texts of the General Regulations, the Rules of Procedure of Congresses, the Convention and the Postal Payment Services Agreement indicates amendments with respect to the Acts adopted by the 2008 Congress.
No changes were made to the Constitution at the Doha Congress. The declarations made on signature of the Acts, and the Constitution of the Universal Postal Union adopted at Vienna in 1964 and amended by the 1969 Tokyo, 1974 Lausanne, 1984 Hamburg, 1989 Washington, 1994 Seoul, 1999 Beijing and 2004 Bucharest Congresses, and the 24th Congress held in Geneva in 2008, are reproduced in this volume for information purposes, but do not form part of the Acts signed at Doha.

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[1] The Constitution of the Universal Postal Union adopted at Vienna in 1964 and amended by the eight Additional Protocols, and the Rules of Procedure of Congresses are reproduced in this volume for information purposes, but do not form part of the Acts signed at Doha.

[2] The General Regulations of the Universal Postal Union adopted at Bucharest in 2004 and amended by the First Additional Protocol at Geneva in 2008 will lapse on the date of entry into force of the General Regulations adopted by the 2012 Doha Congress.

# List of abbreviations and acronyms used in the Decisions of the 2012 Doha Congress

| | |
|---|---|
| Agr. | Postal Payment Services Agreement |
| art. | Article of an Act |
| C number/year | Decision, resolution, recommendation or formal opinion of Congress |
| CA | Council of Administration |
| CA number/year | Decision, resolution, recommendation or formal opinion of the Council of Administration |
| CC | Consultative Committee |
| IBRS | International business reply service |
| POC | Postal Operations Council |
| CEP number/year | Decision, resolution, recommendation or formal opinion of the Postal Operations Council |
| CN | Form for letter-post items |
| CONGRÈS–Doc | Congress document |
| Const. or Constitution | Constitution of the Universal Postal Union |
| Conv. or Convention | Universal Postal Convention |
| CP | Form for postal parcels |
| DER.POT | Economic and Regulatory Affairs Directorate. Treaty Obligations Programme of the International Bureau |
| Doc | Document (of CA, POC, CC, Committees, etc.) |
| SDR | Special drawing right |
| EDI | Electronic data interchange |
| EMS | Express Mail Service |
| QSF | Quality of Service Fund |
| FIP | International Federation of Philately |
| IATA | International Air Transport Association |
| IFS | International Financial System |
| J | Day of posting of items |
| ICAO | International Civil Aviation Organization |
| INCB | International Narcotics Control Board |
| WCO | World Customs Organization |
| UN | United Nations |
| .post | UPU-sponsored Internet top-level domain name |
| PREM | Registered electronic mail |
| POST*CODE® products and services | Products: files containing current world postcodes and addressing systems for address checking and improvement of mail transmission and delivery quality; services: International Bureau activities geared towards the promotion of postcodes and address standardization in member countries |
| PostEurop | Association of European Public Postal Operators |
| POST*Net | World postal telecommunications network offering value-added services, designed in particular to improve communications between administrations and manage and monitor international mail |
| Prot. or Protocol | Final Protocol (of the respective Act) |
| Direct mail | Advertising materials sent by post to specific addresses |

| | |
|---|---|
| R | Registered item |
| RC | Parcel Post Regulations |
| Gen. Reg. or General Regulations | General Regulations of the Universal Postal Union |
| RL | Letter Post Regulations |
| M bag | Bag made up by a sender and containing printed matter addressed to a single addressee and for a single destination. |
| SAFE | World Customs Organization Framework of Standards to Secure and Facilitate Global Trade |
| S.A.L. | Surface airlifted mails, with reduced priority |
| TRAINPOST | Standardized UPU methodology for design and dissemination of training programmes |
| VAT | Value-added tax |
| ITU | International Telecommunication Union |
| UPU or Union | Universal Postal Union |

# Constitution of the Universal Postal Union

# Constitution of the Universal Postal Union

(amended by the 1969 Tokyo, 1974 Lausanne, 1984 Hamburg, 1989 Washington, 1994 Seoul, 1999 Beijing, 2004 Bucharest and 24th Congress – 2008 Additional Protocols[1])

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[1] For the 1969 Tokyo Additional Protocol, see the documents of that Congress, volume III, pages 9 to 12. For the Second Additional Protocol (Lausanne 1974), see the documents of that Congress, volume III, pages 23 to 25. For the Third Additional Protocol (Hamburg 1984), see the documents of that Congress, volume III, pages 25 to 28. For the Fourth Additional Protocol (Washington 1989), see the documents of that Congress, volume III/1, pages 27 to 32. For the Fifth Additional Protocol (Seoul 1994), see the documents of that Congress, volume III, pages 25 to 29. For the Sixth Additional Protocol (Beijing 1999), see pages A 3 to A 6 of the brochure published in Berne in 1999. For the Seventh Additional Protocol (Bucharest 2004), see pages 3 to 7 of the brochure published in Berne in 2004. For the Eighth Additional Protocol (24th Congress – 2008), see pages 3 to 7 of the present brochure, published in Berne in 2008.

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# Constitution of the Universal Postal Union

(amended by the 1969 Tokyo, 1974 Lausanne, 1984 Hamburg, 1989 Washington, 1994 Seoul, 1999 Beijing, 2004 Bucharest and 24th Congress – 2008 Additional Protocols)

## Preamble[1]

With a view to developing communications between peoples by the efficient operation of the postal services, and to contributing to the attainment of the noble aims of international collaboration in the cultural, social and economic fields, the plenipotentiaries of the governments of the contracting countries have, subject to ratification, adopted this Constitution.

The mission of the Union is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world by:

- guaranteeing the free circulation of postal items over a single postal territory composed of interconnected networks;
- encouraging the adoption of fair common standards and the use of technology;
- ensuring cooperation and interaction among stakeholders;
- promoting effective technical cooperation;
- ensuring the satisfaction of customers' changing needs.

[1] Amended by the 2004 Bucharest Congress.

# Section I

# Organic provisions

## Chapter I

## General

### Article 1
### Scope and objectives of the Union

1 The countries adopting this Constitution shall comprise, under the title of the Universal Postal Union, a single postal territory for the reciprocal exchange of letter-post items. Freedom of transit shall be guaranteed throughout the entire territory of the Union.

2 The aim of the Union shall be to secure the organization and improvement of the postal services and to promote in this sphere the development of international collaboration.

3 The Union shall take part, as far as possible, in postal technical assistance sought by its member countries.

### Article 1bis[1]
### Definitions

1 For the purpose of the Acts of the Universal Postal Union, the following terms shall have the meanings defined below:

1.1 Postal service: all postal services, whose scope is determined by the bodies of the Union. The main obligations of postal services are to satisfy certain social and economic objectives of member countries, by ensuring the collection, sorting, transmission and delivery of postal items.

1.2 Member country: a country that fulfils the conditions of article 2 of the Constitution.

1.3 Single postal territory (one and the same postal territory): the obligation upon the contracting parties to the UPU Acts to provide for the reciprocal exchange of letter-post items, including freedom of transit, and to treat postal items in transit from other countries like their own postal items, without discrimination.

1.4 Freedom of transit: obligation for an intermediate member country to ensure the transport of postal items passed on to it in transit for another member country[2], providing similar treatment to that given to domestic items.

1.5 Letter-post item: items described in the Convention.

1.6 International postal service: postal operations or services regulated by the Acts; set of these operations or services.

1.7 Designated operator: any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the Acts of the Union on its territory.[2]

1.8 Reservation: an exemption clause whereby a member country purports to exclude or to modify the legal effect of a clause of an Act, other than the Constitution and the General Regulations, in its application to that member country. Any reservation shall be compatible with the object and

[1] Introduced by the 2004 Bucharest Congress.
[2] Amended by the 24th Congress – 2008.

purpose of Union as defined in the preamble and article 1 of the Constitution. It must be duly justified and approved by the majority required for approval of the Act concerned, and inserted in the Final Protocol thereto.[1]

Article 2
Members of the Union

Member countries of the Union shall be:

a countries which have membership status at the date on which the Constitution comes into force;

b countries admitted to membership in accordance with article 11.

Article 3
Jurisdiction of the Union

The Union shall have within its jurisdiction:

a the territories of member countries;

b post offices set up by member countries in territories not included in the Union;

c territories which, without being members of the Union, are included in it because from the postal point of view they are dependent on member countries.

Article 4
Exceptional relations

Member countries whose designated operators provide a service with territories not included in the Union are bound to act as intermediaries for other member countries.[1] The provisions of the Convention and its Regulations shall be applicable to such exceptional relations.

Article 5
Seat of the Union

The seat of the Union and of its permanent organs shall be at Berne.

Article 6
Official language of the Union

The official language of the Union shall be French.

Article 7[2]
Monetary unit

The monetary unit used in the Acts of the Union shall be the accounting unit of the International Monetary Fund (IMF).

[1] Amended by the 24th Congress – 2008.
[2] Amended by the 1989 Washington Congress.

Article 8
Restricted Unions. Special Agreements

1 Member countries, or their designated operators if the legislation of those member[1] countries so permits, may establish Restricted Unions and make Special Agreements concerning the international postal service, provided always that they do not introduce provisions less favourable to the public than those provided for by the Acts to which the member countries concerned are parties.

2 Restricted Unions may send observers to Congresses, conferences and meetings of the Union, to the Council of Administration and to the Postal Operations Council.[2]

3 The Union may send observers to Congresses, conferences and meetings of Restricted Unions.

Article 9
Relations with the United Nations

The relations between the Union and the United Nations shall be governed by the Agreements whose texts are annexed to this Constitution.

Article 10
Relations with international organizations

In order to secure close cooperation in the international postal sphere, the Union may collaborate with international organizations having related interests and activities.

## Chapter II

## Accession or admission to the Union. Withdrawal from the Union

Article 11[3]
Accession or admission to the Union. Procedure

1 Any member of the United Nations may accede to the Union.

2 Any sovereign country which is not a member of the United Nations may apply for admission as a member country of the Union.

3 Accession or application for admission to the Union must entail a formal declaration of accession to the Constitution and to the obligatory Acts of the Union. It shall be addressed by the government of the country concerned to the Director General of the International Bureau, who shall notify the accession or consult the member countries on the application for admission, as the case may be.

4 A country which is not a member of the United Nations shall be deemed to be admitted as a member country if its application is approved by at least two thirds of the member countries of the Union. Member countries which have not replied within a period of four months counting from the date of the consultation[4] shall be considered as having abstained.

5 Accession or admission to membership shall be notified by the Director General of the International Bureau to the governments of member countries. It shall take effect from the date of such notification.

[1] Amended by the 24th Congress – 2008.
[2] Amended by the 1969 Tokyo and 1994 Seoul Congresses.
[3] Amended by the 1969 Tokyo and 1989 Washington Congresses.
[4] Amended by the 24th Congress – 2008.

Article 12[1]
Withdrawal from the Union. Procedure

1 Each member country may withdraw from the Union by notice of denunciation of the Constitution given by the government of the country concerned to the Director General of the International Bureau and by him to the governments of member countries.

2 Withdrawal from the Union shall become effective one year after the day on which the notice of denunciation provided for in paragraph 1 is received by the Director General of the International Bureau.

## Chapter III

## Organization of the Union

Article 13[2]
Bodies of the Union

1 The Union's bodies shall be Congress, the Council of Administration, the Postal Operations Council and the International Bureau.

2 The Union's permanent bodies shall be the Council of Administration, the Postal Operations Council and the International Bureau.

Article 14
Congress

1 Congress shall be the supreme body of the Union.

2 Congress shall consist of the representatives of member countries.

Article 15
Extraordinary Congresses

An Extraordinary Congress may be convened at the request or with the consent of at least two thirds of the member countries of the Union.

Article 16
Administrative Conferences

(Deleted.)[3]

[1] Amended by the 1989 Washington Congress.
[2] Amended by the 1969 Tokyo, 1984 Hamburg and 1994 Seoul Congresses.
[3] By the 1984 Hamburg Congress.

Article 17[1]
Council of Administration

1 Between Congresses the Council of Administration (CA) shall ensure the continuity of the work of the Union in accordance with the provisions of the Acts of the Union.

2 Members of the Council of Administration shall carry out their functions in the name and in the interests of the Union.

Article 18[2]
Postal Operations Council

The Postal Operations Council (POC) shall be responsible for operational, commercial, technical and economic questions concerning the postal service.

Article 19
Special Committees

(Deleted.)[3]

Article 20[4]
International Bureau

A central office operating at the seat of the Union under the title of the International Bureau of the Universal Postal Union, directed by a Director General and placed under the control of the Council of Administration, shall serve as an organ of execution, support, liaison, information and consultation.

## Chapter IV

## Finances of the Union

Article 21[5]
Expenditure of the Union. Contributions of member countries

1 Each Congress shall fix the maximum amount which:

a the expenditure of the Union may reach annually;

b the expenditure relating to the organization of the next Congress may reach.

2 The maximum amount for expenditure referred to in paragraph 1 may be exceeded if circumstances so require, provided that the relevant provisions of the General Regulations are observed.

3 The expenses of the Union, including where applicable the expenditure envisaged in paragraph 2, shall be jointly borne by the member countries of the Union. For this purpose, each member country shall choose the contribution class in which it intends to be included. The contribution classes shall be laid down in the General Regulations.

[1] Amended by the 1994 Seoul Congress.
[2] Amended by the 1969 Tokyo and 1994 Seoul Congresses.
[3] By the 1984 Hamburg Congress.
[4] Amended by the 1984 Hamburg and 1994 Seoul Congresses.
[5] Amended by the 1969 Tokyo, 1974 Lausanne and 1989 Washington Congresses.

4 In the case of accession or admission to the Union under article 11, the country concerned shall freely choose the contribution class into which it wishes to be placed for the purpose of apportioning the expenses of the Union.

# Section II

# Acts of the Union

## Chapter I

## General

### Article 22
### Acts of the Union

1 The Constitution shall be the basic Act of the Union. It shall contain the organic rules of the Union and shall not be subject to reservations.[1]

2 The General Regulations shall embody those provisions which ensure the application of the Constitution and the working of the Union. They shall be binding on all member countries and shall not be subject to reservations.[1]

3 The Universal Postal Convention, the Letter Post Regulations and the Parcel Post Regulations shall embody the rules applicable throughout the international postal service and the provisions concerning the letter-post and postal parcels services. These Acts shall be binding on all member countries.[2] Member countries shall ensure that their designated operators fulfil the obligations arising from the Convention and its Regulations.[3]

4 The Agreements of the Union, and their Regulations, shall regulate the services other than those of the letter post and postal parcels between those member countries which are parties to them. They shall be binding on those member countries only. Signatory member countries shall ensure that their designated operators fulfil the obligations arising from the Agreements and their Regulations.[3]

5 The Regulations, which shall contain the rules of application necessary for the implementation of the Convention and of the Agreements, shall be drawn up by the Postal Operations Council, bearing in mind the decisions taken by Congress.[4]

6 The Final Protocols annexed to the Acts of the Union referred to in paragraphs 3, 4 and 5 shall contain the reservations to those Acts.

[1] Amended by the 2004 Bucharest Congress.
[2] Amended by the 1999 Beijing Congress.
[3] Amended by the 24th Congress – 2008.
[4] Amended by the 1989 Washington, 1994 Seoul and 1999 Beijing Congresses.

Article 23[1]
Application of the Acts of the Union to territories for whose international relations a member country is responsible

1 Any country may declare at any time that its acceptance of the Acts of the Union includes all the territories for whose international relations it is responsible, or certain of them only.

2 The declaration provided for in paragraph 1 must be addressed to the Director General of the International Bureau.

3 Any member country may at any time address to the Director General of the International Bureau a notification of its intention to denounce the application of those Acts of the Union in respect of which it has made the declaration provided for in paragraph 1. Such notification shall take effect one year after the date of its receipt by the Director General of the International Bureau.

4 The declarations and notifications provided for in paragraphs 1 and 3 shall be communicated to member countries by the Director General of the International Bureau.

5 Paragraphs 1 to 4 shall not apply to territories having the status of a member of the Union and for whose international relations a member country is responsible.

Article 24
National legislation

The provisions of the Acts of the Union shall not derogate from the legislation of any member country in respect of anything which is not expressly provided for by those Acts.

## Chapter II

## Acceptance and denunciation of the Acts of the Union

Article 25[2]
Signature, authentication, ratification and other forms of approval of the Acts of the Union

1 The Acts of the Union arising from the Congress shall be signed by the plenipotentiaries of the member countries.

2 The Regulations shall be authenticated by the Chairman and the Secretary General of the Postal Operations Council.[3]

3 The Constitution shall be ratified as soon as possible by the signatory countries.

4 Approval of the Acts of the Union other than the Constitution shall be governed by the constitutional regulations of each signatory country.

5 When a member country[4] does not ratify the Constitution or does not approve the other Acts which it has signed, the Constitution and other Acts shall be no less valid for the other member[4] countries that have ratified or approved them.

[1] Amended by the 1989 Washington Congress.
[2] Amended by the 1989 Washington and 1994 Seoul Congress.
[3] Amended by the 1999 Beijing Congress.
[4] Amended by the 24th Congress – 2008.

Article 26[1]
Notification of ratifications and other forms of approval of the Acts of the Union

The instruments of ratification of the Constitution and the Additional Protocols thereto and, where appropriate, of approval of the other Acts of the Union shall be deposited as soon as possible with the Director General of the International Bureau who shall notify the governments of the member countries of their deposit.

Article 27
Accession to the Agreements

1 Member countries may, at any time, accede to one or more of the Agreements provided for in article 22.4.

2 Accession of member countries to the Agreements shall be notified in accordance with article 11.3.

Article 28
Denunciation of an Agreement

Each member country may cease being a party to one or more of the Agreements, under the conditions laid down in article 12.

## Chapter III

## Amendment of the Acts of the Union

Article 29
Presentation of proposals

1 A[2] member country shall have the right to present, either to Congress or between Congresses, proposals concerning the Acts of the Union to which it is a party.

2 However, proposals concerning the Constitution and the General Regulations may be submitted only to Congress.

3 Moreover, proposals concerning the Regulations shall be submitted direct to the Postal Operations Council but must first be transmitted by the International Bureau to all member countries and all designated operators.[2, 3]

Article 30
Amendment of the Constitution

1 To be adopted, proposals submitted to Congress and relating to this Constitution must be approved by at least two thirds of the member countries of the Union having the right to vote.[4]

2 Amendments adopted by a Congress shall form the subject of an additional protocol and, unless that Congress decides otherwise, shall enter into force at the same time as the Acts renewed in the course

[1] Amended by the 1969 Tokyo and 1989 Washington Congresses.
[2] Amended by the 24th Congress – 2008.
[3] Amended by the 1999 Beijing Congress and 24th Congress – 2008.
[4] Amended by the 2004 Bucharest Congress.

of the same Congress. They shall be ratified as soon as possible by member countries and the instruments of such ratification shall be dealt with in accordance with the procedure laid down in article 26.

Article 31[1]
Amendment of the General Regulations, the Convention and the Agreements

1 The General Regulations, the Convention and the Agreements shall define the conditions to be fulfilled for the approval of proposals which concern them.

2 The Convention and the Agreements referred to in paragraph 1 shall enter into force simultaneously and shall have the same duration. As from the day fixed by Congress for the entry into force of these Acts, the corresponding Acts of the preceding Congress shall be abrogated.[3]

## Chapter IV

## Settlement of disputes

Article 32
Arbitration

In the event of a dispute between two or more member countries[2] concerning the interpretation of the Acts of the Union or the responsibility imposed on a member country[2] by the application of those Acts, the question at issue shall be settled by arbitration.

## Section III

## Final provisions

Article 33
Coming into operation and duration of the Constitution

This Constitution shall come into operation on 1 January 1966 and shall remain in force for an indefinite period.

In witness whereof, the plenipotentiaries of the Governments of the contracting countries have signed this Constitution in a single original which shall be deposited in the archives of the Government of the country in which the seat of the Union is situated. A copy thereof shall be delivered to each party by the International Bureau of the Universal Postal Union.[3]

Done at Vienna, 10 July 1964

[1] Amended by the 1984 Hamburg Congress.
[2] Amended by the 24th Congress – 2008.
[3] Amended by the 2004 Bucharest Congress.

# General Regulations of the Universal Postal Union

# General Regulations of the Universal Postal Union

(Recast and adopted by the 2012 Doha Congress)

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# General Regulations of the Universal Postal Union

(Recast and adopted by the 2012 Doha Congress)

The undersigned plenipotentiaries of the Governments of member countries of the Union, having regard to article 22.2 of the Constitution of the Universal Postal Union, concluded at Vienna on 10 July 1964, have, by common consent, and subject to article 25.4 of the Constitution, drawn up in these General Regulations the following provisions securing the application of the Constitution and the functioning of the Union.

## Chapter I

## Organization, functions and operation of Congresses, the Council of Administration, the Postal Operations Council and the Consultative Committee

### Section 1

### Congress

Article 101
Organization and convening of Congresses and Extraordinary Congresses (Const. 14, 15)

1 The representatives of member countries shall meet in Congress not later than four years after the end of the year during which the preceding Congress took place.

2 Each member country shall arrange for its representation at Congress by one or more plenipotentiaries furnished by their Government with the necessary powers. It may, if need be, arrange to be represented by the delegation of another member country. Nevertheless it shall be understood that a delegation may represent only one member country other than its own.

3 In principle, each Congress shall designate the country in which the next Congress will be held. If that designation proves inapplicable, the Council of Administration shall be authorized to designate the country where Congress is to meet, after consultation with the latter country.

4 After consultation with the International Bureau, the host Government shall fix the definitive date and the precise locality of Congress. In principle one year before that date, the host Government shall send an invitation to the Government of each member country of the Union. This invitation may be sent direct or through the intermediary of another Government or through the Director General of the International Bureau.

5 When a Congress has to be convened without a host Government, the International Bureau, with the agreement of the Council of Administration and after consultation with the Government of the Swiss Confederation, shall take the necessary steps to convene and organize the Congress in the country in which

the seat of the Union is situated. In this event, the International Bureau shall perform the functions of the host government.

6 The meeting place of an Extraordinary Congress shall be fixed, after consultation with the International Bureau, by the member countries which have initiated that Congress.

7 Paragraphs 2 to 5 and article 102 shall be applicable by analogy to Extraordinary Congresses.

Article 102
Right to vote at Congress

1 Each member country shall be entitled to one vote, subject to the sanctions provided for in article **149**.

Article 103
Functions of Congress

1 On the basis of proposals by member countries, the Council of Administration and the Postal Operations Council, Congress shall:

1.1 determine the general principles for achieving the object and purpose of the Union set out in the Preamble and article 1 of the Constitution;

1.2 consider and adopt, where appropriate, proposals for amendments to the Constitution, General Regulations, Convention and Agreements submitted by member countries and the Councils, in accordance with article 29 of the Constitution and article **138** of the General Regulations;

1.3 set the date for the entry into force of the Acts;

1.4 adopt its Rules of Procedure and the amendments to those Rules;

1.5 consider the comprehensive reports on the work of the Council of Administration, the Postal Operations Council and the Consultative Committee, covering the period from the previous Congress, presented by these respective bodies in accordance with articles **111, 117 and 125** of the General Regulations;

1.6 adopt the Union's strategy;

1.7 fix the maximum amount of the Union's expenditure, in accordance with article 21 of the Constitution;

1.8 elect the member countries to sit on the Council of Administration and the Postal Operations Council;

1.9 elect the Director General and Deputy Director General;

1.10 set in a Congress resolution the ceiling of the costs to be borne by the Union for the production of documents in Chinese, German, Portuguese and Russian.

2 Congress, as the supreme body of the Union, shall deal with such other questions concerning postal services.

Article 104
Rules of Procedure of Congresses (Const. 14)

1 For the organization of its work and the conduct of its debates, Congress shall apply its Rules of Procedure.

2 Each Congress may amend its Rules of Procedure under the conditions laid down in those Rules of Procedure.

**Article 105**
**Observers to the Union's bodies**

**1 The following entities shall be invited to participate in the plenary sessions and committee meetings of Congress, the Council of Administration and the Postal Operations Council as observers:**

**1.1 representatives of the United Nations;**

**1.2 Restricted Unions;**

**1.3 members of the Consultative Committee;**

**1.4 entities authorized to attend Union meetings as observers by virtue of a resolution or decision of Congress.**

**2 The following entities, if duly designated by the Council of Administration in accordance with article 107.1.12 shall be invited to attend specific meetings of Congress as ad hoc observers:**

**2.1 specialized agencies of the United Nations and other intergovernmental organizations;**

**2.2 any international body, any association or enterprise, or any qualified person.**

**3 In addition to the observers defined in paragraph 1 of this article, the Council of Administration and the Postal Operations Council may designate ad hoc observers to attend their meetings in accordance with their Rules of Procedure, when this is in the interests of the Union and its bodies.**

## Section 2

## Council of Administration (CA)

Article 106
Composition and functioning of the CA (Const. 17)

1 The Council of Administration shall consist of forty-one members who shall exercise their functions during the period between two successive Congresses.

2 The chairmanship shall devolve by right on the host member country of Congress. If that member country waives this right, it shall become a de jure member and, as a result, the geographical group to which it belongs shall have at its disposal an additional seat, to which the restrictive provisions of paragraph 3 shall not apply. In that case, the Council of Administration shall elect to the chairmanship one of the members belonging to the geographical group of the host member country.

3 The forty other members of the Council of Administration shall be elected by Congress on the basis of an equitable geographical distribution. At least a half of the membership is renewed at each Congress; no member country may be chosen by three successive Congresses.

4 Each member of the Council of Administration shall appoint its representative, who shall be competent in postal matters. The members of the Council of Administration shall take an active part in its work.

5 The office of member of the Council of Administration shall be unpaid. The operational expenses of this Council shall be borne by the Union.

Article 107
Functions of the CA

1 The Council of Administration shall have the following functions:

1.1 Supervises all the activities of the Union between Congresses, ensuring compliance with the decisions of Congress, studying questions with respect to governmental policies on postal issues, and taking account of international regulatory developments such as those relating to trade in services and to competition.

1.2 Promotes, coordinates and supervises all forms of postal technical assistance within the framework of international technical cooperation.

**1.3 Examines the draft quadrennial UPU business plan approved by Congress, and finalizes it by bringing the activities set out in the draft plan for the four-year period into line with the actual resources available. The plan should also, if appropriate, be in line with the results of the prioritization process carried out by Congress. The finalized version of the quadrennial business plan, completed and approved by the CA, will then form the basis for the preparation of the annual UPU Programme and Budget as well as for the annual operating plans to be drawn up and implemented by the CA and POC.**

1.4 Considers and approves the **annual** programme and budget and the accounts of the Union**, while taking into account the final version of the UPU Business Plan, as described in article 107.1.3.**

1.5 Authorizes the ceiling of expenditure to be exceeded, if circumstances so require, in accordance with article 145.3 to 5.

1.6 Authorizes election of a lower contribution class, if it is so requested, in accordance with the conditions set out in article 150.6.

1.7 Authorizes a change of geographical group if it is so requested by a member country, taking into account the views expressed by the member countries which are members of the geographical groups concerned.

1.8 Creates or abolishes International Bureau posts taking into account the restrictions imposed by the expenditure ceiling fixed.

1.9 Decides on the contacts to be established with member countries in order to carry out its functions.

1.10 After consulting the Postal Operations Council, decides on the **relations** to be established with the organizations which are not observers **within the meaning of article 105.1.**

1.11 Considers and approves the reports by the International Bureau on UPU relations with other international bodies and takes the decisions which it considers appropriate on the conduct of such relations and the action to be taken on them.

1.12 Designates in due course, after consulting the Postal Operations Council and the Secretary General**, the specialized agencies of the United Nations,** international organizations, associations, enterprises and qualified persons to be invited **as ad hoc observers to** specific meetings of Congress and its Committees when this is in the interest of the Union or the work of the Congress and instructs the Director General of the International Bureau to issue the necessary invitations.

1.13 Designates the member country where the next Congress is to be held in the case provided for in article 101.3.

1.14 Determines in due course and after consulting the Postal Operations Council the number of Committees required to carry out the work of Congress, and specifies their functions.

1.15 Designates, after consulting the Postal Operations Council and subject to the approval of Congress, the member countries prepared:

1.15.1 to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the Committees, taking as much account as possible of the equitable geographical distribution of the member countries; and

1.15.2 to sit on the Restricted Committees of the Congress.

1.16 Designates those of its members that will serve as members of the Consultative Committee.

1.17 Considers and approves, within the framework of its competence, any action considered necessary to safeguard and enhance the quality of and to modernize the international postal service.

1.18 Studies, at the request of Congress, the Postal Operations Council or member countries, administrative, legislative and legal problems concerning the Union or the international postal service; it shall be for the Council of Administration to decide, in the above-mentioned fields, whether it is expedient to undertake the studies requested by member countries between Congresses.

1.19 Formulates proposals which shall be submitted for the approval either of Congress or of member countries in accordance with article 140.

1.20 Submits subjects for study to the Postal Operations Council for examination in accordance with article 113.1.6.

1.21 Reviews and approves, in consultation with the Postal Operations Council, the draft Strategy for presentation to Congress.

1.22 Receives and discusses reports and recommendations from the Consultative Committee and considers recommendations from the Consultative Committee for submission to Congress.

1.23 Provides control over the activities of the International Bureau.

1.24 Approves the **annual** report on the work of the Union and the **annual** Financial Operating Reports prepared by the International Bureau and, where appropriate, furnishes observations on them.

1.25 Establishes principles, as may be considered necessary, for the Postal Operations Council to take into account in its study of questions with major financial repercussions (charges, terminal dues, transit charges, basic airmail conveyance rates and the posting abroad of letter-post items), follows closely the study of these questions, and reviews and approves, for conformity with the aforementioned principles, Postal Operations Council proposals relating to these questions.

1.26 Approves, within the framework of its competence, the recommendations of the Postal Operations Council for the adoption, if necessary, of regulations or of a new procedure until such time as Congress takes a decision in the matter.

1.27 Considers the annual report prepared by the Postal Operations Council and any proposals submitted by the Council.

1.28 Approves the four-yearly report prepared by the International Bureau in consultation with the Postal Operations Council, on the performance of member countries in respect of the execution of the Union Strategy approved by the preceding Congress, for submission to the following Congress.

1.29 Establishes the framework for the organization of the Consultative Committee and concurs in the organization of the Consultative Committee, in accordance with the provisions of article **122**.

1.30 Establishes criteria for membership of the Consultative Committee and approves or rejects applications for membership in accordance with those criteria, ensuring that action on the applications is accomplished through an expedited process between meetings of the Council of Administration.

1.31 Lays down the Financial Regulations of the Union.

1.32 Lays down the rules governing the Reserve Fund.

1.33 Lays down the rules governing the Special Fund.

1.34 Lays down the rules governing the Special Activities Fund.

1.35 Lays down the rules governing the Voluntary Fund.

1.36 Lays down the Staff Regulations and the conditions of service of the elected officials.

1.37 Lays down the Regulations of the Social Fund.

**1.38 Exercises, within the context of article 152, overall supervision of the creation and activities of user-funded subsidiary bodies.**

Article 108
Organization of CA sessions

1 At its **constituent** meeting, which shall be convened **and opened** by the Chairman of Congress, the Council of Administration shall elect four Vice-Chairmen from among its members and draw up its Rules of Procedure.

2 On convocation by its Chairman, the Council of Administration shall meet in principle once a year, at Union headquarters.

3 The Chairman **and** Vice-Chairmen and the Committee Chairmen **and Vice-Chairmen** of the Council of Administration shall form the Management Committee. This Committee shall prepare and direct the work of each session of the Council of Administration. It shall approve, on behalf of the Council of Administration, the **annual** report prepared by the International Bureau on the work of the Union and it shall take on any other task which the Council of Administration decides to assign to it or the need for which arises in the course of the strategic planning process.

4 The Chairman of the Postal Operations Council shall represent that body at meetings of the Council of Administration when the agenda contains questions of interest to the Postal Operations Council.

5 The Chairman of the Consultative Committee shall represent that organization at meetings of the Council of Administration when the agenda contains questions of interest to the Consultative Committee.

Article 109
**Observers**

1 Observers

1.1 To ensure effective liaison between the work of the two bodies, the Postal Operations Council may designate representatives to attend Council of Administration meetings as observers.

1.2 **Member countries of the Union which are not members of the Council, as well as the observers and ad hoc observers referred to in article 105,** may participate in the plenary sessions and Committee meetings of the Council of Administration, without the right to vote~~:~~.

2 Principles

2.1 For logistical reasons, the Council of Administration may limit the number of attendees per observer **and ad hoc observer** participating. It may also limit their right to speak during the debates.

2.2 Observers **and ad hoc observers** may, at their request, be allowed to cooperate in the studies undertaken, subject to such conditions as the Council may establish to ensure the efficiency and effectiveness of its work. They may also be invited to chair Working Parties and Project Teams when their experience or expertise justifies it. The participation of observers **and ad hoc observers** shall be carried out without additional expense for the Union.

2.3 In exceptional circumstances, **members of the Consultative Committee and ad hoc observers** may be excluded from a meeting or a portion of a meeting or may have their right to receive

documents restricted if the confidentiality of the subject of the meeting or document so requires. This restriction may be decided on a case-by-case basis by any body concerned or its Chair. The case-by-case situations shall be reported to the Council of Administration and to the Postal Operations Council when matters of interest to the Postal Operations Council are concerned. If it considers this necessary, the Council of Administration may subsequently review restrictions, in consultation with the Postal Operations Council where appropriate.

Article 110
Reimbursement of travel expenses

1 The travel expenses of the representative of each of the members of the Council of Administration participating in its meetings shall be borne by his member country. However, the representative of each of the member countries classified as developing or least developed countries according to the lists established by the United Nations shall, except for meetings which take place during Congress, be entitled to reimbursement of the price of an economy class return air ticket or first class return rail ticket, or expenses incurred for travel by any other means, subject to the condition that the amount does not exceed the price of the economy class return air ticket. The same entitlement shall be granted to each member of its Committees, Working Parties or other bodies when these meet outside Congress and the sessions of the Council.

Article 111
Information on the activities of the CA

1 After each session, the Council of Administration shall inform the member countries and their designated operators, the Restricted Unions and the members of the Consultative Committee about its activities by sending them, inter alia, a summary record and its resolutions and decisions.

2 The Council of Administration shall make to Congress a comprehensive report on its work and send it to the member countries of the Union, their designated operators and the members of the Consultative Committee at least two months before the opening of Congress.

## Section 3

## Postal Operations Council (POC)

Article 112
Composition and functioning of the POC

1 The Postal Operations Council shall consist of forty members who shall exercise their functions during the period between successive Congresses.

2 The members of the Postal Operations Council shall be elected by Congress on the basis of qualified geographical distribution. Twenty-four seats shall be reserved for developing member countries and sixteen seats for developed member countries. At least one third of the members shall be renewed at each Congress.

3 Each member of the Postal Operations Council shall appoint its representative, who shall have responsibilities for delivering services mentioned in the Acts of the Union. The members of the Postal Operations Council shall take an active part in its work.

4 The operational expenses of the Postal Operations Council shall be borne by the Union. Its members shall not receive any payment.

Article 113
Functions of the POC

1 The Postal Operations Council shall have the following functions:

1.1 Coordinates practical measures for the development and improvement of international postal services.

1.2 Takes, subject to Council of Administration approval within the framework of the latter's competence, any action considered necessary to safeguard and enhance the quality of and to modernize the international postal service.

1.3 Decides on the contacts to be established with member countries and their designated operators in order to carry out its functions.

1.4 Takes the necessary steps to study and publicize the experiments and progress made by certain member countries and their designated operators in the technical, operational, economic and vocational training fields of interest to the postal services.

1.5 Takes, in consultation with the Council of Administration, appropriate steps in the sphere of technical cooperation with all member countries of the Union and their designated operators and in particular with the new and developing countries and their designated operators.

1.6 Examines any other questions submitted to it by a member of the Postal Operations Council, by the Council of Administration or by any member country or designated operator.

1.7 Receives and discusses reports as well as recommendations from the Consultative Committee and, when matters of interest to the Postal Operations Council are involved, to examines and comments on recommendations from the Consultative Committee for submission to Congress.

1.8 Designates those of its members that will serve as members of the Consultative Committee.

1.9 Conducts the study of the most important operational, commercial, technical, economic and technical cooperation problems which are of interest to all member countries or their designated operators, including questions with major financial repercussions (charges, terminal dues, transit charges, airmail conveyance rates, parcel-post rates, and the posting abroad of letter-post items), and prepares information, opinions and recommendations for action on them.

1.10 Provides input to the Council of Administration for the development of the draft Strategy to be submitted to Congress.

1.11 Studies teaching and vocational training problems of interest to member countries and their designated operators, as well as to the new and developing countries.

1.12 Studies the present position and needs of the postal services in the new and developing countries and prepares appropriate recommendations on ways and means of improving the postal services in those countries.

1.13 Revises the Regulations of the Union within six months following the end of the Congress unless the latter decides otherwise; in case of urgent necessity, the Postal Operations Council may also amend the said Regulations at other sessions; in both cases, the Postal Operations Council shall be subject to Council of Administration guidance on matters of fundamental policy and principle.

1.14 Formulates proposals which shall be submitted for the approval either of Congress or of member countries in accordance with article 140; the approval of the Council of Administration is required when these proposals concern questions within the latter's competence.

1.15 Examines, at the request of a member country, any proposal which that member country forwards to the International Bureau under article 139, prepares observations on it and instructs the International Bureau to annex these observations to the proposal before submitting it for approval to the member countries.

1.16 Recommends, if necessary, and where appropriate after approval by the Council of Administration and consultation of all the member countries, the adoption of regulations or of a new procedure until such time as Congress takes a decision in the matter.

1.17 Prepares and issues, in the form of recommendations to member countries and designated operators, standards for technological, operational and other processes within its competence where uniformity of practice is essential; it shall similarly issue, as required, amendments to standards it has already set.

**1.18 Establishes the framework for the organization of user-funded subsidiary bodies and concurs in the organization of these bodies in accordance with the provisions of article 152.**

**1.19 Receives and discusses reports from the user-funded subsidiary bodies on an annual basis.**

Article 114
Organization of POC sessions

1 At its first meeting, which shall be convened and opened by the Chairman of Congress, the Postal Operations Council shall choose from among its members a Chairman, a Vice-Chairman, and the Committee Chairmen and draw up its Rules of Procedure.

2 In principle, the Postal Operations Council shall meet every year at Union headquarters. The date and place of the meeting shall be fixed by its Chairman in agreement with the Chairman of the Council of Administration and the Director General of the International Bureau.

3 The Chairman **and** Vice-Chairman and the Committee Chairmen **and Vice-Chairmen** of the Postal Operations Council shall form the Management Committee. This Committee shall prepare and direct the work of each meeting of the Postal Operations Council and take on all the tasks which the latter decides to assign to it or the need for which arises in the course of the strategic planning process.

4 On the basis of the Union Strategy adopted by Congress and, in particular, the part relating to the strategies of the permanent bodies of the Union, the Postal Operations Council shall, at its session following Congress, prepare a basic work programme containing a number of tactics aimed at implementing the strategies. This basic work programme, which shall include a limited number of projects on topical subjects of common interest, shall be revised annually in the light of new realities and priorities.

5 The Chairman of the Consultative Committee shall represent that organization at meetings of the Postal Operations Council when the agenda contains questions of interest to the Consultative Committee.

Article 115
**Observers**

1 Observers

1.1 In order to ensure effective liaison between the work of the two bodies, the Council of Administration may designate representatives to attend Postal Operations Council meetings as observers.

1.2 **Member countries of the Union which are not members of the Council, as well as the observers and ad hoc observers referred to in article 105,** may participate in the plenary sessions and Committee meetings of the Postal Operations Council, without the right to vote~~:~~.

**2** Principles

**2.1** For logistical reasons, the Postal Operations Council may limit the number of attendees per observer **and ad hoc observer** participating. It may also limit their right to speak during the debates.

**2.2** Observers **and ad hoc observers** may, at their request, be allowed to cooperate in the studies undertaken, subject to such conditions as the Council may establish to ensure the efficiency and effectiveness of its work. They may also be invited to chair Working Parties and Project Teams when their experience or expertise justifies it. The participation of observers **and ad hoc observers** shall be carried out without additional expense for the Union.

**2.3** In exceptional circumstances, **members of the Consultative Committee and ad hoc observers** may be excluded from a meeting or a portion of a meeting or may have their right to receive documents restricted if the confidentiality of the subject of the meeting or document so requires. This restriction may be decided on a case-by-case basis by any body concerned or its Chair. The case-by-case situations shall be reported to the Council of Administration and to the Postal Operations Council when matters of interest to the Postal Operations Council are concerned. If it considers this necessary, the Council of Administration may subsequently review restrictions, in consultation with the Postal Operations Council where appropriate.

Article 116
Reimbursement of travel expenses

1 Travelling and living expenses incurred by representatives of member countries participating in the Postal Operations Council shall be borne by these member countries. However, the representative of each of the member countries considered to be disadvantaged according to the lists established by the United Nations shall, except for meetings which take place during Congress, be entitled to reimbursement of the price of an economy class return air ticket or first class return rail ticket, or expenses incurred for travel by any other means, subject to the condition that the amount does not exceed the price of the economy class return air ticket.

Article 117
Information on the activities of the POC

1 After each session, the Postal Operations Council shall inform the member countries and their designated operators, the Restricted Unions and the members of the Consultative Committee about its activities by sending them, inter alia, a summary record and its resolutions and decisions.

2 The Postal Operations Council shall prepare for the Council of Administration an annual report on its work.

3 The Postal Operations Council shall make to Congress a comprehensive report on its work**, including reports on user-funded subsidiary bodies as provided for in article 152**, and send it to member countries of the Union, their designated operators and members of the Consultative Committee at least two months before the opening of Congress.

## Section 4

## Consultative Committee (CC)

Article 118
Aim of the CC

1 The aim of the Consultative Committee is to represent the interests of the wider international postal sector, and to provide a framework for effective dialogue between stakeholders.

Article 119
Composition of the CC

1 The Consultative Committee shall consist of:

1.1 non-governmental organizations representing customers, delivery service providers, organizations of workers, suppliers of goods and services to the postal services sector and like organizations of individuals and companies which have an interest in supporting the mission and objectives of the Union. Where such organizations are registered, they must be registered in a member country of the Union;

1.2 members designated by the Council of Administration from among its members;

1.3 members designated by the Postal Operations Council from among its members.

2 The operational costs of the Consultative Committee shall be shared by the Union and members of the Committee as determined by the Council of Administration.

3 The members of the Consultative Committee shall not receive remuneration or any other compensation.

Article 120
Membership of the CC

1 Apart from members designated by the Council of Administration and the Postal Operations Council, membership of the Consultative Committee shall be determined through a process of application and acceptance established by the Council of Administration, carried out in accordance with article 107.1.30.

2 Each member of the Consultative Committee shall appoint its own representative.

Article 121
Functions of the CC

1 The Consultative Committee shall have the following functions:

1.1 Examines documents and reports of the Council of Administration and the Postal Operations Council. In exceptional circumstances, the right to receive certain texts and documents may be restricted if the confidentiality of the subject of the meeting or document so requires. This restriction may be decided on a case-by-case basis by any body concerned or its Chairman. The case-by-case situations shall be reported to the Council of Administration, and to the Postal Operations Council when matters of interest to the Postal Operations Council are concerned. If it considers this necessary, the Council of Administration may subsequently review restrictions, in consultation with the Postal Operations Council, where appropriate.

1.2 Conducts **and contributes to** studies of issues of importance to the Consultative Committee's members.

1.3 Considers issues affecting the postal services sector and issues reports on such issues.

1.4 Provides input to the work of the Council of Administration and the Postal Operations Council, including submitting reports and recommendations and giving opinions at the request of the two Councils.

1.5 Makes recommendations to Congress, subject to the approval of the Council of Administration and, when matters of interest to the Postal Operations Council are involved, subject to examination and comment by the Postal Operations Council.

Article 122
Organization of the CC

1 The Consultative Committee shall reorganize itself after each Congress in accordance with the framework established by the Council of Administration. The Chairman of the Council of Administration shall preside at the organizational meeting of the Consultative Committee, which shall elect its Chairman at that meeting.

2 The Consultative Committee shall determine its internal organization and shall draw up its own rules of procedure, taking into account the general principles of the Union and subject to the concurrence of the Council of Administration after having consulted the Postal Operations Council.

3 The Consultative Committee shall meet **once a year**. In principle, the meetings will be held at Union headquarters at the same time as meetings of the Postal Operations Council. The date and location of each meeting shall be fixed by the Chairman of the Consultative Committee, in agreement with the Chairmen of the Council of Administration and the Postal Operations Council and the Director General of the International Bureau.

Article **123**
Representatives of the Consultative Committee at the Council of Administration, the Postal Operations Council and Congress

1 In order to ensure effective liaison with the bodies of the Union, the Consultative Committee may designate representatives to attend meetings of Congress, the Council of Administration, and the Postal Operations Council, and their respective Committees, as observers without the right to vote.

2 **M**embers of the Consultative Committee **are invited to** plenary sessions and Committee meetings of the Council of Administration and the Postal Operations Council in accordance with article 105. They may also participate in the work of project teams and working groups under terms established in articles 109.2.2 and 115.2.2.

3 The Chairman of the Council of Administration and the Chairman of the Postal Operations Council shall represent those bodies at meetings of the Consultative Committee when the agenda of such meetings contains questions of interest to those bodies.

Article 124
CC observers

1 **Other member countries of the Union and the observers and ad hoc observers referred to in article 105** may participate in the sessions of the Consultative Committee, without the right to vote**.**

2 For logistical reasons, the Consultative Committee may limit the number of attendees per observer **and ad hoc observer** participating. It may also limit their right to speak during the debates.

3 In exceptional circumstances, observers **and ad hoc observers** may be excluded from a meeting or a portion of a meeting or may have their right to receive documents restricted if the confidentiality of the subject of the meeting or document so requires. This restriction may be decided on a case-by-case basis by any body concerned or its Chair. The case-by-case situations shall be reported to the Council of Administration and to the Postal Operations Council when matters of interest to the Postal Operations Council are concerned. If it considers this necessary, the Council of Administration may subsequently review restrictions, in consultation with the Postal Operations Council where appropriate.

Article 125
Information on the activities of the CC

1 After each session, the Consultative Committee shall inform the Council of Administration and the Postal Operations Council of its activities by sending to the Chairmen of those bodies, inter alia, a summary record of its meetings and its recommendations and views.

2 The Consultative Committee shall make to the Council of Administration an annual activity report, with a copy to the Postal Operations Council. This report shall be included in the documentation of the Council of Administration provided to member countries of the Union, to their designated operators and to the Restricted Unions, in accordance with article 111.

3 The Consultative Committee shall make to Congress a comprehensive report on its work and send it to the member countries and their designated operators at least two months before the opening of Congress.

## Chapter II

## International Bureau

### Section 1

### Election and duties of the Director General and Deputy Director General of the International Bureau

Article 126
Election of the Director General and Deputy Director General of the International Bureau

1 The Director General and the Deputy Director General of the International Bureau shall be elected by Congress for the period between two successive Congresses, the minimum duration of their term of office being four years. Their term of office shall be renewable once only. Unless Congress decides otherwise, the date on which they take up their duties shall be fixed at 1 January of the year following that in which Congress is held.

2 At least seven months before the opening of Congress, the Director General of the International Bureau shall send a memorandum to the Governments of member countries inviting them to submit their applications, if any, for the posts of Director General and Deputy Director General and indicating at the same time whether the Director General and Deputy Director General in office are interested in a renewal of their initial term of office. The applications, accompanied by a curriculum vitae, must reach the International Bureau at least two months before the opening of Congress. The candidates must be nationals of the member countries which put them forward. The International Bureau shall prepare the election documents for Congress. The election of the Director General and that of the Deputy Director General shall take place by secret ballot, the first election being for the post of Director General.

3 If the post of Director General falls vacant, the Deputy Director General shall take over the functions of Director General until the expiry of the latter's term of office; he shall be eligible for election to that post and shall automatically be accepted as a candidate, provided that his initial term of office as Deputy Director General has not already been renewed once by the preceding Congress and that he declares his interest in being considered as a candidate for the post of Director General.

4 If the posts of Director General and Deputy Director General fall vacant at the same time, the Council of Administration shall elect, on the basis of the applications received following notification of the vacancies, a Deputy Director General for the period extending up to the next Congress. With regard to the submission of applications, paragraph 2 shall apply by analogy.

5 If the post of Deputy Director General falls vacant, the Council of Administration shall, on the proposal of the Director General, instruct one of the grade D 2 Directors at the International Bureau to take over the functions of Deputy Director General until the following Congress.

Article 127
Duties of the Director General

1 The Director General shall organize, administer and direct the International Bureau, of which he is the legal representative.

2 Regarding the classification of posts, appointments and promotions:

2.1 the Director General shall be empowered to classify posts in grades G 1 to D 2 and to appoint and promote officials in those grades.

2.2 for appointments in grades P 1 to D 2, he shall consider the professional qualifications of the candidates recommended by the member countries of which the candidates are nationals or in which they exercise their professional activities, taking into account equitable geographical distribution with respect to continents and languages. D 2 posts shall as far as possible be filled by candidates from different regions and from regions other than those from which the Director General and Deputy Director General originate, bearing in mind the paramount consideration of the efficiency of the International Bureau. In the case of posts requiring special qualifications, the Director General may seek applications from outside;

2.3 he shall also consider, for the appointment of a new official, that, in principle, persons occupying grade D 2, D 1 and P 5 posts must be nationals of different member countries of the Union;

2.4 for the promotion of an official of the International Bureau to grades D 2, D 1 and P 5, he shall not be bound to apply the same principle as under 2.3;

2.5 the requirements of equitable geographical and language distribution shall rank behind merit in the recruitment process;

2.6 the Director General shall inform the Council of Administration once a year of appointments and promotions in grades P 4 to D 2.

3 Furthermore, the Director General shall have the following duties:

3.1 acts as depositary of the Acts of the Union and as intermediary in the procedure of accession and admission to and withdrawal from the Union;

3.2 notifies the decisions taken by Congress to all the Governments of member countries;

3.3 notifies all member countries and their designated operators of the Regulations drawn up or revised by the Postal Operations Council;

3.4 prepares the draft annual budget of the Union at the lowest possible level consistent with the requirements of the Union and submits it in due course to the Council of Administration for consideration; communicates the budget to the member countries of the Union after approval by the Council of Administration and executes it;

3.5 executes the specific activities requested by the bodies of the Union and those assigned to him by the Acts;

3.6 takes action to achieve the objectives set by the bodies of the Union, within the framework of the established policy and the funds available;

3.7 submits suggestions and proposals to the Council of Administration or to the Postal Operations Council;

3.8 following the close of Congress, submits proposals to the Postal Operations Council concerning changes to the Regulations required as a result of Congress decisions, in accordance with the Rules of Procedure of the Postal Operations Council;

3.9 prepares, for the Council of Administration and on the basis of directives issued by the Councils, the draft Union Strategy to be submitted to Congress;

3.10 prepares, for approval by the Council of Administration, a four-yearly report on the member countries' performance in respect of the Union Strategy approved by the preceding Congress, which will be submitted to the following Congress;

3.11 ensures the representation of the Union;

3.12 acts as an intermediary in relations between:

3.12.1 the UPU and the Restricted Unions;

3.12.2 the UPU and the United Nations;

3.12.3 the UPU and the international organizations whose activities are of interest to the Union;

3.12.4 the UPU and the international organizations or the associations or enterprises that the bodies of the Union wish to consult or associate with their work;

3.13 assumes the duties of Secretary General of the bodies of the Union and supervises in this capacity, taking into account the special provisions of these General Regulations, in particular:

3.13.1 the preparation and organization of the work of the Union's bodies;

3.13.2 the preparation, production and distribution of documents, reports and minutes;

3.13.3 the functioning of the secretariat at meetings of the Union's bodies;

3.14 attends the meetings of the bodies of the Union and takes part in the discussions without the right to vote, with the possibility of being represented.

Article 128
Duties of the Deputy Director General

1 The Deputy Director General shall assist the Director General and shall be responsible to him.

2 If the Director General is absent or prevented from discharging his duties, the Deputy Director General shall exercise his functions. The same shall apply in the case of a vacancy in the post of Director General as mentioned in article 126.3.

## Section 2

## Secretariat of the Union bodies and the Consultative Committee

Article 129
General remarks

1 The secretariat of the Union's bodies and the Consultative Committee shall be provided by the International Bureau under the responsibility of the Director General.

Article 130
Preparation and distribution of documents of the Union bodies

1 The International Bureau shall prepare and **make available through the UPU website** all the documents published on the occasion of each session. **The International Bureau shall also indicate new e-document publications on the UPU website by means of an efficient web-signalling system.**

Article 131
List of member countries (Const. 2)

1 The International Bureau shall prepare and keep up to date the list of member countries of the Union showing therein their contribution class, their geographical group and their position with respect to the Acts of the Union.

Article 132
Information. Opinions. Requests for **explanation** and amendment of the Acts. Inquiries.
Role in the settlement of accounts (Const. 20; Gen. Regs 139, 140, 143)

1 The International Bureau shall be at all times at the disposal of the Council of Administration, the Postal Operations Council and member countries and their designated operators for the purpose of supplying them with any necessary information on questions relating to the service.

2 In particular it shall collect, collate, publish and distribute all kinds of information of interest to the international postal service, give an opinion, at the request of the parties involved, on questions in dispute, act on requests for **explanation** and amendment of the Acts of the Union and, in general, carry out such studies and editorial or documentary work as are assigned to it by those Acts or as may be referred to it in the interest of the Union.

3 It shall also conduct inquiries requested by member countries and their designated operators to obtain the views of other member countries and designated operators on a particular question. The result of an inquiry shall not have the status of a vote and shall not be formally binding.

4 It may act as a clearing house in the settlement of accounts of all kinds relating to the postal service.

**5 The International Bureau shall ensure the confidentiality and security of commercial data provided by member countries and/or their designated operators for the performance of its duties arising from the Acts or decisions of the Union.**

Article 133
Technical cooperation (Const. 1)

1 The International Bureau shall develop postal technical assistance in all its forms within the framework of international technical cooperation.

Article 134
Forms supplied by the International Bureau (Const. 20)

1 The International Bureau shall be responsible for arranging the manufacture of international reply coupons and for supplying them, at cost, to member countries or their designated operators ordering them.

Article 135
Acts of Restricted Unions and Special Agreements (Const. 8)

1 Two copies of the Acts of Restricted Unions and of Special Agreements concluded under article 8 of the Constitution shall be sent to the International Bureau by the offices of such Unions, or failing that, by one of the contracting parties.

2 The International Bureau shall see that the Acts of Restricted Unions and Special Agreements do not include conditions less favourable to the public than those which are provided for in the Acts of the Union. It shall notify the Council of Administration of any irregularity discovered through applying this provision.

3 The International Bureau shall inform member countries and their designated operators of the existence of the Restricted Unions and the Special Agreements mentioned above.

Article 136
Union periodical

1 The International Bureau shall publish, with the aid of the documents made available to it, a periodical in Arabic, Chinese, English, French, German, Russian and Spanish.

Article 137
**Annual** report on the work of the Union (Const. 20; Gen. Regs 107.1.24)

1 The International Bureau shall make **an annual** report on the work of the Union, which shall be sent, after approval by the **Management Committee of the** Council of Administration, to member countries **and/or** designated operators, the Restricted Unions and the United Nations.

## Chapter III

## Submission, consideration of proposals, notification of decisions adopted and entry into force of the Regulations and other decisions adopted

Article 138
Procedure for submitting proposals to Congress (Const. 29)

1 Subject to the exceptions provided for in paragraphs 2 and 5, the following procedure shall govern the submission of proposals of all kinds to Congress by member countries:

1.1 proposals which reach the International Bureau at least six months before the date fixed for Congress shall be accepted;

1.2 no drafting proposal shall be accepted during the period of six months preceding the date fixed for Congress;

1.3 proposals of substance which reach the International Bureau in the interval between six and four months before the date fixed for Congress shall not be accepted unless they are supported by at least two member countries;

1.4 proposals of substance which reach the International Bureau in the interval between four and two months preceding the date fixed for Congress shall not be accepted unless they are supported by at least eight member countries; proposals which arrive after that time shall no longer be accepted;

1.5 declarations of support must reach the International Bureau within the same period of time as the proposals to which they refer.

2 Proposals concerning the Constitution or the General Regulations shall reach the International Bureau not later than six months before the opening of Congress; any received after that date but before the opening of Congress shall not be considered unless Congress so decides by a majority of two thirds of the member countries represented at Congress and unless the conditions laid down in paragraph 1 are fulfilled.

3 Every proposal must, as a rule, have only one aim and contain only the changes justified by that aim. Similarly, each proposal liable to lead to significant costs for the Union shall be accompanied by an indication of its financial impact, prepared by the member country submitting the proposal, in consultation with the International Bureau, so that the financial resources needed for its implementation can be determined.

4 Drafting proposals shall be headed "Drafting proposal" by the member countries which submit them and shall be published by the International Bureau under a number followed by the letter R. Proposals which do not bear this indication but which, in the opinion of the International Bureau, deal only with drafting points shall be published with an appropriate annotation; the International Bureau shall draw up a list of these proposals for Congress.

5 The procedure prescribed in paragraphs 1 and 4 shall not apply either to proposals concerning the Rules of Procedure of Congresses or to amendments to proposals already made.

Article 139
Procedure for submitting proposals amending the Convention or the Agreements between Congresses

1 To be eligible for consideration, every proposal concerning the Convention or the Agreements submitted by a member country between Congresses shall be supported by at least two other member countries. Such proposals shall lapse if the International Bureau does not receive, at the same time, the necessary number of declarations of support.

2 These proposals shall be sent to other member countries through the intermediary of the International Bureau.

Article 140
Consideration of proposals amending the Convention or the Agreements between Congresses

1 Every proposal concerning the Convention, the Agreements and their Final Protocols shall be subject to the following procedure: where a member country has sent a proposal to the International Bureau, the latter shall forward it to all member countries for examination. They shall be allowed a period of two months in which to examine the proposal and forward any observations to the International Bureau. Amendments shall not be admissible. Once these two months have elapsed, the International Bureau shall forward to member countries all the observations it has received and invite each member country to vote for or against the proposal. Member countries that have not sent in their vote within a period of two months shall be considered to have abstained. The aforementioned periods shall be reckoned from the dates of the International Bureau circulars.

2 If the proposal relates to an Agreement or its Final Protocol, only the member countries which are parties to that Agreement may take part in the procedure described in paragraph 1.

Article 141
Procedure for submitting proposals to the Postal Operations Council concerning the preparation of new Regulations in the light of decisions taken by Congress

1 The Regulations of the Universal Postal Convention and the Postal Payment Services Agreement shall be drawn up by the Postal Operations Council in the light of the decisions taken by Congress.

2 Proposals that are consequential on proposed amendments to the Convention or Postal Payment Services Agreement should be submitted to the International Bureau simultaneously with the Congress proposals to which they relate. They may be submitted by a single member country without the support of other member countries. Such proposals shall be distributed to all member countries no later than one month prior to Congress.

3 Other proposals concerning the Regulations for consideration by the Postal Operations Council in its preparation of the new Regulations within the six months following Congress shall be submitted to the International Bureau at least two months before Congress.

4 Proposals concerning changes to the Regulations required as a result of Congress decisions that are submitted by member countries must reach the International Bureau no later than two months before the opening of the Postal Operations Council. Such proposals shall be distributed to all member countries and their designated operators no later than one month prior to the opening of the Postal Operations Council.

Article 142
Amendment of the Regulations by the Postal Operations Council

1 Proposals for amending the Regulations shall be dealt with by the Postal Operations Council.

2 No support by a member country shall be required for submitting any proposal to amend the Regulations.

3 Such a proposal shall not be considered unless the Postal Operations Council agrees to its urgent necessity.

Article 143
Notification of decisions adopted between Congresses (Const. 29; Gen. Regs 139, 140, 142)

1 Amendments made to the Convention, the Agreements and the Final Protocols to those Acts shall be sanctioned by notification thereof to the Governments of member countries by the Director General of the International Bureau.

2 Amendments made to the Regulations and their Final Protocols by the Postal Operations Council shall be communicated to member countries and their designated operators by the International Bureau. The same shall apply to the interpretations referred to in article 38.3.2 of the Convention and in the corresponding provisions of the Agreements.

Article 144
Entry into force of the Regulations and of the other decisions adopted between Congresses

1 The Regulations shall come into force on the same date and shall have the same duration as the Acts laid down by Congress.

2 Subject to the provisions of paragraph 1, decisions on amending the Acts of the Union which are adopted between Congresses shall not take effect until at least three months after their notification.

# Chapter IV

# Finance

Article 145
Fixing of the expenditure of the Union (Const. 21)

1 Subject to the provisions of paragraphs 2 to 6, the annual expenditure relating to the activities of bodies of the Union may not exceed **37,235,000 Swiss francs for the years 2013 to 2016**.

2 The expenditure relating to the convening of the next Congress (travelling expenses of the secretariat, transport charges, cost of installing simultaneous interpretation equipment, cost of reproducing documents during the Congress, etc.) shall not exceed the limit of 2,900,000 Swiss francs.

3 The Council of Administration shall be authorized to exceed the limits laid down in paragraphs 1 and 2 to take account of increases in salary scales, pension contributions or allowances, including post adjustments, approved by the United Nations for application to its staff working in Geneva.

4 The Council of Administration shall also be authorized to adjust, each year, the amount of expenditure other than that relating to staff on the basis of the Swiss consumer price index.

5 Notwithstanding paragraph 1, the Council of Administration, or in case of extreme urgency, the Director General, may authorize the prescribed limits to be exceeded to meet the cost of major and unforeseen repairs to the International Bureau building, provided however that the amount of the increase does not exceed 125,000 Swiss francs per annum.

6 If the credits authorized in paragraphs 1 and 2 prove inadequate to ensure the smooth running of the Union, these limits may only be exceeded with the approval of the majority of the member countries of the Union. Any consultation shall include a complete description of the facts justifying such a request.

Article 146
Regulation of member countries' contributions

1 Countries which accede to the Union or are admitted to the status of members of the Union as well as those which leave the Union shall pay their contributions for the whole of the year during which their admission or withdrawal becomes effective.

2 Member countries shall pay their contributions to the Union's annual expenditure in advance on the basis of the budget laid down by the Council of Administration. These contributions shall be paid not later than the first day of the financial year to which the budget refers. After that date, the sums due shall be chargeable with interest in favour of the Union at the rate of 6% per annum from the fourth month.

3 Where the arrears of mandatory contributions, not including interest, owed to the Union by a member country are equal to or more than the amount of the contributions of that member country for the preceding two financial years, such member country may irrevocably assign to the Union all or part of the credits owed it by other member countries, in accordance with the arrangements laid down by the Council of Administration. The conditions of this assignment of credit shall be determined by agreement reached between the member country, its debtors/creditors and the Union.

4 A member country which, for legal or other reasons, cannot make such an assignment must undertake to conclude a schedule for the amortization of its arrears.

5 Other than in exceptional circumstances, recovery of arrears of mandatory contributions owed to the Union may not extend over more than ten years.

6 In exceptional circumstances, the Council of Administration may release a member country from all or part of the interest owed if that country has paid the full capital amount of its debts in arrears.

7 A member country may also be released, within the framework of an amortization schedule approved by the Council of Administration for its accounts in arrears, from all or part of the interest accumulated or to accrue; such release shall, however, be subject to the full and punctual execution of the amortization schedule within an agreed period of ten years at most.

8 The provisions under paragraphs 3 to 7 apply by analogy to the translation costs billed by the International Bureau to member countries belonging to the language groups.

Article 147
Shortfalls in financing

1 A Reserve Fund shall be established with the Union to cover shortfalls in financing. Its amount shall be fixed by the Council of Administration. The Fund shall be maintained primarily from budget surpluses, and may also be used to balance the budget or reduce the amount of member countries' contributions.

2 In case of temporary shortfalls in Union financing, the Government of the Swiss Confederation shall make the necessary short-term advances to the Union, on conditions fixed by mutual agreement.

Article 148
Supervision of book-keeping and accounting

1 The Government of the Swiss Confederation shall supervise, without charge, the book-keeping and accounting of the International Bureau within the limits of the credits fixed by Congress.

Article 149
Automatic sanctions

1 Any member country unable to make the assignment provided for in article 146.3 and which does not agree to submit to an amortization schedule proposed by the International Bureau in accordance with article 146.4, or which does not comply with such a schedule shall automatically lose its right to vote at Congress and at meetings of the Council of Administration and the Postal Operations Council and shall no longer be eligible for membership of these two Councils.

2 Automatic sanctions shall be lifted as a matter of course and with immediate effect as soon as the member country concerned has paid its arrears of mandatory contributions owed to the Union, in capital and interest, or has agreed to submit to a schedule for the amortization of the arrears.

Article 150
Contribution classes (Const. 21; Gen. Regs 131, 145, 146, 147 and 148)

1 Member countries shall contribute to defraying Union expenses according to the contribution class to which they belong. These classes shall be the following:

– class of 50 units;

– class of 45 units;

– class of 40 units;

– class of 35 units;

– class of 30 units;

– class of 25 units;
– class of 20 units;
– class of 15 units;
– class of 10 units;
– class of 5 units;
– class of 3 units;
– class of 1 unit;
– class of 0.5 unit, reserved for the least advanced countries as listed by the United Nations and for other countries designated by the Council of Administration.

2 Notwithstanding the contribution classes listed in paragraph 1, any member country may elect to contribute a higher number of units than that corresponding to the contribution class to which it belongs, for a minimum term equivalent to the period between Congresses. The announcement of a change shall be made at the latest at Congress. At the end of the period between Congresses, the member country shall return automatically to its original number of contribution units unless it decides to maintain its contribution of a higher number of units. The payment of additional contributions will increase the expenditure accordingly.

3 Member countries shall be included in one of the above-mentioned contribution classes upon their admission or accession to the Union, in accordance with the procedure laid down in article 21.4 of the Constitution.

4 Member countries may subsequently be placed in a lower contribution class, on condition that the request for this change is sent the International Bureau at least two months before the opening of Congress. Congress shall give a non-binding opinion on these requests for a change in contribution class. The member country shall be free to decide whether to follow the opinion of Congress. The final decision of the member country shall be transmitted to the International Bureau Secretariat before the end of Congress. This change request shall take effect on the date of the entry into force of the financial provisions drawn up by Congress. Member countries that have not made known their wish to change contribution class within the required time shall remain in the class to which they belonged up to that time.

5 Member countries may not insist on being lowered more than one class at a time.

6 Nevertheless, in exceptional circumstances such as natural disasters necessitating international aid programmes, the Council of Administration may authorize a temporary reduction in contribution class once between two Congresses when so requested by a member country if the said member establishes that it can no longer maintain its contribution at the class originally chosen. In the same circumstances, the Council of Administration may also authorize a temporary reduction for the non-least developed countries already in the class of 1 unit by placing them in the class of 0.5 unit.

7 The temporary reduction in contribution class in application of paragraph 6 may be authorized by the Council of Administration for a maximum period of two years or up to the next Congress, whichever is earlier. On expiry of the specified period, the country concerned shall automatically revert to its original contribution class.

8 Notwithstanding paragraphs 4 and 5, changes to a higher class shall not be subject to any restriction.

Article 151
Payment for supplies from the International Bureau (Gen. Regs 134)

1 Supplies provided by the International Bureau to member countries and their designated operators against payment shall be paid for in the shortest possible time and at the latest within six months from the first day of the month following that in which the account is sent by the Bureau. After that period the sums

due shall be chargeable with interest in favour of the Union at the rate of 5% per annum reckoned from the date of expiry of that period.

**Article 152**
**Organization of user-funded subsidiary bodies**

**1 Subject to the approval of the Council of Administration, the POC may establish a number of user-funded subsidiary bodies, funded by voluntary means, in order to organize operational, commercial, technical and economic activities which fall within its competence under article 18 of the Constitution, but which may not be financed by the regular budget.**

**2 Upon the creation of such a body under the POC, the POC shall decide on the basic framework of the statutes of the body, taking due consideration of the fundamental rules and principles of the UPU as an intergovernmental organization, and shall submit it to the CA for approval. The basic framework shall include the following elements:**

**2.1 the mandate;**

**2.2 the constituency, including the categories of members participating;**

**2.3 decision-making rules, including its internal structure and its relationship with other UPU bodies;**

**2.4 voting and representation principles;**

**2.5 financing (subscription, usage fees, etc.);**

**2.6 composition of secretariat and management structure.**

**3 Each user-funded subsidiary body shall organize its activities in an autonomous manner within the basic framework decided by the POC and approved by the CA, and shall prepare an annual report on its activities for approval by the POC.**

**4 The Council of Administration shall establish the rules concerning support costs that user-funded subsidiary bodies should contribute to the regular budget, and shall publish them in the UPU Financial Regulations.**

**5 The Director General of the International Bureau shall administer the secretariat of the user-funded subsidiary bodies in accordance with the Staff Rules and Regulations, approved by the CA, applicable to the staff recruited for the user-funded subsidiary bodies. The secretariat of the subsidiary bodies shall be an integral part of the International Bureau.**

**6 Information concerning user-funded subsidiary bodies established in accordance with this article shall be reported to Congress following their establishment.**

## Chapter V

## Arbitration

Article 153
Arbitration procedure (Const. 32)

1 If a dispute has to be settled by arbitration **between member countries, each member country must advise the other party in writing of the subject of the dispute and inform it, by means of a notice to initiate arbitration, that it wishes to initiate arbitration.**

2 **If the dispute concerns questions of an operational or technical nature, each member country may ask its designated operator to act in accordance with the procedure provided for in the following paragraphs and delegate such power to its operator. The member country concerned shall be informed of the progress of the proceedings and of the result. The respective member countries or designated operators shall hereafter be referred to as "parties to the arbitration".**

3 The parties to the **arbitration shall appoint either one or three arbitrators**.

4 **Where the parties to the arbitration choose to appoint three arbitrators, each party shall, in accordance with paragraph 2, select a member country or designated operator not directly involved in the dispute, to act as an arbitrator. When several member countries and/or designated operators make common cause, they shall count only as a single party for the purposes of these provisions.**

5 **Where the parties agree to the appointment of three arbitrators, the third arbitrator shall be jointly agreed upon by the parties and shall not need to be from a member country or designated operator.**

6 If the dispute concerns one of the Agreements, the arbitrators may be appointed only from among the member countries that are parties to that Agreement.

7 **The parties to the arbitration may jointly agree to appoint a single arbitrator, who shall not need to be from a member country or designated operator.**

**8 If one or both parties to the arbitration do not, within a period of three months from the date of the notice to initiate arbitration, appoint an arbitrator or arbitrators the International Bureau shall, if so requested, itself call upon the defaulting member country to appoint an arbitrator, or shall itself appoint one automatically. The International Bureau will not be involved in the deliberations unless otherwise mutually requested by the parties.**

**9 The parties to the arbitration may mutually agree to reconcile the dispute at any time before a ruling is delivered by the arbitrator or arbitrators. Notice of any withdrawal must be submitted in writing to the International Bureau within 10 days of the parties reaching such agreement. Where the parties agree to withdraw from the arbitration process, the arbitrator or arbitrators shall lose their authority to decide the matter.**

**10 The arbitrator or arbitrators shall be required to make a decision on the dispute based on the facts and evidence before them. All information regarding the dispute must be notified to both parties and the arbitrator or arbitrators.**

**11 The decision of the arbitrator or arbitrators shall be taken by a majority of votes, and notified to the International Bureau and the parties within six months of the date of the notice to initiate arbitration.**

**12 The arbitration proceedings shall be confidential, and only a brief description of the dispute and the decision shall be advised in writing to the International Bureau within 10 days of the decision being delivered to the parties.**

**13 The decision of the arbitrator or arbitrators shall be final and binding on the parties and not subject to appeal.**

**14 The parties to the arbitration shall implement the decision of the arbitrator or arbitrators without delay. Where a designated operator is delegated power by its member country to initiate and adhere to the arbitration procedure, the member country shall be responsible for ensuring that the designated operator implements the decision of the arbitrator or arbitrators.**

# Chapter VI

## Use of languages within the Union

Article 154
Working languages of the International Bureau

1 The working languages of the International Bureau shall be French and English.

Article 155
Languages used for documentation, for debates and for official correspondence

1 In the documentation published by the Union, the French, English, Arabic and Spanish languages shall be used. The Chinese, German, Portuguese and Russian languages shall also be used, provided that only the most important basic documentation is produced in these languages. Other languages may also be used on condition that the member countries which have made the request bear all of the costs involved.

2 The member country or countries which have requested the use of a language other than the official language constitute a language group.

3 Documentation shall be published by the International Bureau in the official language and in the languages of the other duly constituted language groups, either directly or through the intermediary of the regional offices of those groups in conformity with the procedures agreed with the International Bureau. Publication in the different languages shall be effected in accordance with a common standard.

4 Documentation published directly by the International Bureau shall, as far as possible, be distributed simultaneously in the different languages requested.

5 Correspondence between the member countries or their designated operators of member countries and the International Bureau and between the latter and outside entities may be exchanged in any language for which the International Bureau has available a translation service.

6 The costs of translation into any language, including those resulting from the application of paragraph 5, shall be borne by the language group which has asked for that language. The member countries using the official language shall pay, in respect of the translation of non-official documents, a lump-sum contribution, the amount of which per contribution unit shall be the same as that borne by the member countries using the other International Bureau working language. All other costs involved in the supply of documents shall be borne by the Union. The ceiling of the costs to be borne by the Union for the production of documents in Chinese, German, Portuguese and Russian shall be fixed by a Congress resolution.

7 The costs to be borne by a language group shall be divided among the members of that group in proportion to their contributions to the expenses of the Union. These costs may be divided among the members of the language group according to another system, provided that the member countries concerned agree to it and inform the International Bureau of their decision through the intermediary of the spokesman of the group.

8 The International Bureau shall give effect to any change in the choice of language requested by a member country after a period which shall not exceed two years.

9 For the discussions at meetings of the Union's bodies, the French, English, Spanish**,** Russian **and Arabic** languages shall be admissible, by means of a system of interpretation – with or without electronic equipment – the choice being left to the judgment of the organizers of the meeting after consultation with the Director General of the International Bureau and the member countries concerned.

10 Other languages shall likewise be admissible for the discussions and meetings mentioned in paragraph 9.

11 Delegations using other languages shall arrange for simultaneous interpretation into one of the languages mentioned in paragraph 9, either by the system indicated in the same paragraph, when the necessary technical modifications can be made, or by individual interpreters.

12 The costs of the interpretation services shall be shared among the member countries using the same language in proportion to their contributions to the expenses of the Union. However, the costs of installing and maintaining the technical equipment shall be borne by the Union.

13 Member countries and/or their designated operators may come to an understanding about the language to be used for official correspondence in their relations with one another. In the absence of such an understanding, the language to be used shall be French.

## Chapter VII

## Final provisions

### Article 156
### Conditions for approval of proposals concerning the General Regulations

1 To become effective, proposals submitted to Congress relating to these General Regulations shall be approved by a majority of the member countries represented at Congress and having the right to vote. At least two thirds of the member countries of the Union having the right to vote shall be present at the time of voting.

### Article 157
### Proposals concerning the Agreements with the United Nations (Const 9)

1 The conditions of approval referred to in article 156 shall apply equally to proposals designed to amend the Agreements concluded between the Universal Postal Union and the United Nations, in so far as those Agreements do not lay down conditions for the amendment of the provisions they contain.

### Article 158
### Amendment, entry into force and duration of the General Regulations

1 Amendments adopted by a Congress shall form the subject of an additional protocol and, unless that Congress decides otherwise, shall enter into force at the same time as the Acts renewed in the course of the same Congress.

2 These General Regulations shall come into force on **1 January 2014** and shall remain in force for an indefinite period.

In witness whereof the plenipotentiaries of the Governments of the member countries have signed these General Regulations in a single original which shall be deposited with the Director General of the International Bureau. A copy thereof shall be delivered to each party by the International Bureau of the Universal Postal Union.

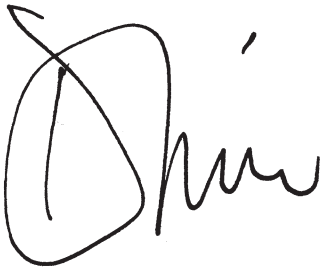
Done at **Doha, 11 October 2012**

*See signatures below.*

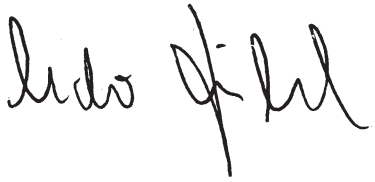
POUR
L'ÉTAT ISLAMIQUE D'AFGHANISTAN:

POUR
LA RÉPUBLIQUE ALGÉRIENNE
DÉMOCRATIQUE ET POPULAIRE:

POUR
LA RÉPUBLIQUE D'AFRIQUE DU SUD:



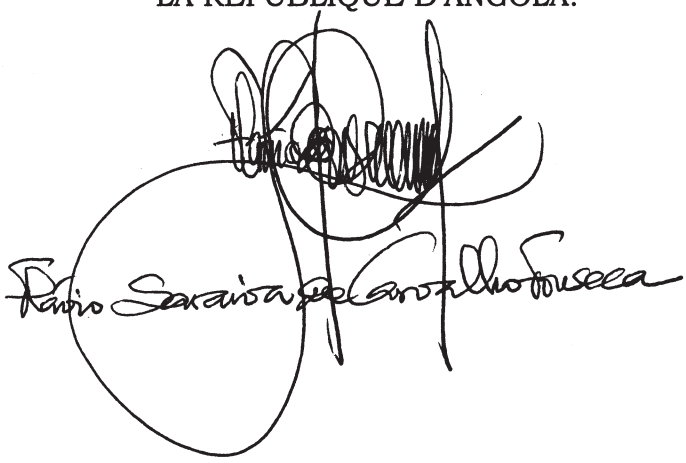
POUR
LA RÉPUBLIQUE FÉDÉRALE
D'ALLEMAGNE:



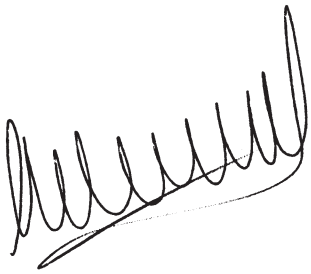
POUR
LA RÉPUBLIQUE D'ALBANIE:

POUR
LES ÉTATS-UNIS D'AMÉRIQUE:

POUR
LA RÉPUBLIQUE D'ANGOLA:



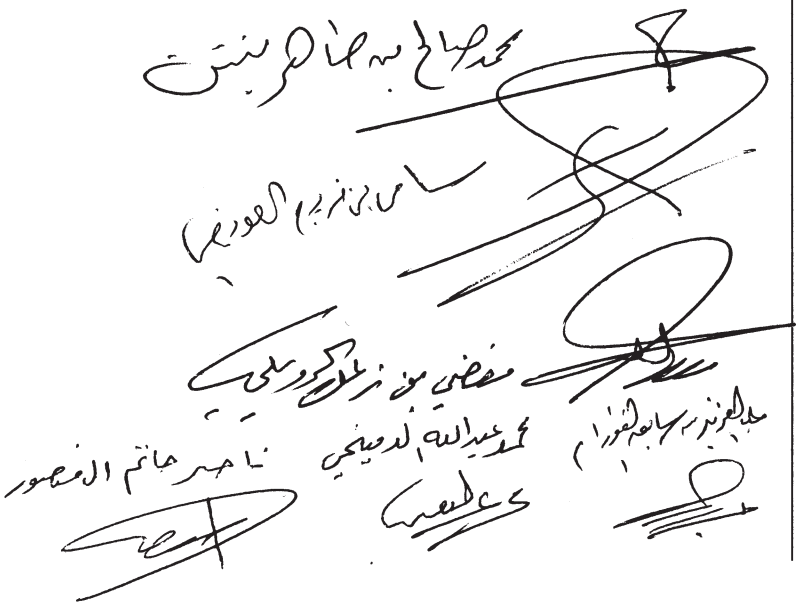
POUR
LA RÉPUBLIQUE ARGENTINE:



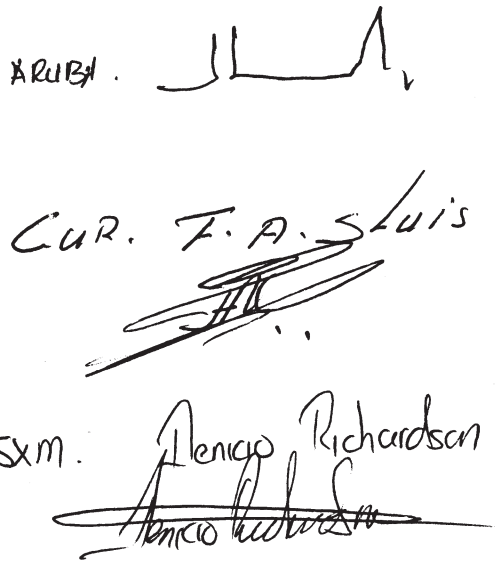
POUR
ANTIGUA-ET-BARBUDA:

POUR
LA RÉPUBLIQUE D'ARMÉNIE:

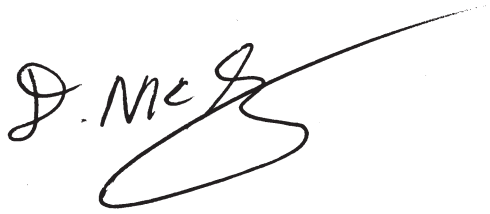
POUR
LE ROYAUME DE L'ARABIE SAOUDITE:



Pour
ARUBA, CURAÇAO et S. MARTIN :



POUR
L'AUSTRALIE:



POUR
LE COMMONWEALTH DES BAHAMAS:

POUR
LA RÉPUBLIQUE D'AUTRICHE:

POUR
LE ROYAUME DE BAHREIN:

POUR
LA RÉPUBLIQUE D'AZERBAÏDJAN:

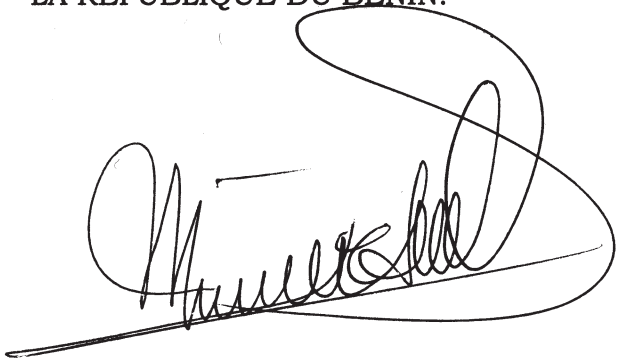
POUR
LA RÉPUBLIQUE POPULAIRE
DU BANGLADESH:

POUR
LA BARBADE:

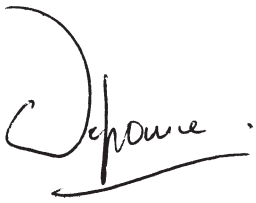
POUR
BELIZE:

POUR
LA RÉPUBLIQUE DU BÉLARUS:

POUR
LA RÉPUBLIQUE DU BÉNIN:



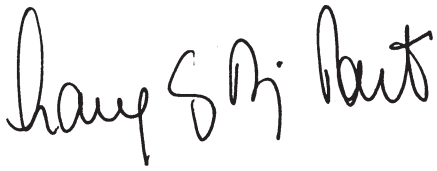
POUR
LA BELGIQUE:



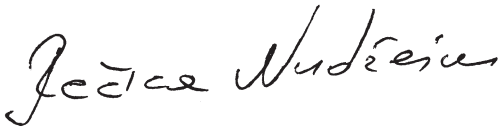
POUR
LE ROYAUME DE BHOUTAN:

POUR
LA RÉPUBLIQUE DE BOLIVIE:

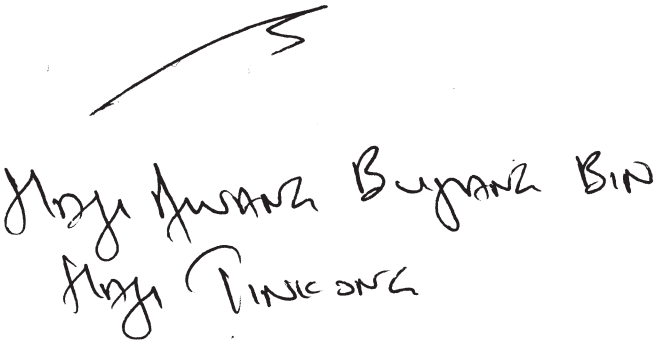
POUR
LA RÉPUBLIQUE FÉDÉRATIVE
DU BRÉSIL:



POUR
LA RÉPUBLIQUE
DE BOSNIE ET HERZÉGOVINE:



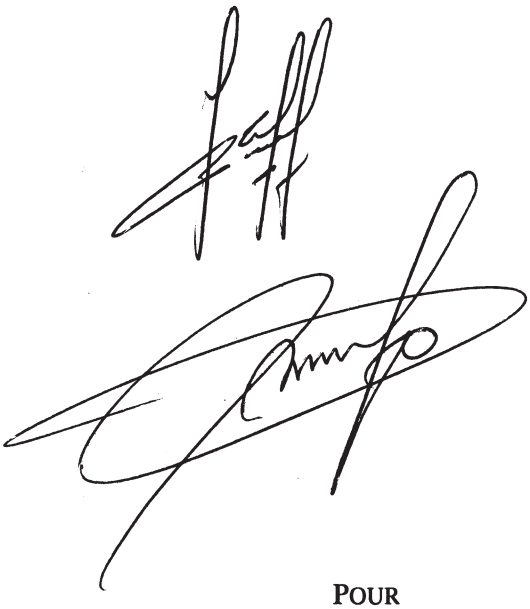
POUR
BRUNEI DARUSSALAM:



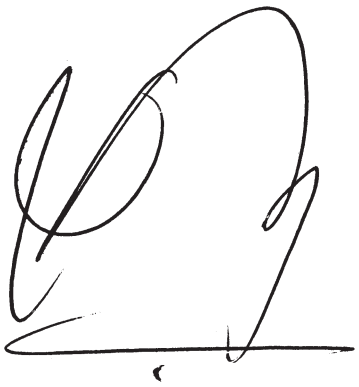
POUR
LA RÉPUBLIQUE DU BOTSWANA:

POUR
LA RÉPUBLIQUE DE BULGARIE:

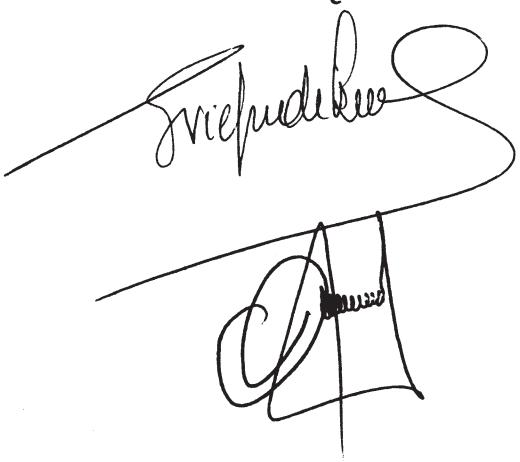
POUR
LE BURKINA FASO:



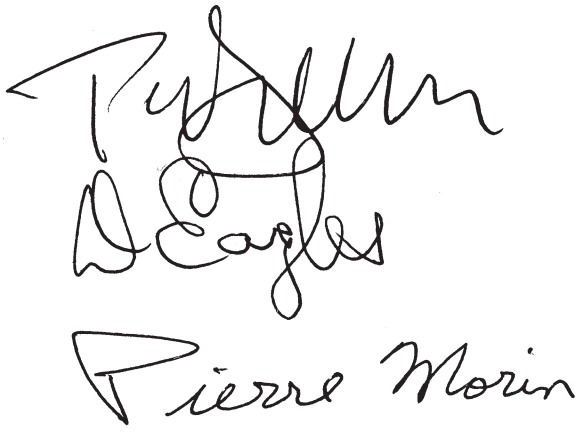
POUR
LA RÉPUBLIQUE DU CAMEROUN:



POUR
LA RÉPUBLIQUE DU BURUNDI:

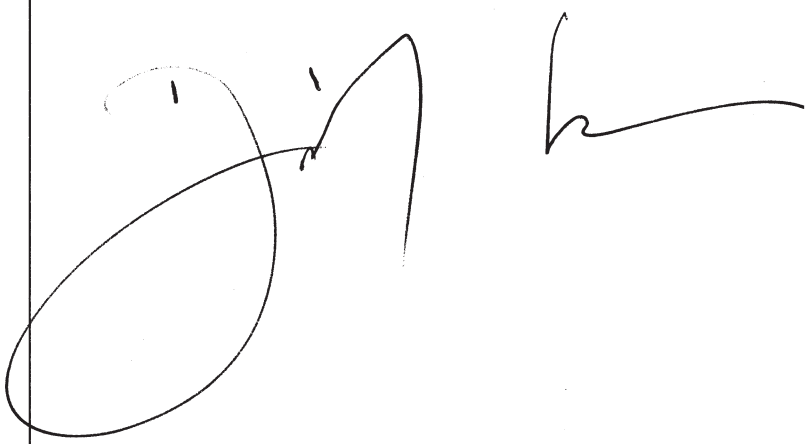


POUR
LE CANADA:




POUR
LE ROYAUME DU CAMBODGE:

POUR
LA RÉPUBLIQUE DU CAP-VERT:



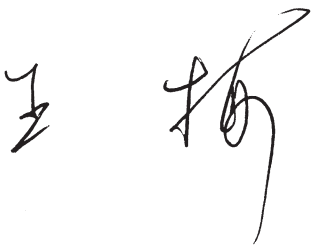
POUR
LA RÉPUBLIQUE CENTRAFRICAINE:

POUR
LA RÉPUBLIQUE DE CHYPRE:

POUR
LE CHILI:

POUR
LA RÉPUBLIQUE DE COLOMBIE:

POUR
LA RÉPUBLIQUE POPULAIRE DE CHINE:



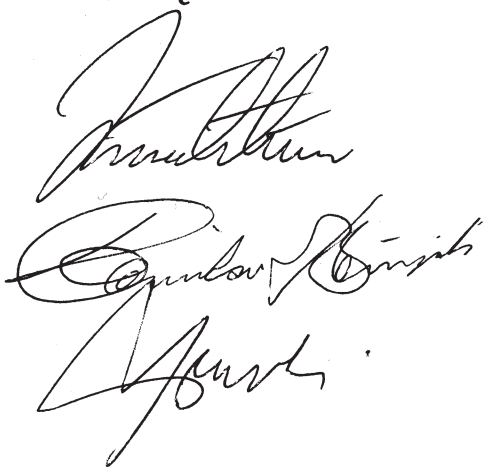
POUR
L'UNION DES COMORES:

POUR
LA RÉPUBLIQUE DU CONGO:

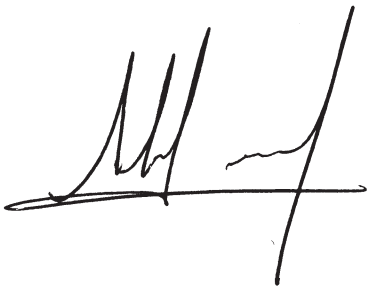
POUR
LA RÉPUBLIQUE DE CÔTE D'IVOIRE:

POUR
LA RÉPUBLIQUE DE CORÉE:

POUR
LA RÉPUBLIQUE DE CROATIE:



POUR
LA RÉPUBLIQUE DE COSTA-RICA:



POUR
LA RÉPUBLIQUE DE CUBA:

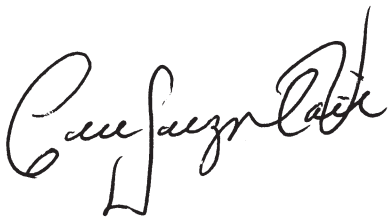
POUR
LE ROYAUME DE DANEMARK:

POUR
LE COMMONWEALTH
DE LA DOMINIQUE:

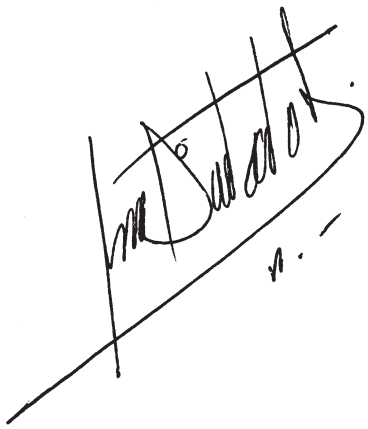
POUR
LA RÉPUBLIQUE DE DJIBOUTI:

POUR
LA RÉPUBLIQUE ARABE D'ÉGYPTE:

POUR
LA RÉPUBLIQUE DOMINICAINE:



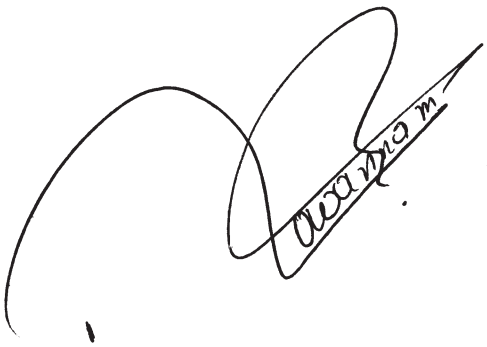
POUR
LA RÉPUBLIQUE DE EL SALVADOR:



POUR
LES ÉMIRATS ARABES UNIS:

POUR
L'ESPAGNE:

POUR
LA RÉPUBLIQUE DE L'ÉQUATEUR:



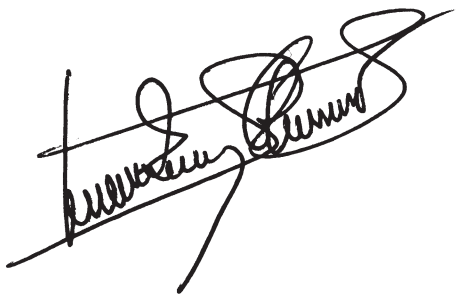
POUR
LA RÉPUBLIQUE D'ESTONIE:

POUR
L'ÉRYTHRÉE:

POUR
L'ÉTHIOPIE:

POUR
FIDJI:

POUR
LA RÉPUBLIQUE GABONAISE:



POUR
LA RÉPUBLIQUE DE FINLANDE:

POUR
LA GAMBIE:

POUR
LA RÉPUBLIQUE FRANÇAISE:

Richard Boidin

POUR
LA RÉPUBLIQUE DE GÉORGIE:

POUR
LA RÉPUBLIQUE DU GHANA:

11-10-2012

POUR
LA GRÈCE:

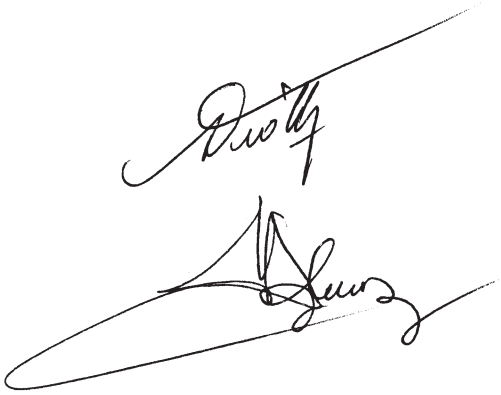
POUR
LE ROYAUME-UNI
DE GRANDE-BRETAGNE ET
D'IRLANDE DU NORD,
ÎLES DE LA MANCHE ET ÎLE DE MAN:

POUR
LA GRENADE:

POUR
LES TERRITOIRES D'OUTRE-MER
DONT LES RELATIONS INTERNATIONALES
SONT ASSURÉES PAR LE
GOUVERNEMENT DU ROYAUME-UNI
DE GRANDE-BRETAGNE
ET D'IRLANDE DU NORD:

POUR
LA RÉPUBLIQUE DU GUATÉMALA:

POUR
LA RÉPUBLIQUE DE GUINÉE:



POUR
LA GUYANE:

POUR
LA RÉPUBLIQUE DE GUINÉE-BISSAU:

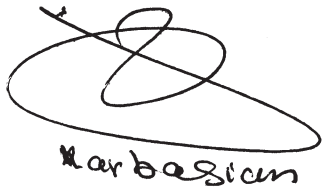
POUR
LA RÉPUBLIQUE D'HAÏTI:

POUR
LA RÉPUBLIQUE
DE GUINÉE ÉQUATORIALE:

POUR
LA RÉPUBLIQUE DU HONDURAS:

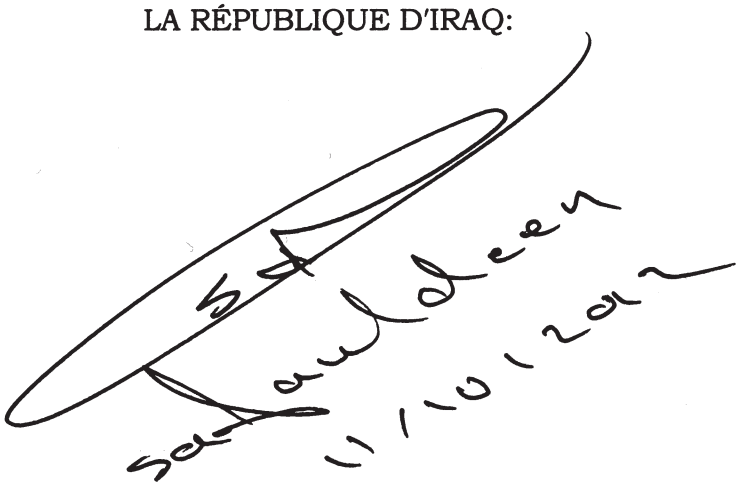
POUR
LA HONGRIE:

POUR
LA RÉPUBLIQUE ISLAMIQUE D'IRAN:



POUR
L'INDE:

POUR
LA RÉPUBLIQUE D'IRAQ:



POUR
LA RÉPUBLIQUE D'INDONÉSIE:

POUR
L'IRLANDE:

Mary Farrell

POUR
LA RÉPUBLIQUE D'ISLANDE:

POUR
LA JAMAÏQUE :

POUR
ISRAËL:

POUR
LE JAPON:

POUR
L'ITALIE:

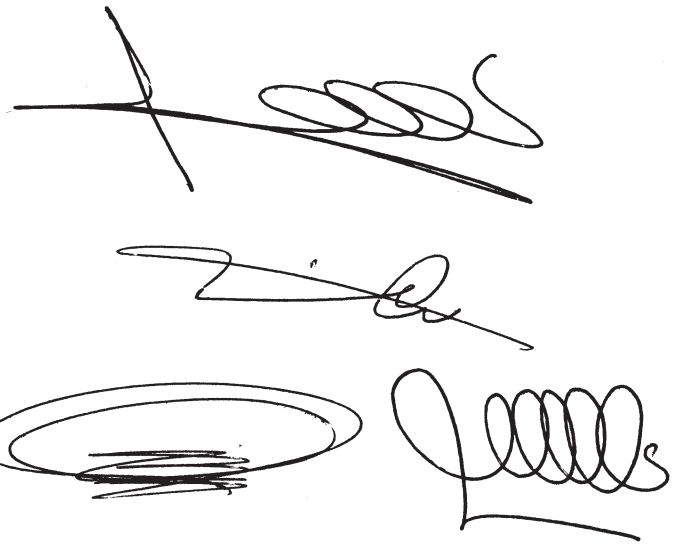
POUR
LE ROYAUME HACHÉMITE
DE JORDANIE:

POUR
LA RÉPUBLIQUE DU KAZAKHSTAN:

POUR
LA RÉPUBLIQUE DE KIRIBATI:

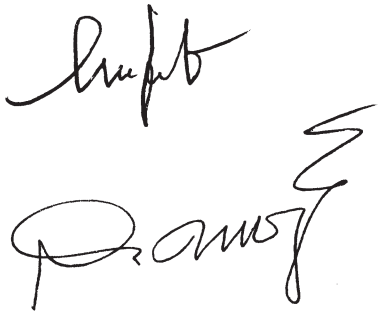
POUR
LA RÉPUBLIQUE DE KENYA

POUR
LE KUWAIT:



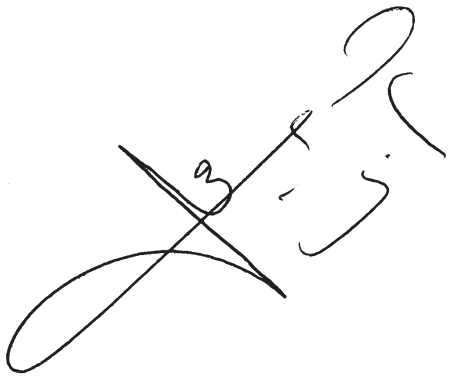
POUR
LA RÉPUBLIQUE DU KIRGHIZISTAN:

POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
POPULAIRE LAO:



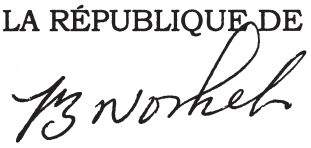
POUR
LE ROYAUME DU LESOTHO:

POUR
LA RÉPUBLIQUE LIBANAISE:



POUR
LA RÉPUBLIQUE DE LETTONIE:

POUR
LA RÉPUBLIQUE DE LIBÉRIA:



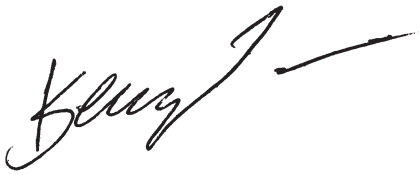
POUR
L'EX-RÉPUBLIQUE YOUGOSLAVE
DE MACÉDOINE:

POUR
LA LIBYE

POUR
LA PRINCIPAUTÉ DE LIECHTENSTEIN:

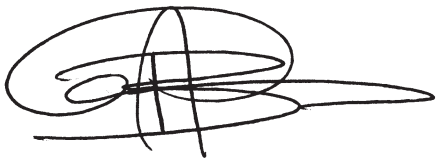
POUR
LA RÉPUBLIQUE DE MADAGASCAR:

POUR
LA RÉPUBLIQUE DE LITUANIE:



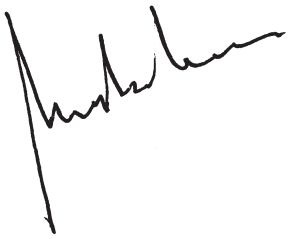
POUR
LA MALAISIE:

POUR
LE LUXEMBOURG:



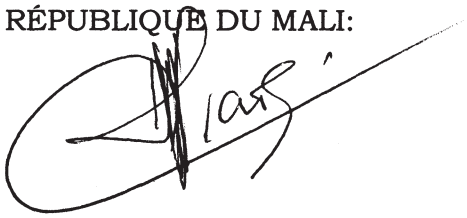
POUR
LE MALAWI:

POUR
LA RÉPUBLIQUE DES MALDIVES:



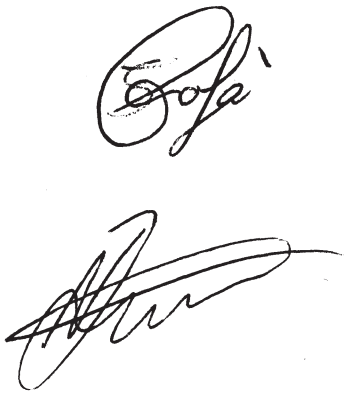
POUR
LE ROYAUME DU MAROC:

POUR
LA RÉPUBLIQUE DU MALI:

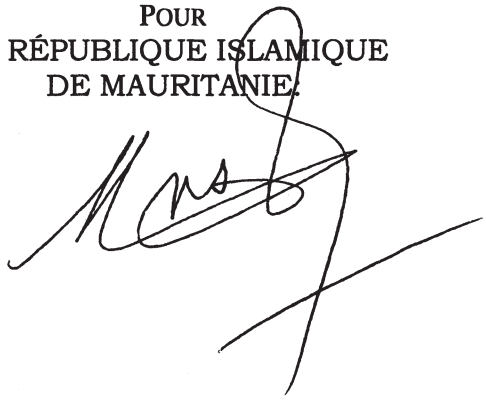


POUR
MAURICE:

POUR
MALTE:



POUR
LA RÉPUBLIQUE ISLAMIQUE
DE MAURITANIE:



POUR
LES ÉTATS-UNIS DU MEXIQUE:

POUR
LA MONGOLIE:

POUR
LA RÉPUBLIQUE DE MOLDOVA:

POUR
LE MONTÉNÉGRO:

POUR
LA PRINCIPAUTÉ DE MONACO:

POUR
LA RÉPUBLIQUE POPULAIRE
DU MOZAMBIQUE:

POUR
L'UNION DE MYANMAR:

POUR
LA RÉPUBLIQUE FÉDÉRALE
DÉMOCRATIQUE DU NÉPAL:

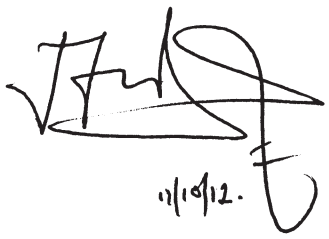
POUR
LA RÉPUBLIQUE DE NAMIBIE:

POUR
LA RÉPUBLIQUE DU NICARAGUA:

POUR
LA RÉPUBLIQUE DE NAURU:

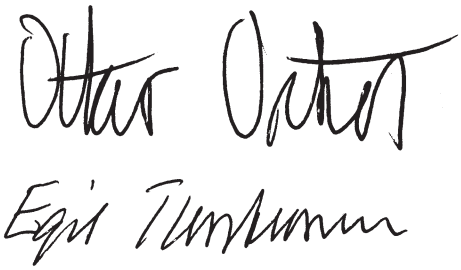
POUR
LA RÉPUBLIQUE DU NIGER:

POUR
LA RÉPUBLIQUE FÉDÉRALE
DU NIGÉRIA:

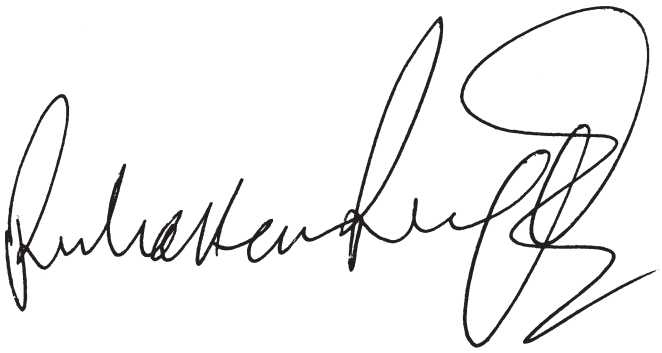


POUR
LE SULTANAT D'OMAN:

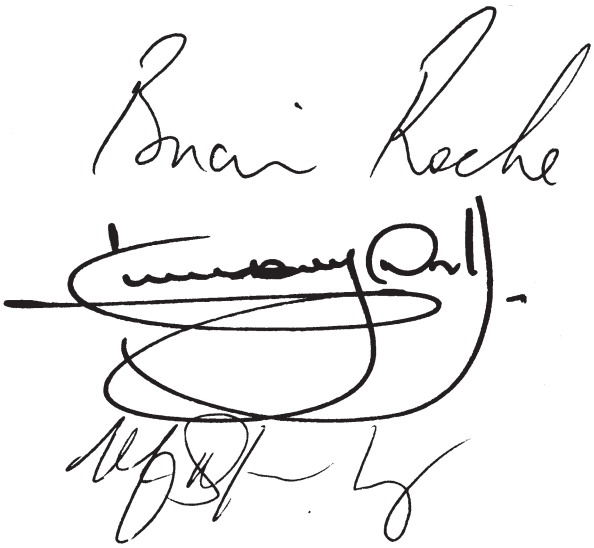
POUR
LA NORVÈGE:



POUR
LA RÉPUBLIQUE DE L'OUGANDA:



POUR
LA NOUVELLE-ZÉLANDE:



POUR
LA RÉPUBLIQUE D'OUZBÉKISTAN:

POUR
LA RÉPUBLIQUE ISLAMIQUE
DU PAKISTAN:

POUR
LA RÉPUBLIQUE DE PARAGUAY:

POUR
LA RÉPUBLIQUE DE PANAMA:

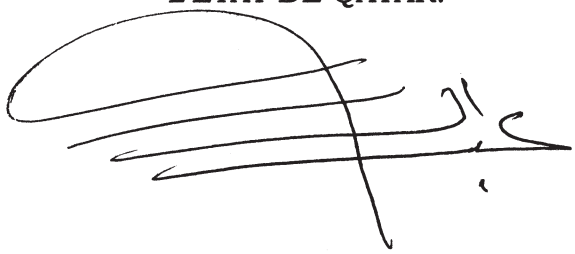
POUR
LES PAYS-BAS
- CARAÏBES NÉERLANDAISES
(BONAIRE, SABA ET S. EUSTATIUS):

POUR
LA PAPOUASIE – NOUVELLE-GUINÉE:

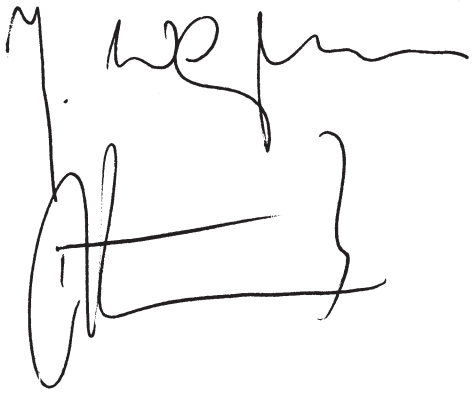
POUR
LA RÉPUBLIQUE DU PÉROU:

POUR
LA RÉPUBLIQUE DES PHILIPPINES:

POUR
L'ÉTAT DE QATAR:

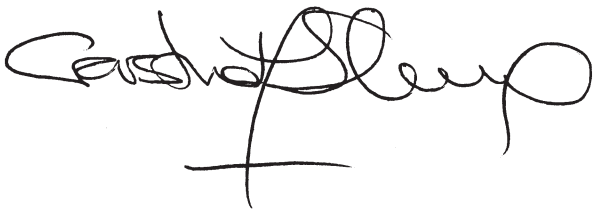


POUR
LA POLOGNE:

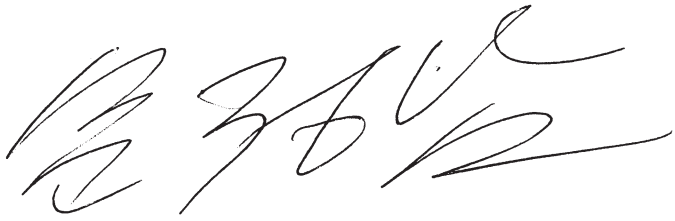


POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
DU CONGO:

POUR
LE PORTUGAL:



POUR
LA RÉPUBLIQUE POPULAIRE
DÉMOCRATIQUE DE CORÉE:



POUR
LA ROUMANIE:

POUR
LA FÉDÉRATION DE RUSSIE:

POUR
LA RÉPUBLIQUE DU RWANDA :

POUR
SAINT-CHRISTOPHE
(SAINT-KITTS)-ET-NEVIS:

POUR
SAINTE-LUCIE:

POUR
LA RÉPUBLIQUE DE SAINT-MARIN:

POUR
SAINT-VINCENT-ET-GRENADINES:

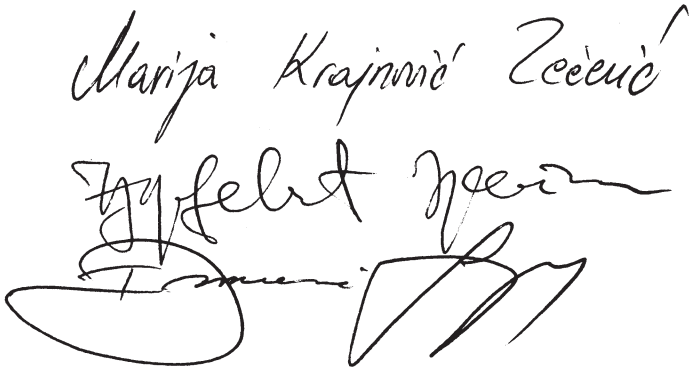
POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
DE SAO TOMÉ-ET-PRINCIPE:

POUR
LES ÎLES SALOMON:

POUR
LA RÉPUBLIQUE DU SÉNÉGAL:

POUR
L'ÉTAT INDÉPENDANT DE SAMOA:

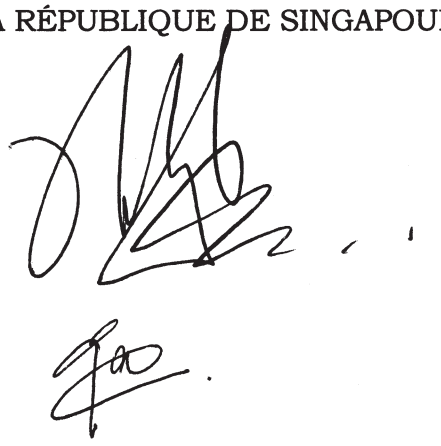
POUR
LA RÉPUBLIQUE DE SERBIE:



POUR
LA RÉPUBLIQUE DES SEYCHELLES:

POUR
LA RÉPUBLIQUE DE SIERRA LEONE:

POUR
LA RÉPUBLIQUE DE SINGAPOUR:



POUR
LA RÉPUBLIQUE SLOVAQUE:

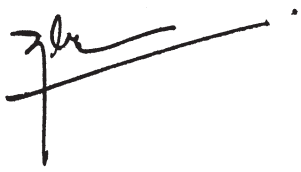
POUR
LA RÉPUBLIQUE DE SLOVÉNIE:

POUR
LE GOUVERNEMENT FÉDÉRAL DE
TRANSITION DE
LA RÉPUBLIQUE
DE SOMALIE:

POUR
LA RÉPUBLIQUE DU SOUDAN:

Pour
LE SOUDAN DU SUD :

POUR
LA RÉPUBLIQUE SOCIALISTE
DÉMOCRATIQUE DE SRI LANKA:



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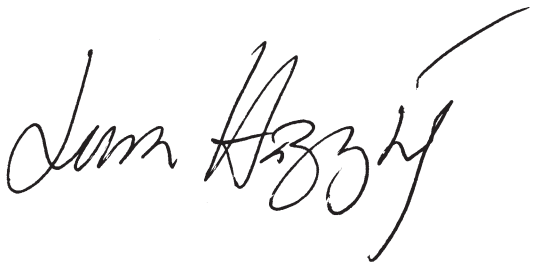


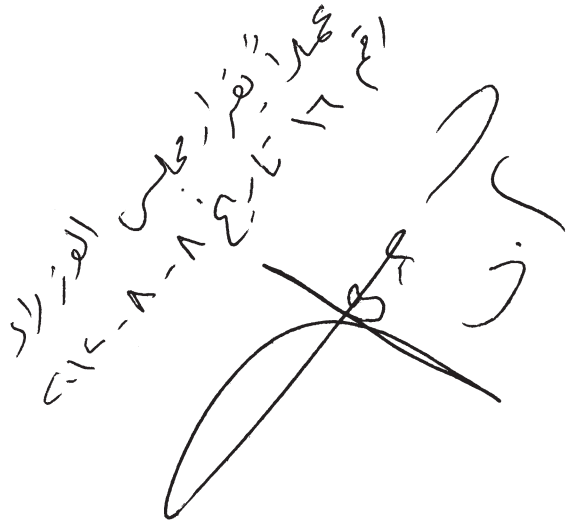
POUR
LA CONFÉDÉRATION SUISSE:

POUR
LA RÉPUBLIQUE DU SURINAME:

POUR
LE ROYAUME DU SWAZILAND:

POUR
LA RÉPUBLIQUE UNIE DE TANZANIE:

POUR
LA RÉPUBLIQUE ARABE SYRIENNE:



POUR
LA RÉPUBLIQUE DU TCHAD:

POUR
LA RÉPUBLIQUE DU TADJIKISTAN:

POUR
LA RÉPUBLIQUE TCHÈQUE:

POUR
LA THAÏLANDE:

Chaiyan P.

POUR
LE ROYAUME DES TONGA:

POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
DU TIMOR-LESTE:

POUR
LA RÉPUBLIQUE
DE TRINITÉ-ET-TOBAGO:

POUR
LA RÉPUBLIQUE TOGOLAISE:

POUR
LA RÉPUBLIQUE TUNISIENNE:

POUR
LE TURKMÉNISTAN:

POUR
L'UKRAINE:

POUR
LA RÉPUBLIQUE DE TURQUIE:

POUR
LA RÉPUBLIQUE ORIENTALE
DE L'URUGUAY:

Gabriel Lombide

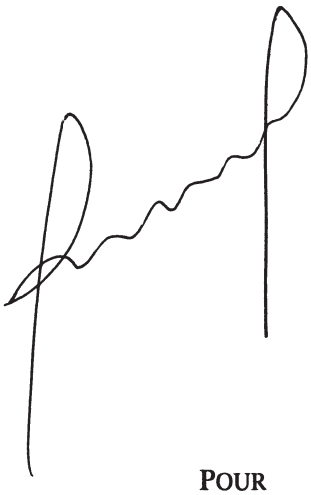
POUR
TUVALU:

POUR
LA RÉPUBLIQUE DE VANUATU:

POUR
L'ÉTAT DE LA CITÉ DU VATICAN:

POUR
LA RÉPUBLIQUE DU YÉMEN:

POUR
LA RÉPUBLIQUE BOLIVARIENNE DU
VÉNÉZUÉLA:

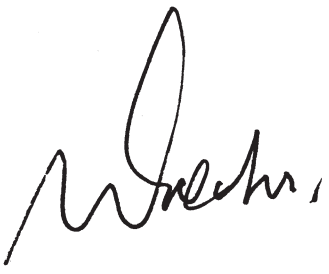


POUR
LA RÉPUBLIQUE DE ZAMBIE:

POUR
LA RÉPUBLIQUE SOCIALISTE
DU VIET NAM:

Nguyen Thanh Hung

POUR
LA RÉPUBLIQUE DE ZIMBABWE:



# Declarations made on signature of the Acts

# Declarations made on signature of the Acts

I

*On behalf of the Syrian Arab Republic*

The Syrian Arab Republic reiterates the declaration in the 24th Congress Acts and declares that the signature of the Acts of the Universal Postal Union (Doha 2012), and any subsequent ratification of those Acts by its Government, shall not be valid vis-à-vis the member inscribed under the name of Israel, and shall in no way imply recognition of that member.

(Congress–Doc 41.Add 1）

II

*On behalf of Australia*

Australia will apply the Acts and other decisions adopted by this Congress only insofar as they are consistent with its other international rights and obligations and, in particular, with the World Trade Organization's General Agreement on Trade in Services.

(Congress–Doc 41.Add 2）

III

*On behalf of the Socialist Republic of Viet Nam*

The delegation of the Socialist Republic of Viet Nam declares that:

– Viet Nam reserves its right to take any action or measures, if necessary, to safeguard national rights and interests should any other UPU member countries in any way fail to comply with the provisions of the UPU Congress Acts, or should declarations or reservations by other UPU member countries jeopardize the sovereignty, rights, interests or postal services of the Socialist Republic of Viet Nam.
– Viet Nam also reserves the right of its Government to make reservations, if necessary, upon ratification of the UPU Congress Acts.

(Congress–Doc 41.Add 3)

IV

*On behalf of Iceland, the Principality of Liechtenstein and Norway*

The delegations of Iceland, the Principality of Liechtenstein and Norway declare that their countries will apply the Acts adopted by this Congress in accordance with obligations pursuant to the agreement establishing the European Economic Area and the General Agreement on Trade in Services (GATS) of the World Trade Organization.

(Congress–Doc 41.Add 4)

V

*On behalf of the People's Republic of China*

The delegation of the People's Republic of China declares that China will apply the Acts and other decisions adopted by this Congress in accordance with its national legislation and its World Trade Organization (WTO) commitments, and in full compliance with its rights and obligations under the WTO, in particular the General Agreement on Trade in Services and the Agreement on Trade-Related Aspects of Intellectual Property Rights.

(Congress–Doc 41.Add 5)

VI

*On behalf of the Republic of Turkey*

The delegation of the Republic of Turkey makes the following statement in connection with the participation of the delegation of the Greek Cypriot Administration of Southern Cyprus at the 25th Congress of the Universal Postal Union purportedly on behalf of "the Republic of Cyprus".

There is no single authority, in law or in fact, that is competent to represent jointly the Turkish Cypriots and the Greek Cypriots and, consequently, Cyprus as a whole. The Greek Cypriot Administration has, since 1963, represented exclusively the Greek Cypriots and their interests. Therefore, as a guarantor power under the 1960 Treaty of Guarantee, Turkey does not recognize this administration or any of its illegitimate claims.

In view of the above, Turkey's presence and participation in the work of the Universal Postal Union, its signature of the Final Acts, and its approval of the Doha Postal Strategy should in no way be construed as recognition by Turkey of the so-called "Republic of Cyprus", nor should it imply any obligation on the part of Turkey to enter into any dealing with the so-called "Republic of Cyprus" within the framework of Universal Postal Union activities.

(Congress–Doc 41.Add 6)

VII

*On behalf of Togo*

On the signing of the Final Acts of the 25th Universal Postal Congress (Doha 2012), the Togolese delegation declares that Togo reserves the right not to apply any provisions that are contrary to its legislation or to the provisions of the international agreements to which it is party.

Togo also reserves the right not to apply the provisions of these Acts vis-à-vis any countries or organizations that fail to observe or apply such provisions.

(Congress–Doc 41.Add 7)

VIII

*On behalf of a group of countries*

Lebanon confirms the declaration presented on the occasion of the 24th Congress and the Doha Congress by the Syrian Arab Republic, Saudi Arabia, Bahrain (Kingdom), the United Arab Emirates, Iran (Islamic Rep.), Iraq, Libya, Pakistan, Tunisia and Yemen. Lebanon also declares that the signature of all the Acts of the Union on the occasion of the 25th Congress, and any subsequent ratification by successive governments, shall not be valid vis-à-vis the member known as "Israel", and shall in no way imply recognition thereof.

(Congress–Doc 41.Add 8)

IX

*On behalf of the Republic of Croatia*

The delegation of the Republic of Croatia, which has signed an accession treaty with the European Union, hereby declares that it will apply the Acts adopted by this Congress in accordance with its obligations pursuant to the Treaty on European Union, the Treaty on the functioning of the European Union and the General Agreement on Trade in Services (GATS) of the World Trade Organization.

(Congress–Doc 41.Add 9)

X

*On behalf of the Republic of Austria, the Kingdom of Belgium, the Republic of Bulgaria, the Republic of Cyprus, the Czech Republic, the Kingdom of Denmark, the Republic of Estonia, the Republic of Finland, the French Republic, the Federal Republic of Germany, the Hellenic Republic, the Republic of Hungary, Ireland, the Italian Republic, the Republic of Latvia, the Republic of Lithuania, the Grand Duchy of Luxembourg, the Republic of Malta, the Kingdom of the Netherlands, the Republic of Poland, the Portuguese Republic, Romania, the Slovak Republic, the Republic of Slovenia, the Kingdom of Spain, the Kingdom of Sweden and the United Kingdom of Great Britain and Northern Ireland*.

"The delegations of the member countries of the European Union declare that their countries will apply the Acts adopted by this Congress in accordance with their obligations pursuant to the Treaty establishing the European Community and the General Agreement on Trade in Services (GATS) of the World Trade Organization."

(Congress–Doc 41.Add 10)

XI

*On behalf of the Republic of Cyprus*

The delegation of the Republic of Cyprus to the 25th Congress of the Universal Postal Union reiterates the declaration it made at previous UPU Congresses, and rejects unreservedly the declaration and reservation

made by the Republic of Turkey on 9 October 2012 (Congress−Doc 41.Add 6) at the 25th Congress in Doha in connection with the participation, rights and status of the Republic of Cyprus as a member of the UPU.

The Turkish positions are totally inconsistent with the relevant provisions of international law and the specific provisions of the mandatory UN Security Council resolutions on Cyprus. It should be noted that, in its resolutions 541(1983) and 550(1984), inter alia, the UN Security Council condemned the purported secession of part of the Republic of Cyprus, regarded its "unilateral declaration of independence" as "legally invalid" and called for its withdrawal. It also called on all States not to recognize any Cypriot State other than the Republic of Cyprus and "not to facilitate or in any way assist the aforesaid secessionist entity". Lastly, it called on all States to respect the sovereignty, independence, territorial integrity and unity of the Republic of Cyprus.

The Republic of Cyprus has been a Member State of the United Nations since its independence in 1960, and a Member State of the European Union from 1 May 2004. It has also been a member of the Universal Postal Union since November 1961 and, in this capacity, participates in all of the organization's activities. The Government of the Republic of Cyprus is the internationally recognized government in Cyprus, with the competence and authority to represent the State, notwithstanding the *de facto* division of the island as a result of the 1974 Turkish invasion.

Since 1 May 2004, the Republic of Cyprus has been a full member of the European Union, underscoring the fact that there is only one state in Cyprus. In recognizing the problems caused by the occupation of part of its territory in implementing Community laws, Protocol 10 to the Act of Accession of the Republic of Cyprus to the European Union provides that implementation of the *acquis communautaire* shall be suspended in the area of the Republic of Cyprus over which its Government exercises no effective control.

In view of the above, the declaration and reservation made by the Republic of Turkey contravene both the letter and spirit of the UPU Constitution, Convention and Agreements. The delegation of the Republic of Cyprus therefore considers any such declaration or reservation to be illegal and null and void, and reserves its rights accordingly.

(Congress–Doc 41.Add 11)

XII

*On behalf of the Argentine Republic*

On the signing of the decisions adopted by the 25th UPU Congress (Doha 2012), the delegation of the Argentine Republic declares that, having taken note of the declarations and reservations of member countries, it reserves for its Government:

The right to adopt any measures considered necessary, in accordance with its domestic legislation and international law, to protect national interests if other members fail to comply with the provisions adopted and included in the 2012 Doha Congress decisions, and also if the reservations made by other member countries affect the postal services of the Argentine Republic or its sovereignty rights; and

The right to make reservations to the decisions of the 2012 Doha Congress, between the date of the signing of these decisions and any future ratification of the same, in accordance with the 1969 Vienna Convention on the Law of Treaties.

The Argentine Republic recalls the reservation made on ratification of the Constitution of the Universal Postal Union signed in Vienna, Austria, on 10 July 1964, and reaffirms its sovereignty over the Malvinas Islands, South Georgia and the South Sandwich Islands, and the surrounding maritime areas, as well as over the Argentine Antarctica sector.

It further recalls that, in relation to the 'Question of the Falkland Islands (Malvinas)', the United Nations General Assembly has adopted resolutions 2065 (XX), 3160 (XXVIII), 31/49, 37/9, 38/12, 39/6, 40/21, 41/40, 42/19 and 43/25, by which it recognizes the existence of a sovereignty dispute and asks the Governments of

the Argentine Republic and the United Kingdom of Great Britain and Northern Ireland to resume negotiations in order to settle this dispute.

The Argentine Republic emphasizes also that the United Nations Special Committee on Decolonization has repeatedly pronounced judgement in that same sense, most recently through the resolution adopted on 14 June 2012, and that the General Assembly of the Organization of American States adopted a new decision on the issue in similar terms on 5 June 2012.

(Congress–Doc 41.Add 12)

XIII

*On behalf of Georgia*

The delegation of Georgia makes the following statement:

Abkhazia and South Ossetia are regions of Georgia and constitute an indivisible part of Georgian territory. The territorial integrity of Georgia has been supported and acknowledged by the relevant United Nations resolutions. Any postal sector activities carried out for any reason in these Georgian regions and/or territories must be carried out solely in accordance with the Constitution and laws of Georgia, the Acts of the Universal Postal Union and international legislative standards. Any other action will be considered illegal and a violation of Georgian sovereignty.

Georgia reserves the right to protect its national interests and state sovereignty, and to take any legal action considered appropriate should any UPU member country fail to comply with its obligations under the UPU Constitution, Convention and Acts, and by its statements and/or actions directly or indirectly endanger the normal functioning of the postal sector throughout the Georgian territory and undermine its national interests and sovereignty.

Georgia reserves the right, in case of necessity, to make additional statements regarding the Acts adopted at the 25th Universal Postal Congress should any provision directly or indirectly infringe upon its Constitution and/or laws.

(Congress–Doc 41.Add 13)

XIV

*On behalf of the Republic of Azerbaijan*

As a result of military aggression by the armed forces of the Republic of Armenia, 20% of the internationally recognized territory of the Republic of Azerbaijan, including its Nagorny Karabakh region and seven administrative regions surrounding it, is occupied by Armenia.

United Nations Security Council resolutions Nos 822 (30 April 1993), 853 (29 June 1993), 874 (14 October 1993) and 884 (12 November 1993), which demanded the immediate, full and unconditional withdrawal of the armed forces from the occupied territories of the Republic of Azerbaijan, have not been implemented, nor have similar decisions and resolutions adopted by other international organizations.

As a result of the occupation, the Republic of Azerbaijan is unable to implement the provisions of article 8 of the Universal Postal Convention concerning the circulation of postage stamps in the occupied territories of the Republic of Azerbaijan, in accordance with its legislation. There have, however, been blatant violations of the said Convention by Armenia, such as issuing postage stamps on behalf of the illegal regime established in the occupied territories of the Republic of Azerbaijan.

In view of the above, the Republic of Azerbaijan declares that the Government of the Republic of Azerbaijan is the only legitimate body for implementing postal operations and issuing postage stamps in the territory of the Republic of Azerbaijan, including in its occupied territories.

Hence, implementation of any postal operation in the occupied territories without the prior permission of the relevant authorities of the Republic of Azerbaijan contravenes the national legislation of Azerbaijan, as well as international legal norms, and has no legal basis whatsoever.

The Republic of Azerbaijan declares that the Government of Azerbaijan reserves the right not to apply the provisions of the Universal Postal Convention in relation to the Republic of Armenia.

(Congress–Doc 41.Add 14)

XV

*On behalf of Canada*

On signing the Final Acts of the 25th Congress of the Universal Postal Union (Doha, 2012), Canada declares that it will apply the Acts and other decisions adopted by this Congress in full compliance with its rights and obligations under the World Trade Organization Agreement, and in particular the General Agreement on Trade in Services.

(Congress–Doc 41.Add 15)

XVI

*On behalf of New Zealand*

New Zealand will apply the Acts and other decisions adopted by this Congress only insofar as they are consistent with its other international rights and obligations and, in particular, with the General Agreement on Trade in Services.

(Congress–Doc 41.Add 16)

XVII

*On behalf of Israel*

The delegation of Israel to the 25th Congress of the Universal Postal Union reiterates the declarations and reservations that it has made at previous UPU Congresses, and rejects unreservedly any declaration or reservation made by any other member of the Union at this 25th Congress (Doha) the intention of which is to disregard Israel's rights and status as a member of the UPU. Furthermore, any such declaration or reservation is in contravention of both the letter and spirit of the UPU Constitution, Convention and Agreements. The delegation of Israel accordingly considers any such declaration or reservation to be illegal and void, and reserves its rights accordingly.

The Government of the State of Israel states its position that the interpretation and application of any resolution or statement by all concerned must be in accordance with and subject to any existing or future bilateral agreements or arrangements between Israel and the Palestinian Authority. Furthermore, Israel shall interpret and apply any resolution or statement in accordance with applicable Israeli law.

(Congress–Doc 41.Add 17)

XVIII

*On behalf of the Republic of South Africa*

The delegation of the Republic of South Africa declares that South Africa will apply the Acts adopted by the 25th Congress of the Universal Postal Union in accordance with the Constitution and national legislation of the Republic of South Africa and pursuant to its obligations under other treaties, conventions and the principles of international law, subject to ratification of the Final Acts. South Africa reserves for its Government the right to make additional declarations, if necessary, upon ratification of the UPU Acts.

The delegation of the Republic of South Africa reserves the right of its Government to take any action or measures it deems necessary to safeguard its national interests should any member in any way fail to comply with the Constitution, Convention or Acts of the Universal Postal Union, or should the consequences of reservations by any member negatively impact upon its postal services.

(Congress–Doc 41.Add 18)

XIX

*On behalf of the Eastern Republic of Uruguay*

On the signing of the Final Acts of the Universal Postal Congress (Doha, 2012), the Delegation of the Eastern Republic of Uruguay declare that it reserves the right of its Government to:

– adopt whatever measures it deems necessary to protect its interests in cases where other members of the Universal Postal Union fail in any way to respect the Final Acts and its Regulations or if the reservations made by other members compromise the proper functioning of its postal services or infringe its sovereign rights;

– make additional reservations, by virtue of the 1969 Vienna Convention on the Law of Treaties, to the Final Acts of the Universal Postal Congress (Doha, 2012), at any time it deems appropriate between the date of signature and the date of any ratification of the international instruments that the said Final Acts constitute.

(Congress–Doc 41.Add 19)

# Rules of Procedure of Congress

# Rules of Procedure of Congresses

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# Rules of Procedure of Congresses

Article 1
General provisions

The present Rules of Procedure (hereinafter referred to as "the Rules") have been drawn up pursuant to the Acts of the Union and are subordinate to them. In the event of a discrepancy between one of their provisions and a provision of the Acts, the latter shall prevail.

Article 2
Delegations

1 The term "delegation" shall denote the person or body of persons designated by a member country to take part in a Congress. The delegation shall consist of a Head of delegation and, if appropriate, his deputy, one or more delegates and, possibly, one or more attached officials (including experts, secretaries, etc.).

2 Heads of delegation, their deputies, and delegates shall be representatives of member countries within the meaning of article 14.2 of the Constitution if in possession of credentials which comply with the conditions laid down in article 3 of these Rules.

3 Attached officials shall be admitted to meetings, and shall have the right to participate in the proceedings, but they shall not normally have the right to vote. However, they may be authorized by the Head of their delegation to vote on behalf of their country at Committee meetings. Such authorizations shall be handed, in writing, to the Chairman of the Committee concerned, before the beginning of the meeting.

Article 3
Delegates' credentials

1 Delegates' credentials shall be signed by the Head of State, the Head of Government or the Minister for Foreign Affairs of the country concerned. They shall be drawn up in due and proper form. The credentials of delegates entitled to sign the Acts (plenipotentiaries) shall specify the scope of such signature (signature subject to ratification or approval, signature ad referendum, definitive signature). In the absence of such specific information, the signature shall be regarded as being subject to ratification or approval. Credentials authorizing the holder to sign the Acts shall implicitly include the right to speak and to vote. Delegates on whom the relevant authorities have conferred full powers without specifying their scope shall be authorized to speak, to vote and to sign the Acts unless the wording of the credentials is explicitly to the contrary.

2 Credentials shall be deposited at the opening of Congress with the authority designated for that purpose.

3 Delegates who are not in possession of credentials or who have not deposited their credentials may, provided their names have been communicated by their Government to the Government of the host country, take part in the debates and vote from the moment they participate in the work of Congress. The same shall apply to those whose credentials are found to be not in order. Such delegates shall cease to be empowered to vote from the time Congress approves the last report of the Credentials Committee

establishing that their credentials have not been received or are not in order until such time as the position is regularized. The last report shall be approved by Congress before any elections other than that of the Chairman of Congress and before approval of the draft Acts.

4 The credentials of a member country which arranges for the delegation of another member country to represent it at Congress (proxy) shall be in the same form as those mentioned in paragraph 1.

5 Credentials and proxies sent by telegram shall not be admissible. However, telegrams sent in reply to requests for information relating to credentials shall be accepted.

6 A delegation which, after it has deposited its credentials, is prevented from attending one or more meetings, may arrange to be represented by the delegation of another member country, provided that notice in writing is given to the Chairman of the meeting concerned. However, a delegation may represent only a single country other than its own.

7 The delegates of member countries which are not parties to an Agreement may take part in the debates of Congress concerning that Agreement, without the right to vote.

Article 4
Order of seating

1 At Congress and Committee meetings, delegations shall be seated in the French alphabetical order of the member countries represented.

2 The Chairman of the Council of Administration shall draw lots, in due course, for the name of the country to be placed foremost before the rostrum at Congress and Committee meetings.

Article 5
Observers **and ad hoc observers**

1 **The observers referred to in article 105.1 of the General Regulations shall be invited to participate in the plenary sessions and Committee meetings of Congress.**

2 **The ad hoc observers referred to in article 105.2 of the General Regulations may be invited to attend specific meetings of Congress and its committees when it is in the interest of the Union or the work of Congress.**

**3** The observers **and ad hoc observers** shall not be entitled to vote, but may take the floor with the permission of the Chairman of the meeting.

**4** In exceptional circumstances, the right of observers **and ad hoc observers** to participate in certain meetings, or parts of meetings, may be restricted if the confidentiality of the subject dealt with so requires. They shall be so informed as quickly as possible. This restriction may be decided on a case-by-case basis by any body concerned or its Chairman. Such decisions shall be reviewed by the Bureau of Congress, which shall have the authority to confirm or reverse such decisions by a simple majority vote.

Article **6**
Chairmanships and vice-chairmanships of Congress and Committees

1 At its first plenary meeting, Congress shall elect, on the proposal of the **host member country of the Congress,** the Chairman of Congress and then approve, on the proposal of the Council of Administration, the appointment of the member countries which are to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the Committees. These posts will be assigned taking as much account as possible of the equitable geographical distribution of the member countries.

2 The Chairmen shall open and close the meetings over which they preside, direct the debates, give speakers the floor, put proposals to the vote and announce what majority is required for their adoption, announce decisions and, subject to the approval of Congress, interpret such decisions if necessary.

3 The Chairmen shall see that the present Rules are observed and that order is maintained at meetings.

4 Any delegation may appeal to Congress or the Committee against a decision taken by the Chairman on the basis of a provision or interpretation of the Rules. The Chairman's decision shall nevertheless hold good unless rescinded by a majority of the members present and voting.

5 Should the member country appointed to the chairmanship be no longer able to exercise this function, one of the Vice-Chairmen shall be appointed by Congress or the Committee to replace it.

Article **7**
Bureau of Congress

1 The Bureau shall be the central body responsible for directing the work of Congress. It shall consist of the Chairman and Vice-Chairmen of Congress and the Chairmen of the Committees. It shall meet periodically to review the progress of the work of Congress and its Committees and to make recommendations designed to facilitate such progress. It shall assist the Chairman in drawing up the agenda of each plenary meeting and in coordinating the work of the Committees. It shall make recommendations relating to the closing of Congress.

2 The Secretary General of Congress and the Assistant Secretary General, mentioned in article **10.1**, shall attend the meetings of the Bureau.

Article **8**
Membership of Committees

1 The member countries represented in Congress shall, as of right, be members of the Committees responsible for studying proposals relating to the Constitution, the General Regulations and the Convention.

2 Member countries represented in Congress which are parties to one or more of the optional Agreements shall, as of right, be members of the Committee and/or Committees responsible for the revision of these Agreements. The right to vote of members of the Committee or Committees shall be confined to the Agreement or Agreements to which they are parties.

3 Delegations which are not members of Committees dealing with the Agreements may attend meetings of those Committees and take part in the debates without the right to vote.

Article **9**
Working parties

Congress and each Committee may set up working parties to study special questions.

Article **10**
Secretariat of Congress and of Committees

1 The Director General and the Deputy Director General of the International Bureau shall act as Secretary General and Assistant Secretary General of Congress, respectively.

2 The Secretary General and the Assistant Secretary General shall attend the meetings of Congress and of the Bureau of Congress and take part in the debates without the right to vote. They may also attend, under the same conditions, Committee meetings or be represented thereat by a senior official of the International Bureau.

3 The work of the Secretariat of Congress, the Bureau of Congress and the Committees shall be performed by the staff of the International Bureau in conjunction with the host member country.

4 Senior officials of the International Bureau shall act as Secretaries of Congress, of the Bureau of Congress and of the Committees. They shall assist the Chairman during meetings and shall be responsible for writing the reports.

5 The Secretaries of Congress and of the Committees shall be assisted by Assistant Secretaries.

Article **11**
Languages of debates

1 Subject to paragraph 2, French, English, Spanish and Russian may be used for debates, by means of a system of simultaneous or consecutive interpretation.

2 The debates of the Drafting Committee shall be held in French.

3 Other languages may also be used for the debates mentioned in paragraph 1. The language of the host country shall have priority in this connection. Delegations using other languages shall arrange for simultaneous interpretation into one of the languages mentioned in paragraph 1, either by means of the simultaneous interpretation system, when the necessary technical alterations can be made, or by special interpreters.

4 The cost of installing and maintaining the technical equipment shall be borne by the Union.

5 The cost of the interpretation services shall be divided among the member countries using the same language in proportion to their contributions to the expenses of the Union.

Article **12**
Languages used for drafting Congress documents

1 Documents prepared during Congress including draft decisions submitted to Congress for approval shall be published in French by the Secretariat of Congress.

2 To this end, documents produced by delegations of member countries shall be submitted in French, either direct or through the intermediary of the translation services attached to the Congress Secretariat.

3 The above services, organized at their own expense by the language groups set up in accordance with the relevant provisions of the General Regulations, may also translate Congress documents into their respective languages.

Article **13**
Proposals

1 All questions brought before Congress shall be the subject of proposals.

2 All proposals published by the International Bureau before Congress shall be regarded as being submitted to Congress.

3 Two months before Congress opens, no proposal shall be considered except those amending earlier proposals.

4 The following shall be regarded as amendments: any proposal which, without altering the substance of the original proposal, involves a deletion from, addition to or revision of a part of the original proposal. No proposed change shall be regarded as an amendment if it is inconsistent with the meaning or intent of the original proposal. In case of doubt, Congress or the Committee shall decide the matter.

5 Amendments submitted at Congress to proposals already made shall be handed in to the Secretariat in writing, in French, before noon on the day but one before the day on which they will be discussed, so that they can be distributed to delegates the same day. This time limit shall not apply to amendments arising directly from the debates in Congress or in a Committee. In the latter case, if so requested, the author of the amendment shall submit a written version in French, or in case of difficulty, in any other language used for debates. The Chairman concerned shall read it out or have it read out.

6 The procedure laid down in paragraph 5 shall also apply to the submission of proposals that are not designed to amend the text of the Acts (draft resolutions, draft recommendations, draft formal opinions, etc.) where these proposals result from the work of Congress.

7 Any proposal or amendment shall give the final form of the text which is to be inserted in the Acts of the Union, subject, of course to revision by the Drafting Committee.

Article **14**
Consideration of proposals in Congress and in Committees

1 Drafting proposals (the number of which shall be followed by the letter R) shall be assigned to the Drafting Committee either direct, if the International Bureau has no doubt as to their nature (a list of such proposals shall be drawn up for the Drafting Committee by the International Bureau), or, if the International Bureau is in doubt as to their nature, after the other Committees have confirmed that they are purely of a drafting nature (a list of such proposals shall likewise be drawn up for the Committees concerned). If, however, such proposals are linked with other proposals of substance to be considered by Congress or by other Committees, the Drafting Committee shall postpone consideration of them until after Congress or the other Committees have taken a decision on the corresponding proposals of substance. Proposals whose numbers are not followed by the letter R but which, in the opinion of the International Bureau, are of a drafting nature, shall be referred direct to the Committees concerned with the corresponding proposals of substance. When these Committees begin work, they shall decide which of the proposals shall be assigned direct to the Drafting Committee. A list of these proposals shall be drawn up by the International Bureau for the Committees concerned.

2 If the same question is the subject of several proposals, the Chairman shall decide the order in which they are to be discussed, starting as a rule with the proposal which departs most from the basic text and entails the most significant change in relation to the status quo.

3 If a proposal can be subdivided into several parts, each part may, if the originator of the proposal or the assembly so agrees, be considered and voted upon separately.

4 Any proposal withdrawn in Congress or in Committee by its originator may be resubmitted by the delegation of another member country. Similarly, if an amendment to a proposal is accepted by the originator of the proposal, another delegation may resubmit the original, unamended proposal.

5 Any amendment to a proposal which is accepted by the delegation submitting the proposal shall be immediately included in the text thereof. If the originator of the original proposal does not accept an amendment, the Chairman shall decide whether the amendment or the proposal shall be voted upon first, starting with whichever departs furthest from the meaning or intent of the basic text and entails the most significant change in relation to the status quo.

6 The procedure described in paragraph 5 shall also apply where more than one amendment to a proposal is submitted.

7 The Chairman of Congress and the Chairmen of Committees shall arrange for the text of the proposals, amendments or decisions adopted to be passed to the Drafting Committee, in writing, after each meeting.

Article **15**
Debates

1 Delegates may not take the floor until they have been given permission to do so by the Chairman of the meeting. They shall be urged to speak slowly and distinctly. The Chairman shall afford delegates the possibility of freely and fully expressing their views on the subject discussed, so long as that is compatible with the normal course of the debate.

2 Unless a majority of the members present and voting decides otherwise, speeches shall not exceed five minutes. The Chairman shall be authorized to interrupt any speaker who exceeds the said authorized time. He may also ask the delegate not to depart from the subject.

3 During a debate, the Chairman may, with the agreement of the majority of the members present and voting, declare the list of speakers closed after reading it out. When the list is exhausted, he shall declare the debate closed, although even after the closing of the list he may grant the originator of the proposal under discussion the right to reply to any of the speeches delivered.

4 The Chairman may also, with the agreement of the majority of the members present and voting, limit the number of speeches by any one delegation on a proposal or a certain group of proposals; but the originator of the proposal shall be given the opportunity of introducing it and speaking subsequently if he asks to do so in order to make new points in reply to the speeches of other delegations, so that he may, if he wishes, be the last speaker.

5 With the agreement of the majority of the members present and voting, the Chairman may limit the number of speeches on a proposal or a certain group of proposals; but this limit may not be less than five for and five against the proposal under discussion.

Article **16**
Motions on points of order and procedural motions

1 During the discussion of any question and even, where appropriate, after the closure of the debate, a delegation may submit a motion on a point of order for the purpose of requesting:

– clarification on the conduct of the debates;

– observance of the Rules of Procedure;

– a change in the order of discussion of proposals suggested by the Chairman.

The motion on a point of order shall take precedence over all questions, including the procedural motions set forth in paragraph 3.

2 The Chairman shall immediately give the desired clarifications or take the decision which he considers advisable on the subject of the motion on a point of order. In the event of an objection, the Chairman's decision shall be put to the vote forthwith.

3 In addition, during discussion of a question, a delegation may introduce a procedural motion with a view to proposing:

a the suspension of the meeting;

b the closure of the meeting;

c the adjournment of the debate on the question under discussion;

d the closure of the debate on the question under discussion.

Procedural motions shall take precedence, in the order set out above, over all other proposals except the motions on points of order referred to in paragraph 1.

4 Motions for the suspension or closure of the meeting shall not be discussed, but shall be put to the vote immediately.

5 When a delegation proposes adjournment or closure of the debate on a question under discussion, only two speakers against the adjournment or the closure of the debate may speak, after which the motion shall be put to the vote.

6 The delegation which submits a motion on a point of order or a procedural motion may not, in its submission, deal with the substance of the question under discussion. The proposer of a procedural motion may withdraw it before it has been put to the vote, and any motion of this kind, whether amended or not, which is withdrawn may be reintroduced by another delegation.

Article **17**
Quorum

1 Subject to paragraphs 2 and 3, the quorum necessary for the opening of the meetings and for voting shall be half the member countries represented in Congress and having the right to vote.

2 For votes on amending the Constitution and the General Regulations, the quorum required shall be two thirds of the Union member countries having the right to vote.

3 In the case of the Agreements, the quorum required for the opening of the meetings and for voting shall be half the member countries represented at Congress which are parties to the Agreement concerned and have the right to vote.

4 Delegations which are present but do not take part in a given vote, or which state that they do not wish to take part therein, shall not be considered absent for the purpose of establishing the quorums required under paragraphs 1, 2 and 3.

Article **18**
Voting principle and procedure

1 Questions which cannot be settled by common consent shall be decided by vote.

2 Votes shall be taken by the traditional system or by the electronic voting system. They shall normally be taken by the electronic system when that system is available to the assembly. However, in the case of a secret ballot, the traditional system may be used if one delegation, supported by a majority of the delegations present and voting, so requests.

3 For the traditional system, the methods of voting shall be as follows:

a by show of hands. If there is doubt about the result of such a vote, the Chairman, if he so wishes or if a delegation so requests, may arrange for an immediate roll-call vote on the same question;

b by roll-call, at the request of a delegation or if so decided by the Chairman; the roll shall be called according to the French alphabetical order of the countries represented, beginning with the country

whose name is drawn by lot by the Chairman; the result of the vote, together with a list of the countries grouped according to the way they voted, shall be included in the report of the meeting;

c by secret ballot, using ballot papers, if requested by two delegations; in this case, the Chairman of the meeting shall appoint three tellers, having regard to equitable geographical representation and the level of economic development of the member countries, and make the necessary arrangements for the holding of a secret ballot.

4 For the electronic system, the methods of voting shall be as follows:

a non-recorded vote: it replaces a vote by show of hands;

b recorded vote: it replaces a roll-call vote; however, the names of the countries shall not be called unless one delegation, supported by a majority of the delegations present and voting, so requests;

c secret ballot: it replaces the secret ballot by ballot papers.

5 Regardless of the system of voting used, the secret ballot shall take precedence over any other voting procedure.

6 Once the voting has begun, no delegation may interrupt it, except to raise a point of order relating to the way in which the vote is being taken.

7 After the vote, the Chairman may permit delegates to explain why they voted as they did.

Article **19**
Conditions of approval of proposals

1 To be adopted, proposals involving amendments to the Acts must:

a in the case of the Constitution, be approved by at least two thirds of the member countries of the Union having the right to vote;

b in the case of the General Regulations, be approved by a majority of the member countries represented in Congress and having the right to vote;

c in the case of the Convention, be approved by a majority of the member countries present and voting which have the right to vote;

d in the case of the Agreements, be approved by a majority of the member countries present and voting which are parties to the Agreements and have the right to vote.

2 Procedural matters which cannot be settled by common consent shall be decided by a majority of the member countries present and voting which have the right to vote. The same shall apply to decisions not concerning changes in the Acts, unless Congress decides otherwise by a majority of the member countries present and voting which have the right to vote.

3 Subject to paragraph 5, "member countries present and voting" shall mean member countries which have the right to vote voting "for" or "against", abstentions being disregarded in counting the votes required to constitute a majority, and similarly blank or null and void ballot papers in the case of a secret ballot.

4 In the event of a tie, a proposal shall be regarded as rejected.

5 When the number of abstentions and blank or null and void ballot papers exceeds half the number of votes cast (for, against and abstentions), consideration of the matter shall be deferred until a subsequent meeting, at which abstentions and blank or null and void ballot papers shall be disregarded.

Article **20**
Election of the members of the Council of Administration or the Postal Operations Council

In order to decide between countries which have obtained the same number of votes in elections of members of the Council of Administration or the Postal Operations Council, the Chairman shall draw lots.

Article **21**
Election of the Director General and the Deputy Director General of the International Bureau

1 The elections of the Director General of the International Bureau and of the Deputy Director General shall take place by secret ballot successively at one or more meetings held on the same day. The candidate who obtains a majority of the votes cast by the member countries present and voting shall be elected. As many ballots shall be held as are necessary for a candidate to obtain this majority.

2 "Member countries present and voting" shall mean member countries voting for one of the candidates whose applications have been announced in due and proper form, abstentions and blank or null and void ballot papers being ignored in counting the votes required to constitute a majority.

3 If the number of abstentions and blank or null and void ballot papers exceeds half the number of votes cast in accordance with paragraph 2, the election shall be deferred to a later meeting, at which abstentions and blank or null and void ballot papers shall no longer be taken into account.

4 The candidate who obtains the least number of votes in any one ballot shall be eliminated.

5 In the event of a tie, an additional ballot, and if necessary a second additional ballot, shall be held in an attempt to decide between the tying candidates, the vote relating only to these candidates. If the result is inconclusive, the election shall be decided by drawing lots. The lots shall be drawn by the Chairman.

6 The candidates for Director General and Deputy Director General of the International Bureau may, at their request, be represented at the counting of the votes.

Article **22**
Reports

1 The reports of the plenary meetings of Congress shall record the course of the meetings, briefly summarize speeches, and mention proposals and the outcome of the debates.

2 The debates of Committee meetings shall be the subject of reports to Congress. As a general rule, Working Parties shall prepare a report for the body that set them up.

3 Each delegate, however, shall be entitled to ask for any statement made by him to be included in the reports either verbatim or in summary form, provided the French or English text is handed to the Secretariat not later than two hours after the end of the meeting.

4 Delegates shall be allowed a period of twenty-four hours, from the moment when the draft reports are distributed, in which to make their comments to the Secretariat, which, if necessary, shall act as an intermediary between the party concerned and the Chairman of the meeting in question.

5 As a general rule and subject to the provisions of paragraph 4, at the beginning of each meeting of Congress, the Chairman shall submit the report of a previous meeting for approval. The same shall apply in regard to Committee reports. The reports of the last meetings which it has not been possible to approve in Congress or in a Committee shall be approved by the respective Chairmen of the meetings. The International Bureau shall also take account of any comments received from delegates of member countries within forty days of the dispatch of the reports to them.

6 The International Bureau shall be authorized to correct in the reports of meetings of Congress and Committees any clerical errors which were not brought to light when the minutes were approved in accordance with paragraph 5.

Article **23**

Appeal against decisions taken by the Committees and by Congress

1 Any delegation may appeal against a decision concerning proposals (Acts, resolutions, etc.) which have been approved or rejected in Committee. Notice of the appeal must be given to the Chairman of Congress, in writing, within 48 hours from the adjournment of the Committee meeting at which the proposal was approved or rejected. The appeal shall be considered during the next plenary meeting.

2 When a proposal has been adopted or rejected by Congress, it can be reconsidered by the same Congress only if the appeal has been supported by at least 10 delegations. Such an appeal must be approved by a two-thirds majority of the members present and voting which have the right to vote. This possibility shall be limited to proposals submitted direct to plenary meetings, it being understood that a single question cannot give rise to more than one appeal.

Article **24**
Approval by Congress of draft decisions (Acts, resolutions, etc.)

1 As a general rule, each draft Act submitted by the Drafting Committee shall be studied article by article. The Chairman may, with the agreement of the majority, use a faster procedure, for instance chapter by chapter. Each Act can only be regarded as adopted after an overall favourable vote. Article **19.1**, shall apply to such a vote.

2 The International Bureau shall be authorized to correct in the final Acts any clerical errors which have not come to light during the study of the draft Acts, the numbering of articles and paragraphs and references.

3 The drafts of decisions other than those amending the Acts, submitted by the Drafting Committee, shall as a general rule be considered en bloc. The provisions of paragraph 2 shall also apply to the drafts of these decisions.

Article **25**
Assignment of studies to the Council of Administration and the Postal Operations Council

On the recommendation of its Bureau, Congress shall assign studies to the Council of Administration and the Postal Operations Council, in accordance with the respective compositions and responsibilities of these two bodies as they are set forth in articles **106, 107, 112 and 113** of the General Regulations.

Article **26**
Reservations to Acts

1 Reservations must be submitted in the form of a proposal to the Secretariat in writing in one of the working languages of the International Bureau (proposals concerning the Final Protocol) as soon as possible after adoption of the proposal concerning the article to which the reservation refers.

2 To enable it to distribute proposals concerning reservations to all member countries before adoption of the Final Protocol by Congress, the Congress Secretariat shall set a deadline for the submission of reservations and notify member countries of it.

3 Reservations to the Acts of the Union submitted after the deadline set by the Secretariat shall not be considered by the Secretariat or by Congress.

Article **27**
Signature of Acts

Acts finally approved by Congress shall be submitted to the plenipotentiaries for signature.

Article **28**
Amendment of the Rules

1 Each Congress may amend the Rules of Procedure. In order to be accepted for discussion, proposals to amend the present Rules, unless submitted by a UPU body empowered to put forward proposals, shall be supported in Congress by at least 10 delegations.

2 To be adopted, proposals for amendments to the present Rules must be approved by at least two thirds of the member countries represented in Congress and having the right to vote.

# Universal Postal Convention
Final Protocol

# Universal Postal Convention

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# Universal Postal Convention

The undersigned, plenipotentiaries of the governments of the member countries of the Union, having regard to article 22.3 of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have by common consent and subject to article 25.4 of the Constitution drawn up in this Convention the rules applicable throughout the international postal service.

## Part I

## Rules applicable in common throughout the international postal service

## Sole chapter

## General provisions

### Article 1
### Definitions

1 For the purposes of the Universal Postal Convention, the following terms shall have the meanings defined below:

1.1 parcel: item conveyed under the conditions of the Convention and the Parcel Post Regulations;

1.2 closed mail: labelled bag or set of bags or other receptacles sealed with or without lead, containing postal items;

1.3 misrouted mails: receptacles received at an office of exchange other than the one mentioned on the (bag) label;

**1.4 personal data: information needed to identify a postal service user;**

**1.5** missent items: items received at an office of exchange meant for an office of exchange in another member country;

**1.6** postal item: generic term referring to anything dispatched by the Post's services (letter post, parcel post, money orders, etc.);

**1.7** transit charges: remuneration for services rendered by a carrier in the country crossed (designated operator, other service or combination of the two) in respect of the land, sea and/or air transit of mails;

**1.8** terminal dues: remuneration owed to the designated operator of the country of destination by the designated operator of the dispatching country in compensation for the costs incurred in the country of destination for letter-post items received;

**1.9** designated operator: any governmental or non-governmental entity officially designated by the member country to operate postal services and to fulfil the related obligations arising out of the Acts of the Union on its territory;

**1.10** small packet: item conveyed under the conditions of the Convention and the Letter Post Regulations;

**1.11** inward land rate: remuneration owed to the designated operator of the country of destination by the designated operator of the dispatching country in compensation for the costs incurred in the country of destination for parcels received;

**1.12** transit land rate: remuneration owed for services rendered by a carrier in the country crossed (designated operator, other service or combination of the two) in respect of the land and/or air transit of parcels through its territory;

**1.13** sea rate: remuneration owed for services rendered by a carrier (designated operator, other service or a combination of the two) participating in the sea conveyance of parcels;

**1.14** universal postal service: the permanent provision of quality basic postal services at all points in a member country's territory, for all customers, at affordable prices;

**1.15** transit à découvert: open transit through an intermediate country, of items whose number or weight does not justify the make-up of closed mails for the destination country.

Article 2
Designation of the entity or entities responsible for fulfilling the obligations arising from adherence to the Convention

1 Member countries shall notify the International Bureau, within six months of the end of Congress, of the name and address of the governmental body responsible for overseeing postal affairs. Within six months of the end of Congress, member countries shall also provide the International Bureau with the name and address of the operator or operators officially designated to operate postal services and to fulfil the obligations arising from the Acts of the Union on their territory. Between Congresses, changes in the governmental bodies and the officially designated operators shall be notified to the International Bureau as soon as possible.

Article 3
Universal postal service

1 In order to support the concept of the single postal territory of the Union, member countries shall ensure that all users/customers enjoy the right to a universal postal service involving the permanent provision of quality basic postal services at all points in their territory, at affordable prices.

2 With this aim in view, member countries shall set forth, within the framework of their national postal legislation or by other customary means, the scope of the postal services offered and the requirement for quality and affordable prices, taking into account both the needs of the population and their national conditions.

3 Member countries shall ensure that the offers of postal services and quality standards will be achieved by the operators responsible for providing the universal postal service.

4 Member countries shall ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability.

Article 4
Freedom of transit

1 The principle of the freedom of transit is set forth in article 1 of the Constitution. It shall carry with it the obligation for each member country to ensure that its designated operators forward, always by the quick-

est routes and the most secure means which they use for their own items, closed mails and à découvert letter-post items which are passed to them by another designated operator. This principle shall also apply to missent items and misrouted mails.

2 Member countries which do not participate in the exchange of letters containing infectious substances or radioactive substances shall have the option of not admitting these items in transit à découvert through their territory. The same shall apply to letter-post items other than letters, postcards and **items** for the blind. It shall also apply to printed papers, periodicals, magazines, small packets and M bags the content of which does not satisfy the legal requirements governing the conditions of their publication or circulation in the country crossed.

3 Freedom of transit for postal parcels to be forwarded by land and sea routes shall be limited to the territory of the countries taking part in this service.

4 Freedom of transit for air parcels shall be guaranteed throughout the territory of the Union. However, member countries which do not operate the postal parcels service shall not be required to forward air parcels by surface.

5 If a member country fails to observe the provisions regarding freedom of transit, other member countries may discontinue their postal service with that member country.

Article 5
Ownership of postal items. Withdrawal from the post. Alteration or correction of address. Redirection. Return to sender of undeliverable items

1 A postal item shall remain the property of the sender until it is delivered to the rightful owner, except when the item has been seized in pursuance of the legislation of the country of origin or destination and, in case of application of article **18.2.1.1** or **18.3**, in accordance with the legislation of the country of transit.

2 The sender of a postal item may have it withdrawn from the post or have its address altered or corrected. The charges and other conditions are laid down in the Regulations.

3 Member countries shall ensure that their designated operators redirect postal items if an addressee has changed his address, and return undeliverable items to the sender. The charges and other conditions are laid down in the Regulations.

Article 6
Charges

1 The charges for the various international postal and special services shall be set by the member countries or their designated operators, depending on national legislation, in accordance with the principles set out in the Convention and its Regulations. They shall in principle be related to the costs of providing these services.

2 The member country of origin or its designated operator, depending on national legislation, shall fix the postage charges for the conveyance of letter- and parcel-post items. The postage charges shall cover delivery of the items to the place of address provided that this delivery service is operated in the country of destination for the items in question.

3 The charges collected, including those laid down for guideline purposes in the Acts, shall be at least equal to those collected on internal service items presenting the same characteristics (category, quantity, handling time, etc.).

4 Member countries or their designated operators, depending on national legislation, shall be authorized to exceed any guideline charges appearing in the Acts.

5 Above the minimum level of charges laid down in 3, member countries or their designated operators may allow reduced charges based on their national legislation for letter-post items and parcels posted in the territory of the member country. They may, for instance, give preferential rates to major users of the Post.

6 No postal charge of any kind may be collected from customers other than those provided for in the Acts.

7 Except where otherwise provided in the Acts, each designated operator shall retain the charges which it has collected.

Article 7
Exemption from postal charges

1 Principle

1.1 Cases of exemption from postal charges, as meaning exemption from postal prepayment, shall be expressly laid down by the Convention. Nonetheless, the Regulations may provide for both exemption from postal prepayment and exemption from payment of transit charges, terminal dues and inward rates for letter-post items and postal parcels relating to the postal service sent by member countries, designated operators and Restricted Unions. Furthermore, letter-post items and postal parcels sent by the UPU International Bureau to Restricted Unions, member countries and designated operators shall be considered to be items relating to the postal service and shall be exempted from all postal charges. However, the member country of origin or its designated operator shall have the option of collecting air surcharges on the latter items.

2 Prisoners of war and civilian internees

2.1 Letter-post items, postal parcels and postal **payment** services items addressed to or sent by prisoners of war, either direct or through the offices mentioned in the Regulations of the Convention and of the Postal Payment Services Agreement, shall be exempt from all postal charges, with the exception of air surcharges. Belligerents apprehended and interned in a neutral country shall be classed with prisoners of war proper so far as the application of the foregoing provisions is concerned.

2.2 The provisions set out under 2.1 shall also apply to letter-post items, postal parcels and postal **payment** services items originating in other countries and addressed to or sent by civilian internees as defined by the Geneva Convention of 12 August 1949 relative to the protection of civilian persons in time of war, either direct or through the offices mentioned in the Regulations of the Convention and of the Postal Payment Services Agreement.

2.3 The offices mentioned in the Regulations of the Convention and of the Postal Payment Services Agreement shall also enjoy exemption from postal charges in respect of letter-post items, postal parcels and postal **payment** services items which concern the persons referred to under 2.1 and 2.2, which they send or receive, either direct or as intermediaries.

2.4 Parcels shall be admitted free of postage up to a weight of 5 kilogrammes. The weight limit shall be increased to 10 kilogrammes in the case of parcels the contents of which cannot be split up and of parcels addressed to a camp or the prisoners' representatives there ("*hommes de confiance*") for distribution to the prisoners.

2.5 In the accounting between designated operators, rates shall not be allocated for service parcels and for prisoner-of-war and civilian internee parcels, apart from the air conveyance dues applicable to air parcels.

3 **Items** for the blind

3.1 **Any item** for the blind **sent to or by an organization for the blind or sent to or by a blind person** shall be exempt from all postal charges, with the exception of air surcharges**, to the extent that these items are admissible as such in the internal service of the sending designated operator**.

**3.2 In this article:**

**3.2.1 a blind person means a person who is registered as blind or partially sighted in his or her country or who meets the World Health Organization's definition of a blind person or a person with low vision;**

**3.2.2 an organization for the blind means an institution or association serving or officially representing blind persons;**

**3.2.3 items for the blind shall include correspondence, literature in whatever format including sound recordings, and equipment or materials of any kind made or adapted to assist blind persons in overcoming the problems of blindness, as specified in the Letter Post Regulations.**

Article 8
Postage stamps

1 The term "postage stamp" shall be protected under the present Convention and shall be reserved exclusively for stamps which comply with the conditions of this article and of the Regulations.

2 Postage stamps:

2.1 shall be issued and put into circulation solely under the authority of the member country or territory, in conformity with the Acts of the Union;

2.2 are a manifestation of sovereignty and constitute proof of prepayment of the postage corresponding to their intrinsic value when affixed to postal items, in conformity with the Acts of the Union;

2.3 must be in circulation, for postal prepayment or for philatelic purposes, in the member country or territory of issue, according to its national legislation;

2.4 must be accessible to all citizens within the member country or territory of issue.

3 Postage stamps comprise:

3.1 the name of the member country or territory of issue, in roman letters;[1]

3.2 the face value, expressed:

3.2.1 in principle, in the official currency of the country or territory of issue, or as a letter or symbol;

3.2.2 through other identifying characteristics.

4 Emblems of state, official control marks and logos of intergovernmental organizations featuring on postage stamps shall be protected within the meaning of the Paris Convention for the Protection of Industrial Property.

5 The subjects and designs of postage stamps shall:

5.1 be in keeping with the spirit of the Preamble to the UPU Constitution and with decisions taken by the Union's bodies;

5.2 be closely linked to the cultural identity of the member country or territory, or contribute to the dissemination of culture or to maintaining peace;

5.3 have, when commemorating leading figures or events not native to the member country or territory, a close bearing on the country or territory in question;

5.4 be devoid of political character or of any topic of an offensive nature in respect of a person or a country;

5.5 be of major significance to the member country or territory.

[1] An exception shall be granted to Great Britain, the country which invented the postage stamp.

6 Postal prepayment impressions, franking machine impressions and impressions made by a printing press or another printing or stamping process in accordance with the UPU Acts may be used only with the authorization of the member country or territory.

**7 Prior to issuing postage stamps using new materials or technologies, member countries shall provide the International Bureau with the necessary information concerning their compatibility with mail processing machines. The International Bureau shall inform the other member countries and their designated operators accordingly.**

Article 9
Postal security

1 Member countries and their designated operators shall **observe the security requirements defined in the UPU security standards and shall** adopt and implement a proactive security strategy at all levels of postal operations to maintain and enhance the confidence of the general public in the postal services, in the interests of all officials involved. **This strategy shall, in particular, include the principle of complying with requirements for providing electronic advance data on postal items identified in implementing provisions (including the type of, and criteria for, postal items) adopted by the Council of Administration and Postal Operations Council, in accordance with UPU technical messaging standards. The strategy** shall **also** include the exchange of information on maintaining the safe and secure transport and transit of mails between member countries and their designated operators.

**2 Any security measures applied in the international postal transport chain must be commensurate with the risks or threats that they seek to address, and must be implemented without hampering worldwide mail flows or trade by taking into consideration the specificities of the mail network. Security measures that have a potential global impact on postal operations must be implemented in an internationally coordinated and balanced manner, with the involvement of the relevant stakeholders.**

Article 10
Sustainable development

1 Member countries and/or their designated operators shall adopt and implement a proactive sustainable development strategy focusing on environmental, social and economic action at all levels of postal operations and promote sustainable development awareness in the postal services.

Article 11
Violations

1 Postal items

1.1 Member countries shall undertake to adopt the necessary measures to prevent, prosecute and punish any person found guilty of the following:

1.1.1 the insertion in postal items of narcotics and psychotropic substances, as well as explosive, flammable or other dangerous substances, where their insertion has not been expressly authorized by the Convention;

1.1.2 the insertion in postal items of objects of a paedophilic nature or of a pornographic nature using children.

2 Means of postal prepayment and postal payment itself

2.1 Member countries shall undertake to adopt the necessary measures to prevent, prosecute and punish any violations concerning the means of postal prepayment set out in this Convention, such as:

2.1.1 postage stamps, in circulation or withdrawn from circulation;

2.1.2 prepayment impressions;

2.1.3 impressions of franking machines or printing presses;

2.1.4 international reply coupons.

2.2 In this Convention, violations concerning means of postal prepayment refer to any of the acts outlined below committed with the intention of obtaining illegitimate gain for oneself or for a third party. The following acts shall be punished:

2.2.1 any act of falsifying, imitating or counterfeiting any means of postal prepayment, or any illegal or unlawful act linked to the unauthorized manufacturing of such items;

2.2.2 any act of using, circulating, marketing, distributing, disseminating, transporting, exhibiting, showing, or publicizing any means of postal prepayment which has been falsified, imitated or counterfeited;

2.2.3 any act of using or circulating, for postal purposes, any means of postal prepayment which has already been used;

2.2.4 any attempt to commit any of these violations.

3 Reciprocity

3.1 As regards sanctions, no distinction shall be made between the acts outlined in 2, irrespective of whether national or foreign means of postal prepayment are involved; this provision shall not be subject to any legal or conventional condition of reciprocity.

**Article 12**
**Processing of personal data**

**1 Personal data on users may be employed only for the purposes for which they were gathered in accordance with applicable national legislation.**

**2 Personal data on users shall be disclosed only to third parties authorized by applicable national legislation to access them.**

**3 Member countries and their designated operators shall ensure the confidentiality and security of personal data on users, in accordance with their national legislation.**

**4 Designated operators shall inform their customers of the use that is made of their personal data, and of the purpose for which they have been gathered.**

# Part II

# Rules applicable to letter post and postal parcels

## Chapter 1

## Provision of services

Article **13**
Basic services

1 Member countries shall ensure that their designated operators accept, handle, convey and deliver letter-post items.

2 Letter-post items are:

2.1 priority items and non-priority items, up to 2 kilogrammes;

2.2 letters, postcards, printed papers and small packets, up to 2 kilogrammes;

2.3 **items** for the blind, up to 7 kilogrammes;

2.4 special bags containing newspapers, periodicals, books and similar printed documentation for the same addressee at the same address called "M bags", up to 30 kilogrammes.

3 Letter-post items shall be classified on the basis either of the speed of treatment of the items or of the contents of the items in accordance with the Letter Post Regulations.

4 Higher weight limits than those indicated in paragraph 2 apply optionally for certain letter-post item categories under the conditions specified in the Letter Post Regulations.

5 Subject to paragraph 8, member countries shall also ensure that their designated operators accept, handle, convey and deliver postal parcels up to 20 kilogrammes, either as laid down in the Convention, or, in the case of outward parcels and after bilateral agreement, by any other means which is more advantageous to their customers.

6 Weight limits higher than 20 kilogrammes apply optionally for certain parcel-post categories under the conditions specified in the Parcel Post Regulations.

7 Any member country whose designated operator does not undertake the conveyance of parcels may arrange for the provisions of the Convention to be implemented by transport companies. It may, at the same time, limit this service to parcels originating in or addressed to places served by these companies.

8 Notwithstanding paragraph 5, member countries which, prior to 1 January 2001 were not parties to the Postal Parcels Agreement shall not be obliged to provide the postal parcels service.

**Article 14**
**Classification of letter-post items based on their formats**

**1 Within the classification systems referred to in article 13.3, letter-post items may also be classified on the basis of their format as small letters (P), large letters (G) or bulky letters (E). The size and weight limits are specified in the Letter Post Regulations.**

Article **15**
Supplementary services

1 Member countries shall ensure the provision of the following mandatory supplementary services:

1.1 registration service for outbound priority and airmail letter-post items**;**

**1.2** registration service for all inbound **registered** letter-post items.

**2** Member countries or their designated operators may provide the following optional supplementary services in relations between those designated operators which agreed to provide the service:

**2.1** insurance for letter-post items and parcels;

**2.2** cash-on-delivery service for letter-post items and parcels;

**2.3** express delivery service for letter-post items and parcels;

**2.4** delivery to the addressee in person of **registered or** insured letter-post items;

**2.5** free of charges and fees **delivery** service for letter-post items and parcels;

**2.6** fragile and cumbersome parcels services;

**2.7** consignment service for collective items from one consignor sent abroad;

**2.8** **merchandise return service, which involves the return of merchandise by the addressee to the original seller, with the latter's authorization.**

**3** The following three supplementary services have both mandatory and optional parts:

**3.1** international business reply service (IBRS), which is basically optional. All member countries or their designated operators shall, however, be obliged to operate the IBRS "return" service;

**3.2** international reply coupons, which shall be exchangeable in any member country. The sale of international reply coupons is, however, optional;

**3.3** advice of delivery for **registered letter-post** items, parcels and insured items. All member countries or their designated operators shall admit incoming advices of delivery. The provision of an outward advice of delivery service is, however, optional.

**4** The description of these services and their charges are set out in the Regulations.

**5** Where the service features below are subject to special charges in the domestic service, designated operators shall be authorized to collect the same charges for international items, under the conditions described in the Regulations:

**5.1** delivery for small packets weighing over 500 grammes;

**5.2** letter-post items posted after the latest time of posting;

**5.3** items posted outside normal counter opening hours;

**5.4** collection at sender's address;

**5.5** withdrawal of a letter-post item outside normal counter opening hours;

**5.6** poste restante;

**5.7** storage for letter-post items weighing over 500 grammes, and for parcels;

**5.8** delivery of parcels, in response to the advice of arrival;

**5.9** cover against risks of force majeure.

Article **16**
**EMS and** integrated logistics

1 Member countries or designated operators may agree with each other to participate in the following services, which are described in the Regulations:

**1.1** EMS, which is a postal express service for documents and merchandise, and shall whenever possible be the quickest postal service by physical means. This service may be provided on the basis of the EMS Standard Multilateral Agreement or by bilateral agreement;

**1.2** integrated logistics, which is a service that responds fully to customers' logistical requirements and includes the phases before and after the physical transmission of goods and documents**.**

**Article 17**
**Electronic postal services**

**1 Member countries or designated operators may agree with each other to participate in the following electronic postal services, which are described in the Regulations:**

**1.1 electronic postal mail, which is an electronic postal service involving the transmission of electronic messages and information by designated operators;**

**1.2 electronic postal registered mail, which is a secure electronic postal service that provides proof of sending and proof of delivery of an electronic message and a secure communication channel to the authenticated users;**

**1.3 electronic postal certification mark, which provides evidentiary proof of an electronic event, in a given form, at a given time, and involving one or more parties;**

**1.4 electronic postal mailbox, which enables the sending of electronic messages by an authenticated mailer and the delivery and storage of electronic messages and information for the authenticated addressee.**

Article **18**
Items not admitted. Prohibitions

1 General

1.1 Items not fulfilling the conditions laid down in the Convention and the Regulations shall not be admitted. Items sent in furtherance of a fraudulent act or with the intention of avoiding full payment of the appropriate charges shall not be admitted.

1.2 Exceptions to the prohibitions contained in this article are set out in the Regulations.

1.3 All member countries or their designated operators shall have the option of extending the prohibitions contained in this article, which may be applied immediately upon their inclusion in the relevant compendium.

2 Prohibitions in all categories of items

2.1 The insertion of the articles referred to below shall be prohibited in all categories of items:

2.1.1 narcotics and psychotropic substances, as defined by the International Narcotics Control Board, or other illicit drugs which are prohibited in the country of destination;

2.1.2 obscene or immoral articles;

2.1.3 counterfeit and pirated articles;

2.1.4 other articles the importation or circulation of which is prohibited in the country of destination;

2.1.5 articles which, by their nature or their packing, may expose officials or the general public to danger, or soil or damage other items, postal equipment or third-party property;

2.1.6 documents having the character of current and personal correspondence exchanged between persons other than the sender and the addressee or persons living with them;

3 Explosive, flammable or radioactive materials and dangerous goods

3.1 The insertion of explosive, flammable or other dangerous goods as well as radioactive materials shall be prohibited in all categories of items.

3.2 The insertion of replica and inert explosive devices and military ordnance, including replica and inert grenades, inert shells and the like, shall be prohibited in all categories of items.

3.3 Exceptionally, **the dangerous goods specifically referred to in the Regulations as being admissible** shall be **admitted.**

4 Live animals

4.1 Live animals shall be prohibited in all categories of items.

4.2 Exceptionally, the following shall be admitted in letter-post items other than insured items:

4.2.1 bees, leeches and silk-worms;

4.2.2 parasites and destroyers of noxious insects intended for the control of those insects and exchanged between officially recognized institutions;

4.2.3 flies of the family Drosophilidae for biomedical research exchanged between officially recognized institutions.

4.3 Exceptionally, the following shall be admitted in parcels:

4.3.1 live animals whose conveyance by post is authorized by the postal regulations **and/or national legislation** of the countries concerned.

5 Insertion of correspondence in parcels

5.1 The insertion of the articles mentioned below shall be prohibited in postal parcels:

5.1.1 correspondence, with the exception of archived materials, exchanged between persons other than the sender and the addressee or persons living with them.

6 Coins, bank notes and other valuable articles

6.1 It shall be prohibited to insert coins, bank notes, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles:

6.1.1 in uninsured letter-post items;

6.1.1.1 however, if the national legislation of the countries of origin and destination permits this, such articles may be sent in a closed envelope as registered items;

6.1.2 in uninsured parcels; except where permitted by the national legislation of the countries of origin and destination;

6.1.3 in uninsured parcels exchanged between two countries which admit insured parcels;

6.1.3.1 in addition, any member country or designated operator may prohibit the enclosure of gold bullion in insured or uninsured parcels originating from or addressed to its territory or sent in transit à découvert across its territory; it may limit the actual value of these items.

7 Printed papers and **items** for the blind:

7.1 shall not bear any inscription or contain any item of correspondence;

7.2 shall not contain any postage stamp or form of prepayment, whether cancelled or not, or any paper representing a monetary value, except in cases where the item contains as an enclosure a card, envelope or wrapper bearing the printed address of the sender of the item or his agent in the country of posting or destination of the original item, which is prepaid for return.

8 Treatment of items wrongly admitted

8.1 The treatment of items wrongly admitted is set out in the Regulations. However, items containing articles mentioned in 2.1.1, 2.1.2, 3.1 and 3.2 shall in no circumstances be forwarded to their destination, delivered to the addressees or returned to origin. In the case of articles mentioned in 2.1.1, 3.1 and 3.2 discovered while in transit, such items shall be handled in accordance with the national legislation of the country of **transit.**

**Article 19**
Inquiries

1 Each designated operator shall be bound to accept inquiries relating to parcels or registered **or insured items** posted in its own service or that of any other designated operator, provided that the inquiries are presented within a period of six months from the day after that on which the item was posted. The transmission of inquiries shall be made by **registered** priority mail, by EMS or by electronic means. The period of six months shall concern relations between claimants and designated operators and shall not include the transmission of inquiries between designated operators.

2 Inquiries shall be entertained under the conditions laid down in the Regulations.

3 Inquiries shall be free of charge. However, additional costs caused by a request for transmission by EMS shall, in principle, be borne by the person making the request.

Article **20**
Customs control. Customs duty and other fees

1 The designated operators of the countries of origin and destination shall be authorized to submit items to customs control, according to the legislation of those countries.

2 Items submitted to customs control may be subjected to a presentation-to-Customs charge, the guideline amount of which is set in the Regulations. This charge shall only be collected for the submission to Customs and customs clearance of items which have attracted customs charges or any other similar charge.

3 Designated operators which are authorized to clear items through the Customs on behalf of customers**, whether in the name of the customer or of the designated operator of the destination country,** may charge customers a customs clearance fee based on the actual costs. This fee may be charged for all items declared at Customs according to national legislation, including those exempt from customs duty. Customers shall be clearly informed in advance about the required fee.

4 Designated operators shall be authorized to collect from the senders or addressees of items, as the case may be, the customs duty and all other fees which may be due.

Article **21**
Exchange of closed mails with military units

1 Closed letter-post mails may be exchanged through the intermediary of the land, sea or air services of other countries:

1.1 between the post offices of any member country and the commanding officers of military units placed at the disposal of the United Nations;

1.2 between the commanding officers of such military units;

1.3 between the post offices of any member country and the commanding officers of naval, air or army units, warships or military aircraft of the same country stationed abroad;

1.4 between the commanding officers of naval, air or army units, warships or military aircraft of the same country.

2 Letter-post items enclosed in the mails referred to under 1 shall be confined to items addressed to or sent by members of military units or the officers and crews of the ships or aircraft to or from which the mails are forwarded. The rates and conditions of dispatch applicable to them shall be fixed, according to its regulations, by the designated operator of the member country which has made the military unit available or to which the ships or aircraft belong.

3 In the absence of special agreement, the designated operator of the member country which has made the military unit available or to which the warships or military aircraft belong shall be liable to the designated operators concerned for the transit charges for the mails, the terminal dues and the air conveyance dues.

Article **22**
Quality of service standards and targets

1 Member countries or their designated operators shall establish and publish delivery standards and targets for their inward letter-post items and parcels.

2 These standards and targets, increased by the time normally required for customs clearance, shall be no less favourable than those applied to comparable items in their domestic service.

3 Member countries or their designated operators of origin shall also establish and publish end-to-end standards for priority and airmail letter-post items as well as for parcels and economy/surface parcels.

4 Member countries or their designated operators shall measure the application of quality of service standards.

## Chapter 2

## Liability

Article **23**
Liability of designated operators. Indemnities

1 General

1.1 Except for the cases provided for in article **24**, designated operators shall be liable for:

1.1.1 the loss of, theft from or damage to registered items, ordinary parcels and insured items;

**1.1.2** the return of registered items, insured items and ordinary parcels on which the reason for non-delivery is not given.

1.2 Designated operators shall not be liable for items other than those mentioned in 1.1.1 and 1.1.2.

1.3 In any other case not provided for in this Convention, designated operators shall not be liable.

1.4 When the loss of or total damage to registered items, ordinary parcels and insured items is due to a case of force majeure for which indemnity is not payable, the sender shall be entitled to repayment of the charges paid for posting the item, with the exception of the insurance charge.

1.5 The amounts of indemnity to be paid shall not exceed the amounts mentioned in the Letter Post Regulations and the Parcel Post Regulations.

1.6 In cases of liability, consequential losses, ~~or~~ loss of profits **or moral damage** shall not be taken into account in the indemnity to be paid.

1.7 All provisions regarding liability of designated operators shall be strict, binding and complete. Designated operators shall in no case, even in case of severe fault, be liable above the limits provided for in the Convention and the Regulations.

2 Registered items

2.1 If a registered item is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity set in the Letter Post Regulations. If the sender has claimed an amount less than the amount set in the Letter Post Regulations, designated operators may pay that lower amount and shall receive reimbursement on this basis from any other designated operators involved.

2.2 If a registered item is partially rifled or partially damaged, the sender is entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage.

**3** Ordinary parcels

**3.1** If a parcel is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity of an amount set in the Parcel Post Regulations. If the sender has claimed an amount less than the amount set in the Parcel Post Regulations, designated operators may pay that lower amount and shall receive reimbursement on this basis from any other designated operators involved.

**3.2** If a parcel is partially rifled or partially damaged, the sender shall be entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage.

**3.3** Designated operators may agree to apply, in their reciprocal relations, the amount per parcel set in the Parcel Post Regulations, regardless of the weight.

**4** Insured items

**4.1** If an insured item is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity corresponding, in principle, to the insured value in SDRs.

**4.2** If an insured item is partially rifled or partially damaged, the sender shall be entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage. It may, however, in no case exceed the amount of the insured value in SDRs.

**5** If a registered or insured letter-post item is returned and the reason for non-delivery is not given, the sender shall be entitled to a refund of the charges paid for posting the item only.

**6** If a parcel is returned and the reason for non-delivery is not given, the sender shall be entitled to a refund of the charges paid by the sender for posting the parcel in the country of origin and the expenses occasioned by the return of the parcel from the country of destination.

**7** In the cases mentioned in 2, **3** and **4**, the indemnity shall be calculated according to the current price, converted into SDRs, of articles or goods of the same kind at the place and time at which the item was accepted for conveyance. Failing a current price, the indemnity shall be calculated according to the ordinary value of articles or goods whose value is assessed on the same basis.

**8** When an indemnity is due for the loss of, total theft from or total damage to a registered item, ordinary parcel or insured item, the sender, or the addressee, as the case may be, shall also be entitled to repayment of the charges and fees paid for posting the item with the exception of the registration or insurance charge. The same shall apply to registered items, ordinary parcels or insured items refused by the addressee because of their bad condition if that is attributable to the postal service and involves its liability.

**9** Notwithstanding the provisions set out under 2, **3** and **4**, the addressee shall be entitled to the indemnity **for a rifled, damaged or lost** registered item, ordinary parcel or insured **item if the sender waives his rights in writing in favour of the addressee. This waiver shall not be necessary in cases where the sender and the addressee are the same.**

**10** The designated operator of origin shall have the option of paying senders in its country the indemnities prescribed by its national legislation for registered items and uninsured parcels, provided that they are not lower than those laid down in 2.1 and **3.1**. The same shall apply to the designated operator of destination when the indemnity is paid to the addressee. However, the amounts laid down in 2.1 and **3.1** shall remain applicable**:**

**10.1** in the event of recourse against the designated operator liable; or

**10.2** if the sender waives his rights in favour of the **addressee**.

**11** Reservations concerning the exceeding of deadlines for inquiries and payment of indemnity to designated operators, including the periods and conditions fixed in the Regulations, shall not be made, except in the event of bilateral agreement.

Article **24**
Non-liability of member countries and designated operators

1 Designated operators shall cease to be liable for registered items, **parcels** and insured items which they have delivered according to the conditions laid down in their regulations for items of the same kind. Liability shall, however, be maintained:

1.1 when theft or damage is discovered either prior to or at the time of delivery of the item;

1.2 when, internal regulations permitting, the addressee, or the sender if it is returned to origin, makes reservations on taking delivery of a rifled or damaged item;

1.3 when, internal regulations permitting, the registered item was delivered to a private mail-box and the addressee declares that he did not receive the item;

1.4 when the addressee or, in the case of return to origin, the sender of a parcel or of an insured item, although having given a proper discharge, notifies the designated operator that delivered the item without delay that he has found theft or damage. He shall furnish proof that such theft or damage did not occur after delivery. The term "without delay" shall be interpreted according to national law.

2 Member countries and designated operators shall not be liable:

2.1 in cases of force majeure, subject to article **15.5.9**;

2.2 when they cannot account for items owing to the destruction of official records by force majeure, provided that proof of their liability has not been otherwise produced;

2.3 when such **loss or** damage has been caused by the fault or negligence of the sender or arises from the nature of the contents;

2.4 in the case of items that fall within the prohibitions specified in article **18**;

2.5 when the items have been seized under the legislation of the country of destination, as notified by the member country or designated operator of that country;

2.6 in the case of insured items which have been fraudulently insured for a sum greater than the actual value of the contents;

2.7 when the sender has made no inquiry within six months from the day after that on which the item was posted;

2.8 in the case of prisoner-of-war or civilian internee parcels;

2.9 when the sender's actions may be suspected of fraudulent intent, aimed at receiving compensation.

3 Member countries and designated operators shall accept no liability for customs declarations in whatever form these are made or for decisions taken by the Customs on examination of items submitted to customs control.

Article **25**
Sender's liability

1 The sender of an item shall be liable for injuries caused to postal officials and for any damage caused to other postal items and postal equipment, as a result of the dispatch of articles not acceptable for conveyance or the non-observance of the conditions of acceptance.

2 In the case of damage to other postal items, the sender shall be liable for each item damaged within the same limits as designated operators.

3 The sender shall remain liable even if the office of posting accepts such an item.

4 However, where the conditions of acceptance have been observed by the sender, the sender shall not be liable, in so far as there has been fault or negligence in handling the item on the part of designated operators or carriers, after acceptance.

Article **26**
Payment of indemnity

1 Subject to the right of recourse against the designated operator which is liable, the obligation to pay the indemnity and to refund the charges and fees shall rest either with the designated operator of origin or with the designated operator of destination.

2 The sender may waive his rights to the indemnity in favour of the **addressee. The** sender**,** or the addressee **in the case of a waiver,** may authorize a third party to receive the indemnity if internal legislation allows this.

Article **27**
Possible recovery of the indemnity from the sender or the addressee

1 If, after payment of the indemnity, a registered item, a parcel or an insured item or part of the contents previously considered as lost is found, the sender or the addressee, as the case may be, shall be advised that the item is being held at his disposal for a period of three months on repayment of the amount of the indemnity paid. At the same time he shall be asked to whom the item is to be delivered. In the event of refusal or failure to reply within the prescribed period, the same approach shall be made to the addressee or the sender as the case may be, granting that person the same period to reply.

2 If the sender and the addressee refuse to take delivery of the item or do not reply within the period provided for in paragraph 1, it shall become the property of the designated operator or, where appropriate, designated operators which bore the loss.

3 In the case of subsequent discovery of an insured item the contents of which are found to be of less value than the amount of the indemnity paid, the sender or the addressee, as the case may be, shall repay the amount of this indemnity against return of the item, without prejudice to the consequences of fraudulent insurance.

## Chapter 3

## Provisions specific to letter post

Article **28**
Posting abroad of letter-post items

1 A designated operator shall not be bound to forward or deliver to the addressee letter-post items which senders residing in the territory of its member country post or cause to be posted in a foreign country with the object of profiting by the more favourable rate conditions there.

2 The provisions set out under 1 shall be applied without distinction both to letter-post items made up in the sender's country of residence and then carried across the frontier and to letter-post items made up in a foreign country.

3 The designated operator of destination may claim from the sender and, failing this, from the designated operator of posting, payment of the internal rates. If neither the sender nor the designated operator of posting agrees to pay these rates within a time limit set by the designated operator of destination, the latter may either return the items to the designated operator of posting and shall be entitled to claim reimbursement of the redirection costs, or handle them in accordance with its national legislation.

4 A designated operator shall not be bound to forward or deliver to the addressees letter-post items which senders post or cause to be posted in large quantities in a country other than the country where they reside if the amount of terminal dues to be received is lower than the sum that would have been received if the mail had been posted in the country where the senders reside. The designated operator of destination may claim from the designated operator of posting payment commensurate with the costs incurred and which may not exceed the higher of the following two amounts: either 80% of the domestic tariff for equivalent items, or the rates applicable pursuant to articles **30.5** to **30.9, 30.10 to 30.11,** or **31.8**, as appropriate. If the designated operator of posting does not agree to pay the amount claimed within a time limit set by the designated operator of destination, the designated operator of destination may either return the items to the designated operator of posting and shall be entitled to claim reimbursement of the redirection costs, or handle them in accordance with its national legislation.

# Part III

# Remuneration

## Chapter 1

## Provisions specific to letter post

Article **29**
Terminal dues. General provisions

1 Subject to exemptions provided in the Regulations, each designated operator which receives letter-post items from another designated operator shall have the right to collect from the dispatching designated operator a payment for the costs incurred for the international mail received.

2 For the application of the provisions concerning the payment of terminal dues by their designated operators, countries and territories shall be classified in accordance with the lists drawn up for this purpose by Congress in its resolution C **77/2012**, as follows:

2.1 countries and territories in the target system prior to 2010;

2.2 countries and territories in the target system as of 2010 and **2012**;

**2.3 countries and territories in the target system as from 2014 (new target system countries);**

**2.4** countries and territories in the transitional system.

3 The provisions of the present Convention concerning the payment of terminal dues are transitional arrangements, moving towards a country-specific payment system at the end of the transition period.

4 Access to domestic services. Direct access

4.1 In principle, each designated operator **of a country that was in the target system prior to 2010** shall make available to the other designated operators all the rates, terms and conditions offered in its domestic service on conditions identical to those proposed to its national customers. It shall be up to the designated operator of destination to decide whether the terms and conditions of direct access have been met by the designated operator of origin.

4.2 Designated operators of countries in the target system **prior to 2010** shall make available to other designated operators **of countries that were in the target system prior to 2010** the rates, terms and conditions offered in their domestic service, on conditions identical to those proposed to their national customers.

4.3 **Designated** operators **of countries that joined the target system from 2010 may opt** to make available to a limited number of designated operators the application of domestic conditions, on a reciprocal basis, for a trial period of two years. After that period, they must choose either to cease making available the application of domestic conditions or to continue to make their own domestic conditions available to all designated operators. However, if designated operators **of countries that joined the** target system **from 2010** ask designated operators of **countries that were in the** target system **prior to 2010** for the application of domestic conditions, they must make available to all designated operators the rates, terms and conditions offered in their domestic service on conditions identical to those proposed to their national customers.

4.4 Designated operators of countries in the transitional system may opt not to make available to other designated operators the application of domestic conditions. They may, however, opt to make available to a limited number of designated operators the application of domestic conditions, on a reciprocal basis, for a trial period of two years. After that period, they must choose either to cease making available the application of domestic conditions or to continue to make their own domestic conditions available to all designated operators.

5 Terminal dues remuneration shall be based on quality of service performance in the country of destination. The Postal Operations Council shall therefore be authorized to supplement the remuneration in articles **30** and **31** to encourage participation in monitoring systems and to reward designated operators for reaching their quality targets. The Postal Operations Council may also fix penalties in case of insufficient quality, but the remuneration shall not be less than the minimum remuneration according to articles **30** and **31**.

6 Any designated operator may waive wholly or in part the payment provided for under 1.

7 **M bags weighing less than 5 kilogrammes shall be considered as weighing 5 kilogrammes for terminal dues payment purposes. The** terminal dues rates to be applied **for M bags** shall be:

**7.1 for the year 2014, 0.815 SDR per kilogramme;**

**7.2 for the year 2015, 0.838 SDR per kilogramme;**

**7.3 for the year 2016, 0.861 SDR per kilogramme;**

**7.4 for the year 2017, 0.885 SDR per kilogramme.**

8 For registered items there shall be an additional payment of **0.617 SDR per item for 2014, 0.634 SDR per item for 2015, 0.652 SDR per item for 2016 and 0.670 SDR for 2017**. For insured items, there shall be an additional payment of **1.234 SDR per item for 2014, 1.269 SDR per item for 2015, 1.305 SDR per item for 2016 and 1.342 SDR for 2017**. The Postal Operations Council shall be authorized to supplement remuneration for these and other supplementary services where the services provided contain additional features to be specified in the Letter Post Regulations.

**9 For registered and insured items not carrying a barcoded identifier or carrying a barcoded identifier that is not compliant with UPU Technical Standard S10, there shall be a further additional payment of 0.5 SDR per item unless otherwise bilaterally agreed.**

**10 For terminal dues payment purposes, letter-post items posted in bulk by the same sender and received in the same dispatch or in separate dispatches in accordance with the conditions specified in the Letter Post Regulations shall be referred to as "bulk mail". The payment for bulk mail shall be established as provided for in articles 30 and 31.**

**11** Any designated operator may, by bilateral or multilateral agreement, apply other payment systems for the settlement of terminal dues accounts.

**12** Designated operators may exchange non-priority mail on an optional basis by applying a 10% discount to the priority terminal dues **rate**.

**13** The provisions applicable between designated operators of countries in the target system shall apply to any designated operator of a country in the transitional system which declares that it wishes to join the target system. The Postal Operations Council may set transitional measures in the Letter Post Regulations. The full provisions of the target system may apply to any new target designated operator that declares that it wishes to apply such full provisions without transitional measures.

Article **30**
Terminal dues. Provisions applicable to mail flows between designated operators of countries in the target system

1 Payment for letter-post items, including bulk mail but excluding M bags and IBRS items, shall be established on the basis of the application of the rates per item and per kilogramme reflecting the handling costs in the country of **destination. Charges corresponding to priority items in the domestic service which are part of the universal service provision will be used as a basis for the calculation of terminal dues rates**.

**2 The terminal dues rates in the target system shall be calculated taking into account, where applicable in the domestic service, the classification of items based on their format, as provided for in article 14 of the Convention.**

**3 Designated operators in the target system shall exchange format-separated mails in accordance with the conditions specified in the Letter Post Regulations.**

**4** Payment for IBRS items shall be as described in the Letter Post Regulations.

**5 The rates per item and per kilogramme shall be calculated on the basis of 70% of the charges for a 20-gramme small (P) letter-post item and for a 175-gramme large (G) letter-post item, exclusive of VAT or other taxes.**

**6 The Postal Operations Council shall define the conditions for the calculation of the rates as well as the necessary operational, statistical and accounting procedures for the exchange of format-separated mails.**

**7 The rates applied for flows between countries in the target system in a given year shall not lead to an increase of more than 13% in the terminal dues revenue for a letter-post item of 81.8 grammes, compared to the previous year.**

**8** The rates applied for flows between countries in the target system prior to 2010 may not be higher than:

**8.1** for the year **2014, 0.294** SDR per item and **2.294** SDR per kilogramme;

**8.2** for the year **2015, 0.303** SDR per item and **2.363** SDR per kilogramme;

**8.3** for the year **2016, 0.312** SDR per item and **2.434** SDR per kilogramme;

**8.4** for the year **2017, 0.321** SDR per item and **2.507** SDR per kilogramme.

**9** The rates applied for flows between countries in the target system prior to 2010 may not be lower than:

**9.1** for the year **2014, 0.203** SDR per item and **1.591** SDR per kilogramme;

**9.2** for the year **2015, 0.209** SDR per item and **1.636** SDR per kilogramme;

**9.3** for the year **2016, 0.215** SDR per item and **1.682** SDR per kilogramme;

**9.4** for the year **2017, 0.221** SDR per item and **1.729** SDR per kilogramme.

**10 The rates applied for flows between countries in the target system as from 2010 and 2012 as well as between these countries and countries in the target system prior to 2010 may not be higher than:**

**10.1 for the year 2014, 0.209 SDR per item and 1.641 SDR per kilogramme;**

**10.2 for the year 2015, 0.222 SDR per item and 1.739 SDR per kilogramme;**

**10.3 for the year 2016, 0.235 SDR per item and 1.843 SDR per kilogramme;**

**10.4 for the year 2017, 0.249 SDR per item and 1.954 SDR per kilogramme.**

**11 The rates applied for flows between countries in the target system as from 2010 and 2012 as well as between these countries and countries in the target system prior to 2010 may not be lower than the rates provided for in paragraphs 9.1 to 9.4 above.**

**12** The rates applied for flows to, from or between new target system countries, other than for bulk mail, shall be **those provided for in paragraphs 9.1 to 9.4.**

**13 For flows below 75 tonnes a year between countries that joined the target system in 2010 or after that date, as well as between these countries and countries that were in the target system prior**

**to 2010, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average of 12.23 items per kilogramme.**

14 The payment for bulk mail **sent to countries in the target system prior to 2010** shall be established by applying the rates per item and per kilogramme provided for in **paragraphs 5 to 9**.

**15 The payment for bulk mail sent to countries in the target system as from 2010 and 2012 shall be established by applying the rates per item and per kilogramme provided for in paragraphs 5, 10 and 11.**

**16** No reservations may be made to this article, except within the framework of a bilateral agreement.

Article **31**
Terminal dues. Provisions applicable to mail flows to, from and between designated operators of countries in the transitional system

1 In preparation for the entry into the target system of the designated operators of countries in the terminal dues transitional system, payment for letter-post items, including bulk mail but excluding M bags and IBRS items, shall be established on the basis of **a rate per item and a rate per kilogramme**.

2 Payment for IBRS items shall be as described in the Letter Post Regulations.

3 The rates applied for flows to, from and between countries in the transitional system shall be:

3.1 for the year **2014: 0.203** SDR per item and **1.591** SDR per kilogramme;

3.2 for the year **2015: 0.209** SDR per item and **1.636** SDR per kilogramme;

3.3 for the year **2016: 0.215** SDR per item and **1.682** SDR per kilogramme;

3.4 for the year **2017: 0.221** SDR per item and **1.729** SDR per kilogramme.

4 For flows below **75** tonnes a year, the per-kilogramme and per-item components shall be converted into a total rate per kilogramme on the basis of a worldwide average of **12.23** items per kilogramme**, except for the year 2014, for which the total rate per kilogramme of the year 2013 shall apply**. The following rates shall apply:

4.1 for the year **2014: 4.162** SDR per kilogramme;

4.2 for the year **2015: 4.192** SDR per kilogramme;

4.3 for the year **2016: 4.311** SDR per kilogramme;

4.4 for the year **2017: 4.432** SDR per kilogramme.

5 For mail flows over **75** tonnes per year the flat rate per kilogramme listed above shall be applied if neither the origin designated operator nor the destination designated operator requests the revision mechanism in order to revise the rate on the basis of the actual number of items per kilogramme, rather than the worldwide average. The sampling for the revision mechanism shall be applied in accordance with the conditions specified in the Letter Post Regulations.

6 The downward revision of the total rate in paragraph 4 may not be invoked by a country in the target system against a country in the transitional system unless the latter asks for a revision in the opposite direction.

**7 Designated operators of countries in the terminal dues transitional system may send format-separated mail on an optional basis, in accordance with the conditions specified in the Letter Post Regulations. In the case of format separated-exchanges the rates in paragraph 3 above shall apply.**

**8** The payment for bulk mail to designated operators of countries in the target system shall be established by applying the rates per item and per kilogramme provided for in article **30**. For bulk mail received, designated operators in the transitional system may request payment according to paragraph 3.

**9** No reservations may be made to this article, except within the framework of a bilateral agreement.

Article **32**
Quality of Service Fund

1 Terminal dues payable by all countries and territories to the countries classified by Congress as group 5 countries for terminal dues and the Quality of Service Fund (QSF), except for M bags, IBRS items and bulk mail items, shall be increased by 20% of the rates given in article **31** for payment into the Quality of Service Fund (QSF) for improving the quality of service in group 5 countries. There shall be no such payment from one group 5 country to another group 5 country.

2 Terminal dues, except for M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group 1 countries to the countries classified by Congress as group 4 countries shall be increased by 10% of the rates given in article **31**, for payment into the QSF for improving the quality of service in group 4 countries.

**3 Terminal dues, except for M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group 2 countries to the countries classified by Congress as group 4 countries shall be increased by 10% of the rates given in article 31, for payment into the QSF for improving the quality of service in group 4 countries.**

**4** Terminal dues, except in respect of M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group 1 countries to the countries classified by Congress as group **3 countries shall** be increased **in 2014 and 2015** by **8%** of the rates given in article **31**, and **in 2016 and 2017 by 6%** of the rates given in article **30.12**, for payment into the QSF for improving the quality of service in group **3** countries.

**5** Terminal dues, except in respect of M bags, IBRS items and bulk mail items, payable by countries and territories classified by Congress as group **2** countries to the countries classified by Congress as group **3 countries shall** be increased in **2014** and **2015** by **2%** of the rates given in article **31**, for payment into the QSF for improving the quality of service in group **3** countries.

**6** The combined terminal dues payable into the QSF for improving the quality of service of countries in **groups 3**, 4 and 5 shall be subject to a minimum of **20,000** SDR per annum for each beneficiary country. The additional funds needed for reaching this minimum amount shall be invoiced, in proportion to the volumes exchanged, to the countries in the target system prior to 2010.

**7** Regional projects should in particular promote the implementation of UPU quality of service improvement programmes and the introduction of cost accounting systems in developing countries. The Postal Operations Council shall adopt, in **2014** at the latest, procedures for financing these projects.

Article **33**
Transit charges

1 Closed mails and à découvert transit items exchanged between two designated operators or between two offices of the same member country by means of the services of one or more other designated operators (third party services) shall be subject to the payment of transit charges. The latter shall constitute remuneration for the services rendered in respect of land transit, sea transit and air transit. This principle shall also apply to missent items and misrouted mails.

# Chapter 2

# Other provisions

Article **34**
Basic rates and provisions concerning air conveyance dues

1 The basic rate applicable to the settlement of accounts between designated operators in respect of air conveyance shall be approved by the Postal Operations Council. It shall be calculated by the International Bureau according to the formula specified in the Letter Post Regulations. **However,** the rates applying to the **air** conveyance of **parcels sent via the merchandise return service shall be calculated according to the provisions defined in the Parcel Post Regulations**.

2 The calculation of air conveyance dues on closed dispatches, priority items, airmail items and air parcels sent in transit à découvert, missent items and misrouted mails, as well as the relevant methods of accounting, are described in the Letter Post and Parcel Post Regulations.

3 The air conveyance dues for the whole distance flown shall be borne:

3.1 in the case of closed mails, by the designated operator of the country of origin of the mails, including when these mails transit via one or more intermediate designated operators;

3.2 in the case of priority items and airmail items in transit à découvert, including missent items, by the designated operator which forwards the items to another designated operator.

4 These same regulations shall be applicable to items exempted from land and sea transit charges if they are conveyed by air.

5 Each designated operator of destination which provides air conveyance of international mail within its country shall be entitled to reimbursement of the additional costs incurred for such conveyance provided that the weighted average distance of the sectors flown exceeds 300 kilometres. The Postal Operations Council may replace the weighted average distance by other relevant criteria. Unless agreement has been reached that no charge should be made, the dues shall be uniform for all priority mails and airmails originating abroad whether or not this mail is reforwarded by air.

6 However, where the terminal dues levied by the designated operator of destination are based specifically on costs or on domestic rates, no additional reimbursement for internal air conveyance shall be made.

7 The designated operator of destination shall exclude, for the purpose of calculating the weighted average distance, the weight of all mails for which the terminal dues calculation has been based specifically on costs or on the domestic rates of the designated operator of destination.

Article **35**
Parcel post land and sea rates

1 Parcels exchanged between two designated operators shall be subject to inward land rates calculated by combining the base rate per parcel and base rate per kilogramme laid down in the Regulations.

1.1 Bearing in mind the above base rates, designated operators may, in addition, be authorized to claim supplementary rates per parcel and per kilogramme in accordance with provisions laid down in the Regulations.

1.2 The rates mentioned in 1 and 1.1 shall be payable by the designated operator of the country of origin, unless the Parcel Post Regulations provide for exceptions to this principle.

1.3 The inward land rates shall be uniform for the whole of the territory of each country.

2 Parcels exchanged between two designated operators or between two offices of the same country by means of the land services of one or more other designated operators shall be subject to the transit land rates, payable to the designated operators which take part in the routeing on land, laid down in the Regulations, according to the distance step applicable.

2.1 For parcels in transit à découvert, intermediate designated operators shall be authorized to claim the single rate per item laid down in the Regulations.

2.2 Transit land rates shall be payable by the designated operator of the country of origin unless the Parcel Post Regulations provide for exceptions to this principle.

3 Any designated operator which participates in the sea conveyance of parcels shall be authorized to claim sea rates. These rates shall be payable by the designated operator of the country of origin, unless the Parcel Post Regulations provide for exceptions to this principle.

3.1 For each sea conveyance used, the sea rate shall be laid down in the Parcel Post Regulations according to the distance step applicable.

3.2 Designated operators may increase by 50% at most the sea rate calculated in accordance with 3.1. On the other hand, they may reduce it as they wish.

Article **36**
Authority of the Postal Operations Council to fix charges and rates

1 The Postal Operations Council shall have the authority to fix the following rates and charges, which are payable by designated operators in accordance with the conditions shown in the Regulations:

1.1 transit charges for the handling and conveyance of letter mails through one or more intermediary countries;

1.2 basic rates and air conveyance dues for the carriage of mail by air;

1.3 inward land rates for the handling of inward parcels;

1.4 transit land rates for the handling and conveyance of parcels through an intermediary country;

1.5 sea rates for the conveyance of parcels by sea.

**1.6 outward land rates for the provision of the merchandise return service for parcels.**

2 Any revision made, in accordance with a methodology that ensures equitable remuneration for designated operators performing the services, must be based on reliable and representative economic and financial data. Any change decided upon shall enter into force at a date set by the Postal Operations Council.

**Article 37**
**Provisions specific to the settlement of accounts and payments for international postal exchanges**

**1 Settlements in respect of operations carried out in accordance with the present Convention (including settlements for the transport (forwarding) of postal items, settlements for the treatment of postal items in the country of destination and settlements in compensation for any loss, theft or damage relating to postal items) shall be based on and made in accordance with the provisions of the Convention and other Acts of the Union, and shall not require the preparation of any documents by a designated operator except in cases provided for in the Acts of the Union.**

# Part IV

# Final provisions

Article **38**
Conditions for approval of proposals concerning the Convention and the Regulations

1 To become effective, proposals submitted to Congress relating to this Convention must be approved by a majority of the member countries present and voting which have the right to vote. At least half of the member countries represented at Congress and having the right to vote shall be present at the time of voting.

2 To become effective, proposals relating to the Letter Post Regulations and the Parcel Post Regulations must be approved by a majority of the members of the Postal Operations Council having the right to vote.

3 To become effective, proposals introduced between Congresses relating to this Convention and to its Final Protocol must obtain:

3.1 two thirds of the votes, at least one half of the member countries of the Union which have the right to vote having taken part in the vote, if they involve amendments;

3.2 a majority of the votes if they involve interpretation of the provisions.

4 Notwithstanding the provisions under 3.1, any member country whose national legislation is as yet incompatible with the proposed amendment may, within ninety days from the date of notification of the latter, make a written declaration to the Director General of the International Bureau stating that it is unable to accept the amendment.

Article **39**
Reservations at Congress

1 Any reservation which is incompatible with the object and purpose of the Union shall not be permitted.

2 As a general rule, any member country whose views are not shared by other member countries shall endeavour, as far as possible, to conform to the opinion of the majority. Reservations should be made only in cases of absolute necessity, and proper reasons given.

3 Reservations to any article of the present Convention shall be submitted to Congress as a Congress proposal written in one of the working languages of the International Bureau and in accordance with the relevant provisions of the Rules of Procedure of Congresses.

4 To become effective, proposals concerning reservations must be approved by whatever majority is required for amendment of the article to which the reservation relates.

5 In principle, reservations shall be applied on a reciprocal basis between the reserving member country and the other member countries.

6 Reservations to the present Convention shall be inserted in the Final Protocol to the present Convention, on the basis of proposals approved by Congress.

Article **40**
Entry into force and duration of the Convention

1 This Convention shall come into force on **1 January 2014** and shall remain in operation until the entry into force of the Acts of the next Congress.

In witness whereof the plenipotentiaries of the Governments of the member countries have signed this Convention in a single original which shall be deposited with the Director General of the International Bureau. A copy thereof shall be delivered to each party by the International Bureau of the Universal Postal Union.

Done at **Doha, 11 October 2012**

*Signatures: same as on pages 55 to 86*

# Final Protocol to the Universal Postal Convention


| Art. | |
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| II | Charges |
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# Final Protocol to the Universal Postal Convention

At the moment of proceeding to signature of the Universal Postal Convention concluded this day, the undersigned plenipotentiaries have agreed the following:

Article I
Ownership of postal items. Withdrawal from the post. Alteration or correction of address

1 The provisions in article 5.1 and 2 shall not apply to Antigua and Barbuda, Bahrain **(Kingdom),** Barbados, Belize, Botswana, Brunei Darussalam, Canada, Hong Kong, China, Dominica, Egypt, Fiji, Gambia, United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, Ireland, Jamaica, Kenya, Kiribati, Kuwait, Lesotho, Malawi, Malaysia, Mauritius, Nauru, New Zealand, Nigeria, Papua New Guinea, Saint Christopher and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa, Seychelles, Sierra Leone, Singapore, Solomon Islands, Swaziland, Tanzania (United Rep.), Trinidad and Tobago, Tuvalu, Uganda, Vanuatu and Zambia.

2 Nor shall article 5.1 and 2 apply to Austria, Denmark and Iran (Islamic Rep.), whose internal legislation does not allow withdrawal from the Post or alteration of the address of correspondence, at the request of the sender, from the time when the addressee has been informed of the arrival of an item addressed to him.

3 Article 5.1 shall not apply to Australia, Ghana and Zimbabwe.

4 Article 5.2 shall not apply to Bahamas, Belgium, the Dem. People's Rep. of Korea, Iraq and Myanmar, whose legislation does not permit withdrawal from the post or alteration of address of letter-post items at the sender's request.

5 Article 5.2 shall not apply to the United States of America.

6 Article 5.2 shall apply to Australia only in so far as that article is consistent with its domestic legislation.

7 Notwithstanding article 5.2, Dem. Rep. of the Congo, El Salvador, Panama (Rep.), Philippines and Venezuela **(Bolivarian Rep.)** shall be authorized not to return postal parcels after the addressee has requested their clearance by Customs, since this is incompatible with those countries' customs legislation.

Article II
Charges

1 Notwithstanding article 6, Australia, Canada and New Zealand shall be authorized to collect postal charges other than those provided for in the Regulations, when such charges are consistent with the legislation of their countries.

Article III
Exception to the exemption of **items** for the blind from postal charges

1 Notwithstanding article 7, Indonesia, Saint Vincent and the Grenadines and Turkey, which do not concede exemption from postal charges to **items** for the blind in their internal service, may collect the postage and charges for special services which may not, however, exceed those in their internal service.

**2 France shall apply the provisions of article 7 concerning items for the blind subject to its national regulations.**

**3 Notwithstanding article 7.3, and in accordance with its national legislation, Brazil reserves the right to consider as items for the blind only those items which are sent by or addressed to blind persons or organizations for the blind. Items not satisfying these conditions shall be subject to payment of postage.**

**4 Notwithstanding article 7, New Zealand will accept as items for the blind for delivery in New Zealand only those items that are exempted from postal charges in its domestic service.**

**5 Notwithstanding article 7, Finland, which does not provide exemption from postal charges for items for the blind in its domestic service according to the definitions in article 7 adopted by Congress, may collect the domestic charges for items for the blind destined for other countries.**

**6 Notwithstanding article 7, Canada, Denmark and Sweden allow exemption from postal charges for the blind only to the extent provided for in their internal legislation.**

**7 Notwithstanding article 7, Iceland accepts exemption from postal charges for the blind only to the extent provided for in its internal legislation.**

**8 Notwithstanding article 7, Australia will accept as items for the blind for delivery in Australia only those items that are exempted from postal charges in its domestic service.**

**9** Notwithstanding article 7, Australia, Austria, Canada, Germany, United Kingdom of Great Britain and Northern Ireland, Japan, Switzerland and United States of America may collect the charges for special services which are applied **items** for the blind in their internal service.

**Article IV**
**Postage stamps**

**1 Notwithstanding article 8.7, Australia, Great Britain, Malaysia and New Zealand will process letter-post items and postal parcels bearing postage stamps using new materials or technologies that are not compatible with their respective mail processing machines only upon prior agreement with the designated operator of origin concerned.**

Article **V**
Basic services

1 Notwithstanding the provisions of article **13**, Australia does not agree to the extension of basic services to include postal parcels.

2 The provisions of article **13.2.4** shall not apply to Great Britain, whose national legislation requires a lower weight limit. Health and safety legislation in Great Britain limits the weight of mail bags to 20 kilogrammes.

3 Notwithstanding article **13.2.4**, Kazakhstan and Uzbekistan shall be authorized to limit to 20 kilogrammes the maximum weight of inward and outward M bags.

Article **VI**
Advice of delivery

1 Canada shall be authorized not to apply article **15.3.3**, as regards parcels, given that it does not offer the advice of delivery service for parcels in its internal service.

Article VII
Prohibitions (letter post)

1 Exceptionally, Dem. People's Rep. of Korea and Lebanon shall not accept registered items containing coins, bank notes, securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones, jewels or other valuable articles. They shall not be strictly bound by the provisions of the Letter Post Regulations with regard to their liability in cases of theft or damage, or where items containing articles made of glass or fragile articles are concerned.

2 Exceptionally, Bolivia, China (People's Rep.), excluding Hong Kong Special Administrative Region, Iraq, Nepal, Pakistan, Saudi Arabia, Sudan and Viet Nam shall not accept registered items containing coins, bank notes, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones, jewels or other valuable articles.

3 Myanmar reserves the right not to accept insured items containing the valuable articles listed in article **18.6**, as this is contrary to its internal regulations.

4 Nepal does not accept registered items or insured items containing currency notes or coins, except by special agreement to that effect.

5 Uzbekistan does not accept registered or insured items containing coins, bank notes, cheques, postage stamps or foreign currency and shall accept no liability in cases of loss of or damage to such items.

6 Iran (Islamic Rep.) does not accept items containing articles contrary to the principles of the Islamic religion**, and reserves the right not to accept letter-post items (ordinary, registered or insured) containing coins, bank notes, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles, and shall accept no liability in cases of loss or damage to such items.**

7 The Philippines reserves the right not to accept any kind of letter post (ordinary, registered or insured) containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones or other valuable articles.

8 Australia does not accept postal items of any kind containing bullion or bank notes. In addition, it does not accept registered items for delivery in Australia, or items in transit à découvert, containing valuables such as jewellery, precious metals, precious or semi-precious stones, securities, coins or any form of negotiable financial instrument. It declines all liability for items posted which are not in compliance with this reservation.

9 China (People's Rep.), excluding Hong Kong Special Administrative Region, shall not accept insured items containing coins, bank notes, currency notes or securities of any kind payable to bearer and travellers' cheques in accordance with its internal regulations.

10 Latvia and Mongolia reserve the right not to accept, in accordance with their national legislation, ordinary, registered or insured mail containing coins, bank notes, securities payable to bearer and travellers' cheques.

11 Brazil reserves the right not to accept ordinary, registered or insured mail containing coins, bank notes in circulation or securities of any kind payable to bearer.

12 Viet Nam reserves the right not to accept letters containing articles or goods.

13 Indonesia does not accept registered or insured items containing coins, bank notes, cheques, postage stamps, foreign currency, or any kind of securities payable to bearer for delivery in Indonesia, and shall accept no liability in cases of loss of or damage to such items.

14 Kyrgyzstan reserves the right not to accept letter-post items (ordinary, registered, insured, small packets) containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones, jewels or other valuable articles, and shall accept no liability in cases of loss of or damage to such items.

15 **Azerbaijan and** Kazakhstan shall not accept registered or insured items containing coins, banknotes, credit notes or any securities payable to bearer, cheques, precious metals whether manufactured or not, precious stones, jewels and other valuable articles or foreign currency, and shall accept no liability in cases of loss of or damage to such items.

16 Moldova and the Russian Federation do not accept registered or insured items containing bank notes in circulation, securities (cheques) of any kind payable to bearer or foreign currency, and shall accept no liability in cases of loss of or damage to such items.

**17 Notwithstanding article 18.3, France reserves the right not to accept items containing goods in cases where these items do not comply with its national regulations, or international regulations, or technical and packing instructions for air transport.**

Article VIII
Prohibitions (postal parcels)

1 Myanmar and Zambia shall be authorized not to accept insured parcels containing the valuable articles covered in article **18.6.1.3.1**, since this is contrary to their internal regulations.

2 Exceptionally, Lebanon and Sudan shall not accept parcels containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones or other valuable articles, or containing liquids or easily liquefiable elements or articles made of glass or similar or fragile articles. They shall not be bound by the relevant provisions of the Parcel Post Regulations.

3 Brazil shall be authorized not to accept insured parcels containing coins and currency notes in circulation, as well as any securities payable to bearer, since this is contrary to its internal regulations.

4 Ghana shall be authorized not to accept insured parcels containing coins and currency notes in circulation, since this is contrary to its internal regulations.

5 In addition to the articles listed in article **18,** Saudi Arabia shall be authorized not to accept parcels containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones or other valuable articles. Nor does it accept parcels containing medicines of any kind unless they are accompanied by a medical prescription issued by a competent official authority, products designed for extinguishing fires, chemical liquids or articles contrary to the principles of the Islamic religion.

6 In addition to the articles referred to in article **18**, Oman does not accept items containing:

6.1 medicines of any sort unless they are accompanied by a medical prescription issued by a competent official authority;

6.2 fire-extinguishing products or chemical liquids;

6.3 articles contrary to the principles of the Islamic religion.

7 In addition to the articles listed in article **18**, Iran (Islamic Rep.) shall be authorized not to accept parcels containing articles contrary to the principles of the Islamic religion**, and reserves the right not to accept ordinary or insured parcels containing coins, bank notes, travellers' cheques, platinum, gold**

**or silver, whether manufactured or not, precious stones, jewels or other valuable articles; it shall accept no liability in cases of loss or damage to such items.**

8 The Philippines shall be authorized not to accept any kind of parcel containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver whether manufactured or not, precious stones or other valuable articles, or containing liquids or easily liquefiable elements or articles made of glass or similar or fragile articles.

9 Australia does not accept postal items of any kind containing bullion or bank notes.

10 China (People's Rep.) shall not accept ordinary parcels containing coins, currency notes or securities of any kind payable to bearer, travellers' cheques, platinum, gold or silver, whether manufactured or not, precious stones or other valuable articles. Furthermore, with the exception of the Hong Kong Special Administrative Region, insured parcels containing coins, currency notes or securities of any kind payable to bearer and travellers' cheques shall not be accepted.

11 Mongolia reserves the right not to accept, in accordance with its national legislation, parcels containing coins, bank notes, securities payable to bearer and travellers' cheques.

12 Latvia does not accept ordinary and insured parcels containing coins, bank notes, securities (cheques) of any kind payable to bearer or foreign currency, and shall accept no liability in cases of loss of or damage to such items.

13 Moldova, the Russian Federation, Ukraine and Uzbekistan do not accept ordinary or insured parcels containing bank notes in circulation, securities (cheques) of any kind payable to bearer or foreign currency, and shall accept no liability in cases of loss of or damage to such items.

14 **Azerbaijan and** Kazakhstan **do** not accept ordinary or insured parcels containing coins, bank notes, credit notes or any securities payable to bearer, cheques, precious metals, whether manufactured or not, precious stones, jewels and other valuable articles or foreign currency, and shall accept no liability in cases of loss of or damage to such **items**.

Article **IX**
Articles subject to customs duty

1 With reference to article **18**, Bangladesh and El Salvador do not accept insured items containing articles subject to customs duty.

2 With reference to article **18**, Afghanistan, Albania, Azerbaijan, Belarus, Cambodia, Chile, Colombia, Cuba, Dem. People's Rep. of Korea, El Salvador, Estonia, Kazakhstan, Latvia, Moldova, Nepal, Peru, Russian Federation, San Marino, Turkmenistan, Ukraine, Uzbekistan and Venezuela **(Bolivarian Rep.)** do not accept ordinary and registered letters containing articles subject to customs duty.

3 With reference to article **18**, Benin, Burkina Faso, Côte d'Ivoire (Rep.), Djibouti, Mali and Mauritania do not accept ordinary letters containing articles subject to customs duty.

4 Notwithstanding the provisions set out under 1 to 3, the sending of serums, vaccines and urgently required medicaments which are difficult to procure shall be permitted in all cases.

Article **X**
Inquiries

1 Notwithstanding article **19.3**, Cape Verde, Chad, Dem. People's Rep. of Korea, Egypt, Gabon, Overseas Dependent Territories of the United Kingdom, Greece, Iran (Islamic Rep.), Kyrgyzstan, Mongolia, Myanmar, Philippines, Saudi Arabia, Sudan, Syrian Arab Rep., Turkmenistan, Ukraine, Uzbekistan and Zambia reserve the right to collect from customers charges on inquiries lodged in respect of letter-post items.

2 Notwithstanding article **19.3**, Argentina, Austria, Azerbaijan, Lithuania, Moldova and Slovakia reserve the right to collect a special charge when, on completion of the investigation conducted in response to the inquiry, it emerges that the latter was unjustified.

3 Afghanistan, Cape Verde, Congo (Rep.), Egypt, Gabon, Iran (Islamic Rep.), Kyrgyzstan, Mongolia, Myanmar, Saudi Arabia, Sudan, Suriname, Syrian Arab Rep., Turkmenistan, Ukraine, Uzbekistan and Zambia reserve the right to collect an inquiry charge from customers in respect of parcels.

4 Notwithstanding article **19.3**, Brazil, Panama (Rep.) and the United States of America reserve the right to collect a charge from customers for inquiries lodged in respect of letter-post items and parcels posted in countries which apply that type of charge in accordance with paragraphs 1 to 3 of this article.

Article **XI**
Presentation-to-Customs charge

1 Gabon reserves the right to collect a presentation-to-Customs charge from customers.

**2 Notwithstanding article 20.2, Brazil reserves the right to collect a presentation-to-Customs charge from customers for any item submitted to customs control.**

**3 Notwithstanding article 20.2, Greece reserves the right to collect from customers a presentation-to-Customs charge for all items presented to Customs authorities.**

**4** Congo (Rep.) and Zambia reserve the right to collect a presentation-to-Customs charge from customers in respect of parcels.

Article **XII**
Posting abroad of letter-post items

1 Australia, Austria, United Kingdom of Great Britain and Northern Ireland, Greece, New Zealand and United States of America reserve the right to impose a charge, equivalent to the cost of the work it incurs, on any designated operator which, under the provisions of article **28.4**, sends to it items for disposal which were not originally dispatched as postal items by their services.

2 Notwithstanding article **28.4**, Canada reserves the right to collect from the designated operator of origin such amount as will ensure recovery of not less than the costs incurred by it in the handling of such items.

3 Article **28.4** allows the designated operator of destination to claim, from the designated operator of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. Australia and the United Kingdom of Great Britain and Northern Ireland reserve the right to limit any such payment to the appropriate domestic tariff for equivalent items in the country of destination.

4 Article **28.4** allows the designated operator of destination to claim, from the designated operator of posting, appropriate remuneration for delivering letter-post items posted abroad in large quantities. The following member countries reserve the right to limit any such payment to the limits authorized in the Regulations for bulk mail: Bahamas, Barbados, Brunei Darussalam, China (People's Rep.), United Kingdom of Great Britain and Northern Ireland, Overseas Dependent Territories of the United Kingdom, Grenada, Guyana, India, Malaysia, Nepal, Netherlands, Netherlands Antilles and Aruba, New Zealand, Saint Lucia, Saint Vincent and the Grenadines, Singapore, Sri Lanka, Suriname, Thailand and United States of America.

5 Notwithstanding the reservations under 4, the following member countries reserve the right to apply in full the provisions of article **28** of the Convention to mail received from Union member countries: Argentina, Austria, Benin, Brazil, Burkina Faso, Cameroon, **Canada,** Côte d'Ivoire (Rep.), Cyprus, Denmark, Egypt, France, Germany, Greece, Guinea, **Iran (Islamic Rep.),** Israel, Italy, Japan, Jordan, Lebanon, Luxembourg, Mali, Mauritania, Monaco, Morocco, Norway, Portugal, Saudi Arabia, Senegal, **Switzerland**, Syrian Arab Rep. and Togo.

6 In application of article **28.4,** Germany reserves the right to request the mailing country to grant compensation of the amount it would receive from the country of which the sender is resident.

7 Notwithstanding the reservations made under article **XII**, China (People's Rep.) reserves the right to limit any payment for delivering letter-post items posted abroad in large quantities to the limits authorized in the UPU Convention and Letter Post Regulations for bulk mail.

**Article XIII**
**Basic rates and provisions concerning air conveyance dues**

**1 Notwithstanding the provisions of article 34, Australia reserves the right to apply air conveyance rates for outward parcels sent via the merchandise return service, either as laid down in the Parcel Post Regulations or by any other means, including bilateral agreements.**

Article XIV
Exceptional inward land rates

1 Notwithstanding article **35**, Afghanistan reserves the right to collect an additional exceptional inward land rate of 7.50 SDR per parcel.

Article XV
Special tariffs

1 Belgium, Norway and United States of America may collect higher land rates for air parcels than for surface parcels.

2 Lebanon shall be authorized to collect for parcels up to 1 kilogramme the charge applicable to parcels over 1 and up to 3 kilogrammes.

3 Panama (Rep.) shall be authorized to collect 0.20 SDR per kilogramme for surface airlifted (S.A.L.) parcels in transit.

**Article XVI**
**Authority of the Postal Operations Council to fix charges and rates**

**1 Notwithstanding article 36.1.6, Australia reserves the right to apply outward land rates for the provision of the merchandise return service for parcels, either as laid down in the Parcel Post Regulations or by any other means, including bilateral agreements.**

In witness whereof, the plenipotentiaries below have drawn up this Protocol which shall have the same force and the same validity as if its provisions were inserted in the text of the Convention itself, and they have signed it in a single original which shall be deposited with the Director General of the International Bureau. A copy thereof shall be delivered to each party by the International Bureau of the Universal Postal Union.

Done at **Doha, 11 October 2012**

*Signatures: same as on pages 55 to 86*

# Postal Payment Services Agreement

# Postal Payment Services Agreement

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# Postal Payment Services Agreement

The undersigned, plenipotentiaries of the Governments of the member countries of the Union, in provision with article 22.4 of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have, by common consent and subject to article 25.4 of the Constitution, drawn up the following Agreement, which is in line with the principles of the Constitution to implement a secure and accessible **postal** payment service adapted to the greatest number of users on the basis of systems enabling the interoperability of designated operators' networks.

## Part I

## Common principles applying to the postal payment services

## Chapter I

## General provisions

### Article 1
### Scope of the Agreement

1 Each member country shall ensure on a best effort basis that at least one of the following postal payment services is provided on its territory:

1.1 Money order in cash: the sender hands over funds at the service access point of the designated operator and asks for the full amount to be paid to the payee in cash, with no deductions.

1.2 Outpayment money order: the sender gives instructions for his account held by the designated operator to be debited and asks for the payee to be paid the full amount in cash, with no deductions.

1.3 Inpayment money order: the sender hands over funds at the service access point of the designated operator and asks for them to be paid into the payee's account, with no deductions.

1.4 Postal transfer: the sender gives instructions for his account held by the designated operator to be debited and asks for the payee's account with the paying designated operator to be credited with the equivalent amount, with no deductions.

**1.5 COD money order: the recipient of the COD item hands over funds at the service access point of the designated operator or gives instructions for his account to be debited, and asks that the full amount specified by the sender of the COD item be paid to the latter, without any deductions.**

**1.6 Urgent money order: the sender hands over the postal payment order at the service access point of the designated operator and asks that it be transferred within thirty minutes and paid in full to the payee, with no deductions, at the payee's first request, at any service**

**access point of the country of destination (in accordance with the list of service access points of the country of destination).**

2 The Regulations shall define the procedures for executing the present Agreement.

Article 2
Definitions

1 Competent authority – any national authority of a member country which, by virtue of the powers conferred on it by the law or regulations, supervises the activities of the designated operator or of the persons referred to in the present article. The competent authority may contact the administrative or legal authorities engaged in combating money laundering and terrorist financing, and in particular the national financial intelligence unit and the oversight authorities.

2 Instalment – partial advance payment made by the issuing designated operator to the paying designated operator to ease the cash situation of the paying designated operator's postal payment services.

3 Money laundering – the conversion or transfer of funds in the knowledge that these funds are derived from a criminal activity or participation in such activity, with the aim of hiding or disguising the illegal origins of the funds or of helping any person having participated in such activity to escape the legal consequences of his action; money laundering shall be considered as such when the activities producing funds to be laundered are liable to prosecution in the territory of another member country or a third country.

4 Ring-fencing – the compulsory separation of users' funds from those of the designated operator which prevents the use of users' funds for purposes other than the execution of postal payment service operations.

5 Clearing house – within the framework of multilateral exchanges, a clearing house handles mutual debts and claims arising from services provided by one operator to another. Its role is to put to account exchanges between operators that are settled through a settlement bank, and to take the necessary steps in the event of settlement irregularities.

6 Clearing – a system enabling the number of payments to be made to be kept to a minimum by drawing up a periodic debit and credit balance for the parties involved. Clearing involves two stages: determining the bilateral balances and, by adding these balances, calculating the overall position of each entity with regard to the entire community in order to carry out only one settlement based on the debtor or creditor position of the entity in question.

7 Concentration account – an aggregation of funds from various sources combined into one account.

8 Liaison account – giro account opened reciprocally by designated operators as part of bilateral relations, by means of which mutual debts and credits are settled.

9 Criminal activity – any type of participation in, or perpetration of, a crime or misdemeanour, as defined by the national legislation.

10 Security deposit – amount deposited, in the form of cash or securities, to guarantee payments between designated operators.

11 Payee – natural or legal person designated by the sender as the beneficiary of the money order or postal giro transfer.

12 Third currency – intermediate currency used in cases of non-convertibility between two currencies or for clearing/settlement of accounts.

13 Due diligence in relation to users – general obligation on the part of designated operators, comprising the following duties:

13.1 identifying users;

13.2 obtaining information on the purpose of the postal payment order;

13.3 monitoring postal payment orders;

13.4 checking that the information concerning users is up to date;

13.5 reporting suspicious transactions to the competent authorities.

14 Electronic data relating to postal payment orders – data transmitted by electronic means, from one designated operator to another, relating to the execution of postal payment orders, inquiries, alteration or correction of addresses or reimbursement; these data are either entered by designated operators, or generated automatically by their information system, and indicate a change in the status of the postal payment order or of the order request.

15 Personal data – personal **information needed in order to identify the sender** or the payee.

16 Postal data – data needed for the routeing and tracking of a postal payment order or for statistical purposes, as well as for the centralized clearing system.

17 Electronic data interchange (EDI) – computer-to-computer exchange of data concerning operations, by means of networks and standard formats compatible with the Union system.

18 Sender – natural or legal person that gives the designated operator the order to execute a postal payment service in accordance with the Acts of the Union.

19 Terrorist financing – covers the financing of acts of terrorism, of terrorists and of terrorist organizations.

20 Users' funds – sums delivered by the sender to the issuing designated operator in cash, or debited to the sender's account written up in the books of the issuing designated operator, or by any other secure method of electronic banking, placed at the disposal of the issuing designated operator or any other financial operator by the sender, to be paid to a payee specified by the sender in accordance with the present Agreement and its Regulations.

**21 COD (cash-on-delivery) money order – operational term used to designate a postal payment order given in exchange for the delivery of a COD item, as defined in article 1 of the present Agreement.**

**22** Currency of issue – currency of the country of destination or third currency authorized by the destination country in which the postal payment order is issued.

**23** Issuing designated operator – designated operator which transmits a postal payment order to the paying designated operator, in accordance with the Acts of the Union.

**24** Paying designated operator – designated operator responsible for executing the postal payment order in the destination country, in accordance with the Acts of the Union.

**25** Validity period – period of time during which the postal payment order may be executed or cancelled.

**26** Service access point – physical or virtual place where the user may deposit or receive a postal payment order.

**27** Remuneration – sum owed by the issuing designated operator to the paying designated operator for payment to the payee.

**28** Revocability – the ability of the sender to recall his postal payment order (money order or transfer) up to the moment of payment, or at the end of the validity period if payment has not been made.

**29** Counterparty risk – risk that one of the parties to a contract will default, leading to loss or liquidity risk.

**30** Liquidity risk – risk that a settlement system participant or a counterpart is temporarily unable to fulfil an obligation in its entirety at the required time.

**31** Reporting of suspicious transaction – obligation of the designated operator, based on the national legislation and Union resolutions, to provide its competent national authorities with information on suspicious transactions.

**32** Track and trace – system that enables the progress of postal payment order to be monitored and its location and status to be identified at any time.

**33** Price – amount paid by the sender to the issuing designated operator for a postal payment service.

**34** Suspicious transaction – single or repeated postal payment order or request for reimbursement relating to a postal payment order linked to a money-laundering or terrorist financing offence.

**35** User – natural or legal person, sender or payee, that uses the postal payment services in accordance with the present Agreement.

Article 3
Designation of the operator

1 Member countries shall notify the International Bureau, within six months of the end of Congress, of the name and address of the governmental body responsible for overseeing postal payment services. Within six months of the end of Congress, member countries shall also provide the International Bureau with the name and address of the operator(s) officially designated to operate the postal payment services by means of its (their) network and to fulfil the obligations arising from the Acts of the Union on their **territories**. Between Congresses, changes concerning the governmental bodies and the officially designated operators shall be notified to the International Bureau as soon as possible.

2 Designated operators shall provide the postal payment services in accordance with the present Agreement.

Article 4
Functions of member countries

1 Member countries shall take the necessary steps towards ensuring the continuity of the postal payment services in the event of default by their designated operator(s), without prejudice to the liability of that (those) operator(s) towards other designated operators by virtue of the Acts of the Union.

2 In the event of the default of its designated operator**(s)**, the member country shall inform, through the International Bureau, the other member countries party to the present Agreement:

2.1 of the suspension of its postal payment services, with effect from the date indicated and until further notice;

2.2 of the measures taken to re-establish its services under the responsibility of any new designated operator.

Article 5
Operational functions

1 The designated operators shall be responsible for the execution of postal payment services vis-à-vis other operators and users.

2 They shall be accountable for risks such as operational risks, liquidity risks, and counterparty risks, in accordance with the national legislation.

3 In order to implement the postal payment services whose provision is entrusted to them by their respective member country, designated operators shall conclude bilateral or multilateral agreements with the designated operators of their choice.

Article 6
Ownership of postal payment services funds

1 Any sum of money, **given** in cash or debited to an account for the execution of a postal payment order, shall belong to the sender until such time as it is paid to the payee or credited to the payee's account**, except in the case of COD money orders**.

2 During the validity period of the postal payment order, the sender may recall **this postal payment order** until its payment to the payee or until it is credited to the payee's account, **except in the case of COD money orders.**

**3 Any sum of money, given in cash or debited to an account for the execution of a COD money order, shall belong to the sender of the COD item once the order has been issued. The payment order shall then be irrevocable.**

Article 7
Prevention of money laundering, terrorist financing and financial crime

1 Designated operators shall take all necessary steps to fulfil their obligations stemming from national and international legislation aimed at combating money laundering, terrorist financing and financial crime.

2 They should inform their country's competent authorities of suspicious transactions, in accordance with national laws and regulations.

3 The Regulations shall set out the detailed obligations of designated operators in respect of user identification, due diligence and the procedures for implementing regulations against money laundering, terrorist financing and financial crime.

Article 8
Confidentiality **and use of personal data**

1 **Member countries and their** designated operators shall ensure the confidentiality **and security** of personal data in accordance with national legislation and, where applicable, international obligations, and the Regulations.

**2 Personal data may be employed only for the purposes for which it was gathered in accordance with applicable national legislation and international obligations.**

**3 Personal data shall be notified only to third parties authorized by applicable national legislation to access that data.**

**4 Designated operators shall inform their customers of the use that is made of their personal data, and of the purpose for which it has been gathered.**

**5** The data required to execute the postal payment order shall be confidential.

**6** For statistical purposes, and possibly also for the purpose of quality of service measurement and centralized clearing, designated operators shall be required to provide the International Bureau of the

Universal Postal Union with postal data at least once a year. The International Bureau shall treat all individual postal data in confidence.

Article 9
Technological neutrality

1 The exchange of data necessary for the provision of the services defined in this Agreement shall be governed by the principle of technological neutrality, which means that the provision of these services does not depend on the use of a particular technology.

2 The procedures for executing postal payment orders, including the conditions for depositing, entering, dispatching, paying and reimbursing orders and for processing inquiries, and the time limit for making the funds available to the payee, may vary according to the technology used for transmitting the order.

3 Postal payment services may be provided on the basis of a combination of different technologies.

## Chapter II

## General principles and quality of service

Article 10
General principles

1 Accessibility via the network

1.1 The postal payment services shall be provided by the designated operators via their network(s) and/or via any other partner network in order to ensure accessibility to these services for the greatest number.

1.2 All users shall have access to postal payment services regardless of any contractual or commercial relationship existing with the designated operator.

2 Separation of funds

2.1 Users' funds shall be ring-fenced. These funds and the flows that they generate shall be separate from operators' other funds and flows, particularly their own funds.

2.2 Settlements relating to remuneration between designated operators are separate from settlements relating to users' funds.

3 Currency of issue and currency of payment in respect of postal payment orders

3.1 The amount of the postal payment order shall be expressed and paid in the currency of the destination country or in any other currency authorized by the destination country.

4 Non-repudiability

4.1 The transmission of postal payment orders by electronic means shall be subject to the principle of non-repudiability, in the sense that the issuing designated operator shall not question the existence of these orders and the paying designated operator shall not deny receipt of the orders, insofar as the message conforms to the applicable technical standards.

4.2 The non-repudiability of electronic postal payment orders shall be ensured by technological means, regardless of the system used by the designated operators.

5 Execution of postal payment orders

5.1 Postal payment orders transmitted between designated operators must be executed, subject to the provisions of the present Agreement and the national legislation.

5.2 In the designated operators' network, the sum delivered to the issuing designated operator by the sender shall be the same as the sum paid to the payee by the paying designated operator.

5.3 Payment to the payee shall not be conditional on receipt by the paying designated operator of the corresponding funds from the sender. It shall be made subject to the fulfilment by the issuing designated operator of its obligations towards the paying designated operator regarding instalments or the provision of a liaison account.

6 Setting of rates

6.1 The issuing designated operator shall set the price of postal payment services.

6.2 Charges may be added to this price for any optional or supplementary service required by the sender.

7 Exemption from charges

7.1 The provisions of the Universal Postal Convention concerning exemption from postal charges on postal items intended for prisoners of war and civil internees **shall** apply to the postal payment service items for this category of payee.

8 Remuneration of the paying designated operator

8.1 The paying designated operator shall be remunerated by the issuing designated operator for the execution of postal payment orders.

9 Intervals for settlement between designated operators

9.1 The frequency of settlement between designated operators of sums paid or credited to a payee on behalf of a sender may be different from that in respect of the settlement of remuneration between designated operators. Sums paid or credited shall be settled at least once a month.

10 Obligation to inform users

10.1 Users shall be entitled to the following information, which shall be published and made available to all senders: conditions covering the provision of postal payment services, prices, charges, exchange rates and arrangements, conditions of implementation of liability, and the addresses of information and inquiry services.

10.2 Access to this information shall be provided free of charge.

Article 11
Quality of service

1 Designated operators may decide to identify postal payment services by means of a collective brand.

**2 The Postal Operations Council shall define the quality of service objectives, elements and standards for postal payment orders transmitted electronically.**

**3 Designated operators must apply a minimum number of quality of service elements and standards for postal payment orders transmitted electronically.**

## Chapter III

## Principles for electronic data interchange

### Article 12
### Interoperability

1 Networks

1.1 In order to exchange the data needed to execute postal payment services between all designated operators, and to monitor quality of service, designated operators shall use the Union's electronic data (EDI) exchange system or any other system ensuring the interoperability of the postal payment services in accordance with this Agreement.

### Article 13
### Ensuring the security of electronic exchanges

1 Designated operators shall be responsible for the proper functioning of their equipment.

2 The electronic transmission of data shall be made secure in order to ensure the authenticity and integrity of the data transmitted.

3 Designated operators shall make transactions secure, in accordance with international standards.

### Article 14
### Track and trace

1 The systems used by designated operators shall permit the monitoring of the processing of the order and its revocation by the sender, until such time as the corresponding amount is paid to the payee or credited to the payee's account, or, if appropriate, reimbursed to the sender.

# Part II

# Rules governing the postal payment services

## Chapter I

## Processing of postal payment orders

### Article 15
### Deposit, entry and transmission of postal payment orders

1 The conditions for depositing, entering and transmitting postal payment orders are set out in the Regulations.

2 The period of validity for postal payment orders may not be extended and is set in the Regulations.

Article 16
Checking and release of funds

1 After confirming the payee's identity in accordance with national legislation and the accuracy of the information he has provided, the designated operator shall make the payment in cash. For an inpayment order or a transfer, this payment shall be credited to the payee's account.

2 The time limits for release of the funds shall be established in the bilateral and multilateral agreements between designated operators.

Article 17
Maximum amount

1 Designated operators shall inform the International Bureau of the Universal Postal Union of the maximum amounts for sending or receipt set according to their national legislation.

Article 18
Reimbursement

1 Extent of reimbursement

1.1 Reimbursement within the framework of the postal payment services shall cover the full amount of the postal payment order in the currency of the issuing country. The amount to be reimbursed shall be equal to the amount paid by the sender or to the amount charged to his account. The price of the postal payment service shall be added to the amount reimbursed in the event of an error made by a designated operator.

**1.2 There shall be no reimbursement of a COD money order.**

## Chapter II

## Inquiries and liability

Article 19
Inquiries

1 Inquiries shall be entertained within a period of six months from the day after that on which the postal payment order was accepted.

2 Designated operators, subject to their national legislation, shall have the right to collect from customers charges on inquiries in regard to postal payment orders.

Article 20
Liability of designated operators with regard to users

1 Treatment of funds

1.1 **Except in the case of COD money orders,** the issuing designated operator shall be accountable to the sender for the sums handed over at the counter or debited to the sender's account until**:**

**1.1.1 the postal payment order has been duly paid; or**

**1.1.2 the payee's account has been credited; or**

**1.1.3 the funds have been reimbursed to the sender in the form of cash or as a credit to his account.**

**1.2 For COD money orders, the issuing designated operator shall be accountable to the payee for the sums handed over at the counter or debited to the sender's account until the COD money order has been duly paid or the payee's account has been duly credited.**

Article 21
Obligations and liability of designated operators to each other

1 Each designated operator shall be liable for its own errors.

2 The conditions and extent of liability are set out in the Regulations.

Article 22
Non-liability of designated operators

1 Designated operators shall not be liable:

1.1 in cases of delay in the execution of the service;

1.2 when they cannot account for the execution of a postal payment order owing to the destruction of postal payment service data by force majeure, unless proof of their liability is otherwise produced;

1.3 when the damage has been caused by the fault or negligence of the sender, particularly concerning his responsibility to provide correct information in support of his postal payment order, including the fact that the funds remitted are from a legitimate source and that the postal payment order is for a legitimate purpose;

1.4 if the funds remitted are seized;

1.5 in the case of prisoner-of-war or civilian internee funds;

1.6 when the user has made no inquiry within the period set in the **present Agreement**;

1.7 when the time allowed for recourse in respect of postal payment services in the issuing country has expired.

Article 23
Reservations regarding liability

1 No reservations may be made to the provisions regarding liability prescribed in articles 20 to 22, other than in case of a bilateral agreement.

## Chapter III

## Financial relations

Article 24
Accounting and financial rules

1 Accounting rules

1.1 Designated operators shall comply with the accounting rules defined in the Regulations.

2 Preparation of monthly and general accounts

2.1 The paying designated operator shall prepare for each issuing designated operator a monthly account showing the sums paid for postal payment orders. The monthly accounts shall be incorporated, at the same intervals, in a general offset account including instalments and giving rise to a balance.

3 Instalment

3.1 In case of an imbalance in exchanges between designated operators, an instalment shall be paid by the issuing designated operator to the paying designated operator, at least once a month, at the beginning of the settlement period. In cases where increasing the frequency of settlement of exchanges reduces the period to less than a week, operators can agree to waive this instalment.

4 Concentration account

4.1 In principle, each designated operator shall have one concentration account for users' funds. These funds shall be used solely for settling postal payments paid to the payees or for reimbursing non-executed postal payment orders to senders.

4.2 Any instalments paid by the issuing designated operator shall be credited to the concentration account for the paying designated operator. These instalments shall be used exclusively for payments to payees.

5 Security deposit

5.1 The payment of a security deposit may be required in accordance with the conditions provided for in the Regulations.

Article 25
Settlement and clearing

1 Centralized settlement

1.1 Settlements between designated operators may pass through a central clearing house, in accordance with the procedures set out in the Regulations and shall be carried out from the designated operators' concentration accounts.

2 Bilateral settlement

2.1 Billing on the basis of the general account balance

2.1.1 In general, designated operators that are not members of a centralized clearing system shall settle accounts on the basis of the balance of the general account.

2.2 Liaison account

2.2.1 Where designated operators have a giro institution, they may each open a liaison account by means of which shall be settled their mutual debts and claims resulting from postal payment services.

2.2.2 Where the paying designated operator does not have a giro system, the liaison account may be opened with another financial institution.

2.3 Currency of settlement

2.3.1 Settlements shall be carried out in the currency of the destination country or in a third currency agreed between the designated operators.

# Part III

# Transitional and final provisions

## Article 26
## Reservations at Congress

1 Any reservation which is incompatible with the object and purpose of the Union shall not be permitted.

2 As a general rule, any member country whose views are not shared by other member countries should endeavour, as far as possible, to conform to the opinion of the majority. Reservations shall be made only in cases of absolute necessity, and shall be duly justified.

3 Any reservation to an article of the present Agreement shall be submitted to Congress as a Congress proposal written in one of the working languages of the International Bureau and in accordance with the relevant provisions of the Rules of Procedure of Congresses.

4 To become effective, any proposal concerning reservations must be approved by whatever majority is required for amendment of the article to which the reservation relates.

5 In principle, reservations shall be applied on a reciprocal basis between the reserving member country and the other member countries.

6 Reservations to the present Agreement shall be inserted in its Final Protocol on the basis of proposals approved by Congress.

## Article 27
## Final provisions

1 The Convention shall be applicable, where appropriate, by analogy, in all cases not expressly governed by this Agreement.

2 Article 4 of the Constitution shall not apply to this Agreement.

3 Conditions for approval of proposals concerning this Agreement and the Regulations

3.1 To become effective, proposals submitted to Congress relating to this Agreement must be approved by a majority of the member countries present and voting which are parties to the Agreement and which have the right to vote. At least half of these member countries represented at Congress and having the right to vote shall be present at the time of voting.

3.2 To become effective, proposals relating to the Regulations of the present Agreement must be approved by a majority of the members of the Postal Operations Council which are **present and voting, which have the right to vote, and which are signatories or have acceded to the Agreement**.

3.3 To become effective, proposals introduced between two Congresses relating to this Agreement must obtain:

3.3.1 two thirds of the votes, with at least one half of the member countries which are parties to the Agreement and have the right to vote having taken part in the vote, if they involve the addition of new provisions;

3.3.2 a majority of the votes, with at least one half of the member countries which are parties to the Agreement and have the right to vote having taken part in the vote, if they involve amendments to the provisions of this Agreement;

3.3.3 a majority of the votes, if they involve interpretation of the provisions of this Agreement.

3.4 Notwithstanding the provisions under 3.3.1, any member country whose national legislation is as yet incompatible with the proposed addition may, within 90 days from the date of notification of the latter, make a written declaration to the Director General of the International Bureau stating that it is unable to accept this addition.

Article 28
Entry into force and duration of the Postal Payment Services Agreement

1 This Agreement shall come into force on **1 January 2014** and shall remain in operation until the entry into force of the Acts of the next Congress.

In witness whereof, the plenipotentiaries of the governments of the contracting countries have signed this Agreement in a single original which shall be deposited with the Director General of the International Bureau. A copy thereof shall be delivered to each party by the International Bureau of the Universal Postal Union.

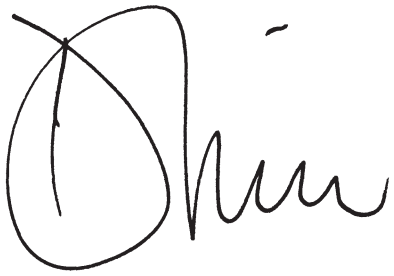
Done at **Doha, 11 October 2012**

*See signatures below.*

POUR
L'ÉTAT ISLAMIQUE D'AFGHANISTAN:

POUR
LA RÉPUBLIQUE ALGÉRIENNE
DÉMOCRATIQUE ET POPULAIRE:

POUR
LA RÉPUBLIQUE D'AFRIQUE DU SUD:

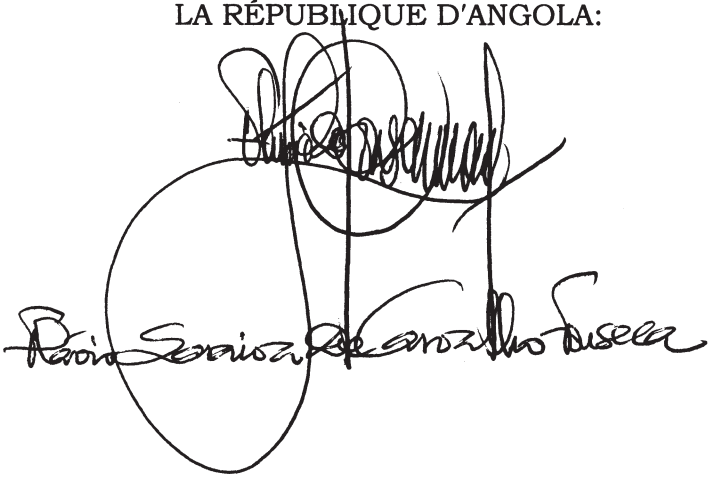


POUR
LA RÉPUBLIQUE FÉDÉRALE
D'ALLEMAGNE:

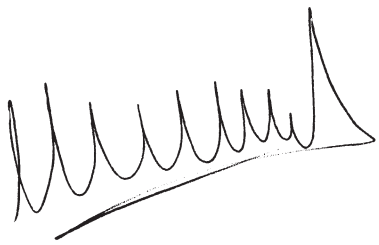
POUR
LA RÉPUBLIQUE D'ALBANIE:

POUR
LES ÉTATS-UNIS D'AMÉRIQUE:

POUR
LA RÉPUBLIQUE D'ANGOLA:



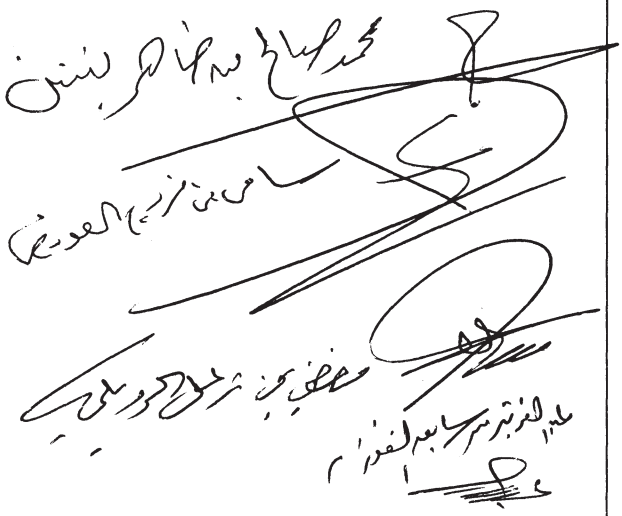
POUR
LA RÉPUBLIQUE ARGENTINE:



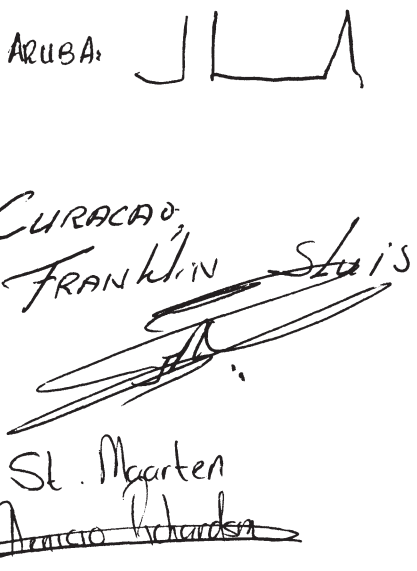
POUR
ANTIGUA-ET-BARBUDA:

POUR
LA RÉPUBLIQUE D'ARMÉNIE:

POUR
LE ROYAUME DE L'ARABIE SAOUDITE:



Pour
ARUBA, CURAÇAO et S. MARTIN :



POUR
L'AUSTRALIE:

POUR
LE COMMONWEALTH DES BAHAMAS:

POUR
LA RÉPUBLIQUE D'AUTRICHE:

POUR
LE ROYAUME DE BAHRAIN:

POUR
LA RÉPUBLIQUE D'AZERBAÏDJAN:

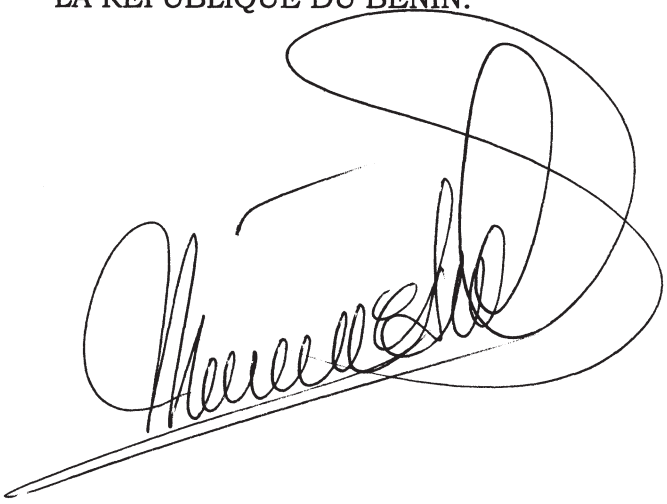
POUR
LA RÉPUBLIQUE POPULAIRE
DU BANGLADESH:

POUR
LA BARBADE:

POUR
BELIZE:

POUR
LA RÉPUBLIQUE DU BÉLARUS:

POUR
LA RÉPUBLIQUE DU BÉNIN:

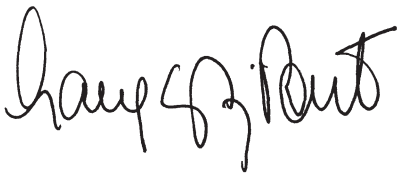


POUR
LA BELGIQUE:

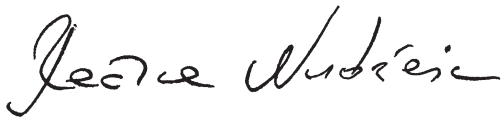
POUR
LE ROYAUME DE BHOUTAN:

POUR
LA RÉPUBLIQUE DE BOLIVIE:

POUR
LA RÉPUBLIQUE FÉDÉRATIVE
DU BRÉSIL:



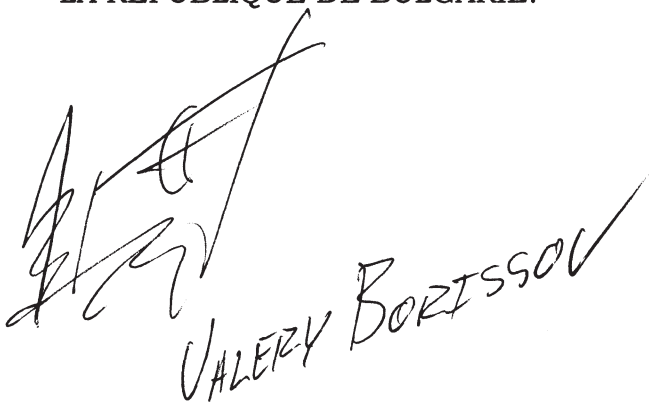
POUR
LA RÉPUBLIQUE
DE BOSNIE ET HERZÉGOVINE:



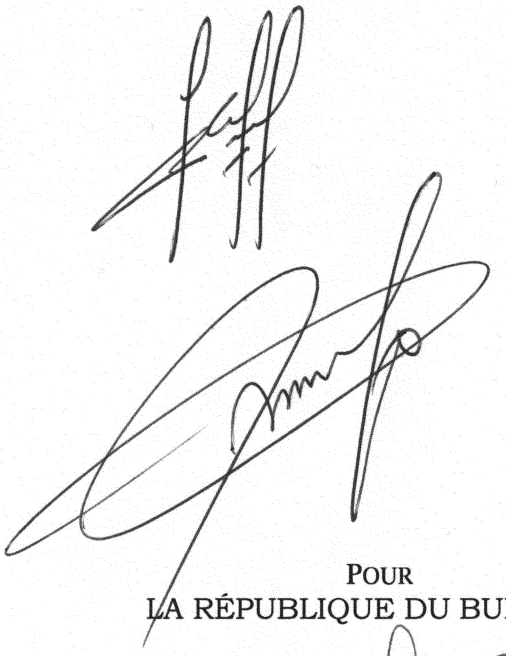
POUR
BRUNEI DARUSSALAM:

POUR
LA RÉPUBLIQUE DU BOTSWANA:

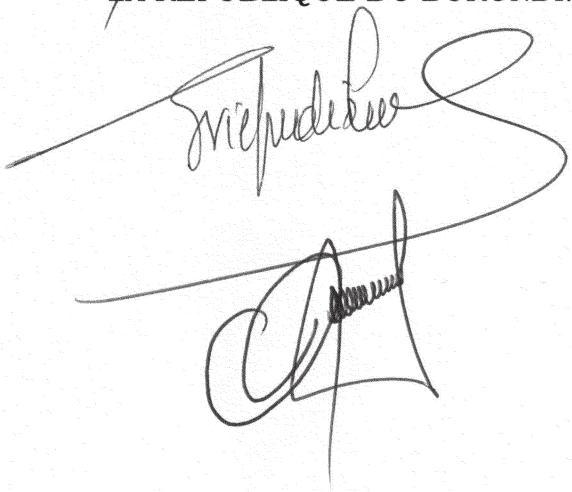
POUR
LA RÉPUBLIQUE DE BULGARIE:



POUR
LE BURKINA FASO:

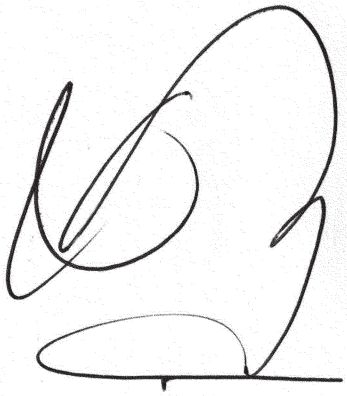


POUR
LA RÉPUBLIQUE DU BURUNDI:



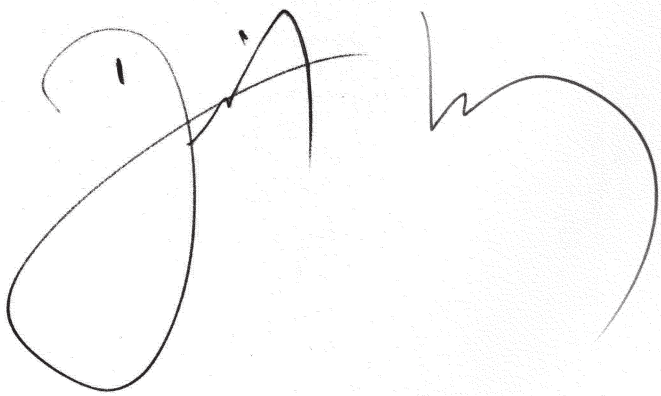
POUR
LE ROYAUME DU CAMBODGE:

POUR
LA RÉPUBLIQUE DU CAMEROUN:



POUR
LE CANADA:

POUR
LA RÉPUBLIQUE DU CAP-VERT:



POUR
LA RÉPUBLIQUE CENTRAFRICAINE:

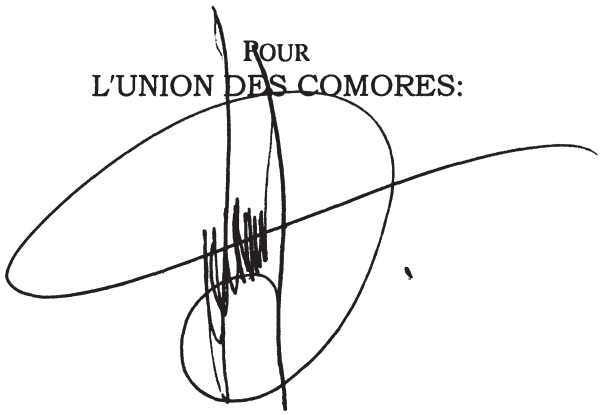
POUR
LA RÉPUBLIQUE DE CHYPRE:

POUR
LE CHILI:

POUR
LA RÉPUBLIQUE DE COLOMBIE:

POUR
LA RÉPUBLIQUE POPULAIRE DE CHINE:

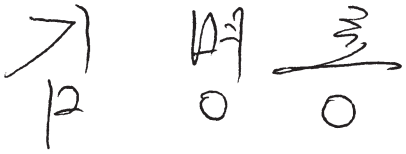
POUR
L'UNION DES COMORES:



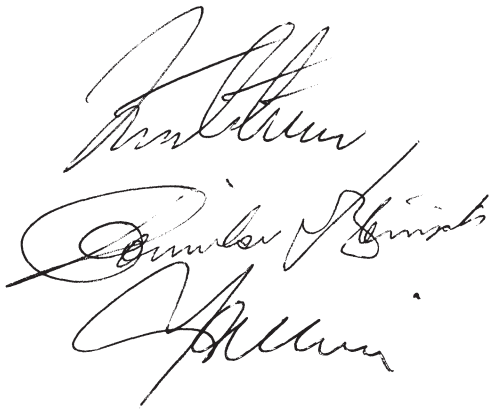
POUR
LA RÉPUBLIQUE DU CONGO:

POUR
LA RÉPUBLIQUE DE CÔTE D'IVOIRE:

POUR
LA RÉPUBLIQUE DE CORÉE:



POUR
LA RÉPUBLIQUE DE CROATIE:



POUR
LA RÉPUBLIQUE DE COSTA-RICA:

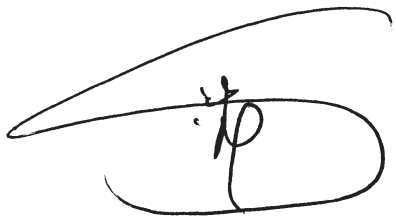
POUR
LA RÉPUBLIQUE DE CUBA:

POUR
LE ROYAUME DE DANEMARK:

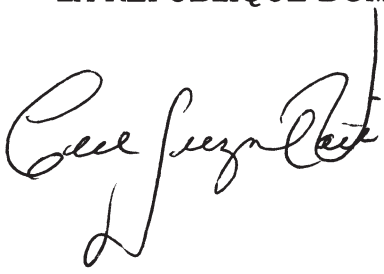
POUR
LE COMMONWEALTH
DE LA DOMINIQUE:

POUR
LA RÉPUBLIQUE DE DJIBOUTI:

POUR
LA RÉPUBLIQUE ARABE D'ÉGYPTE:



POUR
LA RÉPUBLIQUE DOMINICAINE:

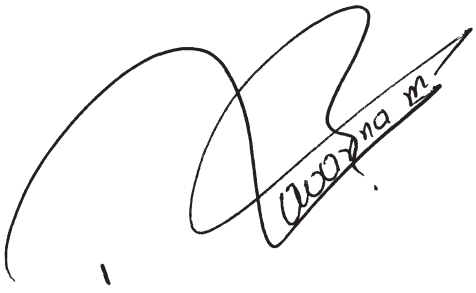


POUR
LA RÉPUBLIQUE DE EL SALVADOR:

POUR
LES ÉMIRATS ARABES UNIS:

POUR
L'ESPAGNE:

POUR
LA RÉPUBLIQUE DE L'ÉQUATEUR:



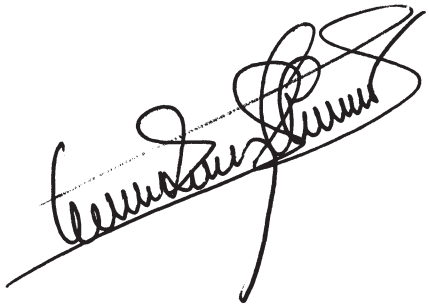
POUR
LA RÉPUBLIQUE D'ESTONIE:

POUR
L'ÉRYTHRÉE:

POUR
L'ÉTHIOPIE:

POUR
FIDJI:

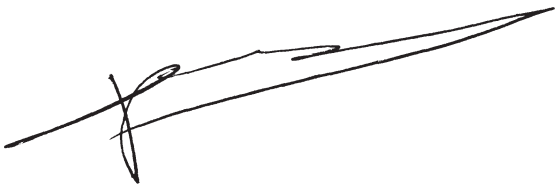
POUR
LA RÉPUBLIQUE GABONAISE:



POUR
LA RÉPUBLIQUE DE FINLANDE:

POUR
LA GAMBIE:

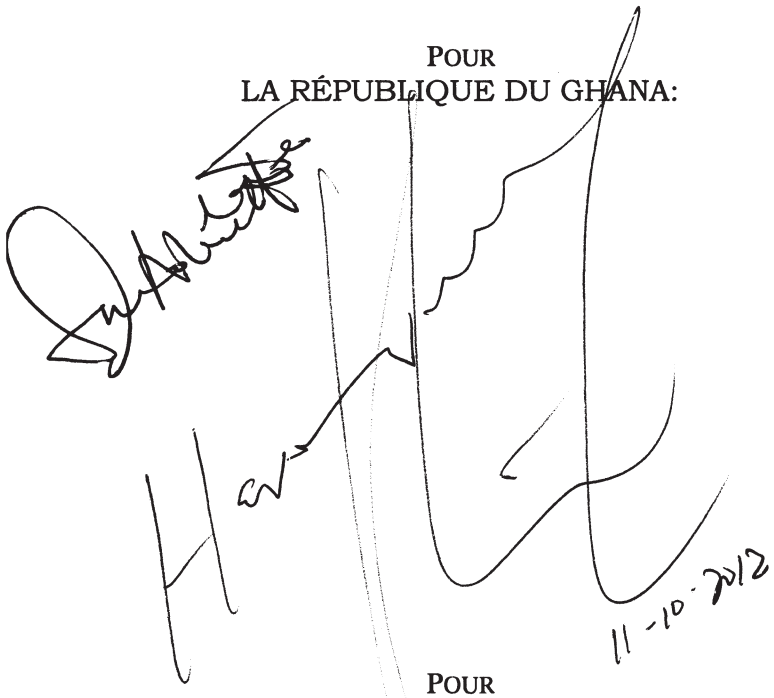
POUR
LA RÉPUBLIQUE FRANÇAISE:



Michel Boidin

POUR
LA RÉPUBLIQUE DE GÉORGIE:

POUR
LA RÉPUBLIQUE DU GHANA:



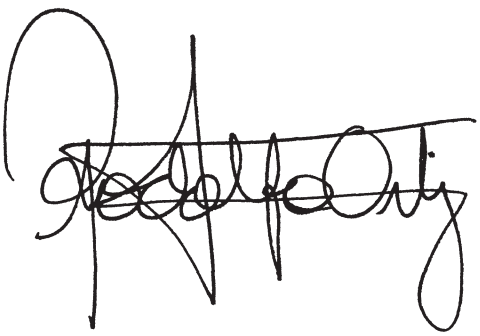

POUR
LA GRÈCE:

POUR
LE ROYAUME-UNI
DE GRANDE-BRETAGNE ET
D'IRLANDE DU NORD,
ÎLES DE LA MANCHE ET ÎLE DE MAN:

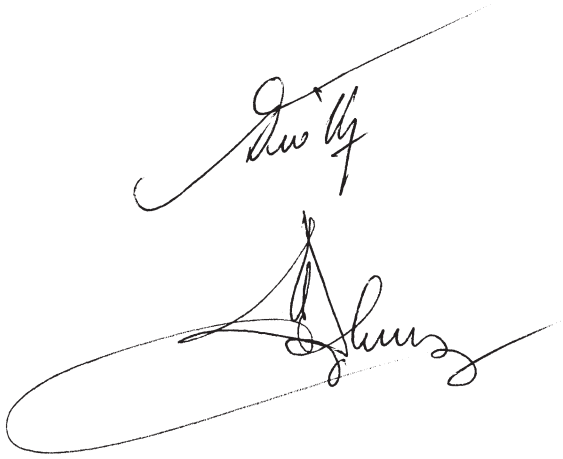
POUR
LA GRENADE:

POUR
LES TERRITOIRES D'OUTRE-MER
DONT LES RELATIONS INTERNATIONALES
SONT ASSURÉES PAR LE
GOUVERNEMENT DU ROYAUME-UNI
DE GRANDE-BRETAGNE
ET D'IRLANDE DU NORD:

POUR
LA RÉPUBLIQUE DU GUATÉMALA:



POUR
LA RÉPUBLIQUE DE GUINÉE:



POUR
LA GUYANE:

POUR
LA RÉPUBLIQUE DE GUINÉE-BISSAU:

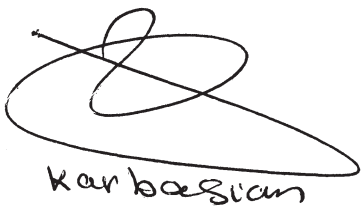
POUR
LA RÉPUBLIQUE D'HAÏTI:

POUR
LA RÉPUBLIQUE
DE GUINÉE ÉQUATORIALE:

POUR
LA RÉPUBLIQUE DU HONDURAS:

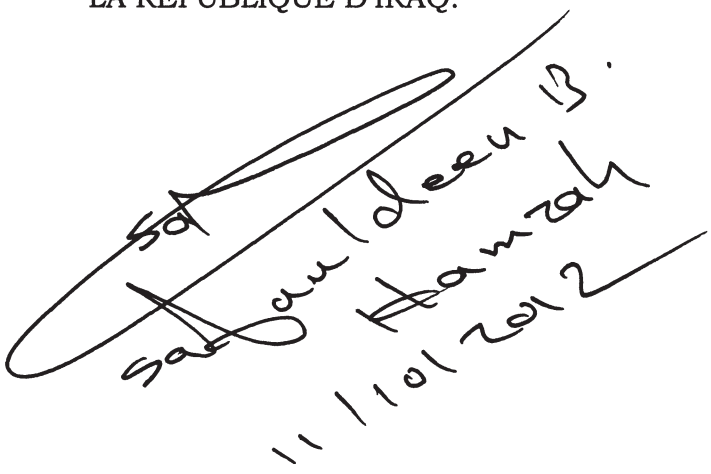
POUR
LA HONGRIE:

POUR
LA RÉPUBLIQUE ISLAMIQUE D'IRAN:



POUR
L'INDE:

POUR
LA RÉPUBLIQUE D'IRAQ:



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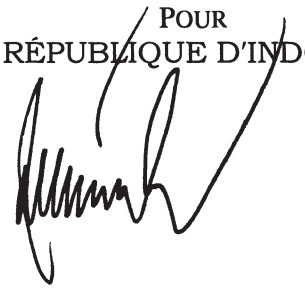
LA RÉPUBLIQUE D'INDONÉSIE:

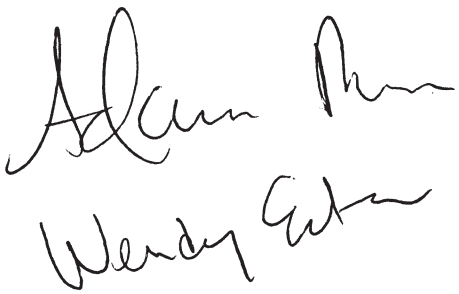


POUR
L'IRLANDE:

POUR
LA RÉPUBLIQUE D'ISLANDE:

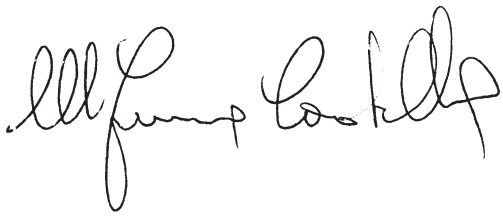
POUR
LA JAMAÏQUE :

POUR
ISRAËL:

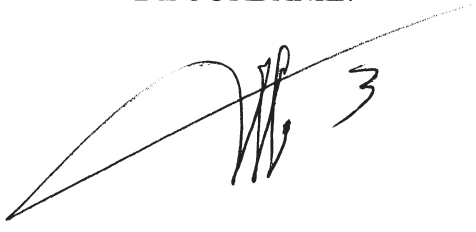


POUR
LE JAPON:

POUR
L'ITALIE:



POUR
LE ROYAUME HACHÉMITE
DE JORDANIE:



POUR
LA RÉPUBLIQUE DU KAZAKHSTAN:

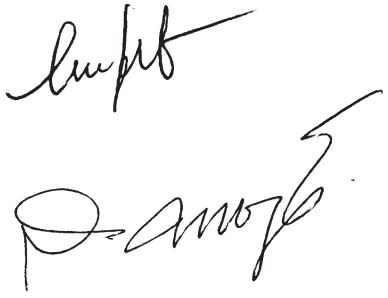
POUR
LA RÉPUBLIQUE DE KIRIBATI:

POUR
LA RÉPUBLIQUE DE KENYA

POUR
LE KUWAIT:

POUR
LA RÉPUBLIQUE DU KIRGHIZISTAN:

POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
POPULAIRE LAO:

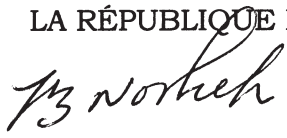


POUR
LE ROYAUME DU LESOTHO:

POUR
LA RÉPUBLIQUE LIBANAISE:

POUR
LA RÉPUBLIQUE DE LETTONIE:

POUR
LA RÉPUBLIQUE DE LIBÉRIA:



POUR
L'EX-RÉPUBLIQUE YOUGOSLAVE
DE MACÉDOINE:

POUR
LA LIBYE

POUR
LA PRINCIPAUTÉ DE LIECHTENSTEIN:

POUR
LA RÉPUBLIQUE DE MADAGASCAR:

POUR
LA RÉPUBLIQUE DE LITUANIE:

POUR
LA MALAISIE:

POUR
LE LUXEMBOURG:

POUR
LE MALAWI:

POUR
LA RÉPUBLIQUE DES MALDIVES:

POUR
LE ROYAUME DU MAROC:

POUR
LA RÉPUBLIQUE DU MALI:

POUR
MAURICE:

POUR
MALTE:

POUR
LA RÉPUBLIQUE ISLAMIQUE
DE MAURITANIE:

POUR
LES ÉTATS-UNIS DU MEXIQUE:

POUR
LA MONGOLIE:

POUR
LA RÉPUBLIQUE DE MOLDOVA:

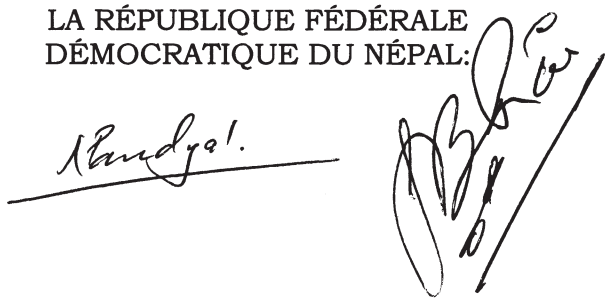
POUR
LE MONTÉNÉGRO:

POUR
LA PRINCIPAUTÉ DE MONACO:

POUR
LA RÉPUBLIQUE POPULAIRE
DU MOZAMBIQUE:

POUR
L'UNION DE MYANMAR:

POUR
LA RÉPUBLIQUE FÉDÉRALE
DÉMOCRATIQUE DU NÉPAL:



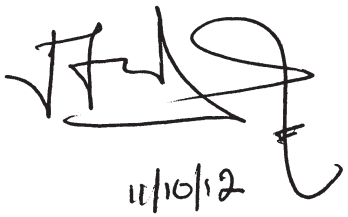
POUR
LA RÉPUBLIQUE DE NAMIBIE:

POUR
LA RÉPUBLIQUE DU NICARAGUA:

POUR
LA RÉPUBLIQUE DE NAURU:

POUR
LA RÉPUBLIQUE DU NIGER:

POUR
LA RÉPUBLIQUE FÉDÉRALE
DU NIGÉRIA:




POUR
LE SULTANAT D'OMAN:

POUR
LA NORVÈGE:

POUR
LA RÉPUBLIQUE DE L'OUGANDA:

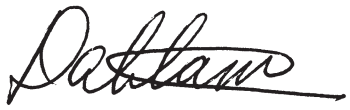
POUR
LA NOUVELLE-ZÉLANDE:

POUR
LA RÉPUBLIQUE D'OUZBÉKISTAN:

POUR
LA RÉPUBLIQUE ISLAMIQUE
DU PAKISTAN:

POUR
LA RÉPUBLIQUE DE PARAGUAY:

POUR
LA RÉPUBLIQUE DE PANAMA:



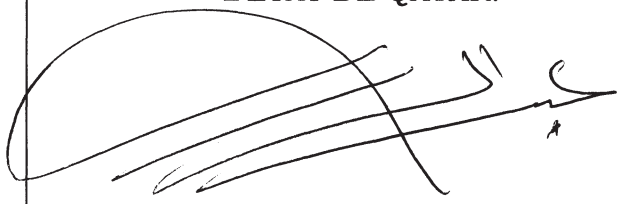
POUR
LES PAYS-BAS
- CARAÏBES NÉERLANDAISES
(BONAIRE, SABA ET S. EUSTATIUS):

POUR
LA PAPOUASIE – NOUVELLE-GUINÉE:

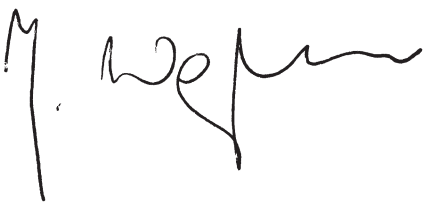
POUR
LA RÉPUBLIQUE DU PÉROU:

POUR
LA RÉPUBLIQUE DES PHILIPPINES:

POUR
L'ÉTAT DE QATAR:



POUR
LA POLOGNE:



POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
DU CONGO:

POUR
LE PORTUGAL:

POUR
LA RÉPUBLIQUE POPULAIRE
DÉMOCRATIQUE DE CORÉE:

POUR
LA ROUMANIE:

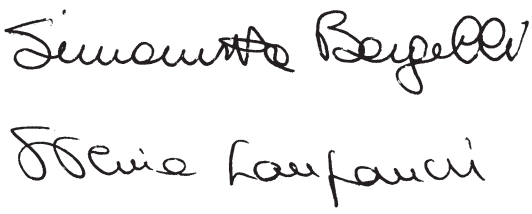
POUR
LA FÉDÉRATION DE RUSSIE:

POUR
LA RÉPUBLIQUE DU RWANDA :

POUR
SAINT-CHRISTOPHE
(SAINT-KITTS)-ET-NEVIS:

POUR
SAINTE-LUCIE:

POUR
LA RÉPUBLIQUE DE SAINT-MARIN:

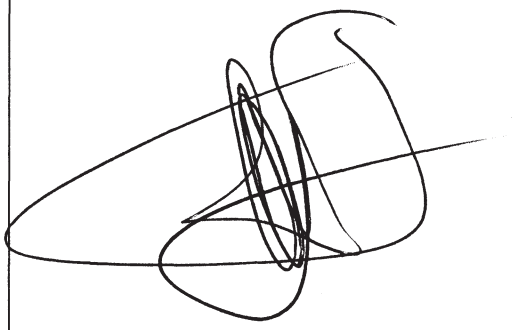


POUR
SAINT-VINCENT-ET-GRENADINES:

POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
DE SAO TOMÉ-ET-PRINCIPE:

POUR
LES ÎLES SALOMON:

POUR
LA RÉPUBLIQUE DU SÉNÉGAL:



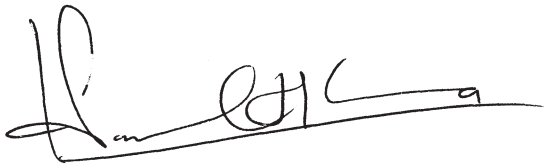
POUR
L'ÉTAT INDÉPENDANT DE SAMOA:

POUR
LA RÉPUBLIQUE DE SERBIE:

POUR
LA RÉPUBLIQUE DES SEYCHELLES:

POUR
LA RÉPUBLIQUE SLOVAQUE:

POUR
LA RÉPUBLIQUE DE SIERRA LEONE:



POUR
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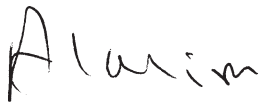
POUR
LA RÉPUBLIQUE DE SINGAPOUR:

POUR
LE GOUVERNEMENT FÉDÉRAL DE
TRANSITION DE
LA RÉPUBLIQUE
DE SOMALIE:

POUR
LA RÉPUBLIQUE DU SOUDAN:



Pour
LE SOUDAN DU SUD :

POUR
LA SUÈDE:

POUR
LA CONFÉDÉRATION SUISSE:

POUR
LA RÉPUBLIQUE SOCIALISTE
DÉMOCRATIQUE DE SRI LANKA:

POUR
LA RÉPUBLIQUE DU SURINAME:

POUR
LE ROYAUME DU SWAZILAND:

POUR
LA RÉPUBLIQUE UNIE DE TANZANIE:

POUR
LA RÉPUBLIQUE ARABE SYRIENNE:

POUR
LA RÉPUBLIQUE DU TCHAD:

POUR
LA RÉPUBLIQUE DU TADJIKISTAN:

POUR
LA RÉPUBLIQUE TCHÈQUE:

POUR
LA THAÏLANDE:

Chaiyan P.

POUR
LE ROYAUME DES TONGA:

POUR
LA RÉPUBLIQUE DÉMOCRATIQUE
DU TIMOR-LESTE:

POUR
LA RÉPUBLIQUE
DE TRINITÉ-ET-TOBAGO:

POUR
LA RÉPUBLIQUE TOGOLAISE:

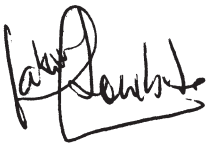
POUR
LA RÉPUBLIQUE TUNISIENNE:

POUR
LE TURKMÉNISTAN:

POUR
L'UKRAINE:

POUR
LA RÉPUBLIQUE DE TURQUIE:

POUR
LA RÉPUBLIQUE ORIENTALE
DE L'URUGUAY:

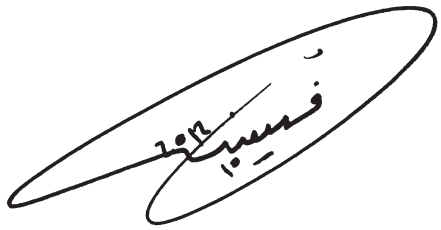


POUR
TUVALU:

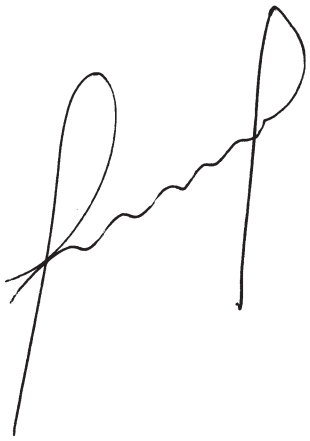
POUR
LA RÉPUBLIQUE DE VANUATU:

POUR
L'ÉTAT DE LA CITÉ DU VATICAN:

POUR
LA RÉPUBLIQUE DU YÉMEN:



POUR
LA RÉPUBLIQUE BOLIVARIENNE DU
VÉNÉZUÉLA:



POUR
LA RÉPUBLIQUE DE ZAMBIE:

POUR
LA RÉPUBLIQUE SOCIALISTE
DU VIET NAM:

Nguyen Thanh Hung

POUR
LA RÉPUBLIQUE DE ZIMBABWE:

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# Decisions of the 25th Congress other than those amending the Acts (resolutions, decisions, recommendations, formal opinions, etc.)

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# Decisions of the 25th Congress other than those amending the Acts

**Resolution C 1/2012**

**Recast of the General Regulations**

Congress,

In view of
resolution C 21/2008 of the 24th Congress, held in Geneva in 2008, regarding continuation of the work to study and refine the Acts of the Union,

having noted with satisfaction
the results of the CA study on the recast of the General Regulations,

Considering
the fact that, during the consultations arranged by the CA, all Union member countries had the opportunity to comment on the recast texts,

Noting
that the new texts take into account the comments from member countries,

*Decides*

to adopt, as the basis of its deliberations, the final draft of the General Regulations.

(Proposal 01, Committee 3, 1st meeting)

**Decision C 2/2012**

**Designation of member countries prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the committees and/or to sit on the restricted committees**

Congress,

*Decides*

to approve the following list of member countries, designated by the Council of Administration, which are prepared to assume the vice-chairmanships of Congress and the chairmanships and vice-chairmanships of the committees and/or to sit on the restricted committees:

a Vice-chairmanships of Congress:

- Dominican Republic (1)
- Estonia (2)
- Italy (3)
- Tanzania (United Rep.) (5)

b[1] Chairmanships and vice-chairmanships of Congress committees:

| | ***Chairman*** | ***Vice-Chairmen*** |
|---|---|---|
| C 1 (Credentials) | Mali (5) | Malaysia (4)<br>Argentina (1) |
| C 2 (Finance) | Tunisia (5) | Japan (4)<br>Moldova (2) |
| C 3 (General Matters and Structure of the Union) | Canada (1) | Norway (3)<br>Korea (Rep.) (4) |
| C 4 (Convention: Regulatory Issues) | Belgium (3) | Australia (4)<br>Trinidad and Tobago (1) |
| C 5 (Convention: Economic Issues) | Sweden (3) | Brazil (1)<br>Morocco (5) |
| C 6 (Postal Payment Services) | Ecuador (1) | Spain (3)<br>India (4) |
| C 7 (Postal Markets and Products) | Netherlands (3) | Saudi Arabia (4)<br>Russian Federation (2) |
| C 8 (Development Cooperation) | China (People's Rep.) (4) | France (3)<br>Cuba (1)<br>Cameroon (5) |
| C 9 (Drafting) | Poland (2) | Senegal (5) |

c Composition of Committee 1 (Credentials): 10 member countries:

| *Group 1* | *Group 2* | *Group 3* | *Group 4* | *Group 5* |
|---|---|---|---|---|
| Argentina<br>(Vice-Chair) | Hungary<br>Azerbaijan | Turkey | Bangladesh<br>Malaysia<br>(Vice-Chair)<br>Thailand | Botswana<br>Mali (Chair)<br>Zimbabwe |

d Composition of Committee 9 (Drafting): 8 member countries:

| *Group 1* | *Group 2* | *Group 3* | *Group 4* | *Group 5* |
|---|---|---|---|---|
| United States of America | Poland (Chair) | France | Cambodia<br>Lebanon | Burkina Faso<br>Cote d'Ivoire (Rep.)<br>Senegal<br>(Vice-Chair) |

(Proposal 21, Committee 3, 1st meeting)

[1] Group 1 = 6 member countries; Group 2 = 3 member countries; Group 3 = 6 member countries; Group 4 = 7 member countries; Group 5 = 5 member countries.

**Resolution C 3/2012**

**Process for allowing Congress to provide the Council of Administration (CA) with guidance on the prioritization of activities by supplying it with a list of the lowest priority proposals adopted by Congress**

Congress,

Recognizing
that, based on lessons learned from the 24th Congress, the 2011 CA put forward a number of suggestions (including recommendation CA 7/2011.1) aimed at helping Congress decide on what resolutions it needed to adopt while making sure these were commensurate with the available UPU regular budget,

Noting
that the first four steps in the recommendation were designed to help prevent a situation in which Congress might approve resolutions whose implementation would require resources that exceeded the available UPU budget,

Further noting, however
that if such a situation were to arise despite action being taken under steps 1 to 4, a further step 5 would need to be taken by Congress in order to provide the CA, in a transparent manner, with guidelines on the prioritizing and funding of resolutions,

Confirming
that it is the responsibility of Congress, as the supreme body of the UPU, to agree on and to implement a process (step 5) for allowing Congress to provide the CA with guidelines on the prioritizing and funding of resolutions,

*Decides*

that the 25th Congress, as well as all future Congresses, should use the annexed "prioritization process" to establish a list of the lowest priority proposals for the resolutions to be adopted, and to then communicate the list to the CA so that its members can take it into account when considering and approving future UPU Programme and Budgets (see article 107.1.4 of the General Regulations).

(Proposal 59, Plenary, opening session)

*Annex 1*

**Process for allowing Congress to provide the Council of Administration (CA) with guidance on the prioritization of activities by supplying it with a list of the lowest priority proposals adopted by Congress**

## I. Introduction

1 All proposals of a general nature submitted to Congress will be accompanied by programme and budget impact statements (PBI), which will indicate the financial resources needed to implement the resolution – if adopted by Congress.

2 Details (including costs) of all proposals of a general nature to be submitted to Congress (but not yet adopted), along with their PBI statements, will be summarized in Congress–Doc 38, which will be published in advance of the opening of Congress.

3 Congress–Doc 38 will be updated during the first two weeks of Congress to provide a summary of the details of only those resolutions and their PBI statements adopted by Congress Committees 3 to 8 inclusive. At that time, if the content and complexity of the proposal warrant it, financial details contained in the PBI statements will be itemized where necessary.

4 The updated Congress–Doc 38 will then be submitted for information and action if necessary to Congress C 2 (Finance), the last of the Congress Committees to meet.

5 At this stage, Congress Committee 2 will know approximately the amount of annual resources that will be needed to implement all the resolutions adopted by Congress (for example 50,000,000 CHF)

6 At this stage, Congress Committee 2 will also be required to set the ceiling for the regular budget for the period 2013–2016 inclusive, which is unlikely to be much more than the current ceiling (for example 38,000,000 CHF for each year).

7 If the amount required to implement all the proposals adopted by Congress (for example 50,000,000 CHF) exceeds the regular budget ceiling (for example 38,000,000 CHF), the process for allowing Congress to provide the Council of Administration (CA) with a list of the lowest priority proposals adopted by Congress will be activated as described below.

## II. Prioritization process

8 Congress Committee 2 members will be given ballot papers (one per member country), which each country should complete in order to indicate its 15 lowest priority proposals.

9 The ballot papers will be collected by the IB Secretariat, which will use the results of the voting to produce a first table (see the following example, table 1) listing:

i the 15 lowest priority proposals (ranked 1 to 15, with 1 being the lowest priority);

ii details regarding the budget required to implement each of the proposals.

*Table 1: Proposals of a general nature – 1 to 15 lowest priorities*

| *15 lowest ranked priority proposals (with Rank 1 being the lowest priority)* | *Number of points* | *Proposal number* | *Proposal title* | *Budget (in CHF)* |
|---|---|---|---|---|
| Rank 1 (Lowest) | 300 | XX | AAA | 500,000 |
| Rank 2 | 290 | XX | BBB | 2,000,000 |
| Rank 3 | 280 | XX | HHH | 750,000 |
| Rank 4 | 270 | XX | JJJ | 500,000 |
| Rank 5 | 260 | XX | PPP | 1,000,000 |
| Rank 6 | 250 | XX | TTT | 500,000 |
| Rank 7 | 240 | XX | YYY | 750,000 |
| Rank 8 | 230 | XX | DDD | 500,000 |
| Rank 9 | 220 | XX | SSS | 500,000 |
| Rank 10 | 210 | XX | LLL | 100,000 |
| Rank 11 | 200 | XX | CCC | 20,000 |
| Rank 12 | 190 | XX | EEE | 100,000 |
| Rank 13 | 180 | XX | FFF | 150,000 |
| Rank 14 | 170 | XX | KKK | 80,000 |
| Rank 15 | 160 | XX | RRR | 50,000 |
| **Total** | | | | **7,500,000** |

| | |
|---|---|
| Regular budget ceiling set by Congress | 38,000,000 |
| Amount required to implement all proposals adopted | 50,000,000 |
| Budget deficit | 12,000,000 |
| Proposals of a general nature – 1 to 15 lowest priorities | 7,500,000 |
| **New budget deficit** | **-4,500,000** |

10 The results of the voting will be interpreted and dealt with as follows:

a If the results show that after deducting the total cost of the five lowest priorities from the amount required to implement all proposals there is no longer a budget deficit, the prioritization process can be considered as completed. The results (showing the five lowest priorities only) of the voting will be recorded in the Committee report and will also be communicated to the newly elected CA, which will use the results when considering and approving future UPU Programme and Budgets.

b If the results show that there is still a budget deficit after the five lowest priorities have been taken into consideration, the next (priority ranking 6 to 10) will then be taken into account. If the results then show that after deducting the total cost of the 10 lowest priorities from the amount required to implement all proposals there is no longer a budget deficit, the prioritization process can be considered as completed. The results (showing the 10 lowest priorities) of the voting will be recorded in the Committee report and will also be communicated to the newly elected CA, which will use the results when considering and approving future UPU Programme and Budgets.

c If the results show that there is still a budget deficit after the 10 lowest priorities have been taken into consideration, the next five lowest (priority ranking 11 to 15) will be taken into account and the same process described in paragraph 10b will again be followed.

11 However, if, as shown in the example above, there is still a budget deficit (4,500,000 CHF) after the 15 lowest priorities have been identified, Committee 2 members will be given a new ballot paper and invited to vote again by indicating the next 10 lowest priorities (16 to 25, with 16 being the lowest) from among the remaining proposals.[1]

12 The ballot papers will be collected by the IB secretariat, which will again use the results of the voting to produce a second table (see the following example, table 2) listing:

i the 25 lowest priority proposals (ranked 1 to 25, with 1 being the lowest priority);

ii details regarding the budget required to implement each of the proposals.

*Table 2: Proposals of a general nature – 1 to 25 lowest priorities*

| *25 lowest ranked priority proposals (with rank 1 being the lowest priority)* | *Number of points* | *Proposal Number* | *Proposal title* | *Budget (in CHF)* |
|---|---|---|---|---|
| Rank 1 (lowest) | 300 | XX | AAA | 500,000 |
| Rank 2 | 290 | XX | BBB | 2,000,000 |
| Rank 3 | 280 | XX | HHH | 750,000 |
| Rank 4 | 270 | XX | JJJ | 500,000 |
| Rank 5 | 260 | XX | PPP | 1,000,000 |
| Rank 6 | 250 | XX | TTT | 500,000 |
| Rank 7 | 240 | XX | YYY | 750,000 |
| Rank 8 | 230 | XX | DDD | 500,000 |
| Rank 9 | 220 | XX | SSS | 500,000 |
| Rank 10 | 210 | XX | LLL | 100,000 |
| Rank 11 | 200 | XX | CCC | 20,000 |
| Rank 12 | 190 | XX | EEE | 100,000 |
| Rank 13 | 180 | XX | FFF | 150,000 |
| Rank 14 | 170 | XX | KKK | 80,000 |
| Rank 15 | 160 | XX | RRR | 50,000 |
| Rank 16 | 150 | XX | MMM | 25,000 |
| Rank 17 | 140 | XX | III | 750,000 |

[1] This process, in groups of five priorities (16–25, 26–35, etc.) will be repeated until there is no longer a budget deficit.

| *25 lowest ranked priority proposals (with rank 1 being the lowest priority)* | *Number of points* | *Proposal Number* | *Proposal title* | *Budget (in CHF)* |
|---|---|---|---|---|
| Rank 18 | 130 | XX | UUU | 900,000 |
| Rank 19 | 120 | XX | QQQ | 1,000,000 |
| Rank 20 | 110 | XX | GGG | 75,000 |
| Rank 21 | 100 | XX | XXX | 800,000 |
| Rank 22 | 90 | XX | NNN | 50,000 |
| Rank 23 | 80 | XX | OOO | 500,000 |
| Rank 24 | 70 | XX | VVV | 200,000 |
| Rank 25 | 60 | XX | ZZZ | 700,000 |
| **Total CHF** | | | | **12,500,000** |

| | |
|---|---|
| Regular budget ceiling set by Congress | 38,000,000 |
| Amount required to implement all proposals adopted | 50,000,000 |
| Budget deficit | 12,000,000 |
| Proposals of a general nature – 1 to 25 lowest priorities | 12,500,000 |
| **New budget deficit** | **-500,000** |

13 If, as is the case in Table 2 above, the results of the voting show that after deducting the total cost of the 25 lowest priorities from the amount required to implement all proposals there is no longer a budget deficit (i.e. -500,000 CHF), the prioritization process can be considered as completed.

14 The results of the voting will be recorded in the Committee report and will also be communicated to the newly elected CA, which will use the results as a basis for its work when considering and approving future UPU Programme and Budgets.

15 If, however, the results of the voting show that after deducting the total cost of the 25 lowest priorities from the amount required to implement all proposals there is still a budget deficit, the voting process will be continued, each time indicating groups of 10 priorities, (see footnote 1, paragraph 12), until there is no longer a budget deficit. The final results of the voting will be recorded accordingly in the Committee report and will also be communicated to the newly elected CA, which will use the results as a basis for its work when considering and approving future UPU Programme and Budgets.

16 The results of the prioritization process will, in addition, be annexed to the draft business plan to be approved by Congress. The CA will then be responsible for finalizing the business plan by bringing it into line with the results of the prioritization process carried out by Congress.

**Decision C 4/2012**

**Admission of the media to Congress**

Congress,

*Decides*

to allow the media to be present at the meetings of Congress in the capacity of listeners without the right to speak or to vote, subject to the approval of this decision by Congress. The Chairman of Congress and the Chairmen of each Committee shall have the freedom to exclude the media if this proves necessary for the confidentiality of certain meetings,

*Also decides*

that this decision will remain valid until Congress decides otherwise.

(Proposal 66, Committee 3, 1st meeting)

**Resolution C 5/2012**

**Measures to be taken for the efficient management of the UPU budget**

Congress,

Recognizing with great appreciation
the results of studies conducted by the Reform of the Union Project Group of CA Committee 1 (Governance Issues), composed of 10 members of the Council of Administration and 10 members of the Postal Operations Council, as well as members of the Consultative Committee, and working under the guidance of the Council of Administration,

Also recognizing
that one of the most important areas of UPU reform has related to the UPU budget, which had been strictly frozen since the 1994 Seoul Congress, and that the complexity, scope and volume of UPU activities, both regulatory and technological, have increased considerably over the last few Congress cycles, driven by the rapidly changing postal environment worldwide,

Agreeing
that it would be unrealistic for the UPU to change the voluntary contribution system to a GDP-linked system, in the light of the results of the study concerning the desirability of introducing a contribution model for member countries based on economic and/or industry indicators through benchmarking with other UN organizations and the restricted unions,

Appreciating
the financial and intellectual contributions of UPU member countries and their designated operators to accomplish all the work of the Union developed under the UPU postal strategies over the last few cycles,

Also appreciating
the enormous efforts and contributions of UPU member countries and their designated operators in developing and organizing extrabudgetary activities, which have been valuable in enhancing quality of service in most UPU member countries,

Convinced
that the UPU must demonstrate that its services meet the needs of the members and offer the best value for money,

Also convinced
that, although the core business of the UPU remains of prime importance, the organization needs to invest in new activities in order to remain relevant to the postal markets and its members in line with its strategy, and its mission defined in the Preamble to the Constitution,

Further recognizing
that the freezing of the regular budget has now reached its limit, but that it would be very difficult and unrealistic to ask member countries to increase their financial contribution to the regular budget in the situation where many member countries have been facing the economic recession and decreased mail volumes,

Acknowledging
the need for the UPU to diversify the sources of funding with a clear and established policy and guidelines, such as the rules concerning the user-funded subsidiary bodies in the General Regulations and the "participant-funded" principles approved by the 25th Congress,

Strongly convinced
that the prioritization of all UPU activities, which have been mandated by Congress by means of the UPU strategy, is fundamentally important for the most effective and efficient use of the UPU's limited resources,

*Instructs*

the Council of Administration, in close consultation with the POC and with support from the International Bureau, to:

– develop and introduce at the beginning of the Doha cycle a prioritization mechanism for the activities set out in the UPU Doha Business Plan 2013–2016 approved by Congress, to ensure the best allocation of resources to the projects and activities to be included in the annual programme and budget;
– clearly define core services (those related to the mandatory services in the Acts and Regulations), versus non-core services (those related to the optional services in the Acts and Regulations);
– establish and implement, as a matter of urgency, a concrete plan and guidelines regarding the "participant-funded" principles for UPU products and services according to a cost-coverage concept,

*Also instructs*

the Postal Operations Council, subject to the approval of the Council of Administration, to further develop user-funded subsidiary bodies for services which are optional but nonetheless fundamentally important to enhance the efficiency of the three dimensions (physical, electronic and financial) of the postal network, in accordance with the relevant provisions of the General Regulations,

*Urges*

member countries having a well-developed and prosperous economy to increase their contribution class beyond their current subscriptions,

*Further instructs*

the Director General of the International Bureau to contact those member countries to encourage them to increase their contribution class.

(Proposal 16, Committee 3, 2nd meeting)

**Resolution C 6/2012**

**Continuation of the study on extraterritorial offices of exchange, international mail processing centres, and issues surrounding the designation of multiple operators in a single country**

Congress,

Recognizing
that the UPU policy on extraterritorial offices of exchange (ETOEs) and registration of international mail processing centre (IMPC) codes, established by Congress resolutions C 44/2004 and C 63/2008, is still in force,

Reaffirming
that an ETOE is defined as an office or facility operated by or in connection with a designated operator on the territory of another country, and that these offices are established by designated operators for commercial purposes to draw business in markets outside their own national territory,

Bearing in mind
that, in accordance with article 2 of the Convention, adopted at the Bucharest Congress, UPU member countries notify the International Bureau of their operator or operators officially designated to operate postal services and to fulfil the obligations arising from the Acts of the Union on their territory,

Also recognizing
that ETOEs are not in the same situation as designated operators (DOs) executing the obligations arising from the Acts of the Union,

Noting
that, since the 2008 Congress, the number of ETOEs has increased from 110 in 2008 to 141 in 2011,

Also noting
that these ETOEs are operated by 18 DOs in 23 member countries, that some ETOEs are being operated by non-DOs and are registered as IMPCs, and that the registration of IMPC codes for non-DOs has been suspended since 2007,

Acknowledging
that the national policies of UPU member countries on ETOEs are very diverse,

Convinced
that there remain legitimate operational concerns with respect to the handling of items received from ETOEs in areas such as identification of the operator sending the mail, return of verification notes, undeliverable items, correct and fair remuneration for the delivery of items received, application of UPU procedures, and forms for Customs and airlines,

Also convinced
that this could represent a risk to the integrity of the global postal network and of the Union and should be addressed in a transparent and progressive manner,

Further noting
the results of the study conducted by an external consultant on the impact of the new postal market players on the UPU mission and activities, which showed that there were an increasing number of bilateral agreements between DOs and non-DOs (all types of mail service providers, including DOs from one country operating in another country as non-DOs), and that these bilateral agreements complemented the multilateral agreements that already existed,

Noting in addition
that a number of recommendations were proposed in the light of the study conducted by an external consultant, within the framework of the work of the CA Committee 1 Interconnectivity Project Group (IPG), on the implications of the existence of multiple DOs in a single country for international mail exchanges under the Acts of the Union,

Also acknowledging
the work already done by the POC in reviewing the technical standards, including standard S34, in order to facilitate identification of sending operators,

*Invites*

UPU member countries:

– to provide the International Bureau with the latest information on their national policies on ETOEs and IMPC registration;

– to respect the conditions laid down in resolutions C 44/2004 and C 63/2008;

– to respect the national policies defined by other UPU members,

*Instructs*

the Council of Administration, in consultation with the Postal Operations Council:

– to conduct a study, with the aim of producing a definitive policy, on the conditions of access for non-DOs to IMPC codes, as well as to other UPU products, such as the International Postal System applications (IPS, IPS Light), POST*Net and POST*Clear, in order to manage these access conditions in a properly regulated manner, and in the interests of transparency and efficiency;

– to study the fundamental principles to be considered by any member country which designates multiple operators to operate postal services and fulfil the obligations arising from the Acts of the Union on its territory, including their rights and obligations, and, when necessary, to develop proposals for Congress,

*Also instructs*

the Postal Operations Council:

– to study all operational recommendations resulting from the IPG's study on the implications of the existence of multiple DOs in a single country for international mail exchanges under the Acts of the Union and, where appropriate, to implement them as quickly as possible;

– to continue to study ways and means whereby UPU technical standards could better respond to the needs of the postal environment in which multiple DOs exist in a single country and other stakeholders are involved,

*Further instructs*

the International Bureau, in liaison with the POC:

– to manage the IMPC registration process, to maintain and publish the list of active IMPCs, and to make this list readily accessible;

– to publish the modifications regarding IMPC code list 108 as key information;

– to provide updated IMPC codes in a timely manner;

– to advise all operators regularly of withdrawn IMPC codes;

– to collect and share the latest information on UPU member country policies concerning ETOEs.

(Proposal 19, Committee 3, 2nd meeting)

**Resolution C 7/2012**

**Interconnection of wider postal sector external stakeholders to UPU products and services**

Congress,

Confirming
that there were diverse structures related to electronic postal data management systems within the framework of UPU activities, and that the tasks of the International Bureau (IB) relating to the operational management of electronic systems were "new" activities, and as such lacked clear policy guidelines,

Recognizing
the results of the studies conducted by the Reform of the Union Project Group of CA Committee 1 (Governance Issues) on various issues associated with the wider postal sector players' involvement in UPU activities,

Noting
the results of the study conducted by an external consultant on the impact of the new postal sector market players on the UPU mission and its activities, which identified that there was an increased number of bilateral agreements between designated operators (DOs) and wider postal sector players, and that these bilateral agreements complemented the existing multilateral agreements between DOs and between DOs and wider postal sector players (all types of mail service providers, including DOs from one country operating in another country as non-DOs),

Taking note of
the existing guidelines for cooperation between the UPU and the business community, approved by the Council of Administration in 2006,

Agreeing
that it is time for the UPU to change and prepare an action plan for ways of enhancing the involvement and contribution of wider postal sector players in UPU activities, while preserving the UPU's actual strengths, such as independence, neutrality and ensuring efficient and acceptable universal postal services of quality at a global level,

Considering
the results of the studies conducted by the Interconnectivity Project Group under CA Committee 1 (Governance issues) concerning the legal, regulatory and operational issues around the use of international mail process centre (IMPC) codes and other UPU products such as the International Postal System (IPS) used by wider postal sector players such as ETOEs,

Being aware
of an ever increasing demand for the interconnection to various UPU services and products of wider postal sector players, for example ETOEs, big mailers, customs offices, delivery agents and transport operators, as well as private non-designated postal operators,

Convinced
that there is an imminent need for the UPU to establish the governance principles relating to this issue, which should be taken into account by the POC when it carries out its work in this connection,

Further convinced
that the current unregulated situation with regard to the provision of products and services carries a real risk to the integrity of the global postal network and the UPU,

*Instructs*

the Council of Administration, in consultation with the Postal Operations Council when necessary, and with the support of the International Bureau to:

– conduct a full product and service audit of offerings that the UPU has developed and provided;
– assess the risks and benefits of allowing access to specific products and services to external stakeholders in the wider postal sector;
– develop the governance principles and rules applicable to each product or service the UPU wishes to make available to wider postal sector players;
– implement such policy and rules during the cycle of 2013–2016;
– submit, if necessary, proposals to the 2016 Congress.

(Proposal 20, Committee 3, 2nd meeting)

**Resolution C 8/2012**

**Improving the transparency and visibility of parties responsible for international mail processing centres**

Congress,

Considering
that international mail processing centres (IMPCs) serve vital functions as offices of exchange in the international postal network,

Aware
that IMPCs, in the increasingly complex postal environment, are now operated by designated operators and other operators in support of social, commercial, diplomatic, scientific, military, and other purposes,

Bearing in mind
that as the postal environment continues to evolve, a means for clear and direct identification of parties authorizing and responsible for IMPCs is of ever-increasing importance,

Noting
that IMPCs are identified by a six-character code, which has proven to be a valuable, simple, and effective manner to distinguish IMPCs for operational, accounting, and other purposes,

Conscious
that the IMPC code is now in widespread daily use beyond just letter, parcel, and delivery bills, and is an element present on over 50% of the list of UPU forms,

Recognizing
that currently, determining the party that has authorized and is responsible for an IMPC requires the use of an electronic database that must be regularly maintained and updated,

Acknowledging
that not all places where the IMPC code is used have access to the electronic database or other required capabilities,

Convinced
that the direct identification of the party authorizing and responsible for the IMPC is a necessary component of the IMPC code to ensure that proper accounting, handling, and security measures are used,

Also convinced
that clear indication of the responsible party within the IMPC code provides greater transparency and accountability, and enhances other efficiencies such as ease of assignment, and greater flexibility in usage,

Understanding
that the UPU has a strong heritage of responsibility and accountability of members, and that transparency and visibility is the best preparation for future development,

Further noting
that the UPU and other UN organizations use a common, simple, international code list to identify countries and territories, which provides clarity regarding country names, which may vary due to language differences,

*Instructs*

the Postal Operations Council to modify the IMPC code to increase the transparency and visibility of the party that has authorized, and is responsible for, the IMPC,

*Also instructs*

the Council of Administration, in consultation with the Postal Operations Council, to study the possibility of amending article 131 of the new General Regulations to include the ISO 3166 country code for each UPU member, and to also include the country code applicable to the entity responsible for the operation of postal services in territories represented by UPU members,

*Further instructs*

the International Bureau, in liaison with the POC, to:

– coordinate with members any modifications necessary to the list of existing IMPC codes to provide for increased transparency and visibility;
– coordinate with relevant POC groups in drawing up a plan and a timeline that will provide parties adequate opportunity to make any preparations, if needed, to their systems for these modified IMPC codes to become effective no later than 2015.)

(Proposal 72.Rev 1, Committee 3, 2nd meeting)

**Resolution C 9/2012**

**Postal markets development**

Congress,

In view of
the rapidly changing postal markets and business environment influenced by globalization, market liberalization, regulation, and more sophisticated customer demands,

Noting
that technological convergence and adoption of information and communications technologies by postal businesses are strongly influencing the design of new products and services,

Noting also
the reshaping of societal relationships and the consequential changes in communications,

Acknowledging
that markets and business knowledge is a key requirement for meeting development challenges of the postal sector and an asset to be leveraged in the postal environment to enhance sustainable growth prospects,

Recognizing
the emphasis placed on postal markets development in the draft Doha Postal Strategy,

Aware of
the role of the Post in economic growth and the consequential benefits to all postal sector stakeholders,

Concerned
that today's asymmetric development may inhibit the closing of the gaps between industrialized and developing countries, and that postal markets development and growth objectives therefore need to be inclusive of all countries to assure market effectiveness and complementarity of the links of the universal postal network,

Recognizing also
the value of the Postal Operations Council and International Bureau markets development areas, concerning in particular activities aimed at overcoming barriers, ensuring innovative project development, achieving business capacity development, enhancing stakeholder collaboration, and conducting markets research,

*Urges*

Union member countries to:

– provide the necessary framework for markets development at the national level, including by creating a business environment that will enable and encourage all key postal sector stakeholders to cooperate for mutual benefit;

– continue to transform and position the national postal service into a reliable and trusted business partner in the national economy and a valued partner of governmental policy implementation agencies in growth and poverty reduction strategies,

*Invites*

the Council of Administration to incorporate into its further work on reform of the Union the continuing need for the structures and rules of the Union to take full account of postal markets development,

*Instructs*

the Postal Operations Council to:

– make markets development and growth a key element of its work programme for the period 2013–2016;

– monitor the key drivers of market changes and identify the disruptive innovations that will impact on the postal business and that may require response from the postal sector at national, regional and international levels;
– identify and analyze the emerging technologies, changing markets and business models to help the postal sector achieve sustainability in the growing digital and mobile economies and their more demanding customer groups;
– identify and monitor postal business-related challenges of governments at national and regional levels and ensure that adequate postal solutions are developed to cope with these challenges;
– ensure that an integrative approach is applied to ensure that all service areas and customer requirements are taken into consideration when designing and implementing markets development strategies and projects;
– facilitate international product development by identifying and disseminating successful initiatives taken at national or regional levels;
– upgrade both capacity and capabilities of the weakest links of the universal postal network in the areas of markets strategy, markets and business development, thus ensuring the effectiveness of the whole chain,

*Also instructs*

the International Bureau to:

– build up its capacity and capabilities as a valued enabler of markets development;
– assist designated operators in enhancing their knowledge of markets, and make capacity development, markets information gathering and sharing, best practice sharing and outcomes measurement key elements of development cooperation,

*Also invites*

member countries and restricted unions to:

– cooperate with the bodies of the Union to facilitate markets development;
– roll out at regional level the capacity-building initiatives of the UPU,

*Further invites*

the Consultative Committee to participate actively in the work of the POC to develop and grow markets.

(Proposal 25, Committee 7, 1st meeting)

**Resolution C 10/2012**

**Direct mail, direct marketing, and postal markets development**

Congress,

Taking note
of the activities undertaken during the period 2009–2012 aimed at developing direct markets around the world,

Considering

– the current decrease in letter-post volumes due to the economic crisis and electronic substitution;
– POC Committee 1's view that direct mail still represents an important growth opportunity for Posts;
– that business customers are increasingly using direct mail integrated with other direct marketing media;
– that there are several opportunities for physical direct mail in a multi-channel environment;

– that designated operators in industrialized and developing countries are increasingly offering products and services along the entire direct mail value chain;

– the growing number of postal e-services provided worldwide;

– the diversification of designated operators' activities towards other direct marketing channels,

Aware
that countries and regions are at different stages of direct mail and direct marketing market development,

Acknowledging
the economic benefits to countries, designated operators and other industry stakeholders in the direct mail and direct marketing value chains,

Convinced
of the value of strengthening relations with all stakeholders for mutual benefit,

Convinced also
of the need to expand into wider direct marketing tools and position the postal channel as an essential part of all direct marketing,

Recognizing
the value and positive role of the Union in guiding the Postal Operations Council on matters relating to direct mail and direct marketing and in providing valuable industry expertise to designated operators in general,

*Urges*

member countries and their designated operators to undertake activities aimed at:

– increasing the volume and value of direct mail worldwide;

– fostering the development of direct marketing markets as a means of promoting economic and market expansion;

– increasing expertise in direct mail and direct marketing as used by businesses to acquire and retain customers;

– educating other stakeholders about direct mail and direct marketing so that they acquire the necessary skills;

– improving knowledge of the direct mail and direct marketing markets as an essential tool for strategic decision-making,

*Instructs*

the Postal Operations Council, in conjunction with the International Bureau, to:

– continue and expand the work of the DMAB into a broader "Direct Marketing Advisory Board", aimed at fostering the growth of direct marketing through the Post by positioning designated operators as important direct marketing channels, and contributing to economic and market expansion by increasing market knowledge and developing the expertise of stakeholders at all levels;

– continue to promote the development of direct mail and direct marketing markets worldwide in partnership with the industry,

*Also instructs*

the International Bureau to maintain at least the current level of resources to manage and implement the activity plans defined by the new DMAB.

(Proposal 28, Committee 7, 1st meeting)

**Resolution C 11/2012**

**Postal market development – Worldwide postal trade facilitation for micro, small and medium enterprises (MSMEs)**

Congress,

In view of
the strategic drivers that are influencing the rapidly changing postal environment, including globalization, information technology and increasing competition, the national priorities given to development of MSME trade and formalization of the grey economy, together with more sophisticated customer demand,

Acknowledging
the challenges that governments in developing countries in particular are facing in terms of economic and social development, as reflected in countries' growth and poverty reduction strategy and inclusion papers, and the United Nations Millennium Development Goals,

Noting
the objectives, strategies and plans of member countries to boost exports by enabling MSMEs to break through export barriers, in particular by providing easy-to-access and affordable solutions to facilitate export through the postal network worldwide,

Also noting
the views of many international organizations, which acknowledge that the UPU strategy of facilitating and reinforcing the integration and development of the physical, electronic and financial dimensions of the postal sector at the international level and among its member countries could dramatically facilitate expanding global trade,

Aware
of the results of the initiative by Brazil to provide MSMEs with easy-export and import postal solutions referred to as *Exporta Fácil* and *Importa Fácil*, which integrate export consultancy services, capacity development and customs intermediation for prompt clearance of goods moved through parcels and/or small packages,

Also aware
of the importance for member countries' governments to use designated operators' infrastructure as a lever for the development and social and economic inclusion of populations and MSMEs,

Further aware
of the increasing number of partnerships between governments and Posts, and of the growing number of export-related postal tools and programmes developed by designated operators,

Recognizing
the work undertaken by the International Bureau in the markets development and economics areas, the outcomes of the country-based research, and the development of a sustainable trade facilitation model by the International Bureau in the area of MSME trade facilitation via postal networks at national, regional and international levels,

Also recognizing
the specific needs, expectations and service requirements of governments, customers, designated operators and other stakeholders in the area of trade facilitation for MSMEs,

Mindful
that the strategies, development plans and activities of the UPU, as enshrined in the Doha Postal Strategy, should ensure that the postal sector continues to be an essential component of the global economy as well as a valued and trusted partner for merchants and buyers at national, regional and international levels,

*Urges*

governments to:

– develop and take full advantage of the ubiquitous postal infrastructures and networks, which are an essential platform for economic and social development, to facilitate trade at national, regional and international levels;

– encourage all key stakeholders, including the postal sector, to cooperate with a view to enhancing the potential of MSMEs by providing export and import solutions that are affordable and easy to access and implement,

*Instructs*

the Council of Administration to:

– consider the necessity of enabling postal network collaboration, including logistics and customs procedures, common principles, security and privacy protection, return and complaint procedures, interoperability standards, and means of payment;

– approve the partnerships with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development,

*Also instructs*

the Postal Operations Council to:

– make, as a key element of its work programme for the period 2013–2016, the use of postal networks (physical, electronic and financial) a factor in facilitating trade for MSMEs;

– add value to simplified export and import procedures based on member countries' best practices, with the aim of turning them into a UPU integrated and global postal network solution, and expand their roll out and availability throughout the universal postal network;

– consider the necessity of enabling postal network collaboration, including logistics and customs procedures, common principles, security and privacy protection, return and complaint procedures, interoperability standards, and means of payment;

– identify the performance gaps, challenges and opportunities that designated operators face in trade logistics and services;

– enhance the postal physical, electronic and financial networks and the postal core service portfolio wherever necessary to cope with MSMEs' trading requirements;

– further explore the economics, value and implementation strategy for a UPU shared infrastructure business model that would accelerate the closing of performance gaps related to three-dimensional trade facilitation by the postal network worldwide, with a view to overcoming the IT disconnect risk;

– develop programmes designed to increase the capacity and capabilities of designated operators to enable them to be regarded by all key stakeholders at national, regional and international levels as trusted partners for trade facilitation;

– identify initiatives and projects within the framework of the UPU, restricted unions and other international organizations that can be incorporated into and add value to simplified export and import procedures, mainly in relation to IT solutions, the provision of advance data for customs clearance, and means of payment;

– identify and recommend partnerships with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development,

*Further instructs*

the International Bureau to:

– build up its internal capacity and capabilities with a view to becoming a knowledge centre and being in a position to draw on its skills and know-how to provide effective services that meet the needs of designated operators;

– facilitate the deployment and enhancement of the UPU's trade facilitation supply chain tools;
– assist designated operators in adopting easy trade solutions and acquiring a sound knowledge of the MSME sector in order to be providers of information and solutions in respect of simplified export and import procedures;
– assist member countries and designated operators in identifying and securing resources to launch or develop postal trade facilitation activities;
– implement the partnerships approved by the CA with other relevant international and regional organizations involved in the area of trade facilitation policies and countries' capacity development;
– report back on the progress made,

*Invites*

member countries and restricted unions to:

– develop and implement a strategy to secure national and regional political commitment, national and regional stakeholder collaboration, regional funding mechanisms, and regional roll out of the UPU's easy-export and easy-import solutions;
– cooperate with the bodies of the Union to increase and share market and postal trade knowledge, acquire a sound knowledge of the dynamics of the business, and respond in a timely and effective manner to the needs of MSMEs;
– capitalize on the density of the postal network to facilitate trade through postal networks for MSMEs in all UPU member countries;
– share comprehensive and timely statistical data on postal exchanges with the International Bureau on a regular basis,

*Also invites*

the Consultative Committee to participate actively in the work of the POC to facilitate market growth and contribute to the activities related to postal trade facilitation for MSMEs.

(Proposal 26, amended by proposal 104, Committee 7, 1st meeting)

**Resolution C 12/2012**

**Postal economics**

Congress,

Recognizing
the progress achieved by the Council of Administration Postal Economics Project Group (PEPG) in developing and disseminating economic research on the worldwide postal sector aimed at ensuring more informed decision making at the sectoral level and at facilitating resource mobilization and funding for investments in postal infrastructure,

Also recognizing
the expertise demonstrated in assessing the impact on the postal sector of financial and macroeconomic crises, and at times environmental or security crises, as well as the positive effects of postal inclusion policies on development, be they through financial and digital inclusion, addressing systems, or trade facilitation for micro, small and medium-sized enterprises,

Recalling
the United Nations Millennium Development Goals and the historical impact of the postal network on economic and social development,

Aware
of the work initiated by the PEPG to understand the workings of the economic regulatory function and its evolution at the domestic and regional levels,

Also aware
of the work using UPU databases and postal statistics to develop international mail market indicators linked to trade and other macroeconomic aggregates which contribute to an understanding of the short- and long-term drivers of international mail exchanges, and help to predict international mail trends in a timely manner,

Recognizing in addition
the scarcity of postal economic research on emerging and developing countries relative to that on industrialized countries,

Convinced
of the need to pursue the Union's postal economic research work at a time of structural change and transformation in the postal sector,

Also convinced
of the need to identify benchmark practices and strategies to nurture the debate at the worldwide and regional levels and to facilitate better decision making,

*Invites*

member countries to develop a national policy on statistical collection and dissemination, especially in emerging and developing countries, to reach a better economic understanding of their postal markets and their impact on the economy, through cooperation with the relevant governmental and non-governmental agencies, customers and suppliers,

*Instructs*

the Council of Administration to:

– further develop the postal economics research work during the Doha cycle;
– develop methodologies for economic analysis and organizational research relevant to member countries on postal sector economic regulation;
– develop sets of international mail market indicators on any other topic considered as a priority in terms of postal economic modelling during the 2013–2016 period;
– design economic measurement tools for international postal exchanges;
– monitor the economic impacts of any major crisis which the postal sector may face during the 2013–2016 period;
– assess the impacts of postal inclusion policies on economic and social development, particularly those contributing to the achievement of the United Nations Millennium Development Goals;
– take appropriate measures to ensure implementation of the postal economics research programme,

*Also instructs*

the Council of Administration, the Postal Operations Council and the International Bureau, each within its area of expertise, to take into account the outcomes of the postal economics research with a view to leveraging sector economic analyses into the work of the various Union bodies for the benefit of member countries,

*Further instructs*

the International Bureau to:

– fully exploit the potential of available UPU operational databases and postal statistics, and to fill data gaps with the most reliable and statistically accurate estimates;

– conduct economic analyses on the postal sector, applying sound methodologies for a better economic understanding of postal markets worldwide, particularly in developing and emerging countries,

– support the development of postal economic analysis and modelling of member countries with a view to improving postal policies, regulatory design and evaluation methods;

– invite, without prejudice to the relevant provisions concerning establishments of formal contracts between the UPU and third parties, the economic departments of academic institutions and international public organizations to participate in postal economics research activities and discussions referred to herein and to share their analyses of the postal sector economy, especially as regards economic modelling and policy evaluation work;

– share the economic research outcomes with relevant stakeholders through publications, workshops and conferences;

– report to the Council of Administration.

(Proposal 41, Committee 7, 1st meeting)

**Resolution C/13 2012**

**Conference on postal regulation**

Congress,

Considering
the fast-changing internal and external environment, which has led member countries to accelerate postal reform in recent years, and prompted an increasing separation of regulatory and operational functions, meaning that ensuring a sustainable postal service has become an important issue for the Union,

Bearing in mind
the fundamental mission of the Union, which is to stimulate the sustainable development of efficient and accessible universal postal services,

Convinced
that, with a view to achieving this mission, the UPU member countries should further develop regulatory functions and better adapt the universal service to the demands of the public and of socio-economic development,

Also convinced
that, in the context of the opening up of postal markets, protecting fair competition and improving service quality has become a common concern for governments and regulators, meaning that it is important to exchange regulatory experiences among the competent bodies in this field in Union member countries,

Recognizing
that, through its resolution C 41/2008, the 24th Congress called for the creation of postal regulation forums and seminars within the Council of Administration, to collect and publish annual information related to universal service, postal reform and legislation, as well as market regulation in member countries,

Also recognizing
that the forums have attracted a great deal of attention and interest from governmental, regulatory and operational entities, as well as from external stakeholders in the postal sector,

Realizing
that the forums held during the last cycle dealt with various issues related to the economic models of Posts, which must provide quality services at affordable prices, the liberalization of the market and the funding of the universal service, as well as the role of regulation in an era of electronic substitution and market liberalization,

Convinced
that it is useful and necessary for the Union to institutionalize these forums on regulation to better meet the needs of member countries,

Also realizing
that the 2008 Congress in Geneva recognized the expertise of postal regulators by assigning them, through resolution C 52/2008 (Quality of Service Programme for 2009–2012), the mission of setting national and worldwide quality standards, and of ensuring compliance with those standards,

*Decides*

to organize conferences on a regular basis to address various issues of interest to UPU member countries in the area of postal regulation, under the auspices of the Council of Administration,

*Instructs*

the Council of Administration, in cooperation with the International Bureau, to:

– organize such conferences during the annual sessions of the CA, to promote "best practice" experiences in organizing postal markets, and to discuss and exchange various opinions on issues of common interest relating to postal regulation;
– promote and facilitate the organization of such conferences on a regional basis, in cooperation with the restricted unions, to address particular issues and concerns of various UPU regions;
– share the results of such conferences with all UPU member countries and their designated operators, as well as with any entities having an interest in the postal sector, through an annual publication or through the UPU website;
– take the necessary steps to arrange for these conferences to be widely disseminated via the Internet,

*Invites*

all UPU member countries to actively participate in and contribute to these conferences on postal regulation.

(Proposal 03, Committee 3, 3rd meeting)

**Resolution C 14/2012**

**Restricted unions – Further strengthening of cooperation between the UPU and restricted unions**

Congress,

Recalling
article 8 of the Constitution, which allows member countries or their designated operators to establish restricted unions and make special agreements concerning the international postal service, provided always that they do not introduce provisions less favourable to the public than those provided for by the Acts to which the member countries concerned are parties,

Recognizing
the important role played by restricted unions in coordinating and facilitating the functioning of postal services at regional level,

Also recognizing
the important role played by restricted unions in organizing round table meetings before Congress to discuss and provide input on key subjects like the UPU strategy, terminal dues, etc.,

Appreciating
that the restricted unions have been supporting the joint implementation of regional development plans and providing the necessary resources for this,

Considering
the active contribution that the restricted unions have made and continue to make in the advancement of activities of the UPU,

Also recalling
that a number of Congress resolutions have recognized the contribution of restricted unions and called on them to participate in fields such as development cooperation, customer relations, markets and market development, sustainable development, UPU postal strategy development, quality of service, etc.,

Convinced
that improving synergies and strengthening cooperation between restricted unions and the Union would be beneficial to the international postal service,

Conscious
of the need for coordination and exchange of information between restricted unions, considering the differences in perspectives, levels of development, priorities, and technical and administrative capacities in the different regions,

Cognizant
of the limited budget resources of the UPU, which require that any financial needs involved be covered by the restricted unions and not by the UPU,

*Invites*

the restricted unions to:

– strengthen the interaction among themselves to promote the sharing of best practices (particularly in the areas of the sustainable provision of a quality universal postal service, appropriate and sound systems for organizing markets, quality of service, and postal regulations for each region), and to share information with all UPU member countries, under the guidance or control of the CA and the POC;
– endeavour to establish regional goals and perspectives to further develop and promote the postal sector;
– continue contributing to the development of the UPU strategy through participation in the strategy round tables;
– actively participate in the activities of the UPU in cooperation with the International Bureau, thus contributing to the attainment of the UPU mission and objectives;
– continue ensuring the implementation of regional development plans as a key element of postal sector improvement at a regional level,

*Instructs*

the International Bureau to coordinate with the restricted unions to organize regular restricted union meetings during the sessions of the two councils and to submit reports of these meetings to the CA.

(Proposal 04, Committee 3, 3rd meeting)

**Resolution C 15/2012**

**Application to the United Nations General Assembly in order to seek advisory opinions from the International Court of Justice**

Congress,

Aware
of the procedure available to the specialized agencies of the United Nations in order to seek advisory opinions of the International Court of Justice (ICJ) on legal questions arising within the scope of their activities,

Recognizing
the important role of the ICJ in contributing to the elucidation and development of international law, thereby strengthening peaceful relations between states,

Convinced
that the legal reasoning embodied in ICJ advisory opinions reflects the Court's authoritative views on important issues of international law,

Acknowledging
that ICJ advisory opinions carry great legal weight and moral authority,

Confirming
the advantages for the UPU in having the ability to avail itself of this procedure afforded to specialized agencies,

*Decides*

to apply to the General Assembly of the United Nations for the authority to request advisory opinions from the ICJ,

*Instructs*

the Director General of the International Bureau to apply to the General Assembly of the United Nations for the necessary authorization to request advisory opinions from the ICJ,

*Charges*

the Council of Administration with the authority to decide when an advisory opinion should thereafter be sought from the ICJ.

(Proposal 05, Committee 3, 3rd meeting)

**Resolution C/16 2012**

**Support costs for user-funded subsidiary body activities**

Congress,

Aware
that reimbursement of support costs to the Union's regular budget must be based in particular on reliable data relating to the actual costs of extrabudgetary activities,

Recognizing
the importance of extrabudgetary funds in achieving the UPU's mission,

Noting
the recommendations of the United Nation's Joint Inspection Unit on the identification of the support costs of extrabudgetary activities within the UN system, and the different reimbursement policies adopted by individual agencies,

Bearing in mind
Congress resolutions C 28/1999 and C 75/2004, in which the concepts of voluntary funding and, consequently, the reimbursement of these voluntary activities were developed,

Accepting
the need for greater transparency in this area within the UPU's budgetary framework,

Having considered
the report on the finances of the Union (Congress–Doc 35),

*Instructs*

the Council of Administration to:

– make a detailed analysis of the added value that user-funded subsidiary body activities bring to the UPU mission and objectives;

– determine whether it is still necessary for these activities to repay a certain amount of their expenses from their financing;

– develop in a fair and impartial manner principles governing the manner in which reimbursement should be reflected in the regular budget and in the budget of these activities,

*Also instructs*

the International Bureau, in support of the Council of Administration, to:

– create permanent tools for determining the cost of all individual projects or programmes financed by the Union's regular budget or, wholly or in part, from extrabudgetary resources;

– establish an appropriate basis for assessing the fixed and variable indirect costs of these projects/ programmes in conjunction with the entities/groups responsible for extrabudgetary funding propose principles and modalities to be adopted in order to set reimbursement rates – where appropriate – for the support costs of user-funded projects/programmes based on reliable data relating to the costs and the importance of these projects within the framework of the organization's mission, taking account of user-funded subsidiary bodies' financing;

– clarify the likely effects of reimbursement proposals on the UPU's regular budget and mandatory contribution system;

– include the contributions of the user-funded subsidiary bodies in the context of the UPU strategy.

(Proposal 48, Committee 3, 3rd meeting)

**Resolution C 17/2012**

**Promotion of more efficient decision making – UPU policy on better organization of meetings of Union bodies, better document management, and e-publications**

Congress,

Recognizing
the results of the study conducted by the Reform of the Union Project Group under Committee 1 (Governance Issues) of the Council of Administration, particularly concerning the promotion of more efficient decision making through the introduction of a better document management system within the UPU,

Appreciating
the provisional measure taken by the Council of Administration to stop dispatching meeting documents of the Councils and their bodies to UPU member entities, instead making them available through the UPU website,

In view of
proposal 15.129.1 to amend article 130 (Preparation and distribution of documents of the Union bodies) of the General Regulations accordingly to introduce web-based document publication,

Also recognizing
the efforts made by the UPU bodies and member countries to promote and implement measures to lessen their environmental impact through sustainable development and the protection of the environment, particularly the efforts made in this field by the CA/POC Joint Committee 2 Sustainable Development Project Group,

Further recognizing
the need for the UPU to make every effort to promote a paperless working environment and to establish and implement the UPU's e-publishing policy on all existing publications as quickly as possible,

Recognizing in addition
the need for the UPU to explore all possible avenues to organize meetings in the most efficient manner, ensuring that all participating countries are well informed in advance and provided with all the necessary documents in time,

*Decides*

that the UPU should promote and implement measures to minimize paper document production, giving priority in Union body agendas to items which require a decision at meetings of committees and plenaries,

*Instructs*

the Councils, with the support of the International Bureau, to prepare meeting agendas according to the order of importance and priority of decision-making, followed by all documents not requiring a decision, which would, in principle, be presented and made available on the UPU website,

*Also instructs*

the International Bureau, countries acting as chairs, and any member country, to submit all documents which require a decision or discussion by the body concerned at least twenty working days before the session, to be produced in all the languages of deliberation of the meeting concerned,

*Further instructs*

the Council of Administration, in consultation with the POC and the International Bureau:

– to review all UPU publications to identify the member countries' needs for each publication, including those listed in articles of the Regulations, i.e. RL 262 and RC 214;
– to study the possible electronic publishing of all the UPU publications, except when a member country requests, in writing, a hard copy of a specific publication; and
– to implement the e-publication policy during the Doha cycle and to report the results to the 26th Congress,

*Moreover instructs*

the International Bureau to make the necessary arrangements to minimize the distribution of physical documents to participating countries during sessions of the Councils.

(Proposal 17, Committee 3, 3rd meeting)

**Recommendation C 18/2012**

**Structure and management of the work of the Council of Administration**

Congress,

With a view to
ensuring the most efficient functioning of the Council of Administration and facilitating the rapid launch of the CA's work after the 2012 Doha Congress,

Keeping in mind
the basic organic rules provided by the Constitution and the General Regulations, and the fundamental function of the CA, which is to ensure the continuity of the work of the Union between Congresses,

Considering
the different functions and responsibilities of the CA, which is responsible for supervisory, governmental and regulatory questions, and the POC, which is responsible for operational, commercial, technical and economic questions,

Recognizing
that certain activities organized under the CA that have a strong operational character, such as postal economics, e-commerce promotion and sustainable development, would be better transferred to the POC, except where an issue related to governance requires consideration,

Acknowledging
the desirability of creating clear decision making between the CA and POC in certain fields such as development cooperation and strategy by organizing these activities around joint groups, instead of establishing joint CA/POC committees,

Greatly appreciating
the work carried out by the Reform of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

*Instructs*

the Council of Administration and the Postal Operations Council, with the full support of the International Bureau, to ensure greater coordination of their activities so that the UPU can benefit from the maximum level of synergy in order to achieve its mission and better respond to the needs of member countries in a rapidly changing postal environment,

*Recommends*

that the Council of Administration, at its constituent meeting:

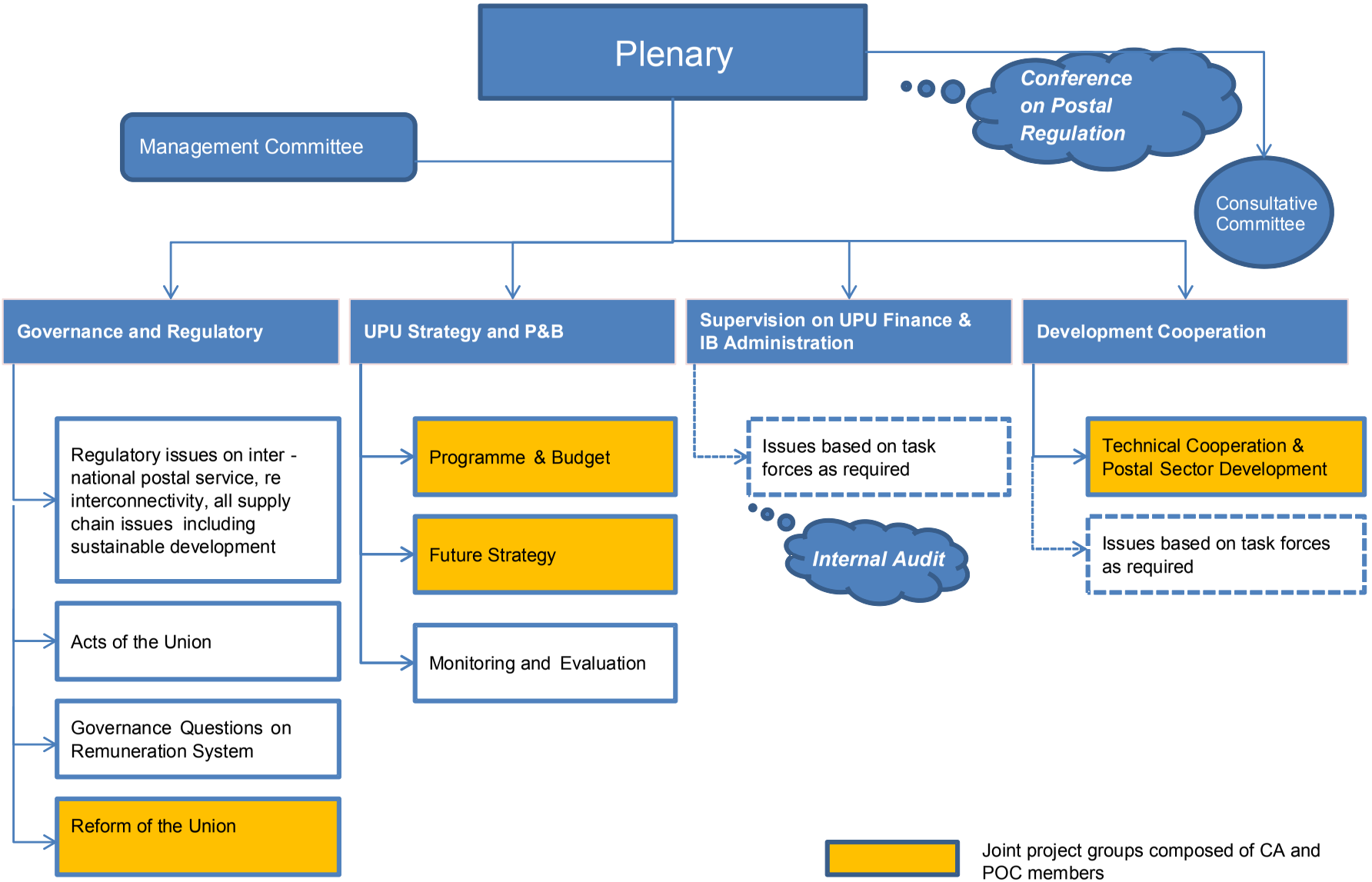
– consider Congress–Doc 17, and adopt the recommendations made therein, insofar as it deems it desirable;

– draw upon the councils' proposals set out in Annex 1 hereto concerning the composition and functions of CA committees, taking into consideration the annexes to proposals 102 and 105 referred to it, together with the comments and suggestions made by member countries in this regard during the meeting of Committee 3 of the 25th Congress;

– organize an extra session of the CA, at the beginning of 2013 and in conjunction with the first POC session, to address issues in the UPU Programme and Budget on which the CA has to rule in order to ensure that the International Bureau and the POC and CA bodies can begin their work as soon as possible during the Doha cycle.

(Proposal 49, Committee 3, 4th meeting)

# Council of Administration – Supervision of all UPU work between Congresses




Annex 1

**Recommendation C 19/2012**

**Structure and management of the work of the Postal Operations Council**

Congress,

With a view to
ensuring the most efficient functioning of the Postal Operations Council and facilitating the rapid launch of the POC's work after the 2012 Doha Congress,

Keeping in mind
the basic organic rules provided by the Constitution and the General Regulations, and the fundamental responsibility of the POC for operational, commercial, technical and economic questions, in contrast with the CA's supervisory, governmental and regulatory functions,

Recognizing
that recent changes in the economic, political and technological climate have severely affected the entire postal sector (letter volume decreases, security concerns, e-commerce), highlighting the need for greater flexibility in the POC's work,

Convinced
that the POC requires an efficient and flexible structure which promotes better, faster decision making to enable it to address all kinds of current and urgent matters,

Acknowledging
that certain activities organized under the CA that have a strong operational character, such as postal economics, e-commerce promotion and sustainable development, would be better transferred to the POC, except where an issue related to governance requires consideration,

Also recognizing
the need for the UPU to place a greater emphasis on economics and market reporting, with a view to keeping better track of market and economic trends and promoting the UPU as a source of excellence in postal sector statistics and information,

Also convinced
that the POC should operate according to an annual business plan with a separate budget, which would be tied to the annual Programme and Budget,

Greatly appreciating
the work carried out by the Reform of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

*Instructs*

the Council of Administration and the Postal Operations Council, with the full support of the International Bureau, to ensure greater coordination of their activities so that the UPU can benefit from the maximum level of synergy in order to achieve its mission and better respond to the needs of member countries in a rapidly changing postal environment,

*Recommends*

that the Postal Operations Council, at its constituent meeting:

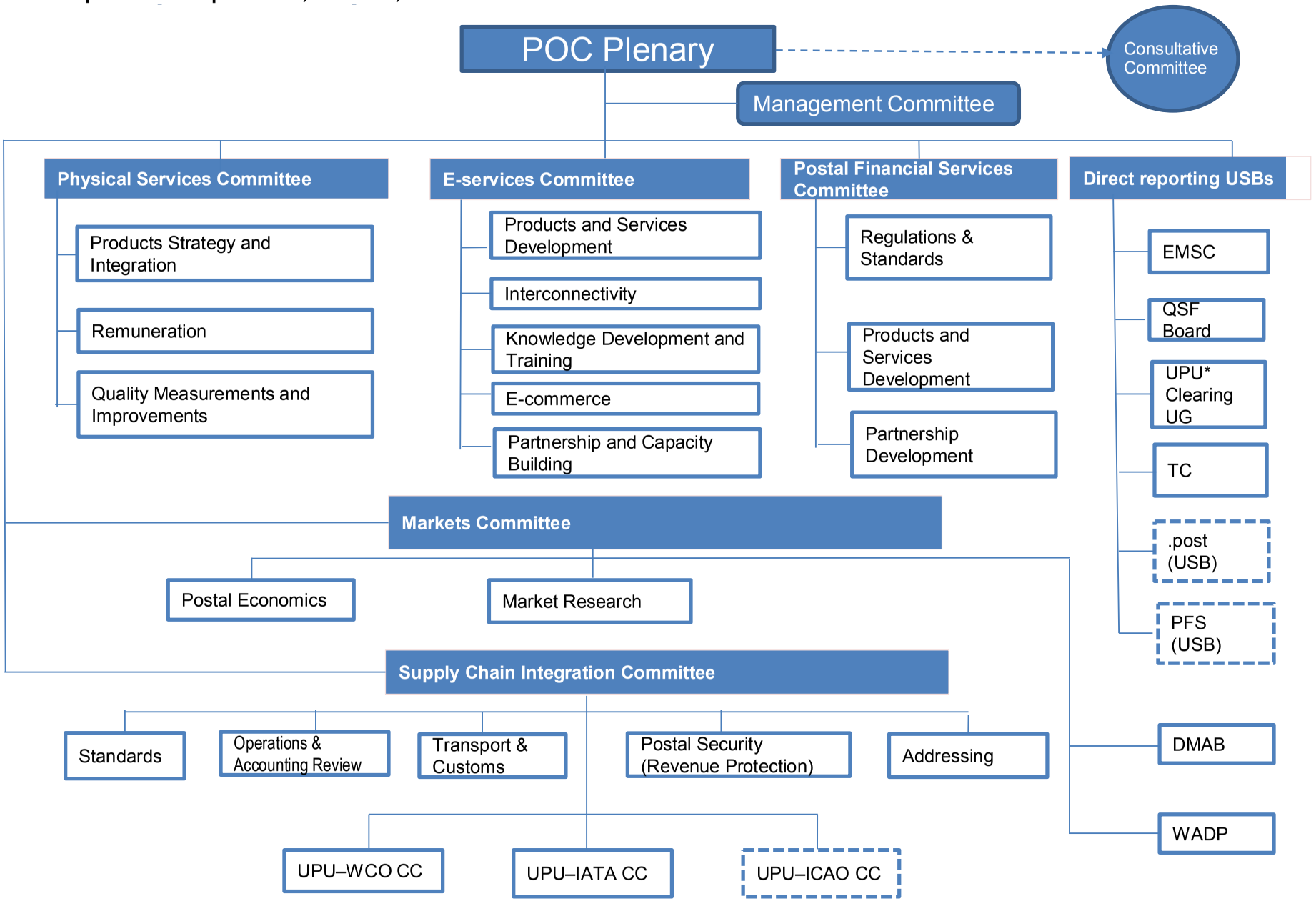
- consider Congress–Doc 17, and adopt the recommendations made therein, insofar as it deems it desirable;
- draw upon the councils' proposals set out in Annex 1 hereto concerning the composition and functions of the POC committees, taking into consideration the annexes to proposals 95, 103 and 106 referred to it, together with the comments and suggestions made by member countries in this regard during the meeting of Committee 3 of the 25th Congress,

*Also instructs*

the Postal Operations Council, with the support of the International Bureau, to establish an annual business plan each year from 2013 to 2016 on the basis of the annual Programme and Budget approved by the Council of Administration.

(Proposal 50, Committee 3, 4th meeting)

**POC – Responsible for operational, technical, economic and commercial issues**




*Annex 1*

**Resolution C 20/2012**

**Creation of a UPU worldwide clearing and settlement system for postal payment services**

Congress,

Aware
that the introduction of a UPU clearing and settlement system would serve to make settlement of postal payment services between designated operators more secure, thereby ensuring their smooth execution, and facilitating access to these services by all citizens,

Taking account of the fact
that resolution C 76/2008 of the 24th Congress was aimed in particular at the creation of a UPU worldwide electronic payment network and at helping all member countries to have access to it, as well as at improving settlement methods between designated operators for the execution of postal payment services and methods of remuneration,

Noting
that the Postal Operations Council has clearly defined the need for a UPU clearing and settlement system available to designated operators in order to improve methods of settlement for postal payment services,

Recalling
that in accordance with the General Regulations, the International Bureau may act as a clearing house in the settlement of accounts of all kinds relating to the postal service,

Also aware
that a clearing system calls for use of a centralized electronic (netting) system,

Also taking account of the fact
that a settlement system calls for recourse to one or more financial partners for settlements between designated operators,

Noting also
that billing of postal payment services is in the exchange currency agreed between the two designated operators, this being in principle the currency of the destination country,

Considering
that a clearing and settlement system can only function with a limited number of currencies in order to reduce the risks and costs related to conversions in the clearing and settlement system,

Further taking account of the fact
that, as part of the work undertaken by the Postal Operations Council, the International Bureau launched in 2010 a pilot clearing and settlement system for postal payment services among 10 Union member countries,

Noting further
that the pilot system will be tested during 2012 before its possible extension to designated operators of other Union member countries,

Recognizing
the initial positive results of the pilot system, as presented to Congress,

*Instructs*

the Postal Operations Council to:

– examine the work carried out under the pilot project;

– ensure the continuation of the work and take the necessary steps to extend the worldwide clearing and settlement system to other Union member countries,

*Also instructs*

the International Bureau to assist the Postal Operations Council in implementing a centralized clearing/ settlement system in accordance with the decisions taken,

*Invites*

member countries to encourage their designated operators to consider participating in the UPU clearing and settlement system.

(Proposal 52, Committee 6, 2nd meeting)

**Resolution C 21/2012**

**Management and development of the UPU worldwide electronic postal payment services network**

Congress,

Convinced
that the postal payment services play an important role for the UPU member countries in the improvement of the social and economic living standards of their populations and in the development of small and medium-sized businesses,

Noting with satisfaction
that the UPU worldwide electronic postal payment services network has registered significant growth and quality improvement over the past eight years,

Noting also
that, given the significant increase in the number of users, the present management structure of the UPU worldwide electronic postal payment services network needs to be reformed, as it does not currently provide the continuing focus and degree of responsiveness required for development of products and services in a highly competitive and dynamic payment services market environment,

Acknowledging
the significant positive experience of the creation of the EMS and Telematics Cooperatives under the Postal Operations Council, aimed at ensuring efficient management of the EMS network and of new technological developments,

Considering
that more than 10 programmes of the draft Doha Postal Strategy are aimed at supporting the development of the UPU worldwide electronic postal payment services network along three dimensions, and using information and communication technologies,

*Instructs*

the Council of Administration to continue taking appropriate action within its framework of competence and provide guidance to the POC in order to guarantee the efficient management of the UPU worldwide electronic postal payment services network, particularly in relation to financial aspects, matters of principle and governance issues associated with the electronic postal payment services, as well as any policies or structures to be established by the permanent bodies of the Union in this regard,

*Also instructs*

the Postal Operations Council to take any appropriate decisions and actions with a view to ensuring the efficient development and management of the UPU worldwide electronic postal payment services network on the basis of the experience acquired in the context of the activities of the EMS and Telematics Cooperatives,

*Charges*

the International Bureau with continuing to ensure the effective overall coordination and execution of electronic postal payment services projects as mandated by the permanent bodies of the Union.

(Proposal 53, Committee 6, 2nd meeting)

**Recommendation C 22/2012**

**Development of UPU regulations on postal accounts**

Congress,

Recognizing
the role traditionally played by the UPU in the development of postal accounts through the Collection of Bills Agreement, the Giro Agreement and the International Savings Agreement, and in bringing banking services to the populations of the member countries that signed those Agreements,

Noting
that the 1989 Washington Congress decided to abolish the international savings service on the grounds that it could be more effectively provided by other systems (Congress–Doc 62),

Observing
that the 1999 Beijing Congress decided to remove from the Postal Payment Services Agreement all provisions relating to postal accounts and the procedures governing the depositing and execution of postal payment orders,

Bearing in mind
the estimated numbers of adults with access to accounts in developing countries, and even in industrialized countries, indicated in the 2011 document of the Financial Action Task Force (FATF) entitled "Anti-money laundering and terrorist financing measures and financial inclusion",

Noting also
the recommendations and impact analysis of the European Commission on access to basic payment accounts,

Recognizing also
the failings in developing countries and, to a lesser degree, in industrialized countries, of other systems aimed at bringing banking services to the most vulnerable population groups or people receiving social benefits from the state,

Acknowledging
the postal network's potential as a facilitator for economic development, particularly in terms of the delivery of social benefits and the collection of taxes,

Reaffirming
the importance of access to basic accounts in pursuing the financial inclusion process and in developing e-commerce,

Stressing
that the postal network, through its size and its accessibility, has a key role to play within the framework of financial inclusion policies and in efforts to achieve the Millennium Development Goals,

Wishing
to make basic account services accessible to as many persons as possible through the postal network,

Noting further
that the financial crisis has seen a massive influx of deposits into postal accounts in member countries where such accounts exist,

Recognizing further
the need for populations to have access to accounts for which overdrafts are not permitted, and the need for governments and/or central banks to have an additional tool available to assist them in their efforts to overcome the crisis, foster the development of postal infrastructure and revive the economy,

Observing also
the decline of the letter-post segment and the need for designated operators to diversify their activities accordingly,

Recognizing in addition:

– the need to build, or strengthen, synergies between the postal services founded on the Universal Postal Convention and the postal payment services, so as to foster the social and financial inclusion of populations while ensuring the long-term viability of the postal service;
– that, in order to harmonize and foster the development of the postal payment services at the international level and to ensure the financial inclusion of migrants and the development of international trade, it would be appropriate to include in the UPU Acts provisions on postal accounts (opening, management and closure) and to establish a link between these accounts and the postal payment services,

Aware
of the existence of national legislation on the prevention of money laundering, terrorist funding and financial crime in the opening and keeping of accounts, and of national regulations governing the activities of financial intermediaries (management of accounts, etc.),

Acknowledging also
that the management of credit risk requires a specific licence, issued by national financial oversight authorities in accordance with national legislation,

Noting in addition
that new technologies make it possible to manage basic postal accounts in real time,

Observing lastly
that the real-time management of postal accounts, combined with the use of pre-agreed means of payment, can avoid overdrafts and hence minimize credit risk,

Acknowledging in addition
that operations relating to the collection of funds and the opening, management and closure of accounts could be provided for in the UPU Acts,

*Recommends*

that the Council of Administration, in consultation with the Postal Operations Council:

– create an annual discussion forum with the central banks and/or financial oversight services of the member countries that signed the Postal Payment Services Agreement;
– define what constitutes a "basic postal account", in collaboration with the central banks and/or oversight authorities;
– establish principles governing the collection of funds, in collaboration with the central banks and/or oversight authorities;
– define the link between the postal payment services and basic postal accounts;

– formulate recommendations to the next Congress on the various aspects of regulations concerning postal accounts.

(Proposal 55, Committee 6, 2nd meeting)

**Resolution C 23/2012**

**Development of postal financial services**

Congress,

In view of
the encouraging results of the implementation of several projects undertaken within the framework of resolution C 74/2008 of the 24th Congress on postal financial services,

Considering

– that the provision of basic financial services through the worldwide post office network contributes significantly to global financial inclusion and economic and social development, and plays an important role in improving living standards;

– that the postal network, with its worldwide coverage and the combination of electronic, financial and physical dimensions, ensures that all citizens of the world have access to electronic payment services and, more generally, to efficient, reliable, secure and affordable (in terms of fees) financial services;

– that financial services actively contribute to achieving the United Nations Millennium Development Goals, notably combating poverty, particularly as a result of their presence in rural areas;

– that the postal network facilitates the creation and development of small and medium-sized companies at local and international levels;

– that the development of electronic postal payment services and financial services must take place within a context of cooperation with the international organizations concerned;

– that a 2005 UN General Assembly resolution (A/RES/60/1) reaffirmed "the need to adopt policies and undertake measures to reduce the cost of transferring migrant remittances to developing countries and [welcomed] efforts by Governments and stakeholders in this regard";

– that in 2009 the heads of state and government at the G8 Summit in L'Aquila adopted a quantified target to reduce the cost of remittances, and that in 2011 the heads of state and government at the G20 Summit in Cannes further enhanced the target by stating: "We will work to reduce the average cost of transferring remittances from 10% to 5% by 2014, contributing to release an additional 15 billion USD per year for recipient families";

– that the 2012 high-level segment of the UN Economic and Social Council issued a ministerial declaration which stated the following: "We also recognize the need for Member States to continue considering the multidimensional aspects of international migration and development in order to identify appropriate ways and means of maximizing the development benefits and minimizing the negative impacts, including by exploring ways to lower the costs of transferring remittances, garnering the active engagement of expatriates and fostering their involvement in promoting investment in countries of origin and entrepreneurship among non-migrants",

Noting

– that significant progress has been made in the expansion of the UPU worldwide electronic postal payment services network since the 24th UPU Congress;

– the benefits of financial services for the business development of designated operators, particularly in the form of increased revenue, adding to the viability of the postal network;

– that today's world market is undergoing rapid and profound change and that users are demanding a speedy, secure and high-quality service;

– the important contribution made by financial services during the 2008−2009 economic crisis to ensure the economic stability of designated operators, and to protect savers from the effects of the world economic crisis;

– that the current financial crisis shows that populations in different countries around the world are seeking alternative ways of ensuring the security of their savings and international payments,

Also noting

– that the use of computerized data exchange systems, such as the UPU's IFS, enables postal payment orders transmitted in paper format or sent by telegraph or telex to be replaced with postal orders transmitted by the UPU electronic network, including urgent and ordinary cash–cash, cash–account, account–cash and account–account payments;

– that the development of the electronic postal payment services network has a direct impact on the cost of remittances by offering more affordable options to migrants;

– that the postal network of member countries can also be used to provide account-based financial services, in particular to facilitate financial inclusion in rural areas, as long as any financial services provided by designated operators are subject to relevant international financial standards, are in accordance with designated operators' national legislation, and come under the supervision of appropriate national authorities,

Recognizing
the UPU's need to continue and reinforce its work on developing postal payment services and facilitating access to postal financial services worldwide,

*Instructs*

the Council of Administration:

– to orient the UPU's work in the area of financial services to promote cooperation and development, and to serve the beneficiaries of the services;

– to put in place mechanisms to ensure dialogue with monetary policy, financial regulation and financial inclusion players, such as central banks and financial regulation authorities, and financial standardization bodies (Financial Action Task Force, Bank for International Settlements, etc.);

– to see to it that the UPU acts in concert with international cooperation players, such as the World Bank, the regional development banks, the International Fund for Agricultural Development, the International Labour Organization, the United Nations Capital Development Fund, the International Organization for Migration, the World Savings Banks Institute, national cooperation agencies and the Bill & Melinda Gates Foundation, to support development of the postal payment network and promote financial inclusion;

– to urge member countries to give priority to the development of financial services and of the necessary national infrastructure;

– to inform and encourage member countries and designated operators regarding the need to take into account, in the development of financial services, requirements related to security and the fight against money laundering and terrorist financing, in accordance with the recommendations of the Financial Action Task Force,

*Also instructs*

the Postal Operations Council:

– to contribute, in cooperation with the Council of Administration, to the development of financial services in order to meet the needs of a changing environment;

– to encourage member countries and designated operators to develop efficient, reliable, secure and affordable electronic postal payment services;

– to facilitate an increase in the number of access points in the electronic postal payment services network;

– to encourage the development of the UPU electronic data interchange system (EDI);

– to modernize electronic postal payment services through new technologies (mobile telephones, etc.);

– to promote the use of postal payment services in the area of e-commerce by developing supplementary services;

– to continue to develop and improve the operational guide by including a new series of standardized postal payment procedures and forms for use in the international and domestic systems;

– to continue developing the multilateral framework of postal payment services (multilateral framework agreement, electronic compendium and other tools);

– to create technical and quality of service standards for electronic postal payment services;

– to strengthen and promote cooperation with partners from the public and private sectors with a view to developing the UPU worldwide electronic postal payment network, and promoting its connection to other networks;

– to manage the development of the UPU worldwide electronic postal payment services network (including the operational guide, the multilateral agreement and the collective trademark);

– to encourage designated operators to carry out actions to market and promote electronic postal payment services;

– to develop a quality-linked remuneration system for postal payment services;

– to promote the implementation and development of account-based financial services (savings services, etc.) in Union member countries;

– to promote the provision of financial services directly by designated operators or in partnership with banks, microfinance institutions or mobile telephone operators, with a view to promoting the financial inclusion of populations;

– to provide UPU member countries and their designated operators with information and advice on financial services, particularly as they relate to financial inclusion,

*Further instructs*

the International Bureau:

– to assist the Councils in executing the tasks decided by Congress;

– to look for possibilities to raise funds from other international, regional and national organizations to promote, among other things, financial inclusion through the postal network;

– to implement cooperation activities to foster, in developing countries, the diversification of operators into financial services,

*Invites*

– Union member countries:

  - to accede to the Postal Payment Services Agreement;
  - to take the measures needed to develop electronic postal payment services, which will help to achieve the objectives relating to the reduction of the cost of money transfers, set by the United Nations General Assembly as well as other high-level international forums (the G8 and the G20);
  - to consider the potential advantages of diversifying operators' activities to include postal payment services;

- to take the measures needed to facilitate access to other financial services, as long as any financial services provided by designated operators are subject to relevant international financial standards as applicable and in accordance with designated operators' national legislation or appropriate national regulatory authority,

– designated operators:

- to carry out actions aimed at satisfying the requirements of the international payments market and other financial services, in accordance with their national legislation;
- to use the collective trademark and quality standards for UPU electronic postal payment services.

(Proposal 54.Rev 2, amended by proposal 101, Committee 6, 2nd meeting)

**Resolution C 24/2012**

**General revision of the Convention and its Regulations to make the Postal Operations Council a more efficient and swifter decision-making body**

Congress,

In view of
the ever-increasing need for flexibility and adaptability within the Universal Postal Union, in the light of the rapidly changing external environment,

Considering
the need for clear, simple and adaptable rules for the operation of the international postal services,

Acknowledging
the achievements of CA Committee 1 (Governance Issues) during the 2008 to 2012 cycle in the areas of Union reform and revision of the Acts of the Union,

Convinced
that the Letter Post and Parcel Post Regulations must continue to lay down the detailed conditions of application of the services provided to customers, as well as the practical procedures governing relations between designated operators,

Recognizing
the need for a study to update the Convention and its Regulations, through which the Union will be able to respond to evolutions in the postal services,

*Instructs*

the Council of Administration and the Postal Operations Council to carry out a joint study with a view to:

– deleting obsolete provisions from the Convention and its Regulations;

– examining and deciding on the proposed amendments identified by the Acts of the Union Project Group during the previous cycle and aimed at improving the Convention and its Regulations;

– adapting or supplementing certain provisions to update them in the light of recent changes in customer requirements;

– reviewing all the provisions of the Convention and its Regulations, and reclassifying them according to their nature, whether governmental, operational and technical or administrative and implementing, with a view to identifying provisions which may be delegated to the permanent bodies of the Union, taking into account the responsibilities and mandates of each body;

– revising, with the assistance of a small group of experts from two or three member countries and designated operators, the Letter Post and Parcel Post Regulations with a view to providing, in a single volume, the common rules applicable to the letter post and parcel post, while at the same time preserving the logical construction allowing the current manuals to provide information on the operation of the international postal service in clear and concise language;
– implementing, as far as possible, revisions to the Letter Post and Parcel Post Regulations for the entry into force of the new Convention and Regulations in 2014;
– submitting proposals to amend the Acts of the Union to the next Congress.

(Proposal 02, Committee 3, 5th meeting)

**Decision C 25/2012**

**Entry into force of the Acts of the 2012 Doha Congress**

Congress,

*Decides*

to set 1 January 2014 as the date of entry into force of the Acts of the 25th Congress.

(Proposition 07, Commission 3, 5th meeting)

**Resolution C 26/2012**

**Management of the work of the Union – Further reform of the UPU**

Congress,

Confirming
that the UPU is an organization *of* an intergovernmental nature and a specialized agency of the United Nations, whose mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Recognizing
that the postal environment is undergoing profound and rapid change, which means that the UPU needs to adapt its operations and decision-making systems, its work methods and its activities,

Also recognizing
that since the 1989 Washington Congress, the UPU has been making efforts to regularly adapt its mission, structure and working methods to address the rapidly changing postal environment and to take into account the interests of its member countries and all postal-sector players,

Noting
that the 1994 Seoul Congress put in place the current structure of the UPU, subsequently creating the Consultative Committee under the purview of the Council of Administration as a framework for effective dialogue between stakeholders at the 2004 Bucharest Congress,

Also noting
with satisfaction the work carried out by the Reform of the Union Project Group, part of Committee 1 (Governance Issues) of the Council of Administration, which will contribute to the smoother running and greater efficiency of the UPU bodies,

Reaffirming
the evolving nature of the UPU reform process in a rapidly changing environment which affects the UPU and its member countries, as mandated by Congress resolution C 16/2008,

Also reaffirming
the need to continue to evaluate the organization, structure and running of various UPU bodies as well as the Consultative Committee, in order to draw a clearer distinction between their respective roles and to improve the work of the UPU, taking into account the Doha Postal Strategy,

Bearing in mind
the provisions of the UPU Constitution, which stipulate that the Council of Administration ensures the continuity of the work of the Union under the provisions of the Acts, that the Postal Operations Council is responsible for operational, commercial, technical and economic questions which are of interest to the postal service, and that the International Bureau is a central office operating at the seat of the Union, directed by a Director General and placed under the control of the Council of Administration and which serves as an organ of execution, support, liaison, information and consultation,

*Instructs*

the Council of Administration, in close collaboration with the Postal Operations Council and the International Bureau:

– to study ways to better structure and organize and improve the functioning of UPU bodies, with a view to facilitating implementation of the strategy, to improve the efficiency of the decision-making processes and working methods of UPU bodies, and to make optimum use of resources;

– to study all functions of the Council of Administration and the Postal Operations Council with a view to defining those of a governmental nature and those of an operational nature;

– to undertake a study on the status, the running, the activities and mission of the Postal Operations Council;

– to study the system of designation/election of the directors[1] of the subsidiary bodies by the users, either *ad personam*, or as a representative of a member country or designated operator;

– to continue studies on the implementation of a policy that promotes greater participation among stakeholders on the basis of the "3 Cs" model (consultative, collaborative and contributory) described in Congress–Doc 17, and to establish related principles of governance;

– to review the functions of the International Bureau defined by article 20 of the Constitution and the associated provisions of the General Regulations, in order to allow it to address the changes within the postal sector;

– to study and implement all possible means of improving the management of the Union's work in all areas;

– to draft reform proposals for presentation at the 26th Congress,

*Encourages*

member countries to actively participate in UPU reform activities, which will help to provide the organization with a new vision reflecting the needs of the global postal community while allowing it to preserve its central position in the postal world.

(Proposal 18, Committee 3, 5th meeting)

[1] Chairs, vice-chairs, members of the Management Committee, etc.

**Resolution C 27/2012**

**Communication strategy**

Congress,

Reaffirming

– the need for the UPU to raise awareness of its work and activities among various audiences, and to promote a positive image of the organization and of the postal sector in general and a better understanding of the socio-economic value of the postal sector, thus supporting the Doha Postal Strategy and the realization of its goals;

– the need for the UPU to have a solid communication strategy in place, making use of creative and proactive outreach activities to deliver tailored messages in a timely manner to key audiences (e.g. member countries, designated operators, external industry partners, the United Nations system, international organizations, the media and the general public),

Aware that

– member countries, postal-sector stakeholders, international organizations, the media and the general public, among others, regularly seek a wide range of information about the UPU and the global postal sector to better understand current issues, take decisions, and learn from best practices;

– the communication environment is changing rapidly, and the need for immediate sharing of information and knowledge is constantly growing;

– the advent of social media in recent years has created new communication challenges and opportunities;

– the UPU needs to constantly improve existing communication tools and channels while making use of new ones, including social media, to raise awareness of the organization's missions and activities,

Recognizing

– that the UPU has become increasingly active in many areas that require communication assistance and strategic guidance to support projects and initiatives related to, for example, sustainable development and the environment, postal security, the development of postal e-services, quality of service, parcel and letter-post product development, financial inclusion, addressing, and trade facilitation;

– that evidence-based, honest and transparent communication is essential to safeguarding the credibility and image of the organization;

– that the organization's communication activities must be supported by qualified professionals,

Noting with satisfaction
the efforts undertaken and the results achieved by the UPU International Bureau in recent years to enhance the image of the organization and the postal sector at large through effective communication and outreach activities, including:

– strengthening of relations with the media/press, as well as with the communications specialists of designated operators, private industry stakeholders, the United Nations and other international organizations;

– the launch of global communication campaigns with the support of external partners, and greater participation in events and forums of interest to the postal sector;

– the improvement of existing communication tools, such as the UPU quarterly magazine *Union Postale*, the UPU annual report and other promotional materials;

– the expansion of UPU websites as key sources of information and the increased use of social media to reach new audiences;

– the development of creative communication tools to encourage greater interest from member countries in UPU events and initiatives, such as World Post Day, the UPU International Letter-Writing Competition for Young People and other projects,

*Instructs*

the International Bureau to continue its efforts to raise awareness of the UPU's work and activities and support a better understanding of the postal sector's socio-economic value and benefits, with a view to generating support for projects and initiatives designed to strengthen the three dimensions of the postal network: physical, electronic and financial,

*Also instructs*

the Council of Administration to:

– approve the communication strategy of the International Bureau;

– ensure that the International Bureau has sufficient qualified resources to fulfil these responsibilities, using existing and new communication tools.

(Proposal 42, Committee 3, 5th meeting)

**Resolution C 28/2012**

**Continuation of the study on the possibility of establishing a permanent Universal Postal Convention after the 25th Congress**

Congress,

Commending
the Acts of the Union Project Group and Committee 1 (Governance Issues) of the Council of Administration on their accomplishments during the four-year cycle from 2009 to 2012 in relation to their study on the establishment of permanent Acts of the Union,

In view of
the positive results of the survey on the establishment of a permanent Universal Postal Convention, which showed a large majority of member countries to be in favour of changing the current practice whereby all the Convention texts are renewed at each Congress,

Recognizing
that further examination of this question may be needed in order to meet the expectations of resolution C 42/2008 of the 24th Congress,

Convinced
that member countries would benefit from steps to ensure the legal stability of the international postal services and from the decrease in the workload entailed by the approval process that would result from the establishment of a permanent Convention,

*Instructs*

the Council of Administration, in conjunction with the International Bureau, to:

– further study the draft provisions and the impact of establishing a permanent Convention;

– ensure that all interested member countries have the opportunity to take part in the aforementioned study;

– submit proposals to amend the relevant Acts of the Union to the 26th Congress.

(Proposal 47, Committee 3, 5th meeting)

**Resolution C 29/2012**

**Continuation of UPU activities in the area of the universal postal service**

Congress,

Recognizing
that the essence of the UPU's mission is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world,

Aware
that the universal postal service was established to ensure that users/customers have the right to high-quality, basic postal services, provided on a permanent basis so they can send and receive goods and messages from any part of the world,

Confirming
the goal of the Doha Postal Strategy to provide technical knowledge and expertise related to the postal sector, by strengthening members' capacity to implement and manage their universal service,

Acknowledging
the need for the UPU to continue to provide a platform for governments, regulators and other bodies to discuss the evolution of the universal postal service,

*Decides*

that the Council of Administration should continue its activities concerning the universal postal service after the Doha Congress, and that it should:

– propose actions aimed at ensuring the provision of a permanently evolving universal postal service;
– take part in the discussions, actions, etc., relating to the universal postal service conducted within the framework of the Union's various bodies;
– monitor technical cooperation actions to ensure that account is taken of the need to ensure provision of the universal postal service;
– propose awareness-raising campaigns among the bodies responsible for postal reform in each member country, to ensure that the provision of an evolving universal postal service takes priority in these reforms;
– collect information concerning the role of the regulator and analyze this role in relation to the provision of the universal postal service in member countries;
– monitor, on a yearly basis, the progress made by member countries in providing the universal postal service, by means of an electronic survey.

(Proposal 06, amended by proposal 92, Committee 3, 5th meeting)

**Resolution C 30/2012**

**Enhancing the dissemination of postal information via International Bureau circulars and EmIS messages**

Congress,

Noting
the need for member countries, designated operators, restricted unions and the International Bureau to disseminate postal information,

Stressing
the fact that those disseminating postal information are also the recipients of such information, and have an interest in the smooth functioning of the dissemination system used by the International Bureau,

Recognizing
that such postal information has traditionally been disseminated via International Bureau circular,

Noting
the dissemination of urgent postal information via an e-mail notification system using a global address list (EmIS),

Noting also
that those disseminating postal information that would traditionally form the subject of International Bureau circulars wish to see this information disseminated more rapidly,

Acknowledging
the need to limit the circle of addressees of the postal information disseminated where this occurs by means of an e-mail notification system using a global address list,

Recognizing also
the difficulties encountered by the International Bureau in the dissemination of postal information via EmIS messages, linked to the use of e-mail addresses bearing the name of a single individual and/or with a domain name not able to be recognized by the UPU as an institutional domain name, as well as the level of technological connectivity available to Union member countries, particularly those in the developing world,

Stressing also
the need for the International Bureau to have access to generic e-mail addresses, with institutional domain names recognized by the UPU, for e-mail notifications using a global address list for postal information,

Further recognizing
the usefulness, for addressees of International Bureau circulars, of being able to access postal information disseminated by the International Bureau ever more rapidly,

Wishing
to promote rapid, but secure, dissemination of all postal information,

*Instructs*

– the Council of Administration to:
  - monitor the development by the International Bureau of a secure notification system for postal information via e-mail using a global address list comprising generic service addresses with institutional domain names recognized by the UPU;
  - decide on the possibility of discontinuing the physical distribution of International Bureau circulars once the system is fully operational, while considering arrangements to accommodate UPU member countries still wishing to receive circulars in hard-copy form as a backup to those distributed by e-mail,
– the International Bureau to:
  - manage and publish the list of generic addresses provided by member countries, designated operators and restricted unions, containing domain names recognized by the UPU as being associated with entities disseminating postal information;
  - establish a secure system for e-mail notification of postal information using a global address list, comprising generic service addresses with institutional domain names recognized by the UPU for more rapid dissemination of information traditionally disseminated via circular;

- establish a central, password-protected repository containing updated information associated with the settlement of accounts between designated operators (contact information, banking details, annual SDR conversion rates, etc.), as this information is often updated via International Bureau circular;
- establish a similar such repository containing updated information associated with exchange office operations (contact and facility information, hours of operation, special conditions, etc.) and used for improving coordination of mail exchange between designated operators, as this information is also often updated via International Bureau circular;
- consult those disseminating and receiving postal information on an annual basis, once this system has been established, on the possibility of discontinuing the distribution of circulars in hard-copy form;
- report annually to the Council of Administration on the progress made,

*Strongly encourages*

Union member countries, designated operators and restricted unions to:

– notify the International Bureau of generic service e-mail addresses, accompanied by an institutional domain name recognized by the UPU, for the dissemination of postal information;

– configure their individual mailboxes in such a way that all their relevant managers have access to all postal information disseminated by the International Bureau;

– ensure ongoing management of their generic service mailboxes.

(Proposal 14, amended by proposal 93, Committee 3, 5th meeting)

**Resolution C 31/2012**

**Development of e-commerce**

Congress,

Taking note
of the activities during the period 2009–2012 aimed at the development of e-commerce in the developing and least developed countries,

Considering
the significant increase in e-commerce transactions as part of retail sales,

Also considering
the relatively low overall percentage of e-commerce transactions as a share of all retail sales,

Convinced
of the growth opportunities for postal operators in business generated through e-commerce,

Recognizing
that growth and growth opportunities are applicable worldwide,

Also recognizing
that a fully integrated end-to-end postal supply chain will facilitate e-commerce growth through an efficient and secure processing and delivery network,

Noting
that cross-border e-commerce growth is hindered partly by inconsistencies in pricing and quality of service,

*Instructs*

the Postal Operations Council to incorporate into its 2013–2016 programmes a range of activities to ensure that the opportunities created by e-commerce are realized for the entire UPU membership, with the activities to include the elimination of barriers to the growth of cross-border e-commerce,

*Invites*

the restricted unions to lend their support to the development of e-commerce within their regions,

*Urges*

member countries and their designated operators to undertake activities aimed at increasing business by exploiting e-commerce opportunities,

*Also invites*

the Consultative Committee to participate actively in the POC's e-commerce activities

(Proposal 24, Committee 7, 2nd meeting)

**Resolution C 32/2012**

**Exploiting the postal opportunities offered by the growth of e-commerce through the remodelling and modernization of the UPU lightweight package services (small packets, lightweight parcels and EMS items)**

Congress,

Conscious
that the mission of the Union, as set out in the preamble to its Constitution, "is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Noting
that a UPU market study on international letters, lightweight parcels and express mail service items draws the attention of designated operators to market growth opportunities, and opportunities for enhanced services through coordinated action, brought about by the increase in e-commerce transactions,

Also noting
that the aforementioned study identified the barriers designated operators face in tapping into this e-commerce market segment and meeting customer needs and expectations, including the fact that small packet, lightweight parcel and EMS offerings (UPU lightweight package services) overlap at particular weight steps, and there is high potential for customer confusion and service cannibalization,

Further noting
that, given the growth potential of UPU lightweight package services and the importance of security, transport and customs to the performance and competitiveness of those services, it is critical for the UPU to adopt an integrated approach on issues related to the supply chain, including customs, security, transport and operating standards,

*Instructs*

the Postal Operations Council to give even greater emphasis during the next cycle to the work initiated during the Nairobi cycle, in order to:

– take an integrated approach to product development, including pricing aspects and research activities across the full range of lightweight package services (small packets, lightweight parcels and EMS

items) with a view to modernizing these UPU services in the light of identified customer needs and expectations;

– develop services to meet customer needs in terms of speed, dimensions, reliability, price, etc., with the aim of modernizing the UPU service portfolio to cover the different needs of each customer segment, including an effective and competitive merchandise return service for both lightweight and heavier items;

– integrate with and take advantage of the work of the UPU on e-services and drive greater use of electronic support for all lightweight package services, in the areas of tracking, signature, cash on delivery, electronic customs clearance and accounting;

– establish an integrated approach on issues related to the supply chain, including customs, security, transport and operating standards, as the UPU network is vulnerable to external threats in this area and requires a globally coordinated UPU response,

*Also instructs*

the International Bureau:

– to support the work assigned to the POC and to implement its decisions;

– to conduct the relevant studies in support of the work assigned to the POC.

(Proposal 45, Committee 7, 2nd meeting)

**Resolution C 33/2012**

**Promoting cross-border e-commerce**

Congress,

Considering
that the 21st century is the information society era, in which various forms of Internet-based economic activities are developing at unprecedented speed,

Also considering
that the explosive development of e-commerce is changing people's way of life,

Recognizing
that e-commerce is an effective tool for countries to enhance their economic strength and optimize the allocation of resources,

Aware
that the consumption revolution triggered by e-commerce is creating sound development opportunities for businesses,

Also aware
that demand for cross-border e-commerce transactions is increasing significantly as a result of the rapid development of e-commerce, and that there is huge potential for developing markets and increasing profit margins,

Further aware
that Posts are actively exploring ways of becoming main providers of cross-border e-commerce solutions,

Also recognizing
that facilitating international e-commerce is an integral part of the Doha Postal Strategy,

Further recognizing
that a number of problems have been identified in the development of e-commerce,

Convinced that
these are important issues of common interest to governments and postal operators,

*Urges*

the member countries to strengthen their cross-border e-commerce exchanges and draw upon each other's experiences in an effort to promote best practices and seek effective, efficient and convenient cross-border e-commerce channels,

*Also urges*

the Postal Operation Council to strengthen cooperation among Posts by developing a cross-border e-commerce cooperation framework, within which exchanges of best practices could be encouraged in order to drive business innovation and cross-border e-commerce transaction volumes,
*Further urges*

the Council of Administration to strengthen policy and technology cooperation between the postal sector, customs and other agencies by constantly increasing the security of cross border e-commerce services and the efficiency of customs,

*Instructs*

the International Bureau:

– to collect information on laws and regulations relating to customs, postal business operations and financial transactions, and to use the information gathered as a basis for conducting studies;
– to study and share best practices of e-commerce platforms built by Posts to stimulate the growth of exports, especially by small and medium-sized enterprises;
– to regularly provide member countries with information based on analyses of bottlenecks hampering the development of cross-border e-commerce in order to enable them to adjust their operations strategies in a timely manner.

(Proposal 51, Committee 7, 2nd meeting)

**Resolution C 34/2012**

**Unregistered small packets weighing up to two kilogrammes generated by e-commerce**

Congress,

Having noted

– that the number of postal items generated by e-commerce has significantly increased in recent years;
– that, due to the low costs involved, goods purchased online by individuals and businesses are often dispatched as unregistered small packets weighing up to two kilogrammes;
– that customers are not adequately informed of the attributes of this mode of delivery;
– that a track-and-trace service, which allows customers and operators to locate and ascertain where items are in the mail processing pipeline, is not provided in respect of unregistered small packets weighing up to two kilogrammes,

*Instructs*

the Postal Operations Council to conduct a study on this matter, and to propose a communication mechanism for designated operators and e-commerce businesses with a view to adequately informing customers of the attributes of this mode of delivery.

(Proposal 65, Committee 7, 2nd meeting)

**Resolution C 35/2012**

**Future parcel post development strategy and associated activities**

Congress,

Having considered
the Postal Operations Council report on future parcel post development strategies and associated activities (Congress–Doc 21) and the goals of the Doha Postal Strategy,

Having noted
the considerable achievements resulting from the activities of POC Committee 2 (Parcels) during the 2009–2012 cycle (Congress–Doc 21.Annex 1),

Aware
that parcel post development represents a core activity of the UPU and that it plays a vital role in the functioning of the Union,

Convinced
that the UPU should continue to play a leading role in parcel post development, adopt a proactive approach to facilitating this development and provide for adequate funding in the Union's regular budget to meet the requirements set out in section III of Congress–Doc 21,

Stressing
the importance of raising the profile of the parcel service within the context of the UPU,

Considering
the need to take action to increase designated operators' share of ordinary parcels in the growing global parcels market, particularly in the e-business sector,

Recognizing
the need to convince the customer that designated operators can provide a parcel product that offers competitive quality of service and fully meets the demands of the marketplace,

Aware
of the urgent need to continue to develop new postal parcel features and improve the quality of the parcel service in order to make it more competitive and capitalize on market growth opportunities, including the use of new technologies,

*Invites*

member countries:

– to take measures enabling designated operators to provide a quality parcel service as part of the universal service, to stimulate the economy and reinforce social cohesion;

– to acknowledge the role of UPU parcel post development activities in enhancing the quality of the service for their citizens and businesses, particularly small and medium-sized businesses;

– to take steps to ensure that their designated operators better manage the relationship with their customers in order to become commercial, competitive and efficient;

– to ensure that their designated operators focus not only on the challenges facing the international parcel post industry, but also on the strategies needed to meet those challenges,

– to participate actively in the UPU parcel post development process,

*Also invites*

the Council of Administration to provide adequate resources and funding for the UPU parcel post development activities described in Congress–Doc 21,

*Instructs*

the Postal Operations Council:

– to manage and facilitate the implementation of the future parcel post development strategy focusing on the programme of activities recommended in Congress–Doc 21;

– to carry out an annual review of the progress made in achieving the objectives agreed and to take steps to prioritize work on the basis of available resources.

(Proposal 67, Committee 7, 2nd meeting)

**Resolution C 36/2012**

**Future work on inward land rates and other remunerations for parcel-post items**

Congress,

Having considered
the report of the Postal Operations Council on future parcel-post development strategies and associated activities (Congress–Doc 21), and the objectives of the Doha Postal Strategy,

Noting
the considerable achievements of POC Committee 2 (Parcels), in particular the progress made in the review of the inward land rates conducted during the 2009–2012 cycle (document POC C 2 2012.1–Doc 4.Rev 1),

Also noting
the results of the extensive external study on parcel-post remunerations, market conditions, and the positive impact of linking remunerations to quality of service conducted by the POC,

Recognizing
that the POC accepted the urgent need to reform the inward land rates system and other remunerations to meet the needs of the market and allow for continuous growth in the parcels market,

Also recognizing
that the revised inward land rates system will be developed according to the following approved principles:

– simple to understand and transparent;

– cost-based and affordable;

– competitive;

– fair and equitable;

– maintains a bonus system;

– incentivizes improved service performance;

– assists with efficiency gains across the supply chain;

– considers resource and implementation constraints;

– able to be implemented in a timely manner;

– consistent with the parcels minimum specifications,

*Instructs*

the Postal Operations Council:

– to coordinate this work with the work on remuneration systems for other types of mail such as letter-post items and EMS,

– to further progress the reform work based on the high-level recommendations in POC C 2 2012.1–Doc 4.Rev 1 and identify the improvements required to the inward land rates system;
– to manage and facilitate the implementation of the revised inward land rates;
– to review the inward land rates appeal procedures available to designated operators on the basis of the Postal Operations Council structure;
– to develop pricing options that are sufficiently flexible to meet customer needs, while maintaining adequate cost coverage required to support the enhancement of the network;
– to review the payment systems for parcels in open and closed transit, and for missent and undeliverable parcels;
– to develop a remuneration system for the merchandise return service for parcel-post items;

*Also instructs*

the International Bureau:

– to further develop a flexible model for the development of pricing options and evaluations of the financial impact of these options on designated operators;
– to develop and implement a communication plan on the inward land rates system in order to maintain transparency and keep UPU members informed in a timely manner;
– to report on these activities to the Postal Operations Council.

(Proposal 69, Committee 7, 2nd meeting)

**Resolution C 37/2012**

**Future work on letter post development and supplementary remuneration associated with quality performances, standards and targets**

Congress,

Conscious
that the mission of the Union, as set out in the preamble to its Constitution, "is to stimulate the lasting development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Recognizing
that the universal postal service is a cornerstone of the Union and of its members, underpinning the single postal territory of the Union, as outlined in article 3 (Universal postal service) of the Universal Postal Convention,

Realizing
that the permanent provision of quality basic postal services at all points in the territory of the member countries of the Union, at affordable prices, carries with it the need to "ensure that the universal postal service is provided on a viable basis, thus guaranteeing its sustainability", as set out in article 3.4 of the Convention, and that basic and supplementary letter-post services constitute a fundamental core of quality basic postal services throughout the world,

Also recognizing
that other product and service areas covered under the Acts of the Union, such as postal parcels, postal payment services, electronic products and services and EMS, have benefited from being guided by integrated overall action plans that take into account all aspects of how the Union and its various stakeholders can mobilize resources and innovate to ensure the continued success of the Union's member countries in these areas, and to foster international trade and postal development,

Noting
that the 24th Congress mandated the Postal Operations Council to consider how to improve various letter-post services, and to develop an integrated, forward-looking action plan to address the fundamental needs of the world's inhabitants for modernized letter-post services and the specific challenges and opportunities for letter-post services in a 21st century environment,

Further noting
that such a letter post action plan has been submitted to this Congress, through Congress–Doc 20a,

*Urges*

the Postal Operations Council to:

– support all viable means to foster universal postal service for letter-post services through innovation and appropriate investment in the modernization of basic and supplementary letter-post services so as to ensure the sustainability of the universal postal service;

– encourage initiatives to effect the positive changes needed to assure the sustainability of basic and supplementary letter-post services on the territory of their respective member countries,

*Further urges*

member countries to take active steps to invest in modernized basic and supplementary letter-post services, with a view to fostering the sustainability and economic viability of the universal postal service for letter post,

*Instructs*

the Postal Operations Council:

– to take active steps to ensure the implementation and continuous review and updating of the letter post action plan as a critical part of meeting the goals of the Doha Strategy;

– to place particular emphasis on the development and implementation of outbound delivery and inbound return logistics services in support of the major market opportunity in the e-commerce segment, while also structuring its future work to integrate the review of market requirements, product development, implementation and remuneration across the range of relevant letter-post, parcel-post and EMS services;

– to implement to the extent possible, prior to the 26th Congress, specific initiatives identified as part of the letter post action plan;

– to include amongst these initiatives specific proposals and supporting studies, that will rationalize, simplify and align the letter-post services portfolio, including the mandatory supplementary services, to keep pace with current and future market requirements and customer expectations and reaffirm the need to focus member country resources on providing excellent quality of service across a limited range of services; and

– where it is not feasible to implement initiatives during the coming cycle, to present to the 26th Congress proposals designed to ensure the implementation of elements of the next letter post action plan during the 2017 to 2020 period,

*Further instructs*

the International Bureau:

– to support the work assigned to the POC;

– to implement the action plan for letters for 2013–2016;

– to support the work of user groups and to handle participant issues arising from pay-for-performance schemes implemented following POC decisions, as well as promoting those schemes to encourage to the largest extent possible the participation of the UPU members' designated operators;

– to update the user manual of the supplementary remuneration programme for supplementary services (registered, insured and express);

– to update the Global Measurement System Quality of Service User Group User Manual;

– to update the direct access database and operational guide.

(Proposal 87, Committee 7, 2nd meeting)

**Resolution C 38/2012**

**Development of philately**

Congress,

Noting
that the sale of postage stamps and philatelic products generates significant revenue for many postage stamp issuing authorities (hereinafter to include designated operators, where applicable), particularly those in developing countries,

Noting also
that the support, commitment and excellent cooperation of philatelic sector partners is essential to the success of philatelic market,

Recalling
that the 24th Congress, in resolution C 36/2008, established an action plan for the development of philately because:

– philately constitutes an important part of the Post's business and provides appreciable support for postage stamp issuing authorities and for postal development in general;

– postage stamps and philatelic products continue to represent a considerable source of revenue when used for normal postage purposes and from the standpoint of commercial and philatelic use;

– postage stamps represent a specific brand image distinguishing the postal service from private sector delivery services;

– postage stamps continue to serve as ambassadors for countries and their postage stamp issuing authorities, both nationally and internationally;

– the increased use of postage stamps by the private sector, particularly by direct marketers, and the use of personalized stamps, represent additional advantages for the promotion of the postal service,

Aware
that many member countries are transforming their old designated operators into commercial entities, and introducing competition into the letter-post market, but that few have really considered the question of philately during this process,

Considering
that the experiences of postage stamp issuing authorities whose countries have already moved in this direction can provide valuable lessons to others,

Recognizing
that the issuing of postage stamps as the symbols and trademarks of a country and its stamp issuing authority requires particular attention and the identification of a single official authority for this function;

Noting with satisfaction
the introduction and development of the world stamp numbering system (WNS) as a tool for registering and verifying legal stamp issues,

*Urges*

member countries to:

– ask postage stamp issuing authorities, when issuing stamps, to consider the needs of collectors and consumers of basic postal services, and the social and cultural value of stamps;

– give due consideration to regulatory questions associated with stamp issuing and philately, including copyright and intellectual property laws;

– put in place legal mechanisms not only ensuring the right of postage stamp issuing authorities to issue postage stamps in accordance with the UPU Convention, but also covering personalized stamps;

– contribute to the maintenance of tied contributions for the development of philately in order to meet urgent needs, primarily in the area of training,

– ensure that the postage stamp issuing authorities that issue postage stamps fully participate in the WNS;

– monitor the philatelic market to ensure compliance with national laws on the issuing of stamps and to do their utmost to eliminate or prevent abuses;

– provide the UPU with information on development of the market;

– adopt and implement best practices to ensure the participation of industry stakeholders at national level and their cooperation and support at international level,

*Instructs*

the Postal Operations Council to:

– pursue dialogue with partners in the philatelic sector and to coordinate philatelic development activities;

– continue its work on determining the most effective means of informing the members and the philatelic industry of postage stamps officially issued by postage stamp issuing authorities;

– continue to promote the application of best practices and sound business principles in the philatelic sector through targeted activities and training;

– pursue the implementation of training programmes for postage stamp issuing authorities which incorporate innovation, techniques for developing the philatelic market, the use of new technologies, improved security techniques for the issue of postage stamps, and environmental and sustainable development considerations;

– implement a strategy encouraging member countries to include in their annual philatelic programmes global themes requested by United Nations agencies;

– study the possibility of a merger of the WNS and the postal stamp exchange service (article RL 113 of the Letter Post Regulations) aimed at reducing costs.

(Proposal 10, amended by proposal 107, Committee 7, 2nd meeting)

**Resolution C 39/2012**

**UPU Global Monitoring System (GMS)**

Congress,

Confident
that improvement of international postal service quality continues to be of primary importance for the Universal Postal Union,

Taking into account

– the decision of the Beijing Congress that there should be a link between quality of service and the level of terminal dues payments, with the overall goal of improving the quality of the international postal service;

– the decision of the Bucharest Congress to implement the link between quality of service and terminal dues, to see to it that appropriate monitoring systems are made available and to propose the necessary improvements to enable the maximum number of countries to participate;

– the decision of the 24th Congress to implement the UPU Global Monitoring System (GMS) as a global Union system and to ensure that GMS can be used for the quality of service link to terminal dues,

Convinced
that GMS can be used by designated operators as the core system for monitoring service quality to facilitate improvement and quality of service linked to terminal dues, and can also serve as a tool for evaluating the achievements of designated operators in implementing projects financed through the Quality of Service Fund,

Aware
that the UPU GMS, using RFID technology and external measurements, has been successfully developed, piloted and rolled out in over 50 countries/territories,

Recognizing
that the UPU GMS complies with the GMS technical design approved by the Postal Operations Council and that the results obtained by the system can be used for terminal dues purpose,

Noting
that designated operators had commenced using the UPU GMS results for calculation of their terminal dues payments,

Further recognizing
that GMS, being an inbound quality of service measurement system, does not fully meet the changing needs of designated operators who require end-to-end measurement and more applications within their operations,

*Instructs*

the Postal Operations Council to:

– continue to carry out developments to improve the system and to roll out in more countries;

– extend the capability of the system to cover end-to-end measurement to meet specific needs of GMS users, based on the "user pays" principle;

– implement an auditing exercise aiming at compliance of the UPU-agreed measurement systems with the GMS technical design;

– continue to provide support to members to seek QSF resources or alternative funding to implement and operate GMS;

– implement a GMS improver programme to provide assistance and support to GMS users to improve their outbound and inbound operations;

– achieve synergies with the UPU continuous testing system through integrating that system into GMS,

*Also instructs*

the International Bureau to lend its full support to the continued improvement and roll out of GMS,

*And encourages*

designated operators to participate in GMS.

(Proposal 12.Rev 1, Committee 7, 3rd meeting)

**Resolution C 40/2012**

**Quality of Service Programme for 2013–2016**

Congress,

Considering
the improvement of international postal service quality to be a key objective for the Union,

Taking into account

– the encouraging results achieved by implementing the Quality of Service Programme 2009–2012;
– the methodology for delivery standards validation as well as the methodology for the calculated, weighted performance for the UPU global target;
– the need to set a service standard and quality target in the international quality of service field;
– the fact that the customer's main focus is on reliability,

Noting
the need for the Union to continue its work relating to quality of service improvement,

*Decides*

– to implement a Quality of Service Programme for the period 2013–2016, as set out in Congress−Doc 20c.Rev 1;
– to maintain the global quality of service standard at J+5 (the fifth working day after the day of posting) and the target for attainment of this standard at 85%, which should be achieved by 2016 by progressively raising the annual target;
– that this standard and target should apply to the international priority letter post between those areas and/or cities that are most important in terms of international postal exchanges in each member country,

*Instructs*

the Postal Operations Council, in cooperation with the Council of Administration and the Consultative Committee, to:

– take the necessary measures to update each year the detailed instructions with a view to implementing the Quality of Service Programme, on the basis of the results of analysis of the progress made in previous years in order to achieve significant results in the various areas and submit a report on its execution to the next Congress;
– apply the bottom-up approach based on process mapping in order to set bilateral and regional service standards for all member countries in order to maximize involvement and commit themselves to the work necessary to reach the agreed standard and target;
– weight and aggregate the bilateral and regional service standards, quality targets and measurement results to truly reflect the performance of the bilateral links within the region, as well as global Union performance;
– organize and coordinate continuous measurement of compliance with the service standard and quality target;
– set appropriate targets for 2013, 2014 and 2015 with a view to achieving 85% by 2016,

*Also instructs*

the International Bureau to lend its full support to implement this resolution,

*Urges*

a governments and regulators to:

- provide active support for the implementation of the Quality of Service Programme;
- set national quality standards;
- ensure compliance with these standards by the designated postal operator;
- define conditions for compliance with the worldwide quality standard;
- participate in the activities of the Union and restricted unions in the field of quality of service,

b the designated postal operators to:

- actively participate in implementation of the Quality of Service Programme;
- do their utmost to improve the quality of the postal services offered;
- set bilateral and regional service standards and quality targets;
- continuously measure compliance with these bilateral and regional service standards and quality targets, through at least one of the tests organized by the Union or by the restricted unions, or on the basis of bilateral and multilateral agreements;
- continuously analyze the results of these tests and take measures to help achieve the objective of compliance with these bilateral and regional service standards and quality targets;
- use the country-specific and regional measurement reporting as a tool for quality analysis and improvement,

c the restricted unions to:

- participate in the activities initiated within the framework of the Quality of Service Programme;
- coordinate the setting of the bilateral and regional service standards and quality targets;
- lend their support to regional actions to improve compliance with these bilateral and regional service standards and quality targets.

(Proposal 13.Rev 1, Committee 7, 3rd meeting)

**Resolution C 41/2012**

**Quality of service as key to the future of the postal network**

Congress,

Considering
the concept of a universal postal service as "the permanent provision of quality basic postal services at all points in a member country's territory, for all customers at affordable prices",

Recognizing
the improvement of international postal service quality as a vital objective for the postal network,

Noting,
the fact that the customer's main focus is on reliability,

Taking into account
the need for designated operators to follow and comply with a service standard and quality targets in the postal services,

Re-emphasizing
the need for the Union to continue its work on improving quality,

Acknowledging
the role of quality of service and monitoring systems in strengthening the ability of designated operators to achieve significant results in various areas covered by quality of service,

*Decides*

to mark the four-year cycle ending with the 26th UPU Congress by highlighting the theme "Quality of service in the postal sector",

*Invites*

member countries to constantly monitor improvement in their Posts' quality of service by making use of appropriate monitoring systems,

*Instructs*

member countries and their designated operators to:

– promote the culture of quality improvement in all aspects of postal operations;
– take necessary measures to ensure compliance with quality standards by designated operators;
– achieve significant results by implementing the Quality of Service Programme,

*Calls on*

designated operators to:

– do their utmost to improve the quality of the services they offer;
– carry out applicable quality of service measurements in order to achieve quality targets;
– continuously incorporate the results of these quality measurements in their future action plans.

(Proposal 27, Committee 7, 3rd meeting)

**Resolution C 42/2012**

**Postal innovation and electronic services**

Congress,

Having examined
the Postal Operations Council's report on postal innovation and electronic services (Congress–Doc 27),

Aware
of the United Nations' recognition of the essential role of the postal sector in the development of the information society, and in connecting the unconnected in order to close the digital divide,

Acknowledging
the economic and social benefits that member countries can derive from the use of information and communication technologies (ICTs) for improving the efficiency of the postal network and delivering innovative postal services adapted to the changing needs in the market,

Noting in particular
the significant increase in the development and provision of secure and innovative postal electronic services, such as secure postal electronic mailbox, postal registered electronic mail, electronic postal certification mark and online management of address services, as well as e-commerce and e-government services,

Recognizing
the progress made by the POC since the 24th Congress in implementing the electronic service action plan, particularly the achievements related to developing and disseminating knowledge related to innovation in the sector, improving relevant regulations, and launching online training courses for e-services,

Recognizing also
the growth in customer demand for accessing postal services and products via different delivery channels, including the Internet, mobile telephone and social networks,

Considering
that six programmes of the draft Doha Postal Strategy are aimed at using ICTs for modernizing postal networks, promoting innovative services and responding to the needs of changing markets,

*Invites*

member countries to undertake activities aimed at:

– exploring the use of ICTs and innovative new e-services to fulfil universal service obligations;
– creating the appropriate policy framework to support the role of designated operators as trusted third parties in the world of electronic communications, and as providers of inclusive e-government services;
– supporting knowledge and technology development transfer in the postal sector in order to promote innovation and sustainable development;
– developing policy and technical cooperation between local Customs, small and medium-sized enterprises (SMEs), telecommunications providers and postal agencies in order to enhance the efficiency of the postal delivery network and stimulate economic growth;
– encouraging designated operators to innovate and develop postal electronic services on both a domestic and an international scale, as a means of bringing about social and economic benefits, and improving the cross-border flow of postal physical/electronic services,

*Declares its support for*

– knowledge development and capacity building related to innovation and postal e-services through research, training and workshops;
– interconnectivity of the postal electronic network through the development and adoption of common regulations and standards related to postal electronic services;
– development of international interoperable postal electronic services that respond to new needs in the market;
– cooperation and partnerships in the sector in order to facilitate access to expertise as well as technical and financial resources required for developing innovative services,

*Instructs*

the Postal Operations Council to:

– continue its activities concerning postal innovation and electronic services by implementing the action plan defined in Congress–Doc 27;
– continue developing e-learning materials and programmes related to postal e-services, e-commerce and innovation processes;
– develop necessary policy and regulations in the Acts of the Union, and promote the Union standards concerning e-services to support the interconnectivity of the electronic postal network;
– support multichannel delivery of postal services by developing a toolkit for the use of mobile phones and social media to deliver postal services;
– implement international interoperable postal e-services for exchange of accounting and settlement information between Posts and their airline partners, track and trace, hybrid mail, electronic invoices,

postal registered electronic mail, electronic mailbox, address validation and change, and electronic identity;

– implement a toolkit assisting member countries in developing public–private partnerships among governments, Posts, universities, technology providers, e-commerce businesses, SMEs, and other private companies;

– promote and support cooperation and technology transfer among member countries for development of common international e-services and open postal platforms,

*Also instructs*

the International Bureau to:

– develop market research studies providing best practice information and monitoring the development of e-services worldwide;

– use ICT tools and social media to increase knowledge sharing regarding the opportunities and social and economic benefits for the Post to implement e-services strategies;

– provide assistance to least developed and developing countries;

– implement a programme for exchange of experts among member countries.

(Proposal 29.Rev 2, Committee 7, 3rd meeting)

**Resolution C 43/2012**

**Development of the .post project**

Congress,

Having examined
the Postal Operations Council report on postal innovation and electronic services (Congress–Doc 27),

Convinced
of the need to develop a single digital postal network to support the UPU in its mission as facilitator of communications between inhabitants of the world,

Acknowledging
the existence of an international, trusted internet-based platform interconnecting globally the e-commerce, e-post and e-government services as an essential component for promoting the sustainable development of the postal sector and its economy,

Noting
that the UPU is the first specialized agency of the United Nations to be a sponsor of a top-level domain (TLD) on the Internet,

Noting in particular
that the .post top-level domain is a secure electronic platform on the internet aimed at serving the needs of the global postal community, particularly in support of the integration of physical and electronic services and the provision of innovative postal services,

Recognizing with satisfaction
the considerable progress made since the 24th UPU Congress by the Council of Administration and the Postal Operations Council, with the assistance of the International Bureau, on the conclusion of the .post sponsored TLD agreement between the UPU and the Internet Corporation for Assigned Names and Numbers (ICANN),

Recognizing also
the progress achieved by the aforementioned bodies of the Union in establishing a governance structure for .post, including the .post Domain Management Policy, developing business, marketing and communication activities, starting the process of technical implementation of the TLD, and securing extrabudgetary resources to launch the domain,

Considering
that three programmes (3.1, 3.2, and 3.3) of the draft Doha Postal Strategy are aimed at supporting the development of the postal networks along three dimensions, and using information and communication technologies for modernizing postal networks, promoting innovative services and responding to the needs of changing markets,

*Instructs*

the Council of Administration to continue to take appropriate action within its framework of competences and to provide guidance to the Postal Operations Council on the implementation of the .post project,

*Also instructs*

the Postal Operations Council to continue to take any decisions within its purview deemed necessary to ensure, among other activities, the development, implementation and operational oversight of the .post project in a timely manner, including as the case may be any structures to be established in this regard, taking into account the relevant decisions adopted by the Council of Administration,

*Charges*

the International Bureau with continuing to ensure the effective overall coordination and execution of the .post project as mandated by the permanent bodies of the Union in accordance with its secretariat attributions, including without limitation the maintenance of institutional contacts with ICANN, the carrying out of procurement activities, and the provision of .post-specific advice and information to member countries.

(Proposal 30.Rev 1, Committee 7, 3rd meeting)

**Resolution C 44/2012**

**Innovation as key to a vibrant and effective postal service**

Congress,

Noting
the significant technological, regulatory and structural transformations taking place within the postal industry, which require the development of innovative new postal products and services,

Recognizing
that despite the general decline in letter volumes, letters continue to be a core postal business,

Recognizing also
the need to adapt postal products and services to new demands, technologies and possibilities, and innovation's key role in developing quality postal services that meet the changing needs of populations, create meaningful employment and strengthen the sustainability of postal services,

Re-emphasizing
the mission of the UPU to "stimulate the lasting development of efficient and accessible universal services of quality",

Acknowledging
the Consultative Committee's role as a key partner in efforts to foster innovation and promote the value and importance of the wider postal sector stakeholders,

Acknowledging also
the studies undertaken by the Consultative Committee in the wider postal sector to promote sustainable postal practices,

*Urges*

member countries to develop innovative postal products and services that meet the needs of postal users and help to strengthen the sustainability of postal operators,

*Invites*

the Postal Operations Council and the restricted unions:

- to promote the theme of "innovation" in their programmes and activities for the next four-year cycle ending with the 26th UPU Congress;
- to highlight best practices for innovative products and services at their meetings,

*Also invites*

the Postal Operations Council to incorporate in its work programme, studies and projects that identify and publicize the opportunities that modern technologies offer to postal business, including innovative hybrid mail solutions,

*Further invites*

member countries to share with all member countries information regarding innovative products, services and practices,

*Instructs*

the International Bureau, in support of the POC programmes, to:

- solicit information about new innovative products and services from member countries, designated operators and postal employees in these countries, and the Consultative Committee;
- disseminate information about best practices on innovation by various media employed by the Union.

(Proposal 43, Committee 7, 3rd meeting)

**Resolution C 45/2012**

**Future organization of UPU standardization activities**

Congress,

Having considered
the report of the Postal Operations Council on UPU standardization activities,

Having noted
the considerable achievements of the UPU Standards Board during the 2009–2012 period,

Aware
that standardization is a core activity of the UPU and a vital part of the functioning of the Union,

Recognizing
that standards will be a key pillar of the Doha Postal Strategy,

Also recognizing
the need to strengthen the role of the UPU in the development of standards for the postal sector,

Convinced
that the UPU should continue to play a leading role in postal standardization activities and should adopt a proactive approach in facilitating developments in this area,

Stressing
the importance of maintaining the UPU as the worldwide authority on postal standards,

Also aware
that standards are an important part of the field of interest of government representatives and regulators in UPU activities,

Further aware
of the role of new and emerging electronic services in modernizing the postal sector,

Convinced
that standards relating to electronic services will be increasingly relevant to the postal sector,

*Invites*

governments:

– to recognize the usefulness of UPU standards for improving the quality of postal services for their citizens;

– to participate actively in the UPU standards development process,

*Also invites*

designated postal operators:

– to use UPU standards in their mail handling operations;

– to participate actively in the UPU standards development process,

*Charges*

the Postal Operations Council with re-establishing standardization activities, with a view to:

– managing the process of development and approval of UPU standards;

– enabling postal services to raise their quality and efficiency and to increase interconnection between postal operators through the continued development, publication and implementation of new and existing standards;

– increasing the visibility of UPU standards among designated postal operators, especially those of developing countries, through the publication and wide circulation of UPU standards, and through targeted information campaigns;

– providing solutions which can be applied both to postal operators and other organizations in accordance with commercial, regulatory or legal decisions taken by the UPU's councils and by Congress;

– anticipating new areas in which standards may be required, including new and emerging electronic services;

– adapting working methodologies so as to promote greater openness, and wider participation by users, manufacturers, Consultative Committee members, representatives of various bodies of the Postal Operations Council and other stakeholders in standardization work,

*Further invites*

the Postal Operations Council:

– to create a body responsible for the handling of all UPU standardization activities (in cooperation with the other bodies of the UPU);

– to maintain, on an as-needed basis, a reporting link from this body to the Council of Administration;

– to maintain the basic operating policies for standardization activities, approved by the POC, and to have these carried out by the body responsible for the handling of all UPU standardization activities;

– to ensure synergies between the various bodies of the Postal Operations Council and the body responsible for the handling of all UPU standardization activities through continued participation by the chair of this body in POC Management Committee meetings,

*Instructs*

the International Bureau to ensure that the appropriate organizational structure is in place within the International Bureau to carry out all the necessary activities in support of the body responsible for the handling of all UPU standardization activities, and other activities related to standardization.

(Proposal 61.Rev 1, Committee 7, 3rd meeting)

**Resolution C 46/2012**

**Digital signature certification authority**

Congress,

Aware
that letter-post volumes are falling precipitously across the postal market,

Also aware
that with the expansion of the Internet, people are increasingly using e-mail to receive commercial documents such as bills, notifications, letters, business mailings and promotions,

Bearing in mind
that smartphones, which are becoming increasingly prevalent, allow people to access their e-mail from any location and at any moment,

*Recommends*

that the postal operators of Union member countries and territories request that the relevant authorities designate them as digital signature certification authorities, subject to the provisions in force in national and international regulations,

*Invites*

the Union's member countries and territories, once digital signature certification authorities are established, to develop or enhance electronic postal products to be offered to their customers,

*Urges*

the Union's member countries and territories to facilitate the introduction of these electronic postal services by using the standards, regulations and products developed by the Universal Postal Union.

(Proposal 75, Committee 7, 3rd meeting)

**Recommendation C 47/2012**

**Glossary of terms relating to quality management – Adoption of definitions of the ISO 9000 standard (Fundamentals and vocabulary)**

Congress,

Recognizing
the existence of international standards concerning best management practices in the field of quality, and their broad dissemination in the areas concerned, beginning with the ISO 9000 standards,

Aware
of the development of the concept of quality, and of models of quality management, as well as of the diverse definitions of quality which have appeared during the concept's development, proposed by the authors of various publications on the question,

Considering
the importance placed on quality of service by successive Congresses,

Also considering
that the ISO 9000 standards reflect a periodically updated international consensus, and make up a consistent set of standards for quality management systems, which facilitate mutual understanding in national and international commerce,

Further considering

– that the ongoing improvement of quality of service is based on the strengthening of the quality management systems of designated operators, as well as on the motivation and the development of the management ability of the staff concerned;
– that it is important to adopt a terminology already seen as standard by numerous businesses interacting with the postal logistics network to facilitate the integration of processing chains;
– that the very existence of this specific terminology in different languages helps to facilitate the adoption of concepts within quality management models which are useful to less developed Posts,

*Recommends*

that designated operators use the ISO 9000 standard (Fundamentals and vocabulary) in effect in the framework of their quality policy, as a source of principles for quality management systems, and of definitions for terms relating to these systems,

*Instructs*

the POC, in conjunction with the International Bureau:

– to ensure the compatibility of the terminology of the ISO 9000 standard (Fundamentals and vocabulary) with that of the glossary of postal terms published by the Union;
– to promote the incorporation of the ISO 9000 standard (Fundamentals and vocabulary) concepts and terminology into the activities of the Quality of Service Programme, particularly in those countries requiring greater development of their quality management system;
– to evaluate whether the ISO 9000 standard (Fundamentals and vocabulary) should be adopted as the reference text for definitions related to quality of service in the Union's documents and activities.

(Proposal 84, Committee 7, 3rd meeting)

**Resolution C 48/2012**

**Address infrastructure strategy**

Congress,

Considering
that addressing systems serve many uses and help to form the very basic infrastructure that enables society to function,

Mindful
that the experiences of countries provide examples of the many social benefits of a sound nationwide addressing system and reliable address data accessible to all, and that incorrect or incomplete addresses or the lack of an addressing system adversely affect the provision of public and private services and can have serious consequences, including the possible loss of life, whose value cannot be economically assessed,

Bearing in mind
that, in view of the measures adopted by previous Congresses, considerable effort has been made at international, regional and national level to underscore the importance of quality addressing and to develop and implement effective addressing systems in various countries,

Conscious
that the use of geo-referenced address databases has dramatically increased, particularly in public administrations, local communities and the business sector and that, when available, address data can be incorporated into many IT systems and products used by both the public and private sectors,

Noting
that, in order to implement this resolution, countries should be classified into categories based on level of development, particularly in relation to a best-case scenario that includes the presence of signage identifying street names and house numbers nationwide, a postcode system, addressing standards compliant with international standards (including UPU standards) and up-to-date geo-referenced address databases accessible to all through the use of various addressing tools,

Convinced
that the continued support and promotion of quality addressing and postcode systems is essential to the social and economic development of countries, and vitally important to Union activities,

*Urges*

– the governments of member countries that have not yet introduced an addressing system to:
  - develop the basic rules for creating a national register for address data accessible to all;
  - make the introduction of an addressing system (including the provision of practical instructions and allocation of necessary resources for national and local authorities and possibly designated operators) part of national policies,
– the governments of member countries that have partly introduced an addressing system to:
  - continue efforts to enable local authorities and postal operators to finalize physical and postal addressing nationwide;
  - endorse addressing standards that are in line with international standards;
  - adopt the use of technological addressing tools based on up-to-date information and geo-referenced addresses;
  - engage the business sector in developing, deploying and maintaining addressing tools,
– the governments of member countries that have a sound addressing system to:
  - support the development of such systems in other countries by sharing best practices and by co-financing projects through the voluntary funds;

- update national standards in line with international standards in order to increase the interoperability of data at international level and enable the creation of an international change-of-address system;
- provide universal access to the national address database, free of charge or at an affordable cost on the basis of fair and transparent terms and conditions, and in compliance with national laws,

the governments of all member countries to support the "Addressing the world – An address for everyone" initiative as a step towards achieving the Millennium Development Goals, particularly those relating to governance, the rule of law, democracy and the provision of basic services,

*Urges also*

the designated operators of member countries to:

– take necessary measures and allocate appropriate resources for developing and implementing a post-code system based on UPU recommendations;

– take actions to adopt postal addressing standards compliant with UPU standards S42 and S53;

– develop and maintain postal databases (to delivery point level where possible), and prepare the relevant technical documentation;

– provide universal access to postal databases free of charge or at an affordable cost on the basis of fair and transparent terms and conditions, and in compliance with national laws;

– develop a national change-of-address system and contribute to an international change-of-address exchange server;

– regularly provide the International Bureau (at least once a year and free of charge) with complete data and updates from their addressing systems and postcode files, together with all relevant technical documentation for general international distribution;

– maintain a permanent point of contact between the International Bureau and their national addressing service;

– promote the direct or indirect use of POST*CODE® databases, products and services;

– verify the accuracy of addresses on outward international items in order to reduce the amount of mis-sent mail;

– continue to support the Union's efforts to highlight the value of improved address quality, particularly by developing and promoting addressing products and services,

*Instructs*

the Postal Operations Council, in conjunction with the International Bureau, to:

– actively promote, through the "Addressing the World − An address for everyone" initiative, the value of an addressing system as part of a country's basic infrastructure;

– seek partnerships with relevant international donor agencies and other intergovernmental organizations for projects aimed at implementing and improving addressing systems at national and regional level;

– provide technical assistance to enable countries to introduce and make effective use of a quality addressing system (physical addresses, postcodes, postal standards, address databases and related tools), particularly by developing a national project or participating in a specific regional project as a way of increasing the reach of the postal market and as a responsibility of universal service providers in each country;

– provide continuing guidance to countries on the effective procedures and modalities of addressing projects, including benchmarking with best practices;

– continue to develop and promote addressing standards relating in particular to physical and electronic aspects of addressing, to facilitate the interoperability of data, in cooperation with the ISO and other relevant organizations;

– incorporate the postal addressing and other relevant addressing data of member countries into POST*CODE® products and services, while guaranteeing the protection of intellectual property and sources of income, where applicable;

– raise the profile of improved addressing quality, enabling the continued technological development of POST*CODE® addressing products and services and derived products, particularly by studying and developing innovative technical services and tools;

– develop delivery point database management software based on UPU standards S42 and S53, to be made available to designated operators as needed on a non-discriminatory basis;

– develop, subject to the availability of funding, an international change-of-address exchange server capability to be used by designated operators, other operators and trusted industry players on a reasonable and non-discriminatory basis, based on UPU standards making use of the secure UPU "dot.post" top-level domain, with data offered by universal service providers in accordance with applicable privacy regulations;

– inform and consult with the CA and the Consultative Committee on the development of addressing-related activities,

*Also instructs*

the Council of Administration to:

– monitor the progress of the "Addressing the world – An address for everyone" initiative;

– seek the commitment of governments to include addressing systems in their national policies;

– actively support the development and implementation of the goals established by this resolution,

*Invites*

the Consultative Committee to:

– actively contribute to achieving the goals set out in this resolution, particularly as they relate to the provision of knowledge and expertise from the perspective of customers and mailers and the determination of their needs regarding the use of addressing systems;

– develop a catalogue of business solutions and funding possibilities through public–private partnerships;

– foster dialogue with the relevant industry players to stress the importance of cooperation with countries in the development of national addressing systems.

(Proposal 91, Committee 7, 3rd meeting)

**Resolution C 49/2012**

**Implementation of electronic data interchange (EDI) supporting customs and transport security and other authorities**

Congress,

Bearing in mind
that expeditious customs clearance and secure transportation of postal items are essential components of the overall quality of international postal services, and that advance submission of information about postal shipments in an electronic format to Customs and other border or security authorities can accelerate the processing of postal items and enhance transportation security,

Aware
that ongoing changes to national or regional legislation and regulations in the areas of customs and transport security are increasingly requiring designated operators, both of origin and destination, to provide advance electronic information on inbound and outbound international postal items prior to receipt or dispatch of the items, for the purposes of customs clearance and aviation security,

Also bearing in mind
that the UPU membership needs to actively coordinate with national customs, border and aviation security authorities, or other competent authorities involved in the formulation, implementation and enforcement of such requirements,

Noting
that the use of electronic transmission of item-level information on postal items can benefit designated operators and customs or other security authorities by improving operations, expediting the flow of legitimate mail, reducing administrative costs and facilitating assessment procedures, while securing the international postal supply chain and enhancing the safety and security of international mail exchanges,

Mindful
of the close cooperation between the UPU and the World Customs Organization and others to support the secure importation and exportation of mail by developing global EDI messaging standards and protocols consistent with the guidelines outlined in the Framework of Standards to Secure and Facilitate Global Trade,

Acknowledging
that the postal sector, through the work of UPU bodies such as the EMS Cooperative, POC Committee 2 (Parcels), the POC C 2 Customs Group, the Telematics Cooperative, the C 1 Transport Group and the Postal Security Group, has successfully developed standards, applications and projects in support of the electronic transmission of data on international mail exchanges, and that these initiatives can support the standards and electronic systems needed by designated operators to meet the current requirements of the customs or security authorities responsible for the regulation of cross-border trade,

Understanding
that there remain disparate levels of resources, expertise, hardware and manpower amongst designated operators, which affect capacities for implementing advanced electronic data on mail items,

*Instructs*

the Postal Operations Council:

– to continue its efforts to develop and refine standards and procedures consistent with best practices or national legislation, taking into account data/privacy protection and postal secrecy for UPU postal EDI messaging, through the Standards Board, in cooperation with the World Customs Organization and other international organizations, such as IATA and ICAO;

– to support, while mindful of the interests of postal users, the operational implementation by designated operators of advance Customs–EDI transmissions of CN 22/CN 23 information for postal items as part of a UPU response to the requirements being made of the postal sector;

– to ensure that designated operators understand that the UPU does not control national security legislation but is cooperating with the relevant international organizations and countries to ensure a uniform approach to pending requirements that takes into account the desirability of global standards and varying degrees of capabilities among its members;

– to support the fulfilment of these requirements of the postal sector, in a phased-in manner as far as possible, taking into account the different types of mail and the different capabilities of industrialized and developing countries, and to establish a timeline by which these designated operators, so identified, shall commence the required transmissions by a date or dates commencing in 2013;

– to draw up a plan with timelines, in conjunction with the relevant POC groups, regional bodies and other stakeholders and, in consultation with the UPU–WCO Contact Committee and other groups, to build the capacity of those designated operators whose capabilities for implementing electronic customs manifest formalities are identified as needing further development, and to empower them to

commence transmissions at a later date, including a plan for financing in a sustainable manner the capacity-building measures and electronic tool usage needed.

(Proposal 31.Rev 1, Committee 7, 4th meeting)

**Resolution C 50/2012**

**Cooperation with the airline industry**

Congress,

Recalling
that the cooperation between the UPU and IATA, which has existed for more than half a century, is in the best interests of both organizations,

Aware
that the UPU signed a new memorandum of understanding with IATA in March 2007, laying foundations for a strategic and solid partnership between the two organizations,

Noting
that a comprehensive Airmail Work Plan has been designed by the IATA–UPU Contact Committee in the light of the above MoU,

Also noting
that studies are being carried out by the IATA–UPU Contact Committee to realize the objectives set out in the Airmail Work Plan,

Considering
that efforts to speed up and simplify the transmission and handling of airmail should be continued,

Realizing
that airlines and postal operators should focus more on standardization and on an increased use of electronic data interchange (EDI) to improve the quality of service and security of international mail,

Recognizing
that the rapid and reliable movement of mail and the consistent and accurate reporting of mail movement status are in the common interest of both designated operators and airlines,

Certain
that the important work being undertaken by the IATA–UPU Contact Committee will yield beneficial results for both organizations, thus bringing about qualitative changes in the airmail sector,

*Instructs*

the Postal Operations Council to take measures to continue collaboration with the airline industry, to find common opportunities for improvement, and to undertake new initiatives, notably by reconstituting the IATA–UPU Contact Committee and ensuring that all matters pertaining to the two organizations are dealt with through this Committee,

*Also instructs*

the International Bureau, without prejudice to the role and mission of its Director General, to support and facilitate the specific mission assigned above to the Postal Operations Council.

(Proposal 34, Committee 7, 4th meeting)

**Resolution C 51/2012**

**Cooperation with the civil aviation sector**

Congress,

Noting
that transportation is a critical link in the mail supply chain, and needs to be performed to the highest safety and security standards,

Also noting
that the UPU needs to understand and ensure compliance with the rules governing the civil aviation sector, as they provide the context for the transport of mail,

Recognizing
that the UPU needs to ensure that the rules governing the civil aviation sector meet the needs of the postal sector,

Also recognizing
that the International Civil Aviation Organization (ICAO), a United Nations specialized agency, is the natural partner for the UPU in civil aviation matters related to mail,

Aware
that the UPU signed a memorandum of understanding with ICAO in August 2009, laying foundations for a strategic and solid partnership between the two organizations,

Also aware
that the existing collaboration in the fields of statistical analysis, safety and security has proved very effective and augurs well for further developments,

Considering
that an increasing number of critical issues related to transportation safety and security have arisen and need thorough analysis and solutions that require a more formal and stable structure for cooperation,

Also considering
that the coherence of the regulations, standards, recommendations and guidance promulgated by the two organizations is in the best interest of their members,

Convinced
that increased collaboration with the civil aviation sector will yield beneficial results for both organizations, thus bringing about a safer and more secure and efficient airmail sector,

*Instructs*

the Postal Operations Council to take measures to increase collaboration with the civil aviation sector, to find common opportunities for improvement, and to undertake new initiatives, notably by establishing an ICAO–UPU Contact Committee and ensuring that all matters pertaining to the two organizations are dealt with through this Committee,

*Also instructs*

the International Bureau, without prejudice to the role and mission of its Director General, to support and facilitate the specific mission assigned to the Postal Operations Council.

(Proposal 35, Committee 7, 4th meeting)

**Resolution C 52/2012**

**Activities relating to operations and accounting**

Congress,

In view of
the work and findings of the Operations and Accounting Review Group, created in response to Bucharest Congress resolution C 33/2004 and reconstituted via resolution C 25/2008 of the 24th Congress,

Recognizing
the continuing need to modernize processes relating to operations and accounting between designated operators and between designated operators and carriers, for all classes of mail (letter post, parcel post and EMS) and for both terminating and transit/transport accounting processes,

Noting
the relevance of the related work being done in the area of data governance and data systems and in many other areas of Union activity,

Further noting
that any modernization of operational and accounting processes will involve an extensive review of the relevant regulations, requiring close collaboration between the groups concerned,

Aware
of the achievements of the Operations and Accounting Review Group in harmonizing operational processes and regulations in collaboration with other POC groups,

*Instructs*

the Postal Operations Council to continue activities relating to operations and accounting, focusing on efforts to:

– rationalize and harmonize relevant regulations and forms for both letter post and parcel post, liaising towards this end with other POC groups;

– extend the coverage and quality of PREDES messaging with a view to paperless operations and accounting for terminating mail of all classes;

– develop the regulatory framework and the operational capability to achieve paperless operations and accounting for closed transit mail of all classes;

– develop reporting capability to enable designated operators to use global PREDES/RESDES data for business purposes, including service improvement and operational network volume analysis;

– work with the entities responsible to harmonize the relevant processes and operational capability for establishing full connectivity between the QCS and CAPE databases.

(Proposal 60.Rev 1, Committee 7, 4th meeting)

**Resolution C 53/2012**

**Development of supply chain standards for the postal sector**

Congress,

Acknowledging
that the provision of quality universal postal services relies upon a secure and efficient postal network,

Further acknowledging
that the modern Post will be dependent on a harmonized approach to the protection of employees, property and mail,

Noting
the need to develop and maintain consumer trust and to secure electronic communications,

Further noting
that the development of standards is an integral component in improving the interoperability, quality and efficiency of the three-dimensional postal network,

Recognizing
the need for a recognized international physical screening standard to ensure the safety of the postal supply chain,

Cognizant
of the International Civil Aviation Organization's Annex 17 – Security, Safeguarding International Civil Aviation Against Acts of Unlawful Interference,

Aware
of the World Customs Organization's development of the SAFE Framework of Standards to Facilitate Global Trade,

Also aware
of the development of regional and international cargo supply chain security models which do not adequately address the operational needs of the postal sector,

Understands
the complexity of the international mail transportation network and endorses the development of security measures based on a risk analysis of the current threats and vulnerabilities and the certification and accreditation of systems,

Recognizes
the need for the Universal Postal Union and its members to be proactive in the development of security-related standards which are dedicated to the postal sector and harmonized with the relevant ICAO security measures,

*Endorses*

the development of minimum security standards and procedures to facilitate the overall security of the international mail transportation network as a requirement at critical facilities within the postal network,

*Instructs*

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to manage the progressive implementation of supply chain standards for the postal sector – S58: General security measures, and S59: Security of office of exchange and international airmail.

(Proposal 62.Rev 1, Committee 7, 4th meeting)

**Resolution C 54/2012**

**Enhanced information regarding transit policy, procedures and charges**

Congress,

Noting
the provisions regarding transit policy, procedures and charges in the Letter Post Regulations and Parcel Post Regulations, particularly the requirements in articles RL 261 and RL 262 of the Letter Post Regulations regarding the publication of compendia, manuals, tables and documents to assist member countries in the implementation of these provisions,

Aware
of the existing publications relating to transit policy, procedures and charges, such as the Statistics and Accounting Guide, the List of Airmail Distances, the Transit Manual, the CN 68 General List of Airmail Services and the CP 81 and CP 82 tables,

Taking into account
that, while accounting procedures for the transit of letter post and parcel post differ in some aspects, it would be beneficial to harmonize these procedures as much as possible,

*Instructs*

the Postal Operations Council, in conjunction with the International Bureau, to:

– review the relevant provisions of the Acts to ensure the uniformity and clarity of transit-related terms;
– review the instructions for preparing the CP 81 and CP 82 tables in order to promote greater uniformity in their preparation by member countries and ensure that these tables clearly reflect the closed transit charges and missent rates applicable;
– enhance the Statistics and Accounting Guide by including in it additional examples of parcel post accounting procedures and more detailed information and examples regarding the policies and procedures involved in preparing CP 81 and CP 82 tables, including information on parcels in transit à découvert and missent items;
– review developments relating to the handling costs of transit mail, including parcels in transit à découvert and missent items, and consider how this information could be incorporated into instructional material and forms provided to designated operators for guidance on settlement;
– design a web-based interface on the UPU website that would enable designated operators to quickly access and update transport information, drawing from the information and procedures in the Statistics and Accounting Guide, the List of Airmail Distances, the Transit Manual, the CN 68 General List of Airmail Services, the CP 81 and CP 82 tables and other UPU documents relating to the provision of transit services.

(Proposal 77, Committee 7, 4th meeting)

**Resolution C 55/2012**

**Work relating to customs matters**

Congress,

Noting
that customs processes form an integral and important part of the postal supply chain which facilitates free and secure global trade,

Further noting
the important nature of the work being carried out by the Customs Group since its reconstitution at the 2008 POC as a forum where postal specialists can work on customs-related issues, with the inclusion of the WCO–UPU Contact Committee providing opportunities for strong collaboration between the two organizations to address issues of common interest and concern,

Considering
that in the area of customs matters, there is a need:

– to closely follow new developments relating to customs regulations for international mail which affect UPU customs procedures;

– to develop and maintain standards for UPU Customs–EDI messaging and to promote the exchange of EDI messaging data between Posts and between Posts and customs authorities;

– to enable capacity building in electronic customs messaging;

– to leverage changes in the customs area across the mail chain to improve security and address supply-chain security concerns;

– to expand the use of the Postal Export Guide, which is an information system providing UPU member countries and their postal operators with an electronic tool to ascertain whether the intended exports are prohibited, restricted or admitted in the country of destination;

– to further improve compliance with customs declarations and UPU customs procedures;

– to seek ways of reducing the number of paper copies required with multiple-part UPU customs declarations forms (notably form CP 72, which often requires the use of a CP 91 envelope);

– to study, in collaboration with the World Customs Organization and, as appropriate, border control authorities, opportunities for reducing the number of customs declaration forms affixed to mail items in cases where electronic customs information has already been transmitted to the appropriate authorities;

– to continue its efforts, in cooperation with the World Customs Organization and other stakeholder groups associated with cross-border exchanges of postal items, to review the standards and procedures entailed in the postal customs model, and to develop and enhance those standards as necessary and, with specific reference to the WCO, initiate a review and joint action with the WCO for purposes of accelerating accession of member states to the WCO Revised Kyoto Convention and special annex J2 on postal matters;

– in concert with the various bodies of the Postal Operations Council, to initiate a review of the current customs-related regulations found within the UPU texts, for the purpose of aligning them to the existing and future needs of stakeholders, and develop and implement the necessary changes to existing regulations to transform existing paper-based processes to processes that are more efficient, through the use of electronic and automated technologies;

– to strengthen capacity-building activities among UPU member countries by developing e-learning courses and implementing training workshops at regional level;

– to continue to operate effectively with stakeholders in combating infringements of intellectual property rights in relation to postal traffic;

– to develop facilitative customer tools such as returns solutions, duty estimation and prepayment tools, and other initiatives that respond to mailers' needs,

Convinced
that achieving the above-mentioned objectives should be considered a priority in the context of the Doha Postal Strategy and in order to sustain the exchange of international mail under the distinct legal framework facilitated by the UPU Acts and Regulations,

Further convinced
that having as the UPU authority on customs matters a group of postal specialists who can also represent the postal sector at the WCO–UPU Contact Committee (the joint forum between Posts and customs authorities) will facilitate the achievement of these objectives,

*Instructs*

the Postal Operations Council, in collaboration with the International Bureau, to take all necessary measures to implement the objectives listed under "Considering" in this proposal, as well as the customs action areas outlined in Congress–Doc 23c.Annex 1, to re-establish a UPU customs function within its structure, and to re-establish the UPU–WCO Contact Committee in order to continue the collaboration between the two organizations and pursue joint actions in areas of common interest.

(Proposal 32.Rev 1, amended by proposal 90, Committee 7, 4th meeting)

**Resolution C 56/2012**

**Work relating to transport issues**

Congress,

Noting
that transportation is a critical link in the mail supply chain, and needs to be performed to the highest safety and security standards,

Also noting
that, since its constitution after the 2008 Congress, the work of the Transport Group has provided the postal network with increased visibility and reliability, and has contributed to streamlined operations with carriers,

Considering
that the dissemination of best practices is a key factor in the effort to improve transport operations and better manage relations with carriers,

Also considering
that regional sessions should be conducted within the framework of existing quality of service activities, in order to:

– share and promote best practices;
– discuss regional issues and identify potential solutions for the benefit of all categories of designated operators,

Convinced
that increased collaboration and a cross-functional approach between all groups involved in the postal supply chain is a key factor of success for the Postal Operations Council to fulfil the needs expressed above,

*Instructs*

the Postal Operations Council to:

– further develop the smart convergence of cargo and mail processes, recognizing the unique status mail holds under the UPU Convention, and to keep up with positive evolutions in the cargo industry while keeping and even reinforcing elements that are essential to mail;
– further improve the visibility of mail while in transport through increased synergies with carriers and use of EDI messaging;
– further increase the reach of the postal network by improving the conveyance methods available to designated operators and developing use of the postal air waybill number;

– further develop paperless transport operations to increase reliability and efficiency of handover operations;
– further improve the legal context of transport operations by revising the framework for a service agreement between designated operators and carriers;
– closely follow up on, proactively respond to and plan compliance with changes in regulations affecting transport operations;
– address issues related to safety and security of mail transportation, allowing compliance with international regulations while preserving features critical to mail operations;
– develop a regional approach, in coordination with the restricted unions and taking into consideration existing initiatives, in order to treat and resolve the regional problems linked to transport, and to promote best practices;
– reconstitute a transport function within its structure, adapting it to enable a more interdisciplinary approach to the mail logistics chain.

(Proposal 33, amended by proposal 100, Committee 7, 4th meeting)

**Resolution C 57/2012**

**Future work on the terminal dues system for 2018–2021**

Congress,

Considering
the mandates given by the 2004 and 2008 Congresses to ensure that the remuneration systems to be proposed to the 25th Congress promote fulfilment of the obligation to provide universal service and preserve the integrity of the postal network,

Recognizing
that the financial relations between designated operators should take into account the environment in which the Posts operate, particularly as regards the opening of postal markets to competition,

Recalling
that the provisions of the Convention concerning terminal dues contain transitional arrangements leading to the adoption at the worldwide level of the target system, which is characterized by country-specific, cost-based remuneration principles,

Aware
that the target system offers important development opportunities to the countries themselves and to the universal postal system as a whole through the link between terminal dues and quality of service and through the implementation of a quality measurement system,

Recognizing also
that the special situation of countries in the transition system needs to be considered very carefully so that these countries join the target system gradually and in a way that the development opportunities offered therein are ensured and the risks of negative impacts are minimized,

Noting
the results of the studies on market conditions, customer needs and impacts of terminal dues and tariff increases on designated operators,

Taking into account
regulatory requirements and customer interests,

Mindful
of the need to seek compatibility between the remuneration aspects of letter-post services and the rules of the World Trade Organization,

Recognizing further
that the objective of fully applying the provisions of the target system to all countries, by the recommended deadline of 31 December 2017, requires transitional measures for new target and transition system countries (classified by the 2008 Congress into groups 1.2, 2, 3, 4 and 5),

Mindful also
of the conclusions of the external study, which found that certain provisions of the transition terminal dues system (such as the compound rate) constitute a serious challenge to postal development,

Recognizing in addition
that the Quality of Service Fund is an important resource for improving the quality of postal services provided by countries in the transition system,

Considering further
that the work should be organized in a way that will allow the associated costs to be contained,

*Instructs*

the Council of Administration to:

– ensure that affordable universal service and the integrity of the postal network are maintained;

– continue the process of gradually applying country-specific, cost-based principles for the remuneration of letter-post exchanges at the worldwide level;

– pursue the objective and process of gradually applying target system principles to new target countries for the 2018–2021 period, while ensuring that transitional measures to mitigate financial impacts are taken. Due consideration should be given to eliminating inconsistencies in the transition terminal dues system, which hamper postal development;

– assess the possibilities and propose conditions and measures that will allow group 4 and 5 countries to benefit from application of the basic provisions of the target terminal dues system during the 2018–2021 period;

– ensure, in coordination with the POC, that countries in groups 3, 4 and, especially, 5 benefit from development projects, namely quality improvement projects financed through the QSF. To that end, a report containing an assessment of development projects implemented during this cycle and a proposal for the next cycle will be submitted to the 26th Congress;

– propose a timetable or a transition principle for the full application of target system provisions by countries in groups 1.2, 2, 3, 4 and 5, taking into account the experience gained from previous transitions of countries as well as the market, customer and financial impacts involved;

– review the methodology for the classification of countries, more particularly revising the methodology for low-volume small island developing states and landlocked developing countries, taking into account the possible impacts of their transition to the target system,

*Also instructs*

the Postal Operations Council to carry out the following work:

– regarding the terminal dues model:

  - conduct a cost study aimed at establishing the relationship between domestic tariffs and the cost of processing inward international mail;

- review the formula for converting the domestic tariffs of destination countries into terminal dues rates based on an accurate linearization methodology, taking into account the special situation of countries whose domestic tariffs are set on a social basis and do not cover the cost of providing inbound letter-post delivery services, and in particular taking into consideration format-separated terminal dues rates and the possible use of lower rates for non-priority mail;
- assess the impact of the new terminal dues rates on markets and designated operators;
- propose remuneration for other services (such as registered and insured letters);
- propose changes to the systems applied for the remuneration of international postal items in the destination country, with a view to their harmonization;
- examine access pricing as an alternative remuneration system;
- study the possibility of applying parts of the target system provisions by the transition countries on a voluntary basis.

– regarding statistics, accounting and operations:
  - develop operational, statistical and accounting procedures that are relevant to the terminal dues system;
  - develop operational, accounting and statistical procedures to complete the implementation of format separation of mails;
  - study the use of receptacles other than bags and its implications, including the question of gross and net weights and the management of such receptacles;
  - carry out a study on the transportation costs associated with surface mails in transit and propose land and sea transport rates to the 2014 POC;
  - review the provisions on the definition of bulk mail in the Letter Post Regulations, taking into account the reasons for their adoption and experiences resulting from their application;
– regarding the quality of service link:
  - review the provisions governing the link between terminal dues and quality of service with respect to bonuses and penalties as well as applicable standards and targets;
  - propose a timetable for the participation of designated operators in the measurement system based on the timetable for the transition of countries to the target system;
– regarding the quality of Service Fund: ensure that appropriate levels of contributions are assigned to the countries most in need;
– report to the Council of Administration on the progress of the terminal dues work,

*Further instructs*

the International Bureau to:

– carry out the studies provided for in the work assigned to the CA and POC;
– implement the terminal dues system for the 2014–2017 period;
– support the work assigned to the CA and POC;
– update the Operations and Accounting Guide for terminal dues and transit charges, and undertake training activities for countries/regions in need;
– update the Transit Manual on a yearly basis;
– review the postal development indicator.

(Proposal 37, Committee 5, 4th meeting)

**Resolution C 58/2012**

**Definition of a sanctions mechanism for non-payment of ongoing, long-term debts related to general accounts (CN 52) between designated operators**

Congress,

Having noted

– that the official collection methods do not produce the desired results among countries with long-standing debts, despite the fact that the CN 52 accounts were duly accepted by the designated operators;

– that certain designated operators have debts in arrears dating back over 25 years on international accounts,

Aware
that neither the Acts of the Union nor the Regulations provide for a specific mechanism to address this situation,

*Instructs*

the Postal Operations Council to:

– carry out a study for the purpose of considering the inclusion in the Letter Post and Parcel Post Regulations of a sanctions mechanism to address the situation;

– present the mechanism during the next cycle with a view to a rapid implementation.

(Proposal 63, Committee 5, 5th meeting)

**Resolution C 59/2012**

**Future strategy of the Telematics Cooperative and financing of its activities**

Congress,

Recalling

– resolution C 27 of the 1994 Seoul Congress, resolution C 52 of the 1999 Beijing Congress, resolution C 66 of the 2004 Bucharest Congress, and resolution C 53 of the 24th Congress held in Geneva, concerning Union activities in the field of EDI exchanges from 1995 to 2012;

– the success of telematics activities since 1994, and in particular the large, and steadily growing, number of designated operators that have willingly joined the Telematics Cooperative;

– the widespread adoption of UPU information technology solutions among all members, from the least developed countries to the industrialized countries,

Aware

– of the strategic importance of UPU telematics activities for all Union member countries;

– of the fact that the telematics network infrastructure and activities are crucial for further improving postal products and services, for maintaining a quality universal service obligation, for further postal developments in the information society, for reducing the digital divide between members, and for helping to solve some important problems such as the future of the universal service and the question of remittances for migrant workers, at both the domestic and international levels,

Noting

– the establishment, through the efforts of the Telematics Cooperative, of an interconnected worldwide network linking all players in the logistical chain: designated operators, Customs and airlines, as well as other international organizations;

– that this electronic network infrastructure and the state-of-the-art IT solutions owned by the UPU and affordable for all members ensure electronic exchange capability between all members and the automation of important postal operational processes irrespective of their postal development status, and hence provide the possibility of further quality and service enhancements to postal services that would not otherwise be possible;

– that the Telematics Cooperative carries out significant work to support members not only in areas closely related to the adoption and deployment of UPU information technology solutions, but also in the field of operational consulting and monitoring activities, so as to encourage them to adopt best practices for the improvement of postal operational processes and related electronic infrastructures, particularly in the developing and least developed countries;

– the work in the advanced electronic services area, which aims to develop UPU information technology systems in support of secure Internet-based postal services such as postal registered electronic mail, and other systems related to radio frequency identification standards, e-shopping and the .post platform;

– the support provided by the Telematics Cooperative to other UPU bodies in the strategic area of electronic data interchange standards, and through its active participation in other projects not directly linked to UPU information technology solutions, from which all Union member countries stand to benefit,

Noting also

– the inability of the Telematics Cooperative to finance tasks not directly related to development, deployment, operation and support of UPU information technology solutions from fees received for product maintenance, network services, assistance missions, product development or the member contributions;

– that the required funds to enable research, development and marketing of new high-potential postal products and services need to come from external resources,

Considering
the digital divide in terms of operational development and differences in the development levels of members,

Recognizing

– the achievements of the Cooperative to date and its efforts aimed at improving and developing information technology solutions in support of postal services (Congress–Doc 28.Rev 1);

– the fact that the strategy of the Telematics Cooperative (Congress–Doc 28.Add 1) and its activities must not only support the Doha Postal Strategy but must also be deemed essential to its implementation;

– The need to continuously improve the UPU information technology solutions and to fulfil customers' requirements for both maintenance and support in a reasonable timeframe,

Convinced
that the development gap can be reduced by technical cooperation activities aimed at:

– making the same state-of-the art IT solutions and infrastructure usable by, and affordable to, all members;

– providing ongoing support and advice on business and operational matters;

– supporting the provision of a worldwide electronic infrastructure such as .post, in order to give every citizen and small, medium or large business the possibility of participating in global trade exchanges in a trusted environment verified by Union member countries' designated operators,

Noting with satisfaction
the strategy approved by the Telematics Cooperative for the 2013–2016 period (Congress–Doc 28.Add 1),

*Instructs*

the Council of Administration to:

– continue to finance, through the Union's regular budget, the institutional support costs connected with maintaining the Postal Technology Centre (or an equivalent structure) as a unit of the International Bureau, including dedicated premises, administrative and logistical services, translation services, interpretation services during UPU meetings, the production and dispatch of documents, staff management and financial management and legal services, and all other International Bureau costs concerning the Postal Technology Centre (or an equivalent structure) which do not appear in the latter's internal budget;

– continue to finance, through the Union's regular budget, Telematics Cooperative activities not closely linked to the development and use of standard UPU information technology solutions, insofar as such activities are formally authorized and are consistent with the respective mandates and objectives of the Telematics Cooperative and UPU projects, as defined by the permanent bodies of the Union;

– supervise Telematics Cooperative finances through the examination and approval of the International Bureau's budget and annual accounts (comprising also detailed financial information on revenues and expenses for each UPU information technology solution), as well as the presentation of a detailed report to the next Congress on the financing of the Telematics Cooperative,

– continue to exercise its competency in all matters of principle and governance concerning the functioning of the Telematics Cooperative, including the supervision of any aspects related to the implementation of the Doha Postal Strategy, insofar as they are specifically linked to Telematics Cooperative activities.

*Also instructs*

the Postal Operations Council to:

– continue to exercise its competency for all strategic matters concerning Telematics Cooperative activities;

– present a report to the next Congress on the progress of telematics activities;

– continue to supervise and approve the Telematics Cooperative's specific operating rules, in order to ensure that they are consistent with the relevant matters of principle and governance adopted by the Council of Administration,

*Further instructs*

the International Bureau to:

– provide for and maintain any internal structures (such as the Postal Technology Centre or an equivalent structure) deemed necessary for the implementation of strategies approved by the Telematics Cooperative, giving due regard, to the extent possible, to the organizational flexibility needs of such a structure in the light of information technology market conditions, without prejudice to the relevant functions of the Council of Administration and Director General of the International Bureau on matters of administration and human resources management;

– continue to promote the activities of the Telematics Cooperative and encourage designated operators to join it and to contribute actively to its activities.

**N.B. –** This document was submitted to the 18th Telematics Cooperative General Assembly held during the 2012 POC session.

(Proposal 9.Rev 2, Committee 7, 5th meeting)

**Resolution C 60/2012**

**EMS Cooperative**

Congress,

Recognizing

– that EMS is offered, on the basis of article 14 of the Universal Postal Convention, and the EMS Standard Agreement (Congress–Doc 22), by the great majority of designated operators of member countries and territories as an integral element of the postal offer, effectively complementing the traditional range of letter-post and parcel-post services;

– that EMS has considerable commercial and strategic importance for postal services and for their customers;

– that in most member countries and territories EMS is the only practical and affordable means of providing universal access to international express services for the private customer and many small enterprises,

Noting
the progress and achievements of the EMS Cooperative, as a structure within the POC, providing a global focus to allow the worldwide EMS network to better meet the needs of postal customers,

Affirming
the need for the UPU to continue to support ongoing EMS activities, particularly for those UPU members that are not members of the EMS Cooperative,

Acknowledging
that the EMS Cooperative is financed by its members and that it pays for all EMS programmes and activities for members and non-members, including all direct staff costs, from its own budget,

Further acknowledging
that the EMS Cooperative programmes and activities benefit the UPU by sharing information and experience and by leading new efforts which are emulated by other groups in the areas of quality of service measurement, customer service approaches, and the use of technology and training,

*Decides*

to continue to finance, through the UPU budget, the institutional and other support costs of maintaining the EMS Unit as an integral part of the International Bureau. The costs to be supported shall include those for the accommodation of the EMS Unit; its office and IT services; logistic support – including production and distribution of documents; translation and interpretation for UPU meetings; personnel and financial management support; legal advice, and any other costs incurred by the International Bureau in respect of the EMS Unit which are not currently allocated to EMS chapters in the UPU Programme and Budget,

*Charges*

– the EMS Cooperative, under the POC:
  - with maintaining, within the framework of the UPU strategy, its responsibilities for all operational, commercial, technical and economic matters concerning EMS, having authority to make and amend EMS recommendations and establish EMS standards in all these areas, taking into account directives from the UPU bodies;
  - with presenting an annual report to the POC and, where appropriate, to the CA;

– the POC with presenting a report to the next Congress on the progress of EMS activities and their financing,

*Instructs*

the International Bureau to:

– continue to provide support to the EMS Cooperative by covering all its institutional and other support costs as specified in this resolution, without cost to the Cooperative;

– ensure that designated operators which are not members of the EMS Cooperative continue to benefit from UPU EMS programmes and publications;

– continue to promote EMS activities for those designated operators which are not members of the Cooperative.

*Asks*

member countries and territories whose designated operators are not EMS Cooperative members to join the Cooperative on the basis of the excellent results achieved (see Congress–Doc 22).

(Proposal 11.Rev 1, Committee 7, 5th meeting)

**Resolution C 61/2012**

**Continuation of the work on postal revenue protection**

Congress,

Taking account
of the report submitted by the Consultative Committee on its 2009−2012 activities (Congress−Doc 13),

Considering
that postal revenue protection is an integral part of the security of the global supply chain of designated operators (DOs) and represents good commercial practice,

Aware
that, as shown by UPU studies, leakages of postage revenue may significantly reduce DOs' cross-border and domestic mail revenue, thereby hampering their ability to reach their financial targets, fund their universal service obligations and meet customers' needs,

Also aware
that several DOs have successfully reduced such risks by identifying and measuring leakages, introducing effective processes, controls, technologies, training programmes, and creating teams dedicated to postal revenue protection,

Recognizing
that the development of technologies relating to the identification, tracking and sorting of individual mail items (e.g. intelligent mail), helps DOs to protect postage revenue along the processing chain in a measurable way by making mail manifesting, sorting, and billing more reliable, and forecasting more accurate and less prone to errors and fraud,

Noting
that, since the last Congress, effective cooperation has been established between the Consultative Committee, UPU member countries and a range of stakeholders, including wider sector organizations and companies, the POC Postal Security Group and the restricted unions, around the shared goal of raising awareness of the importance of postal revenue protection, supported by joint activities such as operational reviews and regional workshops,

Also noting
that UPU member countries have expressed a need for additional UPU assistance in implementing operational activities, such as certification programmes, pilot tests and assistance in setting up postal revenue protection teams,

Mindful that
new activities should be funded primarily from extrabudgetary resources,

*Instructs*

the Postal Operations Council, in consultation with the Consultative Committee, to continue revenue protection activities involving UPU member countries and wider sector participants, with an emphasis on:

- the continuation, on an as-needed basis, of a range of activities aimed at raising awareness of postal revenue protection among senior managers of Posts and sharing best practices;
- the development and implementation, subject to the availability of extrabudgetary resources, of new optional services, such as an audit and compliance programme aimed at measuring, on request, the quality of designated operators' postal revenue protection processes;
- the development, also subject to the availability of extrabudgetary resources, of pilot tests and other operational projects aimed at reducing postage leakages in a proven, measurable way, demonstrating that investing in postal revenue protection activities makes commercial sense,

*Invites*

the Postal Operations Council, when establishing these activities,

- to extend participation to the wider sector including, but not limited to, CC members and other individual stakeholders;
- to seek synergies with the POC groups responsible for postal security, standards and operational efficiency,

*Also invites*

the International Bureau, in support of these activities, to develop partnerships with the restricted unions and, as far as possible, with other international postal organizations with a view to contributing to the implementation of regional strategies.

(Proposal 44, Committee 7, 5th meeting)

**Recommendation C 62/2012**

**Drug trafficking and money laundering via the Post**

Congress,

Aware
that the security of postal employees and customers is the main priority worldwide, and that Posts are at risk of their services being used by criminal organizations to illegally send and transport psychotropic substances and/or narcotics, as well as to launder money,

Also aware
that, in order to guarantee the free circulation of postal items, it is necessary to implement security measures throughout the postal logistics chain, in accordance with prevailing standards, to use appropriate models to raise awareness among postal users, and to forge strategic alliances with specialized organizations countering drug trafficking and money laundering,

Considering
that it is primarily the responsibility of each country's police and financial intelligence units to define the actions required for taking preventative measures against these illegal acts and to suppress them by law, the member countries and territories should liaise with these entities in order to optimize the measures taken,

*Recommends*

that Union member countries:

– introduce security measures at counter inspection points, domestic sorting centres and offices of exchange/airmail centres;
– forge strategic alliances with monitoring organizations;
– establish general postal security regulations;
– implement campaigns to raise awareness among users of the combatting of drug trafficking and money laundering;
– provide continuous training to security personnel;
– cooperate with national and international authorities involved in combatting drug trafficking and money laundering, in particular through the post,

*Urges*

the restricted unions, as far as they are able, to facilitate and guide the implementation of the guidelines set out in this recommendation.

(Proposal 76, Committee 7, 5th meeting)

**Resolution C 63/2012**

**UPU development cooperation policy for 2013–2016**

Congress,

Having examined
the joint reports presented by the Council of Administration, the Postal Operations Council and the International Bureau on development cooperation in the Universal Postal Union,

Noting
the positive results from the implementation of the development cooperation programme during the period 2009–2012, particularly the achievements within the framework of regionalization of development cooperation and, at national level, the integrated postal reform and development plan,

Also noting
the contribution made by regional project coordinators to the implementation of cooperation policy in the field, particularly with regard to the management and coordination of projects stemming from regional development plans to help developing countries implement the objectives of the Nairobi Postal Strategy,

Aware
that, through the development of a three-dimensional global postal network (physical, electronic and financial), the UPU is called upon to play an even more active role in the service of its member countries,

Convinced
of the need to include the Union's development cooperation policy within the framework of the Doha Postal Strategy,

Stressing
the positive results obtained by the International Bureau during the 2009–2012 period through its new policy for the mobilization of resources from public, private, international, regional and national funding sources,

*Decides*

i to use the regional approach, in the form of regional development plans and projects, as a key tool for implementing the Union's development cooperation policy in the field during the 2013–2016 period, within the framework of the Doha Postal Strategy;

ii to continue efforts on behalf of developing countries, by helping them to implement postal reform, particularly by means of integrated postal reform and development plans;

iii to help designated postal operators acquire the structures needed to provide quality universal postal service and improve their position in the domestic postal market;

iv to continue to provide assistance to the least developed countries and countries in special situations, in the form of business plans and national multi-year integrated projects, also taking into account the priority needs of other developing countries;

v to take account of the particular characteristics of island and landlocked countries in formulating and implementing technical assistance programmes;

vi to continue to develop training programmes, particularly distance training, focusing in particular on areas involving the transfer of know-how and the exchange of good practices;

vii to maintain the UPU presence in the field in the current form, using a standardized, common methodology, and adapting it to the needs involved in implementing the regional approach and to the financial options for development cooperation;

viii to improve the effectiveness and impact of the UPU's efforts in the field, by implementing tailored mechanisms for monitoring and for evaluation of cooperation activities, and by fostering the exchange of best practices;

ix to support the efforts of countries and the International Bureau to obtain funding for the postal sector from financing institutions to enable them to carry out investment projects and projects to modernize postal services;

x to strengthen partnerships with training institutions and UN agencies in the field of development cooperation, examining the possibility of UPU participation in the United Nations Evaluation Group;

xi to strengthen the emergency assistance procedure through the UPU Emergency and Solidarity Fund (ESF) adopted by the 2010 CA,

*Invites*

– countries receiving assistance to mobilize their human, financial and material resources in order to take ownership of the projects of which they are beneficiaries and, in a spirit of good governance, to make the best possible use of the assistance provided them;

– the restricted unions to support the joint implementation of regional development plans and provide the necessary resources for this purpose;

– the industrialized countries and other donors to provide assistance and support with the implementation of regional development plans by supplying expertise and financial resources;

– all Union member countries to contribute to the Special Fund, in order to provide funding for technical assistance activities, particularly in the area of training,

*Instructs*

the Council of Administration and the Postal Operations Council to take appropriate measures to ensure the implementation of Union development cooperation policy and the optimal use of funds allocated to beneficiary countries, and, in particular:

– to set the total budgetary credit earmarked for development cooperation in the Programmes and Budgets for 2013–2016 at a level at least matching that set for the 2009–2012 period;

– to draw up the development cooperation programme for 2013–2016 on the basis of the Doha Postal Strategy, the priorities and concrete indicators resulting from the regional prioritization process put in place in cooperation with the restricted unions, and the content of this resolution,

*Also instructs*

the International Bureau to:

– initiate the process and obtain the necessary resources to ensure a Union presence in the field during the period 2013–2016, according to the needs of the regional approach and the resources available for development cooperation;

– ensure better coordination with the QSF Board of Trustees to exploit synergies between QSF projects and other development cooperation projects, to help countries receiving development assistance take advantage of UPU funding possibilities in the area of development assistance;

– continue and expand the resource mobilization activities launched during the 2009–2012 period, so as to obtain support for the development cooperation policy from international, regional and national financial backers,

*Further instructs*

the Council of Administration, the Postal Operations Council and the International Bureau, each within its area of expertise, to take into account the transversal role of development cooperation with the aim of strengthening the exchange of information and cooperation between the various Union bodies in their work on behalf of Union member countries, particularly developing countries.

(Proposal 39, Committee 8, 1st meeting)

**Recommendation C 64/2012**

**Initiatives for the study of sustainable development and development cooperation measures to make postal organizations more resistant to major disasters**

Congress,

Recalling
recommendation C 27/2008 entitled "Initiatives for the sustainable reduction of the negative environmental impact of the postal sector", and resolution C 34/2008 entitled "Work on sustainable development" adopted by the 2008 Congress in Geneva,

Underscoring
the need to promote sustainable development to prevent natural disasters linked to climate change, and to reduce the impact of postal activities on the global environment,

Understanding
that any actions to protect the environment will contribute significantly to not only reducing the risk of natural disasters, but also improving sustainable development, thus bringing about economic, environmental and social benefits,

Noting with satisfaction
the positive results of the work of the Joint CA/POC Committee 2 (Development and Cooperation) Sustainable Development Project Group in the areas of raising awareness and evaluating and mitigating the harmful impacts of postal activities on the environment, through the organization of a number of regional seminars and workshops during the 2008–2012 period,

Appreciating
the efforts made by the International Bureau in developing a number of projects and tools for member countries, including an inventory of greenhouse gas emissions and a compendium of designated operators' best environmental practices,

Taking into account
resolution CA 2/2010 concerning the creation of a UPU Emergency and Solidarity Fund for countries affected by natural disasters and/or in special situations, and resolution CA 1/2011 concerning the rules for the administrative management of the Fund,

Considering
that a number of member countries and their citizens have been severely affected by natural disasters, including major earthquakes, typhoons, tsunamis, cyclones, floods, droughts, etc., which have caused widespread destruction and long-term interruption of postal services,

Recalling
the invaluable lessons learned by all UPU member countries from the Japan earthquake and tsunami on 11 March 2011, an unprecedented natural disaster that devastated the eastern part of the country,

Strongly convinced
of the undeniably important role that the postal services can play as a means of communication and settlement, particularly in the wake of major disasters such as the Japan earthquake,

Recognizing
that sound data is critical for the taking of precise and timely development and investment decisions,

Also considering
the importance of maintaining and enhancing postal services in the face of energy shortages caused by disasters,

Further considering
the importance of prevention and risk management activities and the need to ensure the continuity of postal operations in times of disasters,

*Recommends*

that the Council of Administration conduct a study on the feasibility of establishing a UPU policy on risk reduction and management and emergency assistance activities to enable the International Bureau and Union member countries and their designated operators to take the following initiatives aimed at making postal organizations more resistant to disasters:

– promote and introduce more energy-efficient buildings and vehicle fleets to maximize postal service performance with a view to better managing and responding to energy shortages caused by disasters;
– provide assistance for the restoration of basic postal services in times of disasters;
– establish disaster management and infrastructure resilience and reconstruction plans;
– establish postal service contingency and business continuity plans and enhance risk management skills, building upon the experience of the Japan earthquake;
– evaluate and mitigate the impacts of postal activities on the environment;
– provide crisis management training to postal employees;
– closely monitor data losses, including on a small scale and for localized disasters.

(Proposal 56.Rev 2, Committee 8, 2nd meeting)

**Resolution C 65/2012**

**Financing of the UPU Emergency and Solidarity Fund**

Congress,

Having examined
the report submitted by the Council of Administration concerning the emergency assistance provided by the UPU between 2005 and 2012,

Recognizing
that natural disasters have been occurring with increasing frequency and intensity in recent years, resulting in many injuries and deaths, serious economic damage, and considerable material losses, including in the postal sector,

Noting with satisfaction
the measures taken by the UPU bodies, in particular by the International Bureau in cooperation with member countries, restricted unions and other partners, to assist Union member countries affected by natural disasters and/or in special situations,

Noting in particular
the decision taken by the Council of Administration in 2010 to set up a permanent mechanism to finance emergency assistance in the form of the UPU Emergency and Solidarity Fund (ESF),

Also noting
that the ESF is primarily financed through voluntary contributions from donors and unused credits from contributions to emergency assistance projects assigned prior to the creation of the ESF,

Concerned
by the fact that sources of funding for the ESF remain relatively limited and that the funds collected are insufficient to cover the increasing requirements in terms of emergency assistance or to ensure the quick allocation of emergency assistance resources,

Believing
that regular financing for the ESF is necessary and that other sources of funding should be explored,

*Invites*

UPU member countries, restricted unions and partners concerned to make voluntary contributions to the ESF and to play a role in ensuring sustainable financing for the ESF,

*Encourages*

UPU member countries to issue postage stamps with a surcharge, the income from which could be paid into the ESF,

*Decides*

– that 1% of the regular Union budget shall be withdrawn annually during the 2013–2016 cycle to guarantee minimum long-term funding of the ESF,
– that the Council of Administration should carry out a study to explore other sources of funding for the ESF,

*Instructs*

the Council of Administration and the International Bureau to take the necessary steps, within their respective areas of responsibility, to ensure that the decisions taken are implemented with immediate effect.

(Proposal 40, amended by proposal 80, Committee 8, 2nd meeting)

**Resolution C 66/2012**

**Work on sustainable development**

Congress,

Welcoming
the outcome of the Rio+20 United Nations Conference on Sustainable Development,

Reaffirming
all the principles of the 1992 Rio Declaration on Environment and Development, including the principle of common but differentiated responsibilities, as set out in its principle 7,

In view of
the positive results of the work of the Sustainable Development Project Group between 2009 and 2012,

Aware
that sustainable development is an essential element for the modernization and liberalization of the postal sector, safeguarding workers' social rights, improving social dialogue with stakeholders and reducing the negative environmental impact of postal activities,

Considering
that it is important to continue the efforts made to promote sustainable development and social responsibility in the postal sector by conducting campaigns to raise awareness of environmental issues and leading actions to encourage social dialogue and protect or improve the health of postal staff, as well as the efforts made to promote gender equality and diversity by advocating the adoption of ethical policies,

Also considering
that the activities of the network of national correspondents need to be maintained,

Also aware
that it is essential to strengthen the excellent cooperation with the United Nations Environment Programme, the International Labour Organization and UNAIDS, so as to achieve the objectives set and validate the actions carried out and the results obtained,

Further aware
that it is essential to develop new partnerships, in particular with other United Nations agencies, the private sector, subcontractors of postal operators and non-governmental organizations,

Convinced
of the need to strengthen ties with the restricted unions to increase their role at the regional level,

Recognizing
that the environment is a growing issue in customer purchasing behaviour and in Posts' development strategies, meaning in particular that Posts need to develop environmentally and socially responsible procurement policies,

Also recognizing
the importance of reducing the negative environmental impact of postal activities by providing the postal sector with a set of tools to measure and reduce greenhouse gas emissions, using as a reference the inventories and studies conducted by the UPU and improving those instruments, and by continuing the studies and actions undertaken to provide access, particularly for developing countries, to funding mechanisms in the area of sustainable development,

Further recognizing
that the International Bureau should serve as a showcase for sustainable development for UPU member countries and, as such, should continue its efforts to achieve climate neutrality by regularly measuring and reducing its environmental impact,

Recognizing in addition
the need to pursue the campaign to raise the awareness of postal workers on how HIV/AIDS is spread, to extend this campaign to non-communicable diseases, and to promote gender equality, diversity and social dialogue, on the basis of the action plan adopted by the ILO and the UPU and the cooperation with UNI Global Union,

Recognizing moreover
the power of the postal network, given the number of post offices and their close dealings with populations, making it possible to launch other awareness campaigns on health and the environment through new partnerships,

Taking into account
the urgent need to use sustainable development as a driver of performance to optimize the postal network in least developed countries, by improving the quality and sustainability of postal services and guaranteeing the diversification of products and services offered to individuals and businesses,

Recognizing lastly
that sustainable development has become an essential element of postal development, and that to guarantee the quality and sustainability of postal operations it is necessary to take economic, environmental and social/ societal factors into consideration, leading to the conclusion that the work on sustainable development must be carried forward, with a view to continuing the activities to implement the actions referred to above,

*Instructs*

the relevant councils to take the necessary measures to achieve the following objectives:

– Reduce the negative environmental impact of postal activities by providing postal operators with a set of tools for measuring and reducing the sector's greenhouse gas emissions;
– Continue studies and actions to provide access, particularly for developing countries, to funding mechanisms in the area of sustainable development;
– Continue efforts to help the UPU International Bureau achieve climate neutrality;
– Strengthen cooperation with UN agencies, such as the United Nations Environment Programme and the International Civil Aviation Organization;
– Continue the campaign to raise awareness of how HIV/AIDS is spread;
– Use the expertise and contacts gained through the HIV/AIDS campaign to extend the UPU's commitment to the fight against new pandemics and non-communicable diseases;
– Renew the studies on the implementation of the 20 priority actions for the postal sector;
– Pursue the implementation of the action plan developed by the International Labour Organization and the UPU to promote full and productive employment and decent work;
– Continue cooperation with UNI Global Union;
– Promote the adoption of environmentally and socially responsible procurement policies among designated operators;
– Give impetus to the network of national correspondents for sustainable development,

*Also instructs*

the International Bureau to implement the decisions taken in this area by the UPU bodies.

(Proposal 08, amended by proposals 96 and 98, Committee 8, 2nd meeting)

**Resolution C 67/2012**

**Quality of Service Fund**

Congress,
Having examined the report submitted by the Postal Operations Council on the progress of the Quality of Service Fund (Congress–Doc 30 and Add 1),

Noting
that in its 10 years of activity, the QSF has launched more than 600 projects which have had a substantial impact in terms of improving the quality of the mail service in over 200 beneficiary designated operators,

Observing
that, through the volume of financial resources released, the Fund has become a vital component in the Union's development cooperation system,

Aware
that the Fund's innovative structures and operating rules have enabled the Board of Trustees, with the support of the International Bureau and in collaboration with the restricted unions, to manage the Fund's financial resources effectively and foster close regional cooperation, as demonstrated by the regional and global projects,

Concerned
that, despite the changes in the method of calculating QSF contributions introduced by the 24th Congress, the revenues generated do not appear to adequately address the service quality investment costs of the least developed countries (LDCs) and certain countries in a special position,

Bearing in mind
the need to rationalize and expedite the use of all the resources available, and the ongoing concern to ensure the overall coherence of the Union's activities, more specifically in the area of development of service quality for international mail with focus on performance measurement and evaluation and enhancement of network operations,

Persuaded
that the efforts made by the Board of Trustees and the Postal Operations Council with the support of the International Bureau to optimize and simplify the Fund's rules must be continued, as must the efforts to coordinate the formulation, monitoring and evaluation of QSF projects,

Confident
that extending the trust's duration and guaranteeing the funding for its activities for 2014 to 2017 would be fully consistent with Objective 1 of the Doha Postal Strategy and would constitute a major source of funding for activities related to the fields described in article 7.2.1 of the QSF Deed of Trust,

Convinced
that, depending on the decisions taken on terminal dues and assuming that international mail flows remain stable, it would be desirable that the level of annual financing generated by the Fund between 2010 and 2013 be maintained, as far as possible, from 2014 to 2017,

*Decides*

– that the date for dissolving the Trust, which is currently set at 31 December 2016, shall be postponed until 31 December 2020;

– that the link between the Fund and terminal dues shall be maintained;

– that QSF projects should continue to focus on improvements in the quality of service of beneficiary designated operators, particularly the quality of letter-mail flows subject to terminal dues;

– that the Fund's objectives and the fundamental responsibilities of the Board of Trustees as the Trust management body reporting to the POC shall remain unchanged for the period 2014–2017;

– that the QSF work on improving the quality of the universal postal service in the beneficiary designated operators shall continue during the 2014–2017 period;

– that low-volume, low-revenue countries should be additionally supported through improved synergies of the QSF with projects financed by other budgets, in order to maximally benefit from available funds;

– that countries that have achieved high quality levels and still continue to receive large QSF contributions should be invited to consider reallocating some of their assets to countries that continue to receive very low QSF contributions;

*Instructs*

– the Postal Operations Council to produce, on the basis of recommendations formulated by QSF stakeholders, updates to the Deed of Trust, the Project Management Manual and the Financial Management Manual, bearing in mind the need to:

  - take account of the Congress decisions, in particular those concerning the lists of QSF settlor and beneficiary designated operators, as well as the level and method of calculating QSF contributions, and other relevant Congress decisions;
  - analyse and adapt, as necessary, existing QSF provisions;
  - facilitate access to Fund resources and accelerate the submission of project proposals and use of available QSF funds by introducing further flexibility in the rules and procedures applicable to the operational and financial management of QSF projects, including for regional and global projects;
  - facilitate the submission and implementation of projects relating to quality measurement systems such as the global monitoring system endorsed by the UPU and those decided by the beneficiary designated operators;
  - prioritize the QSF to a shorter list of categories for projects eligible for financing, using a top-down approach that reinforces the development and implementation of a national quality development plan, for example;
  - undertake a comprehensive prospective study in order to present proposals on the evolution of the QSF to the 26th UPU Congress, taking into account changes to terminal dues provisions and other domains having an impact on the QSF,

– the International Bureau:

  - to continue to provide the secretariat so that the Board of Trustees is able to administer the QSF accounts during the 2014–2020 period;
  - in view of the Doha Postal Strategy and its implementation (including regional development plans) to take into account the benefits of aligning QSF projects with other relevant projects assisting improvements to the postal networks and the formulation of coherent regional and global QSF projects, and possibly in conjunction with multi-year integrated projects (MIPs);
  - to provide the support necessary for the successful execution of the comprehensive prospective study on the future of the QSF.

(Proposal 15, Committee 8, 3rd meeting)

**Resolution C 68/2012**

**Study of the use and definitions of terms and expressions in the Acts of the Union**

Congress,

Being aware
of the existence of many terms and expressions used in the provisions of the Acts of the Union, and their important legal implications,

Acknowledging
that it is very important that all legal terms be clearly defined and used in a consistent manner in all the provisions of the Acts, thus ensuring the legal clarity of the texts and helping all Union member countries to interpret the Acts easily and without ambiguity,

Recognizing
the need to organize all these definitions in a single article to ensure better understanding by Union member countries,

*Instructs*

the Council of Administration, in conjunction with the International Bureau:

– to review and study the collection of terms and expressions in the Acts, particularly in the Constitution and the Convention, in order to ensure the coherent use of the terminology in the Acts;

– to include, in that study, issues raised in proposals 10.1B1, 10.1B.2, 20.1.3 and 20.1.8, which were withdrawn for further study by Committee 3;

– to submit proposals to the next Congress.

(Proposals 70, 71 and 82 (merged), Committee 3, 1st meeting)

**Resolution C 69/2012**

**Report on the accounts of the regular budget of the Universal Postal Union for the 2007–2011 period**

Congress,

In view of:

a the Report on the Finances of the Union (Congress–Doc 35);

b the report of its Finance Committee (Congress–Doc 37),

*Notes*

the accounts of the Universal Postal Union for the 2007–2011 period, and gives final discharge to the bodies responsible.

(Congress–Doc 35.Annex 1, Committee 2, 1st meeting)

**Resolution C 70/2012**

**Report on the annual extrabudgetary accounts of the Universal Postal Union for the 2007–2011 period**

Congress,

In view of:

a the Report on the Finances of the Union (Congress–Doc 35);

b the report of its Finance Committee (Congress–Doc 37),

*Notes*

the extrabudgetary accounts of the Universal Postal Union for the 2007–2011 period, and gives final discharge to the bodies responsible.

(Congress–Doc 35.Annex 2, Committee 2, 1st meeting)

**Resolution C 71/2012**

**Aid provided by the Government of the Swiss Confederation in the field of the Union's finances**

Congress,

Having examined
the Report on the finances of the Union (Congress–Doc 35),

*Expresses*

its gratitude to the Government of the Swiss Confederation for:

i the generous aid it provides to the Union in the field of finance by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;

ii its willingness to cover temporary financing shortfalls by making the necessary short-term advances, on conditions which are to be fixed by mutual agreement.

(Congress–Doc 35.Annex 3, Committee 2, 1st meeting)

**Resolution C 72/2012**

**Period covered by the financial decisions taken by the 25th Congress**

Congress,

Having examined
the Report on the finances of the Union (Congress–Doc 35),

In view of the fact
that the financial resources must be allocated on the basis of the Programme and Budget stemming from the Doha Postal Strategy covering the period from 2013 to 2016,

*Decides*

that the financial system shall cover the period of execution of the strategic plan for 2013–2016.

(Congress–Doc 35.Annex 4, Committee 2, 1st meeting)

**Resolution C 73/2012**

**Period covered by the financial decisions taken by the 25th Congress**

Congress,

Having examined:

– the report on the finances of the Union (Congress–Doc 35);
– the International Bureau's report on the setting of the expenditure ceiling for the 2013–2016 financial period (Congress–Doc 38.Add 1),

Considering
that the financial resources for the future must be allocated on the basis of the programmes and budgets stemming from the Doha Postal Strategy covering the period from 2013 to 2016,

*Decides*

that the financial system will cover the period of implementation of the Doha Strategy 2013–2016.

(Congress–Doc 38.Add 1.Annex 4, Committee 2, 1st meeting)

**Resolution C 74/2012**

**Management of staff of the International Bureau of the Universal Postal Union**

Congress,

Noting
the importance placed on human resource management by the bodies of the Union,

Stressing
that the staff of the International Bureau is a key element to the successful implementation of the Union's activities,

Considering
the results of the work of the CA Committee 3 Human Resources Reflection Group during the 2008–2012 cycle (CA C 3 2011.1–Doc 23.Rev 1),

Recalling
the outline of the human resources annual report adopted by the Council of Administration,

Also considering
all the applicable provisions regarding the management of UPU International Bureau staff, including regarding gender balance and geographic distribution,

*Instructs*

the Council of Administration:

– to study the necessary measures to expand outreach to attract highly qualified and talented applicants who have significant experience in the relevant sectors with a view to achieving the widest possible gender balance and equitable geographic distribution with regard to staffing at the International Bureau;

– to continue studying, during the next cycle, issues related to the employment conditions of International Bureau staff (in the light of the information collected on core and non-core contracts), the granting of contracts for an indefinite period, and staff performance appraisals and training,

*Also instructs*

the International Bureau:

– to continue monitoring the best practices of comparable organizations in the United Nations common system through relevant inter-agency networks and bilateral cooperation;

– to publish each year an updated organizational chart of all International Bureau staff, together with an annual report on human resources, including any pertinent information on the best practices of comparable UN organizations;

– to ensure, in collaboration with the Postal Operations Council, the alignment of the posts and structure of the International Bureau with the Doha Postal Strategy and the finances available, in compliance with the relevant provisions of the Union's General Regulations, in particular articles 106 and 127.

(Proposal 36, Committee 2, 2nd meeting)

**Resolution C 75/2012**

**Disclosure of audit reports of UPU projects, activities and finances**

Congress,

Aware
that the finances of the Union have been the subject of external audits for many decades, and that internal auditing is a management function that was introduced to the International Bureau in the 1990s,

Recognizing
that the emerging trend among international organizations towards greater transparency with respect to audits, financial reporting, risk management and internal controls has strengthened accountability and increased public confidence,

Conscious
that several other UN organizations are poised to begin publishing, on a publicly available website, documentation regarding their regular financial and programmatic audits,

*Instructs*

the Council of Administration to study the conditions whereby internal audit reports might be made available to member countries, taking account of the practices observed in other specialized agencies of the United Nations.

(Proposal 83.Rev 1, Committee 2, 2nd meeting)

**Resolution C 76/2012**

**Establishment of a voluntary carbon offset system for designated operators of UPU member countries**

Congress,

Recalling
the adoption of recommendation C 27/2008 (Initiatives for the sustainable reduction of the negative environmental impact of the postal sector) and resolution C 34/2008 (Work on sustainable development) at the 24th Congress in Geneva in 2008,

Recalling also
the adoption by the 2007 Council of Administration, in the area of sustainable development, of 20 priority actions for Posts to develop according to their respective national legislation,

Recognizing
the importance of the United Nations Framework Convention on Climate Change,

Considering
that the aforementioned framework in no way excludes other voluntary actions implemented in parallel,

Welcoming
the efforts of the UPU International Bureau to measure and help designated operators of Union member countries to reduce their impact on the environment, and in particular to reduce the impact of postal activities on climate change,

In view of
the results of the work of the Sustainable Development Project Group on the relevance of a carbon offset system for the postal sector, in other words for the designated operators of Union member countries,

Considering also
that a carbon offset system for the postal sector would enable operators to offset, on a voluntary basis, their greenhouse gas emissions, particularly carbon dioxide ($CO_2$), while investing, as a priority, in postal projects meeting the criteria of offset projects, and would benefit developing Posts by enabling the financing of projects linked to energy efficiency or reduction of emissions or environment improvements that could not otherwise be carried out,

Taking into account
the fact that, on a voluntary basis and in line with their national legislation, postal operators could contribute to the offset system, in the first instance by setting up a fund, and then by offsetting their emissions, with each designated operator able to use the offset system alongside its own emission-reduction initiatives, and each designated operator free to decide how to use the carbon credits provided by the system (needs of the organization, products for customers, or both),

Realizing
that those participating in such a system would first need to make every effort to reduce greenhouse emissions as far as possible, with offsetting being the last resort,

Believing
that the benefits for the postal sector could be many, particularly in terms of the positioning of the sector as a committed player in the fight against climate change, and as one of the first sectors in the world to develop its own offsetting tools,

Convinced
that the system could be of interest both to designated postal operators in industrialized countries, enabling them to achieve their reduction objectives while also putting in place offset projects on a voluntary basis, and

to developing countries, through the funding of offset projects within their postal activities (renewable energy, clean transport, paper recycling, improved efficiency of electrical and water systems, etc.), while taking account of the challenges of climate change (adaptation and $CO_2$ reduction scenarios), and of sustainable development in general,

Aware
of the importance of using existing, internationally recognized methodologies to put such a system in place, but also of developing methodologies or adapting them to the postal sector,

Bearing in mind
the legal opinion of the International Bureau presented during the April 2011 Council of Administration session, through document CA C 2 SDPG 2011.1–Doc 4c, and the fact that, while the UPU, under the Acts that govern it, has no legitimacy or competence to create, organize or manage a carbon offset fund, such a system may be created using other methods external to the UPU, in compliance with national legislation,

*Instructs*

the Postal Operations Council to raise awareness among designated operators of the benefits of creating and participating in a voluntary carbon offset system for the postal sector.

(Proposal 64, amended by proposal 97, Committee 8, 4th meeting)

**Resolution C 77/2012**

**Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes**

Congress,

Having adopted
the provisions of the Union's new terminal dues system,

Considering
that 24th Congress resolution C 18/2008 approved the methodology for the classification of countries for terminal dues and QSF purposes and its application on a four-year classification cycle basis as of 2010,

Taking into account
the updates and complements to this methodology introduced by the CA during the 2009–2012 period based on previous Congress mandates,

Reiterating
the position of the last Congress that the need for preferential terminal dues rates decreases with the country-specific potential to self-finance postal development and increases with the country-specific difficulties in serving the postal territory and with the postal service level provided,

Noting
that the gross national income per capita reflects the potential to self-finance postal development and that the average costs per letter reflect the difficulties in serving the postal territory,

Bearing in mind
that the special needs of small countries/territories, i.e. small island developing countries/territories and land-locked countries/territories in similar circumstances, have to be fully taken into consideration,

Recognizing
the special needs of least developed countries for preferential treatment,

Noting also
the request submitted by the United Arab Emirates, approved by the 2012 CA, to add the following text, alongside the listing of the United Arab Emirates: "During the 2014–2017 period, the provisions applicable to a new terminal dues target system country shall be applied to the United Arab Emirates, while this country shall remain in group 1.2 for the purposes of the Quality of Service Fund and the terminal dues link to quality of service",

Bearing in mind also
that the request of a country to apply provisions other than those pertaining to the group in which it is classified based on the postal development index falls under the provisions of section III of the classification methodology concerning appeals,

Further noting
the uncontested request to the CA by Palestine to be included in the classification list for terminal dues and QSF purposes,

*Decides*

– to approve the updated methodology for the classification of countries for the 2014–2017 period, as described in Annex 1;

– specifically concerning the case of the United Arab Emirates, regardless of the provisions in the methodology for the classification of countries for the 2014–2017 period, to allow that country to apply the same terminal dues rates as countries classified in Group 3 for the cycle 2014–2017, with that country applying the provisions pertaining to countries in Group 1.2 for the purposes of the Quality of Service Fund and the terminal dues link to quality of service;

– to approve the classification of countries for terminal dues and QSF purposes, in the groups shown in Annex 2; the provisions concerning terminal dues rates and levels of contribution and access to QSF funds are specified in the Convention,

*Authorizes*

the Council of Administration to:

– decide on the temporary downward reclassification of countries due to war or extremely severe economic crisis;

– hear any appeals and issue a decision no later than the CA session of 2013, following the process described in the classification methodology (section III) in Annex 1.

(Proposal 38, Committee 5, 2nd meeting)

*Annex 1*

**Country classification methodology for the future terminal dues system – Updated proposal for the 25th Congress**

## I. Introduction

1 The present document describes the methodology approved by the 24th Congress for the classification of countries for terminal dues and Quality of Service Fund purposes, with some adjustments decided by the CA. The business rules approved by the 24th Congress have been integrated into this document. The methodology and business rules are also applicable to the classification proposal submitted to the 25th Congress.

## II. Methodology for the classification of UPU member countries

2 The methodology is essentially based on the postal development indicator (PDI). The PDI is then applied following a hierarchical approach for the listing of countries in groups using as reference the current target system countries and the United Nations Economic and Social Council (ECOSOC) classification of least developed countries (LDCs). Small-island developing states (SIDS) and land-locked developing countries (LLDC) status is also taken into account.

*A. Postal development indicator (PDI)*

3 The PDI includes a macroeconomic part, the gross national income (GNI) per capita, and a postal-specific part, the normal letter unit cost.

4 The GNI per capita is an indicator of the average annual income available to an inhabitant of the country in question. For given normal letter unit costs, it is true that the higher the GNI per capita, the more developed the country, and the higher its rank in the country classification.

5 The normal unit letter cost indicates, in terms of resource requirements (man-years per letter), the difficulties in serving the postal territory, given the level of postal services offered. This cost encompasses all financially relevant aspects of processing and delivering a letter and automatically weights them appropriately. For given GNI per capita, it is true that the higher the normal unit costs, the less developed the country and the lower its rank in the country classification.

6 A common reason for high unit costs in many developing countries is low volumes that imply high fixed costs per letter. In contrast, many developed countries benefit from low fixed costs per letter due to high volumes (economies of scale).

7 The mechanism related to normal unit costs works as follows: other things being equal, greater difficulties in serving the postal territory means:

– higher normal unit costs;

– a decreased reciprocal of normal letter unit costs;

– a decreased PDI value;

– a decreased rank in the PDI country classification.

8 The total normal costs in terms of full-time staff are determined by econometric regression, using as variables:

– for fixed costs: the population with home delivery, the surface area and the country characteristics (i.e. island);

– for variable costs: the number of letter-post items.

Total normal costs = a1 x weighted number of letters + a2 x surface area +
a3 x (population x percentage of home delivery) +
a4 x (population x percentage of home delivery x island-dummy)

9 The coefficients a1, a2, a3 and a4 reflect the importance of the respective variable for total costs. They are estimated using the least squares method.

10 The normal costs of the letter-post activity are derived by applying the following adjustments to the regression coefficients above:

– The variable cost coefficient a1 is adjusted by multiplying it by the world-average income percentage of the letter-post. This adjustment reduces world-average total variable costs per letter to the world-average letter-specific variable costs per letter.

– The fixed costs coefficients a2, a3 and a4 are adjusted by multiplying it by the country-specific income percentage of the letter post divided by the sum of the country-specific income percentages of the letter post and of parcels and logistics. This adjustment reduces total country-specific network fixed costs to country-specific and letter-specific network fixed costs.

11 The letter-post normal unit cost for each country is calculated as the ratio between the letter-post normal costs and the weighted number of letter-post items.

12 Furthermore, for SIDS (small island developing states) and small LLCs (land-locked countries) in similar circumstances, the normal unit cost obtained is adjusted upward (in every single case by 15% at least). The agreed definition of small land-locked countries in similar circumstances is as follows:

– "small" = not larger than the largest SIDS;

– "similar circumstances" (compared to SIDS) = DC status (developing country).

Therefore, the special treatment will be granted to all land-locked developing countries not larger than the largest SIDS.

13 The PDI is obtained by applying the following formula:

– PDI = (1 - $\alpha$) x postal-specific part + $\alpha$ x macroeconomic part = (1 - $\alpha$) x (normalized (1 / normal unit costs)) + $\alpha$ x (normalized GNI per capita) where each part is normalized to a value between 0 and 1 according to the following formula: normalized value = (value - minimum)/(maximum - minimum).

14 The relative weight of the macroeconomic part, that is $\alpha$, is 75%. Correspondingly, the relative weight of the postal-specific part is 25%. The greater weighting importance of the macroeconomic part is due to the fact that it constitutes a decisive classifying factor for both sides of the international postal process (inbound and outbound), whereas the postal-specific part concerns the inbound side only.

*B. Hierarchical approach – comparative classification*

15 The PDI values calculated as above are compared with the PDIs of countries in the current target system and with those of LDCs, following the ECOSOC classification.

16 Countries are classified in five groups, with the most developed countries in Group 1 and the least developed countries in Group 5:

a Group 5 – all LDCs.

b Group 1 – all remaining countries with a PDI value higher than the minimum PDI of current target system countries (where the minimum PDI is determined without regarding territories that are in the current target system). This rule was only valid for application for the 2008 classification.

c Group 2 – all countries not in Group 1, 4 or 5 and with tariffs above the average tariffs of Group 1 countries. This rule was only valid for application for the 2008 classification.

d Group 4 – all countries not in Group 1, 2 or 5 and with a PDI below the maximum PDI of Group 5. However, the maximum value of the postal development indicator (PDI) in Group 5, used for purposes of classification in Group 4, should not include the highest PDI value of countries found to be eligible for graduation from the list of least developed countries (LDCs) prepared by ECOSOC.

e All remaining countries will be placed in Group 3.

17 The reclassification of countries will take place according to the following rules:

i A 10% margin above the group threshold will be allowed before countries are classified in the upper group.

ii An LDC losing that status will be classified in Group 3 or 4, depending on its PDI.

iii There is no automatic downward reclassification, except temporary downward reclassification due to war or extremely severe economic crisis, following a CA decision.

iv A review of the classification will take place every four years where the structural PDI parameters stemming from the cost regression are taken from the initial classification without change.

## III. Appeals against classification

*Appeal to account for anomalies or inconsistencies in individual country classification cases*

18 The first type of appeal can be triggered by possible anomalies or inconsistencies in the application of the classification methodology. This type of appeal should be accompanied by sufficient evidence from official national or international sources supporting the reason for the request. It should propose specific alternative information or data that would replace those that caused the anomaly or inconsistency. Deviations from the data originally used in the classification must be clearly documented by the appealing country and submitted to the International Bureau for verification and validation. Any reclassification based on alternative information should not impact upon the classification of countries that did not submit a request for appeal.

*Appeal to reclassify countries which can prove with well-argued evidence that there are valid reasons why their right to be kept in the transition system should be preserved*

19 A second type of appeal corresponds to a member country's appeal to be kept in the transition system. This appeal must be accompanied by sufficient evidence and analysis to show that there are valid reasons (referring for example to the situations described in resolution C 17/2008) why their right to be kept in the transition system should be preserved. The appeal should take into consideration the areas where differentiated treatments are applied between target, new target and transition system countries in the UPU terminal dues system. These are the terminal dues rates applied, the obligation to link terminal dues to quality of service, and the payable and receivable QSF amounts.

*Assessment of the appeal*

20 The International Bureau, based on the information supplied by the interested country and depending on the type of appeal, will check the information, make a technical assessment, recalculate the postal development indicator (PDI) if necessary, and check or make a financial impact analysis if required.

*Deadlines*

21 An appeal for reclassification can be examined no later than the first CA session after Congress. Therefore, any such appeal, accompanied by complete relevant supporting data and information, must reach the International Bureau two months before the opening date of the session. The International Bureau's technical analysis of appeals received will be made available to CA members no later than two weeks in advance of the beginning of the CA session.

*Duration of reclassifications*

22 Any reclassification decided by the CA as the result of an appeal of the first type will be valid for the entire cycle.

*Requests for reclassification due to war or extremely severe economic conditions*

23 A country may request a temporary downward reclassification due to war or extremely severe economic conditions. The request should specify the group to which the country proposes to be reclassified and substantiate the reason given for the reclassification request. It should be documented with verifiable supporting data and information.

24 Such request could be received and examined by any CA session. The two-month deadline before the beginning of the relevant CA session for receipt of such requests also applies.

25 The International Bureau's technical analysis of requests received will be made available to CA members no later than two weeks in advance of the beginning of the relevant CA session.

26 Any temporary downward reclassification decided by the CA will be valid for two years at the most, with a possible extension after that period upon a new decision by the CA, but not beyond the end of the cycle.

## IV. Business rules for the application of the classification methodology

*General rules*

27 Classification for the years n+2, n+3, n+4 and n+5 (i.e. a four-year classification cycle) is established during the year n and based on the most recent data available, i.e. using macroeconomic data for n-2, postal and geographic data for n-1 and tariff data for n. If a variable value is missing, the most recent value available for the country in question will be used instead.

28 The four-year classification cycle means that a finalized classification for the years 2014, 2015, 2016 and 2017 is decided by the 2012 Congress, using macroeconomic data for the year 2010, and postal and geographic data for the year 2011. In case of missing data, the above rule will be applied.

## V. Detailed list of classification variables and parameters with data requirements, sources and business rules

*Population*

29 Data for the year n-1 and n-2 is required. The source is UN statistics.

*GNI per capita*

30 Data for the year n-2 is required. The source is the World Bank, and the total GNI used is computed according to the Atlas method (GNI in USD).[1]

31 In the case of missing GNI for the year n-2, any earlier value used will be "updated" to the n-2 period by multiplying the value in question by the world GNI growth factor for the relevant period.

32 The population used to compute the GNI per capita must correspond to the number of inhabitants during the year n-2, in order to ensure consistency with the GNI figure.

33 In cases where the GNI is not available, not even from other recognized sources (e.g. UN statistics), the GNI per capita is estimated on the basis of the GDP per capita for non-least developed countries (LDCs) (e.g. GNI = GDP); for LDCs, the GNI per capita is estimated by the GDP per capita of that LDC multiplied by the LDC average of the ratio between the GNI per capita and the GDP per capita.

*Surface area*

34 Data for the year n-1 is required. The surface area is to include land and sea in order to reflect the particular difficulties of multiple-island states.

35 The source is UN statistics, provided that they include the sea area. Otherwise, other recognized sources (e.g. the country's government data) will be used.

*Items (mail volume)*

36 Data for the year n-1 is required, as well as data for 2003 and 2004 (alternatively, data for the years preceding 2003).

37 The source is UPU Postal Statistics.

38 Missing data on the number of items will be replaced by an approximation based on GNI: 1) domestic items = GNI x regional average of (domestic items/GNI), 2) international dispatch items = GNI x regional average of (international dispatch items/GNI), and 3) international receipt items = GNI x regional average of (international receipt items/GNI). If GNI is not available either, an estimated GNI will be used (see above).

[1] The World Bank's Atlas method smoothes out exchange rate effects by relying on a three-year exchange rate average.

39 The volumes that are taken into account for the classification cannot fall short of the minimum of: 1) the approximation based on GNI according to the rule under § 38; and 2) the average number of items for the years 2003 and 2004 (if either the 2003 or the 2004 value is unavailable, the most recent earlier value, if available, is used instead). The rule is applied separately to domestic mail, international outbound mail and international inbound mail.

*Weighting of the number of letter-post items*

40 The weighting of volumes used for the calculation of total costs is made by weighting the domestic, international inbound and international outbound number of letter-post items by 100%, 68% and 32% respectively.

*Home delivery percentage*

41 Data for the year n-1 is required. The source is UPU Postal Statistics.

42 If no home delivery (HD) percentage is available for any year, it will be estimated according to the following business rule: % of HD = GNI per capita x world average of (% of HD/GNI per capita).

*Postal income percentages*

43 Data for the year n-1 is required. The source is UPU Postal Statistics.

44 Where the income percentage of the letter post or, respectively, parcels and logistics is not available, a world average is taken instead.

*Number of posts (labour force)*

45 Data for the year n-1 is required. The source is UPU Postal Statistics.

46 If the number of posts is not available for any year, it is calculated as the sum of full-time staff and 50% of part-time staff for the most recent year. If only a full-time staff number is available, the part-time staff number is estimated by: part-time staff = full-time staff x world average of (part-time staff/full-time staff).

47 If both the number of posts and the full-time staff number are not available for any year, the country cannot be included in the regression (for the classification there is no consequence, as the PDI does not depend on staff numbers).

*Annex 2*

**Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes**

**Group 1.1 – List of countries and territories that were in the target system prior to 2010, that apply the target terminal dues system during the period from 2014 to 2017, and that contribute to the QSF as provided for in article 32 of the Convention**

| *Countries and territories* | *PDI* |
|---|---|
| Australia | 0.421 |
| – Norfolk Island | – |
| Austria | 0.623 |
| Belgium | 0.576 |
| Canada | 0.402 |
| Denmark | 0.669 |
| – Faroe Islands | – |
| – Greenland | 0.229 |
| Finland | 0.576 |
| France | 0.558 |
| French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution: | |
| – French Polynesia | 0.346 |
| – New Caledonia | 0.226 |
| – Wallis and Futuna Islands | 0.034 |
| Germany | 0.602 |
| Great Britain: | |
| – United Kingdom of Great Britain and Northern Ireland | 0.499 |
| – Guernsey | 0.545 |
| – Isle of Man | 0.627 |
| – Jersey | 0.729 |
| Overseas Territories (United Kingdom of Great Britain and Northern Ireland): | |
| – Falkland Islands (Malvinas) | 0.299 |
| – Gibraltar | 0.447 |
| – Pitcairn Islands | 0.149 |
| – Tristan da Cunha | – |
| Greece | 0.268 |
| Iceland | 0.323 |
| Ireland | 0.468 |
| Israel | 0.317 |
| Italy | 0.381 |
| Japan | 0.498 |
| Liechtenstein | – |
| Luxembourg | 0.833 |
| Monaco | – |
| Netherlands | 0.578 |

| *Countries and territories* | *PDI* |
|---|---|
| New Zealand | 0.336 |
| Norway | 0.927 |
| Portugal | 0.277 |
| San Marino | 0.672 |
| Spain | 0.347 |
| Sweden | 0.556 |
| Switzerland | 0.829 |
| United States of America | 0.575 |
| Vatican | – |

**Group 1.2 – List of countries and territories that joined the target system in 2010**

| *Countries and territories* | *PDI* |
|---|---|
| Aruba | 0.285 |
| Bahamas | 0.316 |
| Hong Kong, China | 0.347 |
| Kuwait | 0.474 |
| Overseas Territories (United Kingdom of Great Britain and Northern Ireland): | |
| – Anguilla | 0.267 |
| – Bermuda | 0.857 |
| – British Virgin Islands | 0.540 |
| – Cayman Islands | 0.728 |
| – Turks and Caicos Islands | 0.377 |
| Qatar | 0.598 |
| Singapore | 0.445 |
| Slovenia | 0.394 |
| United Arab Emirates | 0.495 |

**Group 2 – List of countries and territories that joined the target system in 2012**

| *Countries and territories* | *PDI* |
|---|---|
| Antigua and Barbuda | 0.151 |
| Bahrain (Kingdom) | 0.190 |
| Barbados | 0.165 |
| Brunei Darussalam | 0.310 |
| Croatia | 0.175 |
| Curaçao | 0.237 |
| Cyprus | 0.309 |
| Czech Rep. | 0.303 |
| Dominica | 0.104 |
| Estonia | 0.223 |
| Grenada | 0.174 |
| Hungary | 0.210 |
| Korea (Rep.) | 0.254 |

| *Countries and territories* | *PDI* |
|---|---|
| Macao, China | 0.375 |
| Malta | 0.271 |
| Territory under New Zealand: | |
| – Cook Islands | 0.153 |
| Overseas Territories (United Kingdom of Great Britain and Northern Ireland): | |
| – Montserrat | 0.142 |
| Poland | 0.161 |
| Saint Christopher (St. Kitts) and Nevis | 0.131 |
| Saudi Arabia | 0.149 |
| Sint Maartin | 0.237 |
| Slovakia | 0.215 |
| Trinidad and Tobago | 0.174 |

**Group 3 – List of countries and territories that apply the transition system provisions up to 2015 and the new target provisions as of 2016, that benefit from and contribute to the QSF as provided for in article 32 of the Convention**

| *Countries and territories* | *PDI* |
|---|---|
| Argentina | 0.079 |
| Belarus | 0.091 |
| Bosnia and Herzegovina | 0.058 |
| Botswana | 0.059 |
| Brazil | 0.117 |
| Bulgaria (Rep.) | 0.076 |
| Chile | 0.096 |
| China (People's Rep.) | 0.073 |
| Costa Rica | 0.065 |
| Cuba | 0.063 |
| Fiji | 0.067 |
| Gabon | 0.065 |
| Jamaica | 0.070 |
| Kazakhstan | 0.068 |
| Latvia | 0.148 |
| Lebanon | 0.079 |
| Libya | 0.108 |
| Lithuania | 0.135 |
| Malaysia | 0.106 |
| Maldives | 0.051 |
| Mauritius | 0.098 |
| Mexico | 0.081 |
| Montenegro | 0.078 |
| Nauru | 0.107 |

| *Countries and territories* | *PDI* |
|---|---|
| Territory under New Zealand: | |
| – Niue | 0.051 |
| Oman | 0.173 |
| Panama (Rep.) | 0.064 |
| Romania | 0.088 |
| Russian Federation | 0.093 |
| Saint Lucia | 0.102 |
| Saint Vincent and the Grenadines | 0.072 |
| Serbia | 0.077 |
| Seychelles | 0.108 |
| South Africa | 0.076 |
| Suriname | 0.053 |
| Thailand | 0.066 |
| the former Yugoslav Republic of Macedonia | 0.056 |
| Tunisia | 0.052 |
| Turkey | 0.097 |
| Ukraine | 0.055 |
| Uruguay | 0.092 |
| Venezuela (Bolivarian Rep.) | 0.099 |

**Group 4 – List of countries and territories that apply the transition terminal dues system during the period from 2014 to 2017 and that benefit from the QSF as provided for in article 32 of the Convention**

| *Countries and territories* | *PDI* |
|---|---|
| Albania | 0.037 |
| Algeria | 0.040 |
| Armenia | 0.029 |
| Azerbaijan | 0.046 |
| Belize | 0.037 |
| Bolivia | 0.015 |
| Cameroon | 0.013 |
| Cape Verde | 0.030 |
| Colombia | 0.048 |
| Congo (Rep.) | 0.018 |
| Côte d'Ivoire (Rep.) | 0.014 |
| Dem People's Rep. of Korea | 0.012 |
| Dominican Republic | 0.042 |
| Ecuador | 0.034 |
| Egypt | 0.022 |
| El Salvador | 0.034 |
| Georgia | 0.023 |
| Ghana | 0.015 |

| *Countries and territories* | *PDI* |
|---|---|
| Guatemala | 0.026 |
| Guyana | 0.025 |
| Honduras (Rep.) | 0.015 |
| India | 0.017 |
| Indonesia | 0.027 |
| Iran (Islamic Rep.) | 0.047 |
| Iraq | 0.020 |
| Jordan | 0.040 |
| Kenya | 0.015 |
| Kyrgyzstan | 0.010 |
| Moldova | 0.032 |
| Mongolia | 0.016 |
| Morocco | 0.034 |
| Namibia | 0.043 |
| Territory under New Zealand: | |
| – Tokelau | 0.017 |
| Nicaragua | 0.017 |
| Nigeria | 0.010 |
| Overseas Territories (United Kingdom of Great Britain and Northern Ireland): | |
| – Ascension | 0.036 |
| – St Helena | 0.025 |
| Pakistan | 0.012 |
| Papua New Guinea | 0.015 |
| Paraguay | 0.022 |
| Peru | 0.039 |
| Philippines | 0.020 |
| Sri Lanka | 0.032 |
| Swaziland | 0.044 |
| Syrian Arab Rep. | 0.023 |
| Tajikistan | 0.009 |
| Tonga | 0.046 |
| Turkmenistan | 0.039 |
| Territory under United States of America: | |
| – Samoa | 0.038 |
| Uzbekistan | 0.013 |
| Viet Nam | 0.024 |
| Zimbabwe | 0.005 |

**Group 5 – List of countries and territories that apply the transition terminal dues system during the period from 2014 to 2017 and that benefit from the QSF as provided for in article 32 of the Convention**

| *Countries and territories* | *PDI* |
|---|---|
| Afghanistan | 0.003 |
| Angola | 0.032 |
| Bangladesh | 0.008 |
| Benin | 0.009 |
| Bhutan | 0.019 |
| Burkina Faso | 0.004 |
| Burundi | 0.002 |
| Cambodia | 0.006 |
| Central African Rep. | 0.003 |
| Chad | 0.005 |
| Comoros | 0.021 |
| Democratic Republic of the Congo | 0.001 |
| Djibouti | 0.012 |
| Equatorial Guinea | 0.122 |
| Eritrea | 0.005 |
| Ethiopia | 0.004 |
| Gambia | 0.006 |
| Guinea | 0.043 |
| Guinea–Bissau | 0.004 |
| Haiti | 0.006 |
| Kiribati | 0.026 |
| Lao People's Dem. Rep. | 0.008 |
| Lesotho | 0.011 |
| Liberia | 0.001 |
| Madagascar | 0.003 |
| Malawi | 0.008 |
| Mali | 0.004 |
| Mauritania | 0.007 |
| Mozambique | 0.003 |
| Myanmar | 0.012 |
| Nepal | 0.008 |
| Niger | 0.002 |
| Rwanda | 0.011 |
| Sao Tome and Principe | 0.018 |
| Senegal | 0.009 |
| Sierra Leone | 0.002 |
| Solomon Islands | 0.013 |
| Somalia | 0.000 |
| South Sudan | – |
| Sudan | 0.010 |

| *Countries and territories* | *PDI* |
|---|---|
| Tanzania (United Rep.) | 0.005 |
| Timor-Leste (Dem. Rep.) | 0.018 |
| Togo | 0.008 |
| Tuvalu | 0.054 |
| Uganda | 0.006 |
| Vanuatu | 0.023 |
| Western Samoa | 0.031 |
| Yemen | 0.009 |
| Zambia | 0.010 |
| Palestine[1] | 0.017 |

**Resolution C 78/2012**

**Participation of the European Union in the work of the Universal Postal Union**

Congress,

Bearing in mind
its role and authority as supreme body of the Universal Postal Union (UPU), a United Nations specialized agency, and the importance of its effectiveness and efficiency in fulfilling its functions under the Acts of the UPU, particularly the Constitution and the Convention,

Mindful
of the importance of cooperation between the UPU and regional organizations and the advantages that this type of cooperation represents for the UPU and its member countries,

Recalling
that, in accordance with the Lisbon Treaty, the European Union has replaced the European Community, which has had long-standing relations with the UPU and has participated in its work as de facto observer to the UPU Congress and at meetings of other UPU bodies,

Considering
the modalities for the participation of observer states and other organizations in the work of the UPU, as set out in the rules of procedure of its various bodies,

*Decides*

to agree that the European Union may participate as de jure observer at all the meetings of UPU bodies, starting with the 25th Congress.

(Proposal 74, 2nd plenary meeting)

[1] Palestine has observer status within the UPU by virtue of resolution C 115/1999 of the Beijing Congress.

**Decision C 79/2012**

**Venue of the 26th Universal Postal Congress**

Congress,

*Decides*

to accept the invitation of the Government of Turkey to host the 26th Congress in that country in 2016.

(Congress–Doc 39, 2nd plenary meeting)

**Resolution C 80/2012**

**Doha Postal Strategy**

Congress,

Taking account of:

– the fruitful and intensive discussions which took place during the UPU's Strategy Conference in Nairobi in September 2010;

– the work of the Council of Administration and the Postal Operations Council in the area of strategic planning;

– the conclusions and views expressed during a series of regional round tables, held in 2011, which provided over 150 countries with the opportunity to discuss the draft Doha Postal Strategy while outlining their own regional priorities;

– the results of the questionnaire on the draft Doha Postal Strategy (DPS) and the prioritization of UPU activities;

– the results of the work of Congress as a whole,

Also taking account of
the draft Doha Postal Strategy, prepared collaboratively by the CA, the POC and the International Bureau, which takes into consideration the views expressed during a general consultation of the chairmen of the CA and POC committees, the Consultative Committee and project groups, all Union member countries, and the restricted unions,

Aware
of the continuing need to adapt the provision of postal services to developments in the postal environment and the changing needs of customers,

*Approves*

the Doha Postal Strategy,

*Appeals urgently*

to governments, designated operators and the restricted unions to take all necessary action to implement the Doha Postal Strategy, adapting it as necessary to their regional, national and legislative particularities,

*Invites*

the regions and the restricted unions to integrate the relevant elements of the Doha Postal Strategy into their respective priorities and action programmes,

*Instructs*

the permanent bodies of the Union, in accordance with the provisions set out in its General Regulations:

– to implement the objectives and programmes defined in the Doha Postal Strategy;

– to take without delay, within the framework of their respective competencies, all appropriate measures to attain the goals set and, to this end, determine means of implementing the programmes to achieve the expected results;

– to regularly examine the state of implementation of the Doha Postal Strategy through active and ongoing measurement and evaluation and, following this examination, to:

  - make whatever changes in direction and adjustments that are necessary,
  - reassign available resources, whilst noting that the degree of implementation of the Doha Postal Strategy will be subject to the ceiling of expenses set and approved by Congress as well as by the budget established and approved by the newly elected CA,

– to support member countries in the implementation of the Doha Postal Strategy, in particular by establishing procedures for carrying out the programmes;

– to regularly disseminate the results achieved to Union member countries;

– to report to the next Congress on the results achieved and the experiences recorded.

(Proposal 57, 3rd plenary meeting)

**Resolution C 81/2012**

**Strategic planning activities**

Congress,

Recalling
the progressive establishment of a strategic planning process within the Union, starting with the Declaration of Hamburg in 1984, and continuing with the Washington General Action Plan, the Seoul Postal Strategy, the Beijing Postal Strategy, the Bucharest World Postal Strategy and the Nairobi Postal Strategy at successive Congresses,

In view of
the report on the implementation of the Nairobi Postal Strategy (Congress–Doc 15) and the presentation of the Doha Postal Strategy (Congress–Doc 16),

Aware
of the need for flexible strategic planning in order to guide the Union's activities in a changing postal environment,

Recognizing
that strategic planning helps the postal services of member countries to better meet the needs of their customers,

Noting with satisfaction:

– the steady progress made toward implementing a strategic planning process in the Union that is based on results obtained;

– the continued improvements made to the Union's Programme and Budget, which allows for better and more transparent planning of the Union's activities, in accordance with available resources,

Acknowledging
the work of Joint CA/POC Committee 4 (UPU Strategy), particularly in the areas of monitoring and reporting on the implementation of the Nairobi Postal Strategy, analyzing developments in the postal sector and environment, and results-based management,

*Urges*

member countries to adopt a strategic planning process as a way to provide improved postal services to their citizens,

*Invites*

member countries to participate fully in the Union's strategic planning process through regular reporting on results obtained in achieving the goals of the Doha Postal Strategy,

*Charges*

the Council of Administration and the Postal Operations Council, in accordance with the provisions set out in the Union's General Regulations, and, as appropriate, in consultation with the Consultative Committee, with:

– providing advice on current strategic planning methodologies;
– coordinating analysis work, or gathering existing analyses, on the postal environment, with a view to integrating the findings into the Union's strategic planning process;
– continuing to develop, in conjunction with the International Bureau, quantifiable and independently verifiable information about member countries' attainment of the goals of the Doha Postal Strategy;
– in conjunction with the International Bureau, regularly updating the Programme and Budget on the basis of results obtained, of the setting of priorities, of available financing and of changes in the postal environment;
– continuing the development of a results-based management concept in its strategic planning process;
– developing and carrying out, in cooperation with the International Bureau, methodologies to seek the views of member countries on the priorities for the strategic plan of the 26th Congress,

*Instructs*

the International Bureau, in accordance with the provisions of the Union's General Regulations, to:

– carry out regular monitoring and dissemination of the results obtained through implementation of the Doha Postal Strategy, and to make an annual report to the Councils, and a final report to the 26th Congress, that focus on quantifiable results;
– make use of analyses of the postal environment in order to make proposals to the Councils on the content of the strategic plan;
– prepare, for the Council of Administration and on the basis of directives issued by the Councils, the draft Strategy to be submitted to Congress;
– develop and recommend adjustments to the Programme and Budget.

(Proposal 58, 3rd plenary meeting)

**Declaration C 82/2012**

**Doha Declaration on the role of an address infrastructure in the development and integration of member countries**

Congress,

In view of:

– the General Debate held in Doha during the Ministerial Conference promoting the value of addressing as a key infrastructure;

– the support received for the "Addressing the world – An address for everyone" initiative at international, regional and national levels;

– the need to develop addressing systems as a prerequisite for postal market growth and effective and secure communication;

– the UPU's mission to develop communication between peoples through efficient postal services, and to contribute to cultural, social and economic cooperation and development;

– the status of the UPU as a United Nations specialized agency and the commitment of the UN family to deliver as one to achieve the Millennium Development Goals,

Bearing in mind that:

– addresses represent an important infrastructure that serves to link people, governments and businesses at local, national and international level;

– the lack of addresses is a barrier to the provision of public and private services, particularly postal services and basic services such as running water, electricity and sanitation;

– the benefits of an efficient address infrastructure go well beyond individual or market benefits, reaching across borders, generations and policy sectors;

– despite these important social and economic benefits, in many countries not enough resources are allocated for the development of a national address infrastructure;

– the UPU plays an active role in the area of technical cooperation by assisting developing countries to develop addressing systems (though broader support is needed),

Aware
of the importance of an efficient address infrastructure as a requirement not only for a quality universal postal service, but also for improving the living conditions of people around the world;

Convinced
that addresses:

– help individuals to be recognized formally and legally as part of a community so that they may take advantage of their rights and obligations as human beings and citizens;

– facilitate an individual's sense of identity and dignity, thereby improving social integration by providing everyone with an official identify;

– stimulate the development of the rule of law and representative democracy by enabling greater participation in elections and accountability to the law;

– contribute to social and financial inclusion;

– can optimize the applicability of public policies, the provision of services and the ability of governments to reach their people, reinforcing good governance, national cohesion and security;

– offer an opportunity to reshape urban areas into resilient cities by facilitating urban planning and ensuring the provision of and equal access to services, particularly for informal settlements;

– provide an understanding of a population's composition and needs, contributing to the proper allocation of resources and ensuring the efficient implementation of public policies in areas such as health, education, energy, employment and transport, thus helping to reduce economic disparities among citizens;

– represent an invaluable asset in emergencies, where time is limited and lives are at risk; similarly, addresses and related tools provide unique information to ensure a rapid response in damage control and the provision of humanitarian relief in natural disasters and outbreaks of disease;

– facilitate national and international communication, trade and finance by creating opportunities for a more efficient circulation of information, goods and fund transfers, which form a basis for promoting productivity, financial integrity and growth; the absence of a sound addressing system can make it difficult to grant credit or verify creditworthiness, or can hinder the ability of companies to conduct business, particularly through the post;

– can help to improve information management systems and the distribution and use of the world's resources in order to reduce carbon footprints and thereby protect our shared environment;

– have the potential, in an increasingly virtual and interconnected world, of providing a secure and standardized way of using e-services (for example, e-commerce and e-government services) by certifying personal identity through the confirmation of an individual's residence,

Mindful
that, by promoting an address infrastructure, the UPU is helping to achieve the United Nations Millennium Development Goals,

*Formally declares*

that the UPU will spare no effort to:

– raise awareness among governments and users of addresses of the need to develop an address infrastructure at national and international level;

– promote solidarity and closer cooperation among all member countries for concerted action and in support of efforts to develop an address infrastructure on a global scale;

– take action, where necessary, with designated operators and other national and international authorities, aimed at improving the addressing situation;

– foster dialogue with other international organizations and donor agencies and strengthen cooperation with those responsible for the special needs of developing countries, particularly those in Africa,

*Invites*

UPU member countries and restricted unions, in the interest of social and economic development and regional stability, to make every effort to include the development of a sound addressing system in national policies,

*Instructs*

the Council of Administration, Postal Operations Council, Consultative Committee and International Bureau to take appropriate practical measures, within their own areas of responsibility and through the strengthening of international cooperation, to achieve the objectives mentioned above and to report to the next Congress.

(Proposal 22, 4th plenary meeting)

**Resolution C 83/2012**

**Future work on the development of a merchandise return service for parcel-post items**

Congress,

Having considered
the Postal Operations Council's report on future parcel post development strategies and associated activities (Congress–Doc 21), and the objectives of the Doha Postal Strategy,

Aware
that the provision of a quality service for the return of letter-post items and postal parcels is an important component of the universal postal service and of efforts to meet the needs of citizens in UPU member countries around the world,

Also aware
that return services are of strategic importance to the e-business market,

Noting
the decision of the Postal Operations Council to assess the current situation concerning the return service for letter-post items and postal parcels within the UPU and between UPU member countries and, in particular, to determine the extent to which this service meets the needs of the UPU and its member countries,

Acknowledging
the research carried out highlighting online consumer interest in return services and, in particular, concerns about the international return of goods, and the costs and customs duty involved,

Having noted
the considerable progress made by the Postal Operations Council in the development of a new merchandise return service for parcels during the 2009−2012 period (POC C 2 2012.1–Doc 5),

Also aware
of the Postal Operations Council proposal to introduce a merchandise return service as a supplementary service for parcels in the UPU Convention,

Recognizing
that the Postal Operations Council considers it urgent to quickly implement the return service for parcels,

Mindful
of the need to coordinate this work with the work on return services for other types of mail (letter post and EMS),

*Instructs*

the Postal Operations Council:

– to advance and complete the developmental work on the specifications for return services based on the recommendations contained in POC C 2 2012.1–Doc 5;
– to prepare the required changes to the UPU regulations and to all related forms with a view to optimizing the operational processes and procedures;
– to manage and facilitate the implementation of the return service,

*Also instructs*

the International Bureau:

– to manage the supplying of any systems required on the basis of the specifications developed by the Postal Operations Council;

– to lend its full support for effective promotion of the service among designated operators and provide relevant training and information sessions within the scope of the regional quality of service programme;
– to develop a measurement system for monitoring progress and report to the Postal Operations Council,

*Invites*

the member countries and their designated operators to actively seek cooperation with a view to facilitating customs procedures for parcels returned under the provisions of a merchandise return service for parcels.

(Proposal 68, Committee 7, 2nd meeting)