Universal Postal Union

Eighth Additional Protocol to the Constitution of the Universal Postal Union

First Additional Protocol to the General Regulations of the Universal Postal Union

Rules of Procedure of Congresses

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Berne 2008

Note on the printing of the texts adopted by the 24th Congress – 2008 reproduced in this volume.

Bold type appearing in the texts of the Eighth Additional Protocol to the Constitution, the First Additional Protocol to the General Regulations, the Rules of Procedure of Congresses, the Convention, the Constitution and the General Regulations indicates amendments with respect to the Acts adopted by the 2004 Bucharest Congress.

As the Postal Payment Services Agreement submitted to, and adopted by, the 24th Congress is a completely recast version replacing the old Postal Payment Services Agreement, this text is printed in normal type.

The declarations made on signature of the Acts, 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, 2004 Bucharest and 24th Congress – 2008 Additional Protocols, and the General Regulations adopted at Bucharest in 2004 and amended by the First Additional Protocol (24th Congress – 2008), are reproduced in this volume for information purposes, but do not form part of the Acts signed at Geneva.

Eighth Additional Protocol to the Constitution of the Universal Postal Union

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Eighth Additional Protocol to the Constitution of the Universal Postal Union

The plenipotentiaries of the governments of the member countries of the Universal Postal Union, met in Congress at Geneva, in view of article 30.2 of the Constitution of the Universal Postal Union concluded at Vienna on 10 July 1964, have adopted, subject to ratification, the following amendments to that Constitution.

Article I
(Article 1bis amended)
Definitions

1 For the purposes 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**, 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.

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 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.

Article II
(Article 4 amended)
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**. The provisions of the Convention and its Regulations shall be applicable to such exceptional relations.

Article III
(Article 8 amended)
Restricted Unions. Special Agreements

1 Member countries, or their **designated operators** if the legislation of those **member** 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.

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

Article IV
(Article 11 amended)
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** 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.

Article V
(Article 22 amended)
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.

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.

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. **Member countries shall ensure that their designated operators fulfil the obligations arising from the Convention and its Regulations.**

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.**

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.

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.

Article VI
(Article 25 amended)
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 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 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** countries that have ratified or approved them.

Article VII
(Article 29 amended)
Presentation of proposals

1 **A** 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**.

Article VIII
(Article 32 amended)
Arbitration

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

Article IX
Accession to the Additional Protocol and to the other Acts of the Union

1 Member countries which have not signed the present Protocol may accede to it at any time.

2 Member countries which are party to the Acts renewed by Congress but which have not signed them shall accede thereto as soon as possible.

3 Instruments of accession relating to the cases set forth in paragraphs 1 and 2 shall be sent to the Director General of the International Bureau, who shall notify the governments of the member countries of their deposit.

Article X
Entry into force and duration of the Additional Protocol to the Constitution of the Universal Postal Union

This Additional Protocol shall come into force on **1 January 2010** and shall remain in force for an indefinite period.

In witness whereof the plenipotentiaries of the governments of the member countries have drawn up this Additional Protocol, which shall have the same force and the same validity as if its provisions were inserted in the text of the Constitution 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 **Geneva, 12 August 2008**.

First Additional Protocol to the General Regulations of the Universal Postal Union

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First Additional Protocol to the General Regulations of the Universal Postal Union

The plenipotentiaries of the governments of the member countries of the Universal Postal Union, met in Congress at Geneva, in view of article 22.2 of the Constitution concluded at Vienna on 10 July 1964, have, by common consent and subject to article 25.4 of the Constitution, adopted the following amendments to the General Regulations.

Article I
(Article 101bis)
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 policies 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 122 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 103, 105 and 107 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 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 II
(Article 102 amended)
Composition, functioning and meetings of the Council of Administration (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 member countries 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 shall be renewed at each Congress; no member 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.

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.

6 The Council of Administration shall have the following functions:

6.1 to supervise 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;

6.2 to consider and approve, within the framework of its competence, any action considered necessary to safeguard and enhance the quality of and to modernize the international postal service;

6.3 to promote, coordinate and supervise all forms of postal technical assistance within the framework of international technical cooperation;

6.4 to consider and approve the biennial **Programme and** Budget and the accounts of the Union;

6.5 to authorize the ceiling of expenditure to be exceeded, if circumstances so require, in accordance with article 128.3 to 5;

6.6 to lay down the Financial Regulations of the **Union**;

6.7 to lay down the rules governing the Reserve Fund;

6.8 to lay down the rules governing the Special Fund;

6.9 to lay down the rules governing the Special Activities Fund;

6.10 to lay down the rules governing the Voluntary Fund;

6.11 to provide control over the activities of the International Bureau;

6.12 to authorize election of a lower contribution class, if it is so requested, in accordance with the conditions set out in article 130.6;

6.13 to authorize 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;

6.14 to lay down the Staff Regulations and the conditions of service of the elected officials;

6.15 to create or abolish International Bureau posts taking into account the restrictions imposed by the expenditure ceiling fixed;

6.16 to lay down the Regulations of the Social Fund;

6.17 to approve the biennial report on the work of the Union and the biennial Financial Operating Reports prepared by the International Bureau and where appropriate to furnish observations on them;

6.18 to decide on the contacts to be established with **member countries** in order to carry out its functions;

6.19 after consulting the Postal Operations Council, to decide on the contacts to be established with the organizations which are not de jure observers, to consider and approve the reports by the International Bureau on UPU relations with other international bodies and to take the decisions which it considers appropriate on the conduct of such relations and the action to be taken on them; to designate in due course, after consulting the Postal Operations Council and the Secretary General, the international organizations, associations, enterprises and qualified persons to be invited to be represented at specific meetings of Congress and its Committees when this is in the interest of the Union or the work of Congress and to instruct the Director General to issue the necessary invitations;

6.20 to establish 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), to follow closely the study of these questions, and to review and approve, for conformity with the aforementioned principles, Postal Operations Council proposals relating to these questions;

6.21 to study, 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;

6.22 to formulate proposals which shall be submitted for the approval either of Congress or of **member countries** in accordance with article 125;

6.23 to approve, 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;

6.24 to consider the annual report prepared by the Postal Operations Council and any proposals submitted by the Council;

6.25 to submit subjects for study to the Postal Operations Council for examination in accordance with article 104.9.16;

6.26 to designate the **member** country where the next Congress is to be held in the case provided for in article 101.4;

6.27 to determine in due course and after consulting the Postal Operations Council, the number of Committees required to carry out the work of Congress and to specify their functions;

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

- to assume the vice-chairmanships of Congress and the chairman-ships and vice-chairmanships of the Committees, taking as much account as possible of the equitable geographical distribution of the member countries; and
- to sit on the restricted Committees of Congress;

6.29 to review and approve**, in consultation with the Postal Operations Council,** the draft **Strategy** for presentation to Congress;

6.30 to approve the four-yearly report, prepared by the International Bureau in consultation with the POC, 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;

6.31 to establish the framework for the organization of the Consultative Committee and concur in the organization of the Consultative Committee in accordance with the provisions of article 106;

6.32 to establish criteria for membership of the Consultative Committee and to approve or reject 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;

6.33 to designate **those of its** members that will serve as members of the Consultative Committee;

6.34 to receive and discuss reports and recommendations from the Consultative Committee and to consider recommendations from the Consultative Committee for submission to Congress.

7 At its first meeting, which shall be convened 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.

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

9 The Chairman, the Vice-Chairmen and the Committee 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 biennial 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.

10 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 cost of either 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.

11 The Chairman of the Postal Operations Council shall represent that body at meetings of the Council of Administration on the agenda of which there are questions of interest to the body which he directs.

12 The Chairman of the Consultative Committee shall represent it at meetings of the Council of Administration when the agenda contains questions of interest to the Consultative Committee.

13 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.

14 The **member** country in which the Council of Administration meets shall be invited to take part in the meetings in the capacity of observer, if **it** is not a member of the Council of Administration.

15 The Council of Administration may invite any international body, any representative of an association or enterprise, or any qualified person whom it wishes to associate with its work to its meetings, without the right to vote. It may also invite, under the same conditions, one or more member countries concerned with questions on its agenda.

16 If they so request, the following observers may participate in the plenary sessions and Committee meetings of the Council of Administration, without the right to vote:

16.1 members of the Postal Operations Council;

16.2 members of the Consultative Committee;

16.3 intergovernmental organizations interested in the work of the Council of Administration;

16.4 other member countries of the Union.

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

18 The members of the Council of Administration shall take an active part in its work. 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 shall be carried out without additional expense for the Union.

19 In exceptional circumstances, 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 III
(Article 103 amended)
Information on the activities of the Council of Administration

1 After each session, the Council of Administration shall inform the member countries, **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, **their designated operators** and the members of the Consultative Committee at least two months before the opening of Congress.

Article IV
(Article 104 amended)
Composition, functioning and meetings of the Postal Operations Council (Const 18)

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.

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

5 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.

6 The Postal Operations Council shall draw up its Rules of Procedure.

7 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.

8 The Chairman, the Vice-Chairman and the Committee 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.

9 The functions of the Postal Operations Council shall be the following:

9.1 to conduct 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 to prepare information, opinions and recommendations for action on them;

9.2 to revise 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 Operations Council shall be subject to Council of Administration guidance on matters of fundamental policy and principle;

9.3 to coordinate practical measures for the development and improvement of international postal services;

9.4 to take, 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;

9.5 to formulate proposals which shall be submitted for the approval either of Congress or of **member countries** in accordance with article 125; the approval of the Council of Administration is required when these proposals concern questions within the latter's competence;

9.6 to examine, at the request of a member country, any proposal which that **member country** forwards to the International Bureau under article 124, to prepare observations on it and to instruct the International Bureau to annex these observations to the proposal before submitting it for approval to the member countries;

9.7 to recommend, 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;

9.8 to prepare and issue, in the form of recommendations to **member countries and their 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;

9.9 **to provide input to the Council of Administration for the development of the draft Strategy to be submitted to Congress;**

9.10 to approve those parts of the biennial report on the work of the Union prepared by the International Bureau which concern the responsibilities and functions of the Postal Operations Council;

9.11 to decide on the contacts to be established with **member countries and their designated operators** in order to carry out its functions;

9.12 to study teaching and vocational training problems of interest to **member countries and their designated operators as well as to the new and developing countries**;

9.13 to take 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;

9.14 to study the present position and needs of the postal services in the new and developing countries and to prepare appropriate recommendations on ways and means of improving the postal services in those countries;

9.15 to take, 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**;

9.16 to examine 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**;

9.17 to receive and discuss reports as well as recommendations from the Consultative Committee and, when matters of interest to the Postal Operations Council are involved, to examine and comment on recommendations from the Consultative Committee for submission to Congress;

9.18 to designate **those of its** members that will serve as members of the Consultative Committee.

10 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 first session after Congress, prepare a draft basic work programme, containing a

number of tactics aimed at implementing 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.

11 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.

12 If they so request, the following observers may participate in the plenary sessions and Committee meetings of the Postal Operations Council, without the right to vote:

12.1 members of the Council of Administration;

12.2 members of the Consultative Committee;

12.3 intergovernmental organizations interested in the work of the Postal Operations Council;

12.4 other member countries of the Union.

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

14 The members of the Postal Operations Council shall take an active part in its work. 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 shall be carried out without additional expense for the Union.

15 In exceptional circumstances 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. If it considers this necessary, the Council of Administration may, in consultation with the Postal Operations Council, subsequently review restrictions where appropriate.

16 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.

17 The Postal Operations Council may invite the following to take part in its meetings without the right to vote:

17.1 any international body or any qualified person whom it wishes to associate with its work;

17.2 **any** member **country** not belonging to the Postal Operations Council;

17.3 any association or enterprise that it wishes to consult with respect to its work.

Article V
(Article 105 amended)
Information on the activities of the Postal Operations Council

1 After each session, the Postal Operations Council shall inform the member countries, **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 and send it to the member countries**, their designated operators** and the members of the Consultative Committee at least two months before the opening of Congress.

Article VI
(Article 106 amended)
Composition, functioning and meetings of the Consultative Committee

1 The aim of the Consultative Committee shall be to represent the interests of the wider international postal sector, and to provide a framework for effective dialogue between stake-holders. It shall consist of 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. The Council of Administration and the Postal Operations council shall designate the members of their respective Councils as members of the Consultative Committee. Apart from members designated by the Council of Administration and the Postal Operation Council, membership in 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 102.6.31.

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

3 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.

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

5 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.

6 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.

7 The Consultative Committee shall meet twice annually. In principle, the meetings will be held at Union headquarters at the same time as meetings of the Council of Administration and 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.

8 The Consultative Committee shall establish its own programme within the framework of the following functions:

8.1 to examine 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;

8.2 to conduct studies of and debate issues of importance to the Consultative Committee's members;

8.3 to consider issues affecting the postal services sector and issue reports on such issues;

8.4 to provide 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;

8.5 to make 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.

9 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.

10 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.

11 If they so request, members of the Consultative Committee may attend plenary sessions and Committee meetings of the Council of Administration and the Postal Operations Council in accordance with articles 102.16 and 104.12. They may also participate in the work of project teams and working groups under terms established under articles 102.18 and 104.14. Members of the Consultative Committee may attend Congress as observers without the right to vote.

12 If they so request, the following observers may participate in the sessions of the Consultative Committee, without the right to vote:

12.1 members of the Postal Operations Council and the Council of Administration;

12.2 intergovernmental organizations interested in the work of the Consultative Committee;

12.3 Restricted Unions;

12.4 other member countries of the Union.

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

14 In exceptional circumstances 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.

15 The International Bureau, under the responsibility of the Director General, shall provide the secretariat for the Consultative Committee.

Article VII
(Article 107 amended)
Information on the activities of the Consultative Committee

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 that is provided to **Union** member countries, **to their designated operators** and **to the** Restricted Unions, in accordance with article 103.

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.

Article VIII
(Article 110 amended)
Languages used for documentation, for debates and for official correspondence

1 For the documentation of 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 shall bear all of the costs involved.

2 The member country or countries which have requested 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 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** 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 and Russian 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

Article IX
(Article 112 amended)
Duties of the Director General

1 The Director General shall organize, administer and direct the International Bureau, of which he is the legal representative. He shall be empowered to classify posts in grades G 1 to D 2 and to appoint and promote officials in those grades. 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. 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. 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 that principle. Moreover, the requirements of equitable geographical and language distribution shall rank behind merit in the recruitment process. The Director General shall inform the Council of Administration once a year of appointments and promotions in grades P 4 to D 2.

2 The Director General shall have the following duties:

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

2.2 to notify the decisions taken by Congress to all the Governments of member countries;

2.3 to notify all **member countries and their designated operators** of the Regulations drawn up or revised by the Postal Operations Council;

2.4 to prepare the draft annual budget of the Union at the lowest possible level consistent with the requirements of the Union and to submit it in due course to the Council of Administration for consideration; to communicate the budget to the member countries of the Union after approval by the Council of Administration and to execute it;

2.5 to execute the specific activities requested by the bodies of the Union and those assigned to him by the Acts;

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

2.7 to submit suggestions and proposals to the Council of Administration or to the Postal Operations Council;

2.8 following the close of Congress, to submit 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;

2.9 to prepare, for the Council **of Administration** and on the basis of directives issued by the **Councils**, the draft Strategy to be submitted to Congress;

2.10 to prepare, 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;

2.11 to ensure the representation of the Union;

2.12 to act as an intermediary in relations between:

- the UPU and the Restricted Unions;
- the UPU and the United Nations;
- the UPU and the international organizations whose activities are of interest to the Union;
- 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;

2.13 to assume the duties of Secretary General of the bodies of the Union and supervise in this capacity and taking into account the special provisions of these General Regulations, in particular:

- the preparation and organization of the work of the Union's bodies;
- the preparation, production and distribution of documents, reports and minutes;
- the functioning of the secretariat at meetings of the Union's bodies;

2.14 to attend the meetings of the bodies of the Union and take part in the discussions without the right to vote, with the possibility of being represented.

Article X
(Article 114 amended)
Secretariat of the Union's bodies (Const 14, 15, 17, 18)

The secretariat of the Union's bodies shall be provided by the International Bureau under the responsibility of the Director General. It shall send all the documents published on the occasion of each session to the **member countries** of the body **and their designated operators**, to **member countries and their designated operators** which, while not members of the body, cooperate in the studies undertaken, to the Restricted Unions and to other member countries **and their designated operators** which ask for them.

Article XI
(Article 116 amended)
Information. Opinions. Requests for interpretation and amendment of the Acts. Inquiries. Role in the settlement of accounts (Const 20; Gen Regs 124, 125, 126)

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 interpretation 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 their 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.

Article XII
(Article 118 amended)
Forms supplied by the International Bureau (Const 20)

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 XIII
(Article 119 amended)
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 and shall inform **member countries and their designated operators** of the existence of such Unions and Agreements. The International Bureau shall notify the Council of Administration of any irregularity discovered through applying this provision.

Article XIV
(Article 121 amended)
Biennial report on the work of the Union (Const 20; Gen Regs 102.6.17)

The International Bureau shall make a biennial report on the work of the Union, which shall be sent, after approval by the Council of Administration, to **member countries and their designated operators**, the Restricted Unions and the United Nations.

Article XV
(Article 122 amended)
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:

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

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

c 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**;

d 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;

e declarations of support shall reach the International Bureau within the same period 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 countries represented at Congress and unless the conditions laid down in paragraph 1 are fulfilled.

3 Every proposal shall, 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 XVI
(Article 123 amended)
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 shall 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 prior to 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 XVII
(Article 124 amended)
Procedure for submitting proposals between Congresses (Const 29; Gen Regs 116)

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.

3 Proposals concerning the Regulations shall not require support but shall not be considered by the Postal Operations Council unless the latter agrees to the urgent necessity.

Article XVIII
(Article 125 amended)
Consideration of proposals between Congresses (Const 29; Gen Regs 116, 124)

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

3 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 XIX
(Article 126 amended)
Notification of decisions adopted between Congresses (Const 29; Gen Regs 124, 125)

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 36.3.2 of the Convention and in the corresponding provisions of the Agreements.

Article XX
(Article 128 amended)
Fixing and regulation of the expenditure of the Union (Const 22)

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 the following sums for **2009** and subsequent years: 37,000,000 Swiss francs for the years **2009 and 2010**, **and 37,235,000 Swiss francs for the years 2011 and 2012**. The basic limit for **2012** shall also apply to the following years in case the Congress scheduled for **2012** is postponed.

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.

7 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.

8 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.

9 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.

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

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

12 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.

13 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.

14 To cover shortfalls in Union financing, a Reserve Fund shall be established the amount of which shall be fixed by the Council of Administration. This Fund shall be maintained primarily from budget surpluses. It may also be used to balance the budget or to reduce the amount of member countries' contributions.

15 As regards temporary financing shortfalls, the Government of the Swiss Confederation shall make the necessary short-term advances, on conditions which are to be fixed by mutual agreement. That Government shall supervise, without charge, book-keeping and accounting of the International Bureau within the limits of the credits fixed by Congress.

16 The provisions under paragraphs 9, 10, 11, 12 and 13 apply by analogy to the translation costs billed by the International Bureau to member countries belonging to the language groups.

Article XXI
(Article 130 amended)
Contribution classes (Const 21; Gen Regs 115, 128)

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 shall 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 change **request** is **sent** to 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 XXII
(Article 131 amended)
Payment for supplies from the International Bureau (Gen Regs 118)

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 XXIII
(Article 132 amended)
Arbitration procedure (Const 32)

1 If a dispute has to be settled by arbitration, each of the **member countries** party to the case shall select a member country not directly involved in the dispute. When several **member countries** make common cause, they shall count only as a single **member country** for the purposes of this provision.

2 If one of the **member countries** party to the case does not act on a proposal for arbitration within a period of six months **from the date of its sending**, the International Bureau, if so requested, shall itself call upon the defaulting **member country** to appoint an arbitrator or shall itself appoint one ex officio.

3 The parties to the case may agree to appoint a single arbitrator which may be the International Bureau.

4 The decision of the arbitrators shall be taken by a majority of votes.

5 In the event of a tie the arbitrators shall select another **member country**, not involved in the dispute either, to settle the matter. Should they fail to agree on the choice, this **member country** shall be appointed by the International Bureau from among **member countries** not proposed by the arbitrators.

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 If a dispute has to be settled by arbitration between designated operators, the operators concerned shall ask their member countries to act in accordance with the procedure provided for in paragraphs 1 to 6.

Article XXIV
(Article 135 amended)
Amendment, entry into force and duration of the General Regulations

The amendments adopted by a Congress shall be the subject of an additional protocol and, unless that Congress decides otherwise, shall come into effect at the same time as the other Acts renewed in the course of the same Congress.

These General Regulations shall come into force on 1 January 2006 and shall remain in force for an indefinite period.

Article XXV
Accession to the Additional Protocol

Member countries which have not signed the present Protocol may accede to it at any time. The relevant instruments of accession shall be deposited with the Director General of the International Bureau, who shall notify the governments of the member countries of their deposit.

Article XXVI
Entry into force and duration of the Additional Protocol to the General Regulations

This Additional Protocol shall come into force on 1 January 2010 and shall remain in force for an indefinite period.

In witness whereof the plenipotentiaries of the governments of the member countries have drawn up this Additional Protocol, which shall have the same force and the same validity as if its provisions were inserted in the text of the General Regulations 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 Geneva, 12 August 2008.

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
De jure observers

1 Representatives of the United Nations shall be admitted as observers to attend and take part in the debates of Congress.

2 Restricted Unions shall be admitted as observers to Congress and its Committees.

3 The League of Arab States and the African Union (AU) shall be admitted as observers to Congress and its Committees.

4 Members of the Consultative Committee shall be admitted as observers to Congress and its Committees.

5 The observers referred to in paragraphs 1 to 4 shall not be entitled to vote, but may take the floor with the permission of the Chairman of the meeting.

6 In exceptional circumstances, the right of observers referred to in paragraph 4 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
Invitees

1 Representatives of UN specialized agencies and intergovernmental organizations shall be designated by the Council of Administration to attend specified meetings of Congress and its Committees when questions of interest to these organizations are discussed.

2 Representatives of any international body, any association or enterprise or any qualified person duly designated by the Council of Administration shall be admitted to specified meetings of Congress or its Committees.

3 The invitees referred to in paragraphs 1 and 2 shall not be entitled to vote but may take the floor with the permission of the Chairman of the meeting.

Article 7
Doyen of Congress

1 The host **member** country of Congress shall suggest the person to be appointed as Doyen of Congress in agreement with the International Bureau. The Council of Administration shall approve this appointment in due course.

2 At the opening of the first plenary meeting of each Congress, the Doyen shall act as Chairman until Congress has elected one. He shall also exercise the functions assigned to him under the present Rules.

Article 8
Chairmanships and vice-chairmanships of Congress and Committees

1 At its first plenary meeting, Congress shall elect, on the proposal of the Doyen, 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 9
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 Commit-

tees. 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 12.1, shall attend the meetings of the Bureau.

Article 10
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 11
Working parties

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

Article 12
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 13
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 14
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 15
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 16
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 17
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 18
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 19
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 20
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 21
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 22
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 23
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 24
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 25
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 26
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 21.1, 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 27
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 102 and 104 of the General Regulations.

Article 28
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 29
Signature of Acts

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

Article 30
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

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

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

1.6 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;

1.7 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;

1.8 **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;**

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

1.10 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;

1.11 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;

1.12 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;

1.13 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;

1.14 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 quickest 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 literature 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 15.2.1.1 or 15.3, 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 financial 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 financial 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 financial 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 Literature for the blind

3.1 Literature for the blind shall be exempt from all postal charges, with the exception of air surcharges.

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;

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

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

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.**

Article 9
Postal security

1 Member countries **and their designated operators** 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 include the exchange of information on maintaining the safe and secure transport and transit of mails between member countries **and their designated operators**.

Article 10
Sustainable development

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.

Part II

Rules applicable to letter post and postal parcels

Chapter 1

Provision of services

Article 12
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 literature 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 13
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 outbound non-priority and surface letter-post items to destinations for which there is no priority or airmail service;

1.3 registration service for all inbound letter-post items.

2 The provision of a registration service for outbound non-priority and surface letter-post items to destinations for which there is a priority or airmail service shall be optional.

3 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:

3.1 insurance for letter-post items and parcels;

3.2 recorded delivery for letter-post items;

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

3.4 express delivery service for letter-post items and parcels;

3.5 delivery to the addressee in person of registered, recorded delivery or insured letter-post items;

3.6 free of charges and fees service for letter-post items and parcels;

3.7 fragile and cumbersome parcels services;

3.8 consignment service for collective items from one consignor sent abroad.

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

4.1 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;

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

4.3 advice of delivery for registered and recorded delivery 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.

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

6 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:

6.1 delivery for small packets weighing over 500 grammes;

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

6.3 items posted outside normal counter opening hours;

6.4 collection at sender's address;

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

6.6 poste restante;

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

6.8 delivery of parcels, in response to the advice of arrival;

6.9 cover against risks of force majeure.

Article 14
Electronic mail, EMS, integrated logistics and new services

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 electronic mail, which is a postal service involving the electronic transmission of messages; **designated operators may enhance electronic mail by offering registered electronic mail, which supplements electronic mail by providing proof of sending, proof of delivery and a secure communication channel between authenticated users;**

1.2 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;

1.3 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;

1.4 the 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.

2 **Member countries or designated operators** may by mutual consent create a new service not expressly provided for in the Acts of the Union. Charges for a new service shall be laid down by each **designated operator** concerned, having regard to the expenses of operating the service.

Article 15
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 following **dangerous goods** shall be admitted:

3.3.1 the radioactive materials sent in letter-post items and postal parcels mentioned in article 16.1;

3.3.2 the **infectious** substances sent in letter-post items **and postal parcels** mentioned in article 16.2.

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 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 literature for the blind

7.1 Printed papers and literature for the blind:

7.1.1 shall nor bear any inscription or contain any item of correspondence;

7.1.2 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 16
Admissible radioactive materials and **infectious substances**

1 Radioactive materials shall be admitted in letter-post items and parcels in relations between **member countries** which have declared their willingness to admit them either reciprocally or in one direction only under the following conditions:

1.1 radioactive materials shall be made up and packed in accordance with the respective provisions of the Regulations;

1.2 when they are sent in letter-post items, they shall be subject to the tariff for priority items or the tariff for letters and registration;

1.3 radioactive materials contained in letter-post items or postal parcels shall be forwarded by the quickest route, normally by air, subject to payment of the corresponding surcharges;

1.4 radioactive materials may be posted only by duly authorized senders.

2 **Infectious substances, with the exception of category A infectious substances affecting humans (UN 2814) and affecting animals (UN 2900)** shall be admitted in letter-post items **and postal parcels**, under the following conditions:

2.1 Category B infectious substances (UN 3373) may be exchanged by mail only between officially recognized senders, as determined by their competent authority. These dangerous goods may be acceptable in mail, subject to the national and international legislation in force and the current edition of the United Nations Recommendations on the Transport of Dangerous Goods, as promulgated by the International Civil Aviation Organization (ICAO).

2.2 Category B infectious substances (UN 3373) must be handled, packed and labelled in accordance with the provisions listed in the Letter Post Regulations and Parcel Post Regulations. These items shall be subject to the tariff for priority items or the tariff for registered letters. An additional charge for the handling of these items shall be allowed.

2.3 Exempt patient specimens (human or animal) may be exchanged by mail only between officially recognized senders determined by their competent authority. These materials may be acceptable in mail, subject to the national and international legislation in force and the current edition of the United Nations Recommendations on the Transport of Dangerous Goods, as promulgated by the ICAO.

2.4 Exempt patient specimens (human or animal) must be handled, packed and labelled in accordance with the provisions listed in the Letter Post Regulations. These items shall be subject to the tariff for priority items or to the tariff for registered letters. An additional charge for the handling of these items is allowed.

2.5 Admission of infectious substances and exempt patient specimens (human or animal) shall be restricted to member countries that have declared their willingness to admit such items, whether reciprocally or in one direction only.

2.6 Permissible infectious substances and exempt patient specimens (human or animal) shall be forwarded by the quickest route, normally by air, subject to the payment of the corresponding air surcharges, and shall be given priority in delivery.

Article 17
Inquiries

1 Each **designated operator** shall be bound to accept inquiries relating to **parcels or registered, insured or recorded delivery 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 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 18
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 col-

lected 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 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 19
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 20
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 21
Liability of **designated operators**. Indemnities

1 General

1.1 Except for the cases provided for in article 22, **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 loss of recorded delivery items;

1.1.3 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 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 Recorded delivery items

3.1 If a recorded delivery item is lost, totally rifled or totally damaged, the sender shall be entitled to refund of the charges paid **for posting the item** only.

4 Ordinary parcels

4.1 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.

4.2 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.

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

5 Insured items

5.1 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.

5.2 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.

6 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.

7 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.

8 In the cases mentioned in **2,** 4 and 5, 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.

9 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.

10 Notwithstanding the provisions set out under 2, 4 and 5, the addressee shall be entitled to the indemnity after delivery of a rifled or damaged registered item, ordinary parcel or insured item.

11 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 4.1. 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 4.1 shall remain applicable.

11.1 in the event of recourse against the **designated operator** liable; or

11.2 if the sender waives his rights in favour of the addressee or vice versa.

12 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 22
Non-liability of **member countries and designated operators**

1 **Designated operators** shall cease to be liable for registered items, recorded delivery 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 mailbox 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 13.6.9;

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, theft 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 15;

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 23
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 24
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. Conversely, the addressee may waive his rights in favour of the sender. The sender or the addressee may authorize a third party to receive the indemnity if internal legislation allows this.

Article 25
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 **26**
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 28.3 to 28.7 or 29.7, 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 **27**
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 list**s** drawn up for this purpose by Congress in its resolution **C 18/2008**, **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 (new target system countries);

2.3 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 service**s. Direct access**

4.1 **In principle,** each **designated operator** 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 shall make available to other designated operators 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 new target system countries may opt not to make available to other designated operators the rates, terms and conditions offered in their domestic service on conditions identical to those proposed to their national customers. Those designated operators 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. However, if designated operators of new target system countries ask designated operators of target system countries 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 **28** and **29** 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 **28** and **29**.

6 Any **designated operator** may waive wholly or in part the payment provided for under 1.

7 For M bags, the terminal dues rate to be applied shall be 0.793 SDR per kilogramme. M bags weighing less than 5 kilogrammes shall be considered as weighing 5 kilogrammes for terminal dues payment purposes.

8 For registered items there shall be an additional payment of 0.55 SDR per item for 2010 and 2011 and 0.6 SDR for 2012 and 2013. For insured items, there shall be an additional payment of 1.1 SDR per item for 2010 and 2011 and 1.2 SDR for 2012 and 2013. 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 Any designated operator may, by bilateral or multilateral agreement, apply other payment systems for the settlement of terminal dues accounts.

10 Designated operators may exchange non-priority mail on an optional basis by applying a 10% discount to the priority terminal dues rate.

11 Designated operators may exchange format-separated mail on an optional basis at a discounted terminal dues rate.

12 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 **28**
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; these costs must be **related to** the domestic tariffs. The rates shall be calculated in accordance with the conditions specified in the Letter Post Regulations.

2 Payment for IBRS items shall be as described in the Letter Post Regulations.

3 The rates per item and per kilogramme shall be calculated on the basis of a percentage of the charge for a 20-gramme priority letter in the domestic service, which shall be **70% for countries in the target system prior to 2010 and 100% for countries entering the target system from 2010 or 2012 (new target system countries).**

4 The Postal Operations Council will conduct a study of the cost of handling inbound mail during 2009 and 2010. If this study reveals a percentage different from the 70% set out under paragraph 3, the POC shall consider whether to change the percentage of the charge for a 20-gramme priority letter for the years 2012 and 2013.

5 From the charge used for the calculation in paragraph 3 above, 50% of the VAT or other taxes shall be excluded for the years 2010 and 2011, and 100% for the years 2012 and 2013.

6 The rates applied **for flows between countries in the target system prior to 2010** may not be higher than:

6.1 for the year **2010**, **0.253** SDR per item and **1.980** SDR per kilogramme;

6.2 for the year **2011**, **0.263** SDR per item and **2.059** SDR per kilogramme;

6.3 for the year **2012**, **0.274** SDR per item and **2.141** SDR per kilogramme**;**

6.4 for the year **2013**, **0.285** SDR per item and **2.227** SDR per kilogramme.

7 **T**he rates applied **for flows between countries in the target system prior to 2010** may not be lower than **the rates in 2009, prior to application of the quality of service link. The rates may also not be lower than**:

7.1 for the year **2010**, **0.165** SDR per item and **1.669** SDR per kilogramme;

7.2 for the year **2011**, **0.169** SDR per item and **1.709** SDR per kilogramme;

7.3 for the year **2012**, **0.173** SDR per item and **1.750** SDR per kilogramme;

7.4 for the year **2013, 0.177** SDR per item and **1.792** SDR per kilogramme.

8 The rates applied for flows to, from or between new target system countries, other than for bulk mail, shall be:

8.1 for the year 2010: 0.155 SDR per item and 1.562 SDR per kilogramme;

8.2 for the year 2011: 0.159 SDR per item and 1.610 SDR per kilogramme;

8.3 for the year 2012: 0.164 SDR per item and 1.648 SDR per kilogramme;

8.4 for the year 2013: 0.168 SDR per item and 1.702 SDR per kilogramme.

9 The payment for bulk mail shall be established by applying the rates per item and per kilogramme provided for in article 28, paragraphs 3 to 7.

10 For registered or 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.

11 No reservations may be made to this article, except within the framework of a bilateral agreement.

Article **29**
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 yearly increases of 2.8% on the adjusted 2009 rates, using the worldwide average of 14.64 items 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 2010: 0.155 SDR per item and 1.562 SDR per kilogramme;

3.2 for the year 2011: 0.159 SDR per item and 1.610 SDR per kilogramme;

3.3 for the year 2012: 0.164 SDR per item and 1.648 SDR per kilogramme;

3.4 for the year 2013: 0.168 SDR per item and 1.702 SDR per kilogramme.

4 For flows below 100 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 14.64 items per kilogramme. The following rates shall apply:

4.1 for the year 2010: 3.831 SDR per kilogramme;

4.2 for the year 2011: 3.938 SDR per kilogramme;

4.3 for the year 2012: 4.049 SDR per kilogramme;

4.4 for the year 2013: 4.162 SDR per kilogramme.

5 For mail flows over 100 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 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 28. For bulk mail received, designated operators in the transitional system may request payment according to paragraph 3.

8 No reservations may be made to this article, except within the framework of a bilateral agreement.

Article **30**
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 **29** 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 29, for payment into the QSF for improving the quality of service in group 4 countries.

3 As of 1 January 2012, 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 4 countries shall be increased by 10% of the rates given in article 29, 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 which were in the target system prior to 2010 to the countries classified by Congress as group 3 countries shall be increased by 8% of the rates given in article 29, 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 1 countries which will join the target system in 2010 to the countries classified by Congress as group 3 countries shall be increased by 4% of the rates given in article 29, for payment into the QSF for improving the quality of service in group 3 countries.

6 As of 1 January 2012, 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 by 4% of the rates given in article 29, for payment into the QSF for improving the quality of service in group 3 countries.

7 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 2 countries which benefited from an 8% increase prior to 2010, shall be increased in 2010 and 2011 by 4% of the rates given in article 29,

and in 2012 and 2013 by 2% of the rates given in article 28.8, for payment into the QSF for improving the quality of service in group 2 countries.

8 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 2 countries which benefited from a 1% increase prior to 2010 shall be increased in 2010 and 2011 by 1% of the rates given in article 29, for payment into the QSF for improving the quality of service in group 2 countries.

9 The combined terminal dues payable into the QSF for improving the quality of service of countries in groups 2, 3, 4 and 5 shall be subject to a minimum of 12,565 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.

10 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 **2010** at the latest, procedures for financing these projects.

Article **31**
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 **32**
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.

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 **33**
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** participate**s** 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 **34**
Authority of the POC 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.

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.

Part IV

Final provisions

Article **35**
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 **36**
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 **37**
Entry into force and duration of the Convention

1 This Convention shall come into force on **1 January 2010** 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 **Geneva, 12 August 2008**

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, 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 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 literature 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 literature 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 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 to literature for the blind in their internal service.

Article IV
Basic services

1 Notwithstanding the provisions of article 12, Australia does not agree to the extension of basic services to include postal parcels.

2 The provisions of article 12.2.4 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 12.2.4, Kazakhstan and Uzbekistan shall be authorized to limit to 20 kilogrammes the maximum weight of inward and outward M bags.

Article **V**
Advice of delivery

1 Canada shall be authorized not to apply article 13.4.3, as regards parcels, given that it does not offer the advice of delivery service for parcels in its internal service.

Article **VI**
International business reply service (IBRS)

1 Notwithstanding article **13.4.1, Bulgaria (Rep.)** shall provide the international business reply service after negotiations with the **member country** concerned.

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 15.5, 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.

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 Kazakhstan shall not accept registered or insured items 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.

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.

Article **VIII**
Prohibitions (postal parcels)

1 Myanmar and Zambia shall be authorized not to accept insured parcels containing the valuable articles covered in article 15.6.1.3.1, 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 **15, 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 **15, 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 **15, Iran (Islamic Rep.)** shall be authorized not to accept parcels containing articles contrary to the principles of the Islamic religion.

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 **Kazakhstan does 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
Admissible radioactive materials and infectious substances

1 **Notwithstanding the provisions of article 16, Mongolia reserves the right not to accept, in accordance with its national legislation, postal items containing any radioactive materials or infectious substances.**

Article X
Articles subject to customs duty

1 With reference to article **15, Bangladesh** and El Salvador do not accept insured items containing articles subject to customs duty.

2 With reference to article **15, Afghanistan,** Albania, Azerbaijan, Belarus, Cambodia, Chile, Colombia, Cuba, Dem. People's Rep. of Korea, El Salvador, Estonia, Italy, **Kazakhstan,** Latvia, **Moldova,** Nepal, Peru, **Russian Federation,** San Marino, Turkmenistan, Ukraine, Uzbekistan and Venezuela do not accept ordinary and registered letters containing articles subject to customs duty.

3 With reference to article **15, 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 XI
Inquiries

1 Notwithstanding article **17.3, Bulgaria (Rep.),** 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 **17.3, 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,** Bulgaria (Rep.), 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 **17.3, 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 XII
Presentation-to-Customs charge

1 **Gabon** reserves the right to collect a presentation-to-Customs charge from customers.

2 **Congo (Rep.)** and Zambia reserve the right to collect a presentation-to-Customs charge from customers in respect of parcels.

Article XIII
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 **26.4**, sends to it items for disposal which were not originally dispatched as postal items by their services.

2 Notwithstanding article **26.4, 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 **26.4** 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 **26.4** 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 **26** of the Convention to mail received from Union member countries: Argentina, Austria, Benin, Brazil, Burkina Faso, Cameroon, Côte d'Ivoire (Rep.), Cyprus, Denmark, Egypt, France, Germany, Greece, Guinea, Israel, Italy, Japan, Jordan,

Lebanon, Luxembourg, Mali, Mauritania, Monaco, Morocco, Norway, Portugal, Saudi Arabia, Senegal, Syrian Arab Rep. and Togo.

6 In application of article **26.4** 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 XIII, 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 XIV
Exceptional inward land rates

1 Notwithstanding article **33, 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.

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 **Geneva, 12 August 2008**.

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.

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:

– identifying users;

– obtaining information on the purpose of the postal payment order;

– monitoring postal payment orders;

– checking that the information concerning users is up to date;

– 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 identification data referring to the sender or the payee, which may be used only for the purpose for which they were collected.

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 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.

22 Issuing designated operator – designated operator which transmits a postal payment order to the paying designated operator, in accordance with the Acts of the Union.

23 Paying designated operator – designated operator responsible for executing the postal payment order in the destination country, in accordance with the Acts of the Union.

24 Validity period – period of time during which the postal payment order may be executed or cancelled.

25 Service access point – physical or virtual place where the user may deposit or receive a postal payment order.

26 Remuneration – sum owed by the issuing designated operator to the paying designated operator for payment to the payee.

27 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.

28 Counterparty risk – risk that one of the parties to a contract will default, leading to loss or liquidity risk.

29 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.

30 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.

31 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.

32 Price – amount paid by the sender to the issuing designated operator for a postal payment service.

33 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.

34 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 its (their) territory. 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, a member country shall inform, through the International Bureau, the other member countries party to the Agreement:

2.1 of the suspension of its postal payment services, 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, delivered 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.

2 During the validity period of the postal payment order, the sender may recall it up until its payment to the payee or until it is credited to the payee's account.

Article 7
Prevention of money laundering, terrorist funding 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 funding 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 funding and financial crime.

Article 8
Confidentiality

1 Designated operators shall ensure the confidentiality of, and the use of, personal data in accordance with national legislation and, where applicable, international obligations, and the Regulations. The provision of this article shall not restrict the provision of personal data on the request based on each member country's national laws.

2 The data required to execute the postal payment order shall be confidential.

3 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 may 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.

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.

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 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 the postal payment order has been duly paid or the payee's account credited, or until the funds have been reimbursed to the sender in the form of cash or as a credit to his account.

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 Regulations;

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 orders paid to the payees or for reimbursing non-executed 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 parties to the Agreement and which have the right to vote.

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 2010 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 Geneva, 12 August 2008.

Declarations made on signature of the Acts

I

On behalf of the Syrian Arab Republic:

"The Syrian Arab Republic declares that its signature of the Acts shall not imply an obligation to perform or accept any transaction with the Israeli postal administration."

(CONGRÈS–Doc 41.Add 1)

II

On behalf of the Argentine Republic

"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, the South Sandwich Islands and the Argentine Antarctica sector which are a constituent part of its national territory.
"It also 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 requests 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 12 June 2008, and that the General Assembly of the Organization of American States adopted a new decision on the issue in similar terms on 3 June 2008."

(CONGRÈS–Doc 41.Add 2)

III

On behalf of the Socialist Republic of Viet Nam

"The Socialist Republic of Viet Nam declares that:

i It reserves the right of the Vietnamese Government to take any action or measures it deems necessary to safeguard national interests should any other postal administrations in any way fail to comply with the provisions of the UPU Congress Acts or should reservations by other postal administrations jeopardize its postal services or its sovereignty.

ii Viet Nam reserves the right of its Government to make additional reservations, if necessary, upon ratification of the UPU Congress Acts."

(CONGRÈS–Doc 41.Add 3)

IV

On behalf of the Republic of Indonesia

"The delegation of the Republic of Indonesia declares that Indonesia will apply the Acts adopted by the 24th Congress of the Universal Postal Union, in accordance with the Constitution, Laws and Regulations of the Republic of Indonesia and pursuant to its obligations as a party to other treaties, conventions and any principles of international law.
"The delegation of the Republic of Indonesia reserves the right of its Government to take any action or measures it deems necessary to safeguard its national interests should any Acts adopted by this Congress directly or indirectly affect its sovereignty or contravene the Constitution, Laws or Regulations of Indonesia, 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 jeopardize its postal services or result in an unacceptable increase in its contributory share toward defraying the expenses of the Union."

(CONGRÈS–Doc 41.Add 4)

V

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."

(CONGRÈS–Doc 41.Add 5)

VI

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 their obligations pursuant to the agreement establishing the European Economic Area and the General Agreement on Trade in Services (GATS) of the World Trade Organization."

(CONGRÈS–Doc 41.Add 6)

VII

On behalf of the Kingdom of Thailand

"On the signing of the Final Acts of the 24th Congress of the Universal Postal Union (Geneva, 2008), the Thai delegation declares that:

1 The Kingdom of Thailand will in no way be bound by any provisions of these Acts that infringe its sovereignty or run counter to its national legislation.

2 The signature of these Acts should not be construed as a decision by the Kingdom of Thailand to alter any rights it has or could claim under any other international agreements or instruments to which it is party.

3 The Kingdom of Thailand reserves the right to take any action or measures it deems necessary to safeguard its national interests should the consequences of reservations by any member jeopardize its postal services or affect its sovereignty.

4 The Kingdom of Thailand reserves the right to make reservations, if necessary, upon ratification of these Acts."

(CONGRÈS–Doc 41.Add 7)

VIII

On behalf of the Republic of Georgia

"The Georgian delegation declares that Georgia will apply the Acts, amendments and additions adopted by this Congress only in accordance with the Constitution of Georgia and its national legislation and universal norms, and provided they do not impair the country's sovereignty and its national interests.

"The Georgian Delegation will protect the rights of its Government by:

– making further statements in the national interest in the event that the Acts, amendments and additions adopted by this Congress directly or indirectly contradict the Constitution of Georgia and/or its national legislation and normative acts, and if any UPU member country fails to observe the UPU Convention, Constitution or Acts;

– taking any action needed for the organization, regulation and functioning of the Postal community and the issuing of postage stamps in compliance with national legislation and normative acts throughout the territory of Georgia, any other action of that kind being illegal;

– taking any action to defend its national interests in the event that any UPU member country takes action that endangers the normal functioning of postal services throughout the territory of Georgia."

(CONGRÈS–Doc 41.Add 8)

IX

On behalf of the Bolivarian Republic of Venezuela

"The Bolivarian Republic of Venezuela, on signature of the Acts, declares that it reserves the right to take all the necessary measures to protect its national interests in the event that other member countries of the Universal Postal Union (UPU) take actions that contravene the Acts or that might directly or indirectly affect its sovereignty or national legislation. Moreover, the signature of the UPU Acts may in no circumstances be interpreted as a renunciation of the rights of the Bolivarian

Republic of Venezuela as a sovereign country or the principles of international law that are specific to it as a sovereign country."

(CONGRÈS–Doc 41.Add 9)

X

On behalf of the Kingdom of Lesotho

"The delegation of the Kingdom of Lesotho declares that Lesotho will apply the Acts adopted by the 24th Congress of the Universal Postal Union, in accordance with the Constitution, Laws and Regulations of the Kingdom of Lesotho and pursuant to its obligations as a party to other treaties and any principles of international law."

(CONGRÈS–Doc 41.Add 10)

XI

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."

(CONGRÈS–Doc 41.Add 11)

XII

On behalf of Canada

"Canada 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."

(CONGRÈS–Doc 41.Add 12)

XIII

On behalf of Togo

"On the signing of the Final Acts of the 24th Universal Postal Congress, held in Geneva (Switzerland) from 23 July to 12 August 2008, the Togolese delegation declares that the Republic of 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.
"The Republic of Togo also reserves the right to make any reservations it deems necessary to protect its legal order and international commitments prior to the ratification of the Acts."

(CONGRÈS–Doc 41.Add 13)

XIV

On behalf of a group of countries

"The postal administration of the Syrian Arab Republic reiterates the declaration made at the 2004 Bucharest Congress by the Kingdom of Bahrain, the Islamic Republic of Iran, the Republic of Iraq, the Socialist People's Libyan Arab Jamahiriya, the Lebanese Republic, the Islamic Republic of Pakistan, the Kingdom of Saudi Arabia, the Republic of Tunisia, the United Arab Emirates and the Republic of Yemen, and declares that their signature of all the Acts of the Universal Postal Union (24th Congress – 2008), and any subsequent ratification of those Acts by their respective governments, shall not be valid vis-à-vis the member inscribed under the name of Israel and shall in no way imply its recognition."

(CONGRÈS–Doc 41.Add 14)

XV

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 24th 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 and its signature of the Final Acts 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."

(CONGRÈS–Doc 41.Add 15)

XVI

On behalf of Israel

"The delegation of Israel to the 24th Congress of the Universal Postal Union reiterates the declarations and reservations which it has made in previous UPU Congresses, and rejects unreservedly any declaration or reservation made by any other country of the Union at this 24th Congress (Geneva) 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 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."

(CONGRÈS–Doc 41.Add 16)

XVII

On behalf of the Republic of Azerbaijan

"Although Nagorno Karabakh and seven other districts adjacent to it form an integral part of Azerbaijan, they continue to be occupied by Armenia.
"The so-called 'Nagorno Karabakh Republic' is an artificial, illegitimate and unrecognized entity that resulted from the illegal occupation of Azerbaijan's Nagorno Karabakh and neighbouring districts by armed forces of Armenia in 1992 and 1993. Ethnic cleansing of Azerbaijanis had been carried out by Armenia in these occupied territories.
"As a result, more than one million Azerbaijanis uprooted from their permanent places of residence became refugees and internally displaced persons in their own country only because they were Azerbaijanis. Many of them are still living in temporary shelters and residential areas and look forward with impatience and determination to the day when they can return to their homes.
"The international community has taken a clear and unequivocal position with regard to Armenia's aggressive policy towards Azerbaijan. Although four UN Security Council resolutions (822 of 30 April 1993, 853 of 29 July 1993, 874 of 14 October 1993 and 884 of 12 November 1993) demanded the complete, immediate and unconditional withdrawal of occupying forces from the occupied territories of Azerbaijan, none of these resolutions has been implemented by the aggressor.
"In its resolution entitled 'The situation in the occupied territories of Azerbaijan', adopted during its 62nd session on 14 March 2008, the UN General Assembly once again confirmed the 'respect and support to sovereignty and territorial integrity in the internationally recognized borders of the Republic of Azerbaijan' and demanded the 'immediate, complete and unconditional withdrawal of all Armenian forces from all territories of Azerbaijan that are under occupation'. Once again, Armenia has ignored this call from the international community.
"As a result of the continuing occupation of 20% of Azerbaijani territory by Armenia, extensive damage has been caused to Azerbaijan's economy.
"In the territories of the Republic of Azerbaijan occupied by Armenia, it has become impossible to implement the provisions of the Universal Postal Convention concerning the circulation of postage stamps (article 8). With the direct support of Armenia, the puppet regime of the so-called 'Nagorno Karabakh Republic' has been printing illegal postage stamps, in blatant violation of the provisions of the Universal Postal Convention, and promoting their illegal circulation.
"We feel that the Universal Postal Union cannot remain indifferent to such activity and that, on the basis of its own Acts, as well as the UN Charter and the resolutions of the UN Security Council and General Assembly concerning the Nagorno Karabakh conflict between Armenia and Azerbaijan, it should effectively prevent the dissemination of illegal postage stamps by illegal and unrecognized entities and take the necessary measures with regard to its member country Armenia, which supports this kind of activity, in contravention of international law. We also take this opportunity to ask UPU member countries and the companies operating under their legal authority to refrain from any postal relations or communication with the so-called 'Nagorno Karabakh Republic'.
"We do believe that in the future actions of the Universal Postal Union, this kind of activity will be kept under control and that relevant measures will be taken where necessary.
"The Government of Azerbaijan holds the position that the postal administration of the Republic of Azerbaijan is the only relevant postal authority in its territory recognized by the world community and international organizations.
"The Government of Azerbaijan considers any attempt to recognize the so-called illegitimate 'Nagorno Karabakh Republic' as an independent state to be in blatant violation of the territorial integrity and sovereignty of the Republic of Azerbaijan and in violation of all international legal standards, including the right to provide postal services.

"The Government of Azerbaijan states that, in view of the occupation of the Azerbaijan's Nagorno Karabakh and neighbouring districts by the armed forces of Armenia, the Republic of Azerbaijan reserves the right not to apply the provisions of the Universal Postal Convention with regard to Armenia."

(CONGRÈS–Doc 41.Add 17)

XVIII

On behalf of the United Kingdom of Great Britain and Northern Ireland

"The Government of the United Kingdom of Great Britain and Northern Ireland has no doubt about the sovereignty of the United Kingdom over the Falkland Islands, South Georgia and the South Sandwich Islands and their surrounding maritime areas, and rejects the claim by the Government of Argentina to sovereignty over those islands and maritime areas.
"The principle of self determination, enshrined in the charter of the United Nations, underlies our position on the sovereignty of the Falkland Islands. There can be no negotiation on the sovereignty of the Falkland Islands, unless and until such time as the Falkland Islands so wish. The islanders regularly make it clear that they wish the Falkland Islands to remain under British sovereignty.
"The United Kingdom frequently makes its position on the Falkland Islands known to the international community. Our position was last set out in detail by the United Kingdom's Permanent Representative to the United Nations, Sir John Sawers, in a written right of reply dated 1 October 2007 (A/62/469) to the statement by President Néstor Carlos Kirchner of the Argentine Republic in the United Nations General Assembly on 25 September 2007. That remains the United Kingdom's position.
"The United Kingdom has no doubt about its sovereignty over the British Antarctic Territory and in this context draws attention to Article IV of the Antarctic Treaty, to which both the United Kingdom and Argentina are parties."

(CONGRÈS–Doc 41.Add 18)

XIX

On behalf of the Republic of Cyprus

"The delegation of the Republic of Cyprus to the 24th 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 11 August 2008 (CONGRÈS–Doc 41.Add 15) at the 24th Congress in Geneva 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."

(CONGRÈS–Doc 41.Add 19)

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 xx to xx of the present brochure.

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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.

1.6bis 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]

1.6ter 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

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

the General Regulations, in its application to that member country. Any reservation shall be compatible with the object and 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

[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.

of the Union. Member countries which have not replied within a period of four months **counting from the date of the consultation**[1] 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.

Article 12[2]
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[3]
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.

[1] Amended by the 24th Congress – 2008.
[2] Amended by the 1989 Washington Congress.
[3] Amended by the 1969 Tokyo, 1984 Hamburg and 1994 Seoul Congresses.

Article 16
Administrative Conferences

(Deleted.)[1]

Article 17[2]
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[3]
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.)[4]

Article 20[5]
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.

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

Chapter IV

Finances of the Union

Article 21[1]
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.

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.[2]

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.[2]

[1] Amended by the 1969 Tokyo, 1974 Lausanne and 1989 Washington Congresses.
[2] Amended by the 2004 Bucharest Congress.

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.[1] **Member countries shall ensure that their designated operators fulfil the obligations arising from the Convention and its Regulations.[2]**

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.[2]**

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.[3]

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.

Article 23[4]
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.

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

Chapter II

Acceptance and denunciation of the Acts of the Union

Article 25[1]
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.[2]

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**[3] country 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**[3] countries that have ratified or approved them.

Article 26[4]
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.

[1] Amended by the 1989 Washington and 1994 Seoul Congresses.
[2] Amended by the 1999 Beijing Congress.
[3] Amended by the 24th Congress – 2008.
[4] Amended by the 1969 Tokyo and 1989 Washington Congresses.

Chapter III

Amendment of the Acts of the Union

Article 29
Presentation of proposals

1 **A**[1] 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**.[1, 2]

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.[3]

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 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[4]
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]

[1] Amended by the 24th Congress – 2008.
[2] Amended by the 1999 Beijing Congress and 24th Congress – 2008.
[3] Amended by the 2004 Bucharest Congress.
[4] Amended by the 1984 Hamburg Congress.

Chapter IV

Settlement of disputes

Article 32
Arbitration

In the event of a dispute between two or more **member countries**[1] concerning the interpretation of the Acts of the Union or the responsibility imposed on a **member country**[1] 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.[2]

Done at Vienna, 10 July 1964.

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

General Regulations of the Universal Postal Union

(amended by the First Additional Protocol of the 24th Congress – 2008)

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General Regulations of the Universal Postal Union

(amended by the First Additional Protocol of the 24th Congress – 2008)

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

Functioning of the Union's bodies

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 debates, each member country shall be entitled to one vote, subject to the sanctions provided for in article 129.

4 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.

5 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.

6 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.

7 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.

8 Paragraphs 2 to 6 shall be applicable by analogy to Extraordinary Congresses.

Article 101bis
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 policies 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 122 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 103, 105 and 107 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 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 102
Composition, functioning and meetings of the Council of Administration (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 member countries 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 shall be renewed at each Congress; no member 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.

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.

6 The Council of Administration shall have the following functions:

6.1 to supervise 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;

6.2 to consider and approve, within the framework of its competence, any action considered necessary to safeguard and enhance the quality of and to modernize the international postal service;

6.3 to promote, coordinate and supervise all forms of postal technical assistance within the framework of international technical cooperation;

6.4 to consider and approve the biennial **Programme and** Budget and the accounts of the Union;

6.5 to authorize the ceiling of expenditure to be exceeded, if circumstances so require, in accordance with article 128.3 to 5;

6.6 to lay down the Financial Regulations of the **Union**;

6.7 to lay down the rules governing the Reserve Fund;

6.8 to lay down the rules governing the Special Fund;

6.9 to lay down the rules governing the Special Activities Fund;

6.10 to lay down the rules governing the Voluntary Fund;

6.11 to provide control over the activities of the International Bureau;

6.12 to authorize election of a lower contribution class, if it is so requested, in accordance with the conditions set out in article 130.6;

6.13 to authorize 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;

6.14 to lay down the Staff Regulations and the conditions of service of the elected officials;

6.15 to create or abolish International Bureau posts taking into account the restrictions imposed by the expenditure ceiling fixed;

6.16 to lay down the Regulations of the Social Fund;

6.17 to approve the biennial report on the work of the Union and the biennial Financial Operating Reports prepared by the International Bureau and where appropriate to furnish observations on them;

6.18 to decide on the contacts to be established with **member countries** in order to carry out its functions;

6.19 after consulting the Postal Operations Council, to decide on the contacts to be established with the organizations which are not de jure observers, to consider and approve the reports by the International Bureau on UPU relations with other international bodies and to take the decisions which it considers appropriate on the conduct of such relations and the action to be taken on them; to designate in due course, after consulting the Postal Operations Council and the Secretary General, the international organizations, associations, enterprises and qualified persons to be invited to be represented at specific

meetings of Congress and its Committees when this is in the interest of the Union or the work of Congress and to instruct the Director General to issue the necessary invitations;

6.20 to establish 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), to follow closely the study of these questions, and to review and approve, for conformity with the aforementioned principles, Postal Operations Council proposals relating to these questions;

6.21 to study, 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;

6.22 to formulate proposals which shall be submitted for the approval either of Congress or of **member countries** in accordance with article 125;

6.23 to approve, 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;

6.24 to consider the annual report prepared by the Postal Operations Council and any proposals submitted by the Council;

6.25 to submit subjects for study to the Postal Operations Council for examination in accordance with article 104.9.16;

6.26 to designate the **member** country where the next Congress is to be held in the case provided for in article 101.4;

6.27 to determine in due course and after consulting the Postal Operations Council, the number of Committees required to carry out the work of Congress and to specify their functions;

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

- to assume the vice-chairmanships of Congress and the chairman-ships and vice-chairmanships of the Committees, taking as much account as possible of the equitable geographical distribution of the member countries; and
- to sit on the restricted Committees of Congress;

6.29 to review and approve**, in consultation with the Postal Operations Council,** the draft **Strategy** for presentation to Congress ;

6.30 to approve the four-yearly report, prepared by the International Bureau in consultation with the POC, 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;

6.31 to establish the framework for the organization of the Consultative Committee and concur in the organization of the Consultative Committee in accordance with the provisions of article 106;

6.32 to establish criteria for membership of the Consultative Committee and to approve or reject 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;

6.33 to designate **those of its** members that will serve as members of the Consultative Committee;

6.34 to receive and discuss reports and recommendations from the Consultative Committee and to consider recommendations from the Consultative Committee for submission to Congress.

7 At its first meeting, which shall be convened 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.

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

9 The Chairman, the Vice-Chairmen and the Committee 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 biennial 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.

10 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 cost of either 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.

11 The Chairman of the Postal Operations Council shall represent that body at meetings of the Council of Administration on the agenda of which there are questions of interest to the body which he directs.

12 The Chairman of the Consultative Committee shall represent it at meetings of the Council of Administration when the agenda contains questions of interest to the Consultative Committee.

13 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.

14 The **member** country in which the Council of Administration meets shall be invited to take part in the meetings in the capacity of observer, if **it** is not a member of the Council of Administration.

15 The Council of Administration may invite any international body, any representative of an association or enterprise, or any qualified person whom it wishes to associate with its work to its meetings, without the right to vote. It may also invite, under the same conditions, one or more member countries concerned with questions on its agenda.

16 If they so request, the following observers may participate in the plenary sessions and Committee meetings of the Council of Administration, without the right to vote:

16.1 members of the Postal Operations Council;

16.2 members of the Consultative Committee;

16.3 intergovernmental organizations interested in the work of the Council of Administration;

16.4 other member countries of the Union.

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

18 The members of the Council of Administration shall take an active part in its work. 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 shall be carried out without additional expense for the Union.

19 In exceptional circumstances, 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 103
Information on the activities of the Council of Administration

1 After each session, the Council of Administration shall inform the member countries, **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, **their designated operators** and the members of the Consultative Committee at least two months before the opening of Congress.

Article 104
Composition, functioning and meetings of the Postal Operations Council (Const 18)

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.

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

5 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.

6 The Postal Operations Council shall draw up its Rules of Procedure.

7 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.

8 The Chairman, the Vice-Chairman and the Committee 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.

9 The functions of the Postal Operations Council shall be the following:

9.1 to conduct 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 to prepare information, opinions and recommendations for action on them;

9.2 to revise 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 Operations Council shall be subject to Council of Administration guidance on matters of fundamental policy and principle;

9.3 to coordinate practical measures for the development and improvement of international postal services;

9.4 to take, 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;

9.5 to formulate proposals which shall be submitted for the approval either of Congress or of **member countries** in accordance with article 125; the approval of the Council of Administration is required when these proposals concern questions within the latter's competence;

9.6 to examine, at the request of a member country, any proposal which that **member country** forwards to the International Bureau under article 124, to prepare observations on it and to instruct the International Bureau to annex these observations to the proposal before submitting it for approval to the member countries;

9.7 to recommend, 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;

9.8 to prepare and issue, in the form of recommendations to **member countries and their 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;

9.9 **to provide input to the Council of Administration for the development of the draft Strategy to be submitted to Congress;**

9.10 to approve those parts of the biennial report on the work of the Union prepared by the International Bureau which concern the responsibilities and functions of the Postal Operations Council;

9.11 to decide on the contacts to be established with **member countries and their designated operators** in order to carry out its functions;

9.12 to study teaching and vocational training problems of interest to **member countries and their designated operators as well as to the new and developing countries**;

9.13 to take 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;

9.14 to study the present position and needs of the postal services in the new and developing countries and to prepare appropriate recommendations on ways and means of improving the postal services in those countries;

9.15 to take, 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**;

9.16 to examine 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**;

9.17 to receive and discuss reports as well as recommendations from the Consultative Committee and, when matters of interest to the Postal Operations Council are involved, to examine and comment on recommendations from the Consultative Committee for submission to Congress;

9.18 to designate **those of its** members that will serve as members of the Consultative Committee.

10 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 first session after Congress, prepare a draft basic work programme, containing a number of tactics aimed at implementing 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.

11 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.

12 If they so request, the following observers may participate in the plenary sessions and Committee meetings of the Postal Operations Council, without the right to vote:

12.1 members of the Council of Administration;

12.2 members of the Consultative Committee;

12.3 intergovernmental organizations interested in the work of the Postal Operations Council;

12.4 other member countries of the Union.

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

14 The members of the Postal Operations Council shall take an active part in its work. 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 shall be carried out without additional expense for the Union.

15 In exceptional circumstances 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. If it considers this necessary, the Council of Administration may, in consultation with the Postal Operations Council, subsequently review restrictions where appropriate.

16 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.

17 The Postal Operations Council may invite the following to take part in its meetings without the right to vote:

17.1 any international body or any qualified person whom it wishes to associate with its work;

17.2 **any** member **country** not belonging to the Postal Operations Council;

17.3 any association or enterprise that it wishes to consult with respect to its work.

Article 105
Information on the activities of the Postal Operations Council

1 After each session, the Postal Operations Council shall inform the member countries, **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 and send it to the member countries**, their designated operators** and the members of the Consultative Committee at least two months before the opening of Congress.

Article 106
Composition, functioning and meetings of the Consultative Committee

1 The aim of the Consultative Committee shall be to represent the interests of the wider international postal sector, and to provide a framework for effective dialogue between stakeholders. It shall consist of 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. The Council of Administration and the Postal Operations council shall designate the members of their respective Councils as members of the Consultative Committee. Apart from members designated by the Council of Administration and the Postal Operation Council, membership in 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 102.6.31.

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

3 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.

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

5 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.

6 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.

7 The Consultative Committee shall meet twice annually. In principle, the meetings will be held at Union headquarters at the same time as meetings of the Council of Administration and 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.

8 The Consultative Committee shall establish its own programme within the framework of the following functions:

8.1 to examine 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;

8.2 to conduct studies of and debate issues of importance to the Consultative Committee's members;

8.3 to consider issues affecting the postal services sector and issue reports on such issues;

8.4 to provide 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;

8.5 to make 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.

9 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.

10 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.

11 If they so request, members of the Consultative Committee may attend plenary sessions and Committee meetings of the Council of Administration and the Postal Operations Council in

accordance with articles 102.16 and 104.12. They may also participate in the work of project teams and working groups under terms established under articles 102.18 and 104.14. Members of the Consultative Committee may attend Congress as observers without the right to vote.

12 If they so request, the following observers may participate in the sessions of the Consultative Committee, without the right to vote:

12.1 members of the Postal Operations Council and the Council of Administration;

12.2 intergovernmental organizations interested in the work of the Consultative Committee;

12.3 Restricted Unions;

12.4 other member countries of the Union.

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

14 In exceptional circumstances 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.

15 The International Bureau, under the responsibility of the Director General, shall provide the secretariat for the Consultative Committee.

Article 107
Information on the activities of the Consultative Committee

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 that is provided to **Union** member countries, **to their designated operators** and **to the** Restricted Unions, in accordance with article 103.

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.

Article 108
Rules of Procedure of Congresses (Const. 14)

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

2 Each Congress may amend these Rules under the conditions laid down in the Rules of Procedure themselves.

Article 109
Working languages of the International Bureau

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

Article 110
Languages used for documentation, for debates and for official correspondence

1 For the documentation of 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 shall bear all of the costs involved.

2 The member country or countries which have requested 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 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** 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 and Russian 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 II

International Bureau

Article 111
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 112
Duties of the Director General

1 The Director General shall organize, administer and direct the International Bureau, of which he is the legal representative. He shall be empowered to classify posts in grades G 1 to D 2 and to appoint and promote officials in those grades. 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. 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. 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 that principle. Moreover, the requirements of equitable geographical and language distribution shall rank behind merit in the recruitment process. The Director General shall inform the Council of Administration once a year of appointments and promotions in grades P 4 to D 2.

2 The Director General shall have the following duties:

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

2.2 to notify the decisions taken by Congress to all the Governments of member countries;

2.3 to notify all **member countries and their designated operators** of the Regulations drawn up or revised by the Postal Operations Council;

2.4 to prepare the draft annual budget of the Union at the lowest possible level consistent with the requirements of the Union and to submit it in due course to the Council of Administration for consideration; to communicate the budget to the member countries of the Union after approval by the Council of Administration and to execute it;

2.5 to execute the specific activities requested by the bodies of the Union and those assigned to him by the Acts;

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

2.7 to submit suggestions and proposals to the Council of Administration or to the Postal Operations Council;

2.8 following the close of Congress, to submit 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;

2.9 to prepare, for the Council **of Administration** and on the basis of directives issued by the **Councils**, the draft Strategy to be submitted to Congress;

2.10 to prepare, 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;

2.11 to ensure the representation of the Union;

2.12 to act as an intermediary in relations between:

– the UPU and the Restricted Unions;

– the UPU and the United Nations;

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

2.13 to assume the duties of Secretary General of the bodies of the Union and supervise in this capacity and taking into account the special provisions of these General Regulations, in particular:

- the preparation and organization of the work of the Union's bodies;
- the preparation, production and distribution of documents, reports and minutes;
- the functioning of the secretariat at meetings of the Union's bodies;

2.14 to attend the meetings of the bodies of the Union and take part in the discussions without the right to vote, with the possibility of being represented.

Article 113
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 111.3.

Article 114
Secretariat of the Union's bodies (Const 14, 15, 17, 18)

The secretariat of the Union's bodies shall be provided by the International Bureau under the responsibility of the Director General. It shall send all the documents published on the occasion of each session to the **member countries** of the body **and their designated operators**, to **member countries and their designated operators** which, while not members of the body, cooperate in the studies undertaken, to the Restricted Unions and to other member countries **and their designated operators** which ask for them.

Article 115
List of member countries (Const. 2)

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 116
Information. Opinions. Requests for interpretation and amendment of the Acts. Inquiries. Role in the settlement of accounts (Const 20; Gen Regs 124, 125, 126)

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 interpretation 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 their 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.

Article 117
Technical cooperation (Const. 1)

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

Article 118
Forms supplied by the International Bureau (Const 20)

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 119
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 and shall inform **member countries and their designated operators** of the existence of such Unions and Agreements. The International Bureau shall notify the Council of Administration of any irregularity discovered through applying this provision.

Article 120
Union periodical

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 121
Biennial report on the work of the Union (Const. 20; Gen Regs 102.6.17)

The International Bureau shall make a biennial report on the work of the Union, which shall be sent, after approval by the Council of Administration, to **member countries and their designated operators**, the Restricted Unions and the United Nations.

Chapter III

Procedure for the submission and consideration of proposals

Article 122
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:

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

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

c 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**;

d 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;

e declarations of support shall reach the International Bureau within the same period 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 countries represented at Congress and unless the conditions laid down in paragraph 1 are fulfilled.

3 Every proposal shall, 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 123
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 shall 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 prior to 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 124
Procedure for submitting proposals between Congresses (Const 29; Gen Regs 116)

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.

3 Proposals concerning the Regulations shall not require support but shall not be considered by the Postal Operations Council unless the latter agrees to the urgent necessity.

Article 125
Consideration of proposals between Congresses (Const 29; Gen Regs 116, 124)

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

3 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 126
Notification of decisions adopted between Congresses (Const. 29; Gen. Regs 124, 125)

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 36.3.2 of the Convention and in the corresponding provisions of the Agreements.

Article 127
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 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 128
Fixing and regulation of the expenditure of the Union (Const 22)

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 the following sums for **2009** and subsequent years: 37,000,000 Swiss francs for the years **2009 and 2010**, **and 37,235,000 Swiss francs for the years 2011 and 2012**. The basic limit for **2012** shall also apply to the following years in case the Congress scheduled for **2012** is postponed.

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.

7 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.

8 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.

9 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.

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

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

12 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.

13 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.

14 To cover shortfalls in Union financing, a Reserve Fund shall be established the amount of which shall be fixed by the Council of Administration. This Fund shall be maintained primarily from budget surpluses. It may also be used to balance the budget or to reduce the amount of member countries' contributions.

15 As regards temporary financing shortfalls, the Government of the Swiss Confederation shall make the necessary short-term advances, on conditions which are to be fixed by mutual agreement. That Government shall supervise, without charge, book-keeping and accounting of the International Bureau within the limits of the credits fixed by Congress.

15bis The provisions under paragraphs 9, 10, 11, 12 and 13 apply by analogy to the translation costs billed by the International Bureau to member countries belonging to the language groups.

Article 129
Automatic sanctions

1 Any member country unable to make the assignment provided for in article 128.9 and which does not agree to submit to an amortization schedule proposed by the International Bureau in accordance with article 128.10, 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 130
Contribution classes (Const 21; Gen Regs 115, 128)

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 shall 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 change **request** is **sent** to 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 131
Payment for supplies from the International Bureau (Gen Regs 118)

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.

Chapter V

Arbitration

Article 132
Arbitration procedure (Const 32)

1 If a dispute has to be settled by arbitration, each of the **member countries** party to the case shall select a member country not directly involved in the dispute. When several **member countries** make common cause, they shall count only as a single **member country** for the purposes of this provision.

2 If one of the **member countries** party to the case does not act on a proposal for arbitration within a period of six months **from the date of its sending**, the International Bureau, if so requested, shall itself call upon the defaulting **member country** to appoint an arbitrator or shall itself appoint one ex officio.

3 The parties to the case may agree to appoint a single arbitrator which may be the International Bureau.

4 The decision of the arbitrators shall be taken by a majority of votes.

5 In the event of a tie the arbitrators shall select another **member country**, not involved in the dispute either, to settle the matter. Should they fail to agree on the choice, this **member country** shall be appointed by the International Bureau from among **member countries** not proposed by the arbitrators.

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.

6bis If a dispute has to be settled by arbitration between designated operators, the operators concerned shall ask their member countries to act in accordance with the procedure provided for in paragraphs 1 to 6.

Chapter VI

Final provisions

Article 133
Conditions for approval of proposals concerning the General Regulations

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 134
Proposals concerning the Agreements with the United Nations (Const. 9)

The conditions of approval referred to in article 133 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 135
Amendment, entry into force and duration of the General Regulations

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.

These General Regulations shall come into force on 1 January 2006 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 Bucharest, 5 October 2004.

Decisions of the 24th Congress other than those amending the Acts (resolutions, decisions, recommendations, formal opinions, etc.)

Classification key

1	General affairs of the Union
1.1	Political questions
1.2	Postal strategy

2	Acts of the Union
2.1	General
2.2	Constitution
2.3	General Regulations
2.4	Convention
2.4.1	Common questions applicable to the international postal service
2.4.1.1	Accounts
2.4.1.2	Environment
2.4.1.3	Security
2.4.1.4	Forms
2.4.1.5	Markets and customer relations
2.4.1.6	Postage stamps and philately
2.4.2	Matters applicable to letter post and postal parcels
2.4.2.1	Airmail
2.4.2.2	Customs control
2.4.2.3	Inquiries, liability and indemnity
2.4.2.4	Remuneration
2.4.2.5	Quality of service
2.4.2.6	EMS
2.4.3	Matters specific to letter post
2.4.4	Matters specific to postal parcels
2.5	Postal financial services

3	Union bodies
3.1	General
3.2	Congress
3.3	Executive Council (EC)/Council of Administration (CA)
3.4	Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)
3.5	Consultative Committee

3.6	International Bureau
3.6.1	Staff
3.6.2	Documentation and publications

4	Finance

5	Development cooperation

6	External relations
6.1	Restricted Unions
6.2	United Nations (UN)
6.3	Specialized agencies
6.4	Other organizations
6.5	Public information

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1	General affairs of the Union	Promoting "best practice" experiences on postal regulatory issues	Resolution C 41	219
		Impact of new technologies on the activities of the Union	Resolution C 65	253
1.1	Political questions			
1.2	Postal strategy	Innovation as key to the future of the postal network	Resolution C 12	174
		Nairobi Postal Strategy	Resolution C 20	190
		Strategic planning activities	Resolution C 39	217
2	Acts of the Union			
2.1	General	Interpretation of the term "member country" replacing "postal administration" in the Acts of the Union	Decision C 3	162
		Continuation of activities to study and refine the Acts of the Union after the 24th Congress	Resolution C 21	192
		Study on the topical value of certain provisions of the UPU Acts	Resolution C 22	192
		Study on establishing a permanent Universal Postal Convention and Postal Payment Services Agreement	Resolution C 42	220
		Making the wording of reservations more explicit	Resolution C 59	244
2.2	Constitution			
2.3	General Regulations			
2.4	Convention			
2.4.1	Common questions applicable to the international postal service	Postal economics	Resolution C 5	164
		Continuation of the work of the Operations and Accounting Review Project Group	Resolution C 25	196
		Address quality strategy, products and services	Resolution C 32	205

Classification key	Title and references	Type and number of the decision	Page
	Action plan for electronic postal services	Resolution C 33	208
	Counterfeit and pirated items sent through the post	Resolution C 37	214
	Continuation of universal postal service activities after the 24th Congress	Resolution C 44	223
	Expanded use of electronic data interchange (EDI)	Resolution C 56	240
	Extraterritorial offices of exchange (ETOEs) and international mail processing centres (IMPCs)	Resolution C 63	250
2.4.1.1 Accounts	Postal accounts – Resolving frequent or extended debts	Resolution C 58	242
2.4.1.2 Environment	Initiatives for the sustainable reduction of the negative environmental impact of the postal sector	Recommendation C 27	199
	Work on sustainable development	Resolution C 34	210
2.4.1.3 Security	Development of postal security standards	Resolution C 23	193
2.4.1.4 Forms			
2.4.1.5 Markets and customer relations	Customer relations and customer service	Resolution C 7	167
	Markets and marketing development	Resolution C 8	168
	Building capacity and capabilities in the areas of marketing and sales – assuring sound knowledge of the markets – facilitating access to the broadest knowledge and expertise available within the industry		
	Direct mail markets development	Resolution C 9	170
	Postal market development	Resolution C 10	171
2.4.1.6 Postage stamps and philately	Philatelic Code of Ethics for the use of UPU member countries	Recommendation C 26	197
	Development of philately	Resolution C 36	212
2.4.2 Matters applicable to letter post and postal parcels			
2.4.2.1 Airmail	Postal air waybill numbers	Resolution C 54	237
	Lack of documentation when handing over airmail and S.A.L. dispatches	Recommendation C 60	244
2.4.2.2 Customs control	Work relating to customs matters	Resolution C 29	201
	Border control	Resolution C 49	229
2.4.2.3 Inquiries, liability and indemnity			
2.4.2.4 Remuneration	Quality of Service Fund	Resolution C 15	176
	Classification of countries and territories for terminal dues and Quality of Service Fund purposes	Resolution C 17	180

Classification key		Title and references	Type and number of the decision	Page
		Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes	Resolution C 18	181
		Quality-linked remuneration system for postal payment services	Resolution C 78	265
2.4.2.5	Quality of service	Quality of Service Fund	Resolution C 15	176
		Classification of countries and territories for terminal dues and Quality of Service Fund purposes	Resolution C 17	180
		Classification of countries and territories for terminal dues and Quality of Service Fund (QSF) purposes	Resolution C 18	181
		Future work on remuneration systems for letter-post items exchanged between the designated operators of UPU member countries. Coordination of work on remuneration for other types of items	Resolution C 43	220
		UPU Global Monitoring System (GMS)	Resolution C 45	224
		Survey on quality of service programmes	Resolution C 46	226
		Communication of quality of service measurement results to member countries	Resolution C 48	228
		Quality of Service Programme for 2009–2012	Resolution C 52	232
		Quality-linked remuneration system for postal payment services	Resolution C 78	265
2.4.2.6	EMS			
2.4.3	Matters specific to letter post	Insured service	Resolution C 13	175
		Use of Internet-based letter post inquiry processing software	Resolution C 50	230
		International registered, insured and Exprès services (international value-added letter services)	Resolution C 14	175
		Future work on development of an action plan for letter post	Resolution C 11	172
2.4.4	Matters specific to postal parcels	Prioritization and funding of market analysis for parcels business	Resolution C 30	202
		Future parcel-post development strategies and associated activities	Resolution C 31	204
2.5	Postal financial services	Postal financial services development	Resolution C 74	259
		Development of the multilateral framework of the postal payment services	Resolution C 75	261
		Creation of the UPU clearing and settlement system	Resolution C 76	262
		Branding of the UPU electronic postal payment services	Resolution C 77	264

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		Future organization of UPU standardization activities	Resolution C 24	194
		EMS Cooperative	Resolution C 51	230
		Future strategy and activities of the Telematics Cooperative and its financing	Resolution C 53	234
		Council of Administration and Postal Operations Council – Committee Structures	Recommen-dation C 61	245
		Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct	Recommen-dation C 62	248
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		Admission of the media to the 24th UPU Congress	Decision C 2	162
		Admission of proposals presented between 23 January 2008 and 12 February 2008	Decision C 4	163
3.3	Executive Council (EC)/Council of Administration (CA)	Chairmanship of the Council of Administration to be elected by the 24th Universal Postal Congress	Decision C 80	267
		Participation of Armenia in the work of the Council of Administration	Decision C 82	268
3.4	Consultative Council for Postal Studies (CCPS)/Postal Operations Council (POC)	Issues referred to the Postal Operations Council for consideration	Decision C 81	267
3.5	Consultative Committee	Consultative Committee – improving the integration of CC members and further strengthening their role in all UPU activities	Resolution C 57	241
3.6	International Bureau			
3.6.1	Staff			
3.6.2	Documentation and publications	Cooperation in the area of postal statistics	Resolution C 64	252
		Electronic network of the Universal Postal Union	Resolution C 72	258
		Updating the password-protected list of e-mail addresses available via the UPU website	Resolution C 73	258
		Study on the financial impact of the distribution of UPU documentation by the International Bureau to member countries and designated operators	Resolution C 79	266

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		Support costs for extrabudgetary activities	Resolution C 67	255
		Approval of the accounts of the regular budget of the Universal Postal Union for the 2003–2006 period	Decision C 68	256
		Approval of the annual tied and extrabudgetary accounts of the Universal Postal Union for the 2004–2007 period	Decision C 69	257
		Aid provided by the Government of the Swiss Confederation in the field of the Union's finances	Decision C 70	257
		Period covered by the financial decisions taken by the 24th Congress	Decision C 71	257
5	Development cooperation	Development cooperation policy of the Universal Postal Union for the period 2009–2012	Resolution C 6	165
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		Development of E-commerce in developing countries and the least developed countries	Resolution C 28	201
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6.1	Restricted Unions			
6.2	United Nations (UN)			
6.3	Specialized agencies			
6.4	Other organizations	Relations with the publishing sector	Resolution C 35	211
		International law in the field of trade in services. WTO–UPU relations	Resolution C 40	218
		Cooperation with the airline industry	Resolution C 47	227
		Developing closer relations with international, regional and national organizations for practical cooperation projects in postal sector development in the field of information and communication technology (ICT)	Recommen-dation C 55	239
6.5	Public information	The role of the postal sector in the Information Society	Resolution C 38	215

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Decision C 1/2008

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 CA, 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:

– United States of America (1);

– Russian Federation (2);

– Greece (3);

– India (4),

b Chairmanships and vice-chairmanships of Congress Committees:

	Chairman	*Vice-Chairmen*
C 1 (Credentials)	Chile (1)	Azerbaijan (2) Austria (3)
C 2 (Finance)	Nigeria (5)	Hungary (Rep.) (2) Korea (Rep.) (4)
C 3 (General Matters and Structure of the Union)	Germany (3)	Barbados (1) Cameroon (5)
C 4 (Convention: Regulatory Issues)	Malaysia (4)	Argentina (1) Portugal (3)
C 5 (Convention: Economic Issues)	Brazil (1)	Finland (3) United Arab Emirates (4)
C 6 (Postal Payment Services)	France (3)	Kazakhstan (2) South Africa (5)

	Chairman	*Vice-Chairmen*
C 7 (Postal Markets and Products)	New Zealand (4)	Cuba (1) Slovakia (2) Japan (4)
C 8 (Development Cooperation)	Ukraine (2)	Spain (3) Benin (5)
C 9 (Drafting)	Tunisia (5)	Poland (2) Belgium (3)

c Composition of Committee 1 (Credentials):

– Chile (1) (Chairman), Austria (3) (Vice-Chairman), Azerbaijan (2) (Vice-Chairman), Czech Rep. (2), Ghana (5), Indonesia (4), Jordan (4), Qatar (4), Switzerland (3), Togo (5) and Trinidad and Tobago (1);

d Composition of Committee 9 (Drafting):

– Tunisia (Chairman), Belgium (Vice-Chairman), Poland (Vice-Chairman), Algeria, Burkina Faso, Great Britain, Italy, Lebanon, Morocco, Romania, Senegal and Turkey.

(Proposal 04, 1st plenary meeting)

Decision C 2/2008

Admission of the media to the 24th UPU Congress

Congress,

Decides

to allow the media to be present at the meetings of the 24th UPU Congress in the capacity of listeners without the right to speak or to vote. 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.

(Proposal 43, 1st plenary meeting)

Decision C 3/2008

Interpretation of the term "member country" replacing "postal administration" in the Acts of the Union

Congress,

In view of
the need to amend the Acts of the Union, including the replacement of the term "postal administration" hitherto used in the Acts of the Union with the terms "member country" and "designated operator", as requested by resolution C 11/2004 adopted by the Bucharest Congress (hereinafter referred to as the "replacement"), as well as the need to prevent an obstacle for each member country to ratify or accept the Acts of the Union which would be caused by the replacement,

Considering
the fact that each member country was allowed to define the term "postal administration" stipulated in the Acts of the Union within the framework of its national legislation before the replacement, based on resolution C 29/1994 adopted by the Seoul Congress, meaning that some member countries interpreted the term "postal administration" as "governmental authorities responsible for postal services which are stipulated in the Acts of the Union" and that this replacement does not intend to change the concept of the aforementioned resolution and the location of power of supervision over postal services stipulated in the Acts of Union,

Declares officially that

without prejudice to the definition provided in the Acts of the Union, the term member country may include, in order to implement the obligations arising from the Acts of the Union, the "governmental authorities responsible for postal services stipulated in the Acts of the Union" within the framework of member countries' national legislation, as the context requires.

(Proposal 21, Committee 3, 1st meeting)

Decision C 4/2008

Admission of proposals presented between 23 January 2008 and 12 February 2008

Congress,

Noting
that the decision to bring forward the opening of the 24th Universal Postal Congress from 13 August 2008 to 23 July 2008 was taken by the Council of Administration on 8 February 2008, which is less than six months before the opening of Congress,

Considering
that Union member countries were informed by circular letter No. 2150(DER.POT)1149 of 26 July 2007 and International Bureau circular No. 20 of 21 January 2008 that they could submit proposals for Congress until 12 February 2008, by virtue of article 122, §§ 1 and 2, of the General Regulations,

Taking into account
the impossibility, for member countries and the two Councils, of abiding by a new deadline of 22 January 2008,

Also considering
that the retroactive application of such a new deadline, to the detriment of Union member countries and predating the date of its notification, would go against a fundamental legal principle,

Decides

to accept all proposals that reach the International Bureau by 24.00 hours, Swiss time, on 12 February 2008 as having been presented in time.

(Proposal 38, Committee 3, 1st meeting)

Resolution C 5/2008

Postal economics

Congress,

Considering
the excellent, internationally recognized research work carried out by the Postal Economics Project Group of the Postal Operations Council during the Bucharest cycle,

Having observed
internal and external sector stakeholders' interest in better understanding the economics of postal infrastructure and networks worldwide,

Acknowledging
that the work conducted by the group sustains development and cooperation policies and regional plans,

Further noting
that research efforts aimed at facilitating the improvement of postal infrastructure in developing countries must be pursued so that the sector contributes to economic and social development and fosters trade,

Recognizing
that the policy issues covered by the research work of the group constitute priorities for governments involved in reform of their postal sector, poverty reduction and economic inclusion strategies, and are therefore of primary interest to the Council of Administration,

Charges

the Council of Administration:

– to further develop the postal economics research work during the Nairobi cycle;
– to determine the relevant economic policy issues to be covered by research;
– to examine regulation models and measure their impact on universal service;
– to invite international donors and other relevant multilateral agencies to participate in the research work and discussions of the group;
– to encourage renowned academic institutions to share their analysis of the postal sector economy with the group;
– to ensure that the results of these research and outreach activities are shared with and taken into consideration by the International Bureau and the relevant Union groups involved in cooperation and universal service activities for the benefit of member countries, especially the developing and least developed countries, in their national development plans.

(Proposal 56, Committee 8, 1st meeting)

Resolution C 6/2008

Development cooperation policy of the Universal Postal Union for the period 2009–2012

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 (CONGRÈS–Docs 29, 30 and 30.Add 1),

Noting
the positive results from the implementation of the development cooperation programme during the period 2005–2008, particularly the achievements within the framework of regionalization of development cooperation and, at national level, the integrated postal reform and development plan (IPDP),

Also noting
the contribution made by Regional Advisers in implementing cooperation policy in the field, particularly by helping developing countries to achieve the objectives of the Bucharest World 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 UPU development cooperation policy within the framework of the Nairobi Postal Strategy,

Decides

i to continue to apply the regional approach during the 2009–2012 period, in the form of regional development plans and regional projects, as the main tools for implementing the Nairobi Postal Strategy in the field;

ii to continue to help developing countries implement postal sector reform by means of integrated postal reform and development plans (IPDPs);

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 UPU assistance to the least developed countries and countries in special situations, in the form of multi-year integrated projects (MIPs), subject to the resources available;

v to also take account of the priority needs of other developing countries;

vi to continue the expansion and promotion of distance learning through the TRAINPOST system and the training of experts and further training of managers in the priority areas of the Nairobi Postal Strategy, particularly in the form of regional and international partnerships;

vii to assign at least 60% of the resources available in the Union's regular budget for development cooperation to assistance projects for developing countries;

viii to maintain UPU presence in the field by adapting it to the many different needs involved in implementing the regional approach and to the financial options for development cooperation;

ix to support, in so far as the needed resources are available, the efforts of countries seeking to obtain financial resources for the postal sector from funding institutions to carry out investment projects and projects to modernize postal services;

x to develop institutional and sectoral partnerships as part of international initiatives (Millennium Development Goals, Aid for Trade, Connect Africa) in order to give the postal sector access to external funding,

Invites

i countries receiving aid to marshal their human, financial and material resources and, in the spirit of good governance, to make the best possible use of that aid;

ii the Restricted Unions to support the joint implementation of regional development plans and provide the necessary resources for this;

iii industrialized countries and other donors to help and support the implementation of regional development plans;

iv all Union member countries to contribute to the Special Fund, making it possible to finance 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 in particular:

– to set the total budgetary credit earmarked for development cooperation in the Programmes and Budgets for the 2009–2010 and 2011–2012 cycles at a level at least equal to that of the 2005–2006 and 2007–2008 cycles;

– to finalize the development cooperation programme for 2009–2012 on the basis of this resolution and the Nairobi Postal Strategy,

Also instructs

the International Bureau:

– to adapt the methods and means of UPU presence in the field to the needs of the regional approach and to the resources available for development cooperation;

– to use the budget credits for development cooperation for financing, as a priority, projects other than those financed by the Quality of Service Fund (QSF); combined QSF/MIP financing based on simplified procedures may be considered for least developed countries with limited QSF resources,

Further charges

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 further strengthening information exchange and cooperation between the various Union bodies in their work on behalf of Union member countries, particularly developing countries.

(Proposal 39, Committee 8, 2nd meeting)

Resolution C 7/2008

Customer relations and customer service

Congress,

Conscious
of the importance of making the needs of customers the key focus of all activities of the Post as reflected in the mission and activities of the Union,

Noting
the emphasis placed on customer issues by the 2004 Congress and in the Bucharest World Postal Strategy and,

Stressing
the value of partnerships and partnering between the postal operators and their customers in the customer satisfaction value chain, at international, regional and national levels,

Recognizing

- that weak links in the service delivery value chain will have a strong impact on all of the suppliers and their capacity to provide quality services to customers as promised and expected;
- that despite the efforts being made to increase the focus on customer service, there is not yet universal implementation of standards, guidelines and best practices by all of the service suppliers in the universal service value chain and network;
- the need to share knowledge, best practices and conduct benchmarking to monitor and ensure progress,

Urges

the postal operators of Union member countries to:

- make the needs of customers the key focus of their activities;
- adopt and promulgate a customer service charter;
- commit to act as customers and suppliers to each other;
- share information, resources and experience in targeted customer service areas;
- make customer relations management and customer service a key focus of their training programmes;
- participate in the activities undertaken at Union level,

the Restricted Unions to:

- support the efforts of their members to become customer driven;
- facilitate the development of marketing expertise,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to ensure that appropriate attention is paid to POC and CA initiatives and proposals that impact on customers, particularly initiatives and proposals that may affect costs and prices, and that, where possible, formal consultation with customer groups is undertaken to gauge external opinion,

Further instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

- assist the postal operators of Union member countries to become more customer oriented, facilitating the sharing of best customer relations practices and developing capacity and capabilities in all areas of customer service relationships;
- monitor developments and participate in the work of other organizations at regional and international levels in the areas of customer services and customer relations;
- include in its work programme the following key issues:
  - a Customer service charter: encourage and facilitate its adoption;
  - b Customer satisfaction surveys: encourage and facilitate the undertaking of surveys which include both end customers and internal customers in the service delivery value chain. Apply benchmarking to monitor progress;
  - c Customer service and complaints management: ensure that continual improvement of the complaints-handling process and the overall quality of service and customer service are a permanent focus and objective of postal organizations;
  - d Training of staff in customer management and service areas: the Union's activities devoted to capacity building, including the related training programmes, should place emphasis on customer issues;
  - e Customer service commitment to build a customer-supplier relationship: all of the postal operators of Union member countries with universal postal service obligations should commit to act on customers' needs and act as customers and suppliers to each other;
  - f Customer day: take steps to encourage member countries to hold a customer day each year to improve interaction with, and seek feedback from, customers,

Invites

the Consultative Committee to participate actively in POC customer relations activities to ensure that customer issues are brought to the fore in POC deliberations.

(Proposal 31, Committee 7, 1st meeting)

Resolution C 8/2008

Markets and marketing development

Building capacity and capabilities in the areas of marketing and sales – assuring sound knowledge of the markets – facilitating access to the broadest knowledge and expertise available within the industry

Congress,

In view of
the rapid pace of change in the postal industry worldwide in terms of globalization, competition, a new technological environment and more sophisticated and demanding customers,

Noting that
there is in many cases a capacity and capability gap between postal operators and market requirements, particularly in terms of market knowledge,

Noting that
positioning the universal postal network to be an effective and valued infrastructure and a vehicle for economic and social development in all Union member countries requires all of the links in the network to be capable of providing effective solutions to partner postal organizations in the service delivery chain and also to customers,

Acknowledging
the benefits of globally and regionally-focused research activities which enable governments, regulators, the bodies of the Union, and postal operators of member countries to increase knowledge and responsiveness to evolving markets' requirements, customers' needs and current and predicted changes in the postal industry,

Instructs

the Postal Operations Council and the International Bureau to:

a initiate appropriate research projects concerning part or all of the postal sector and/or business, monitoring changes within the industry and making available to the bodies of the Union and to the member countries the outcomes of the research undertaken or accessed on a partnership basis;

b develop adequate programmes and projects including the development of management guides and tools (i.e. implementation of a capacity-building approach), with a view to supporting the Posts in building sustainable capacity and capabilities in the various areas of markets, marketing and sales;

c establish sharing networks and industry partnerships at international, regional and national levels and set up adequate working structures to facilitate the roll-out and implementation of the targeted projects and activities;

d launch appropriate development projects aimed at facilitating access to markets and making it easier for customers to undertake international trade through the postal network, particularly for small and medium companies and for businesses operating from a "home" environment,

Urges

Postal operators and Restricted Unions to:

a facilitate capacity-building in the targeted areas;

b set up adequate working structures and partnerships to manage the targeted activities;

c contribute to resource networking,

Invites

Governments to:

a ensure that policy-making and the mechanisms put in place to regulate markets will not constitute barriers to markets development and the effectiveness of the postal network;

b help build effective infrastructure, capacity and capabilities needed to facilitate markets development and making the postal network a valued infrastructure for economic and social development;

c pay particular attention to what needs to be done in markets and marketing development to enable countries, particularly in the developing world, to identify and take advantage of the potential for development and be in a position to better serve the different customer groups,

Invites

the Consultative Committee to participate actively in POC markets development through sharing of knowledge and expertise in this field.

(Proposal 32, Committee 7, 1st meeting)

Resolution C 9/2008

Direct mail markets development

Congress,

Taking note
of the activities undertaken during the period 2005–2008 aimed at developing direct mail markets around the world,

Considering

– direct mail's growing importance in terms of overall letter-mail volumes;

– that direct mail is helping to counter the decline of traditional letter mail;

– that the development of direct mail markets encompasses numerous opportunities to increase the volumes, revenues and profitability of the postal services;

– that increased direct mail activities promote the growth of many other traditional and value-added postal products and services, including letters, parcels, logistics and financial services,

Aware
that countries and regions are at different stages of direct mail market development,

Acknowledging
the economic benefits to countries, designated operators and other industry stakeholders in the direct mail value chain,

Convinced
of the value of strengthening relations with these stakeholders for mutual benefit,

Recognizing
the value and positive role of the Union and its Direct Mail Advisory Board in guiding the Postal Operations Council on matters relating to direct mail and in providing valuable industry expertise to postal operators in general,

Urges

Member countries and their designated operators to undertake activities aimed at:

– fostering the development of the local direct mail market as a means of promoting economic and market expansion;

– increasing direct mail volumes domestically and internationally;

– increasing expertise in direct mail 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 market and developing tools to monitor volume growth and quality,

Instructs

the Postal Operations Council, in conjunction with the International Bureau, to:

– continue the work of the DMAB, aimed at fostering the growth of direct mail as a factor of economic and market expansion, by increasing market knowledge and by developing the expertise of stakeholders at all levels;

– continue to promote the development of direct mail 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 DMAB.

(Proposal 33, Committee 7, 1st meeting)

Resolution C 10/2008

Postal market development

Congress,

In view of
the rapidly changing postal environment, including globalization, liberalization, competition, regulation, new technologies and more sophisticated customer demand,

Noting
the urgent need for postal services to become more enterprising, innovative and viable, and the particular need for developing countries to upgrade postal networks and services,

Also noting
the twin imperatives of governments to effect change without impairing the postal services' ability to maintain and improve services, including the provision of high quality universal service,

Recognizing
the gap between UPU designated operators in terms of market knowledge,

Acknowledging
the activities undertaken by the Postal Operations Council (POC) during the 2005–2008 period, directed at facilitating access to knowledge and expertise in market development,

Further noting
the valuable cooperation and results achieved through the work of POC Project Groups,

Also acknowledging
the emphasis placed on postal market development in the Nairobi Postal Strategy,

Mindful that
the market segments of letter post, and value-added letter services, parcels and postal financial services, will continue to be valued businesses of designated operators,

Aware
of the value to the customer and the postal industry of other products and services in the courier, express, logistics and E-business market segments,

Further acknowledging
the benefits of market growth that flow to all postal sector stakeholders,

Urges

governments to:

– provide the necessary framework for the growth of postal markets;

– create a business environment that will enable and encourage the postal services to improve performance and satisfy customer needs,

Invites

designated operators and Restricted Unions to:

– cooperate with the bodies of the Union to increase market knowledge and respond rapidly to the changing business environment;
– take advantage of the postal infrastructure to diversify the portfolio of products and services made available through the postal network;
– improve capabilities in marketing and sales functions,

Instructs

the Postal Operations Council to:

– facilitate the growth of letter post, parcels and postal financial services markets, as well as express services, logistics and E-business, including hybrid mail, E-shopping, electronic postal certification and .post;
– increase market knowledge by monitoring changes and measuring growth within the industry and disseminating the information widely to all stakeholders;
– develop programmes designed to increase capabilities in business development, marketing and sales;
– create or maintain business relationships and partnerships at international level that help meet the market growth objective,

Also invites

the Consultative Committee to participate actively in the work of the POC to facilitate market growth.

(Proposal 37, Committee 7, 1st meeting)

Resolution C 11/2008

Future work on development of an action plan for letter post

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 inhabitants of the world …",

Recognizing
that the universal postal service is a core value of the Union and of its members in order to support the single postal territory of the Union, as expressed in article 3 – Universal postal service of the Universal Postal Convention (Bucharest),

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, paragraph 4, of the Convention, and that basic and supplementary letter-post services constitute a fundamental core of quality basic postal services throughout the world,

Noting however
that, despite specific mandates given by past Congresses to consider how to improve various letter-post services, there is no integrated, forward-looking plan that would 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,

Recognizing
that other product and service areas covered under the Acts of the Union, such as postal parcels, postal financial services, electronic products and services and EMS, have benefited from being guided by a similar integrated overall action plan that takes 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,

Exhorts

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 its sustainability;

– encourage initiatives to effect the positive changes needed to assure the sustainability of basic and special letter-post services on the territory of their respective member countries,

Further exhorts

the parties concerned 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 bodies of the Union:

– to all take active steps, in their respective areas of responsibility, to ensure the development of an integrated, forward-looking overall plan for letter-post services within the ambit of the Universal Postal Union, as a critical part of the Union's strategic planning for the future;

– to establish a group responsible for developing such an integrated action plan for the period 2010–2013 and beyond, with emphasis on:

  • market conditions and customer expectations,

  • a strategy for letter-post services,

  • product segmentation (including a review for the classification of mail items within the letter post and parcel post segments), development and improvement plans, and timetables,

  • extending the exchange of electronic data, quality of service measurement and the integration of additional service features and linking them with pay-for-performance incentives where appropriate,

  • a harmonious implementation of the action plan developed through cooperation and coordination between the bodies of the Union;

- to take, prior to the 2012 Congress, specific initiatives within their respective areas of responsibility to put in place elements of the action plan that they have developed and approved;
- to present to the 2012 Congress, as appropriate, proposals designed to ensure the implementation of elements of the overall action plan during the 2014 to 2017 period.

(Proposal 59, Committee 7, 1st meeting)

Resolution C 12/2008

Innovation as key to the future of the postal network

Congress,

Noting
the dramatic changes taking place in the postal environment and the accelerating speed of transformation, which require changes in postal products, business models, solutions and management practices,

Recognizing
the need to keep pace with ongoing developments and to adapt postal products and procedures in line with the new demands arising from recent advancements and transformations,

Re-emphasizing
the mission of the Union to "stimulate the lasting development of efficient and accessible universal services of quality",

Acknowledging
the role of innovation and of innovative postal products, solutions and business models in efforts to maintain and further strengthen the competitiveness of member countries,

Decides

to mark the four-year cycle ending with the 2012 Union Congress by highlighting the theme "Innovation in the postal sector",

Invites

member countries to take account of advances in the development of postal products, solutions and business models, and to endeavour to create new and adaptive services and trends based on those advances,

Instructs

the Postal Operations Council, assisted by the International Bureau, to:

- set up an internal body responsible for conducting regular studies on innovation in the postal sector (innovative postal products, solutions, business models and management practices);
- promote a culture of innovation among member countries;
- formulate measures to promote innovation and evaluate the impact of innovation on quality of service;
- develop a strategy for innovation in the international postal service;

– benchmark innovative products, solutions, business models and management practices;
– submit the results and findings of this work to the Council of Administration.

(Proposal 63, Committee 7, 1st meeting)

Resolution C 13/2008

Insured service

Congress,

Considering
resolution C 27 of the 2004 Bucharest Congress on customer relations, which focused on helping designated operators to become more customer-oriented and responsive to their changing needs,

Also considering
concepts such as "customer care", which is already included in the Union mission, and the importance given in postal strategies to the role of the customers in promoting postal services and increasing the range of services according to the needs of the customers,

Aware
of the fact that the provision of insured letter-post items is a potential growth area for the international mail services and the existence of the insured service in almost all the Union member countries, especially those with strong labour markets, will not only attract the attention of customers, but also increase the revenue and traffic of designated operators,

Instructs

the Postal Operations Council to study the subject and, in collaboration with the International Bureau, take the necessary action for collecting the views of all the member countries as regards the inclusion of this service among the basic services, and adopt suitable strategies in this regard.

(Proposal 79, Committee 7, 1st meeting)

Resolution C 14/2008

International registered, insured and Exprès services (international value-added letter services)

Congress,

Acknowledging
that the provision of value-added letters is a potential growth area for international mail services because customers have high expectations and need to know quickly, by electronic means, first of all if and when their registered or insured letter or Exprès item has arrived in the destination country and, secondly, if it has been delivered or if delivery has been attempted,

Aware
that a number of designated operators are scanning registered, insured and Exprès items on receipt so that confirmation of delivery can be transmitted electronically, resulting in designated operators of origin being able to improve their customer service by uploading this information to their domestic websites so that customers can see the information themselves,

Further aware
that this also reduces costs and time, in that it eliminates the need for customers to contact their local customer care service,

Recognizing
that these services have been improved and developed to meet the needs of customers, in particular, the growth in small packets resulting from Internet purchases and business documents,

Noting
that Letter Post Regulations relating to Exprès items, registered items and insured items have been amended to facilitate these developments and amended further to facilitate the use of an electronic CN 08,

Instructs

the Postal Operations Council:

– to monitor the further development of these international value-added letter services by seeking progress reports from the designated operators;
– to encourage all Union member countries and their designated operators to exchange data concerning these international value-added letter services, in accordance with the Union's technical standards, by incorporating further provisions for this in the Letter Post Regulations, if necessary.

(Proposal 80, Committee 7, 1st meeting)

Resolution C 15/2008

Quality of Service Fund

Congress,

Having examined
the report submitted by the Postal Operations Council on the progress of the Quality of Service Fund (CONGRÈS–Doc 31 and Add 1),

Noting
that in its eight years of activity, the QSF has launched more than 400 projects which have had a substantial impact in terms of improving the quality of the mail service in over 150 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 Bucharest 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 about ensuring 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,

Also convinced
that extending the Trust's duration and guaranteeing the funding for its activities for 2010 to 2013 would be fully consistent with Objective 1 of the Nairobi 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,

Further 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 2006 and 2009 be maintained, as far as possible, from 2010 to 2013,

Attentive
to the need to hold elections to choose the members of the QSF Board of Trustees, whose current incumbents have remained in place since 2001,

Decides:

- that the date for dissolving the Trust, which is currently set at 31 December 2012, shall therefore be postponed until 31 December 2016;
- 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 the inbound 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 2010–2013;
- that QSF work on improving the quality of the universal service in the beneficiary designated operators shall continue during the 2010–2013 period;
- that new elections for membership in the QSF Board of Trustees shall take place after the 24th Congress,

Instructs:

- the Postal Operations Council:
  - to modify article 2.3 of the Deed of Trust so that a new QSF Board of Trustees can be elected before the end of the Trust;
  - to propose, at its 2009 session, procedures for electing the members of the QSF Board of Trustees, bearing in mind that the structure and timing of these elections should ensure both the accountability of Board members and a high level of continuity of knowledge and experience within the Board of Trustees itself;
  - to produce, on the basis of recommendations formulated by the Board of Trustees, 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,
  - analyze and adapt the rules governing the QSF,
  - facilitate access to Fund resources and accelerate the submission of project proposals and use of available QSF funds by introducing further flexibility in the procedures applicable to the operational and financial management of QSF projects, including 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 Union which are financially affordable for the beneficiary designated operators;
- the International Bureau:
  - to continue to provide the secretariat for the Board of Trustees and administer the QSF accounts during the 2010–2016 period,
  - in view of the Nairobi Postal Strategy and its implementation, in particular through regional development plans, to take into account the benefits of aligning QSF projects with other projects assisting improvements to the postal networks and the formulation of regional and global QSF projects,
  - to encourage beneficiary designated operators to present projects financed by the QSF and multi-year integrated projects (MIPs).

(Proposal 49, Committee 8, 3rd meeting)

Resolution C 16/2008

Management of the work of the Union – Further reform of the UPU

Congress,

Recalling
that since the 1989 Washington Congress, the Union has been making efforts to keep its mission, structure and working methods constantly under review to adapt itself in the rapidly changing postal environment and to reflect the interest of its member countries and all players in the postal sector,

Noting
that the 1994 Seoul Congress put in place the current structure of the Union, 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,

Observing
that most member countries have undergone postal sector reform,

Reaffirming
the need to continue the Union reform process with a view to adapting to shifting requirements in a rapidly changing environment which affects the Union and its members, as stated in resolution C 54/2004 of the Bucharest Congress,

Recognizing with appreciation
the work carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

Also recognizing
the work accomplished by the Acts of the Union Project Group to introduce greater precision in the Acts through the expanded use of definitions of the terms "member country" and "designated operator" in place of the term "postal administration",

Acknowledging
the need to further define and more clearly distinguish the proper role of these entities under the Acts and all players within the Union, and to improve its structure and the organization of its work in order to better address a variety of the Union's issues – governmental, legal and regulatory, economic, operational and technical – which have become more and more complex,

Taking into consideration
the vision defined in the Nairobi Postal Strategy of the postal sector as an essential component of the global economy with the three-dimensional strategic direction of the Union – whether in terms of the three aspects of interconnection, development and governance or of the three elements of the worldwide network – physical, electronic and financial,

Keeping in mind
that the Universal Postal Union is an intergovernmental organization and one of the specialized agencies of the United Nations system,

Instructs

the Council of Administration to establish a working group composed of 10 members of the Council of Administration, 10 members of the Postal Operations Council and the Chairman of the Consultative Committee, with fair regard to geographical representation and level of economic development, which will be responsible for:

- conducting a study on the impact of new market players in the postal sector on the Union and its mission and activities;
- studying possible adjustments to the mission of the Union contained in the preamble to the Constitution, including the practical impact, if any, on the Union's status as a UN specialized agency;
- studying ways to better structure and improve the functioning of Union bodies, with a view to facilitating implementation of the strategy, improve the efficiency of the decision-making processes and working methods of Union bodies, and study how to make optimum use of resources;
- studying various issues relating to the organization and financing of Union extrabudgetary activities;
- studying the role of the Restricted Unions in order to maximize existing synergies, thus improving global performance;
- reporting on the progress of work and presenting recommendations to the Council of Administration based on the results of the studies,

Also instructs

the Council of Administration:

- to establish the rules of procedure of the working group and designate its Chairman from among the 10 CA members;
- to formulate proposals for reform, based on the working group's recommendation, for submission to the 25th Congress,

Charges

the Postal Operations Council to designate its representatives for participating in the study on reform,

Encourages

member countries to participate actively in Union reform activities by providing as much input and as many new ideas as possible, to enable the Union to adapt to the rapidly changing and dynamic environment in order to respond effectively to the needs of its membership and maintain its leadership in postal services worldwide.

(Proposal 60, 5th plenary meeting)

Resolution C 17/2008

Classification of countries and territories for terminal dues and Quality of Service Fund purposes

Congress,

Bearing in mind
the ongoing reform of the Union terminal dues system, which is intended to be country-specific and affordable, and must maintain the universal service obligation of affordable and accessible postal services for all persons,

Taking into account
the classification of countries, which defines member countries and territories as either target, new target or transition countries,

Considering
that the "one size fits all" approach to postal development indicators and the linked country classification will unavoidably result in an extremely limited number of results that might not be equitable,

Conscious
that the growing impact of globalization is resulting in a number of smaller member countries having to make rapid transitions from agricultural economies to service economies,

Also conscious
that certain countries that are mostly dependent on diminishing natural resources are transitioning to service economies,

Aware
that rapid shifts to service economies do not permit the timely but critical social and other infrastructural development for these member countries, or the training and development of their peoples to access the new economic mainstreams of these economies,

Noting
that globalization has seen a growing trend in multinational corporations relocating their operations to these newly established service economies, including the relocation of a vast number of highly paid but transient workers who have the core competencies and skills to support these operations,

Also noting
that several member countries that essentially depend on natural resources in their national economies attract, in a noticeable way, foreign workers from other developing or least developed countries, and that these foreign workers exceed in their numbers the local populations,

Also aware
that these foreign workers can be either highly paid compared to the local population, or lowly paid compared to the local population, either instance creating an imbalance in the purchasing capacity of the populations,

Acknowledging
that in these new markets there will, for the foreseeable future, be a multi-tiered economy which will skew the statistical data and criteria used to classify these member countries, specifically the GNI and GDP,

Realizing
that these data will not accurately reflect the economic realities of the local populations of these member countries,

Observing
that any increases in local postal tariffs have the potential to place these administrations in conflict with the universal service obligation of the Universal Postal Union for their populations,

Instructs

the Council of Administration:

- to develop and implement a process for submission of well argued and evidenced appeals to account for anomalies or inconsistencies in individual country classification cases;
- 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;
- to hear any appeals and issue a decision no later than the Council of Administration session of 2009.

(Proposal 71.Rev 1, Committee 5, 2nd meeting)

Resolution C 18/2008

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 Bucharest Congress resolution C 13/2004 instructed the Council of Administration to establish an acceptable system for the classification of countries,

Having observed
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,

Decides

– to endorse the methodology for the classification of countries in five groups, as described in CONGRÈS–Doc 19.Rev 1.Annexes 1 and 2, subject to the following adjustments:
  - 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 the United Nations Economic and Social Council (UNECOSOC);
  - paragraph 24 in CONGRÈS–Doc 19.Rev 1.Annex 2 should be deleted so that countries are not assigned to a different group solely on the basis of not having provided tariff data for purposes of classification;
– to adopt a four-year classification cycle as of 2010;
– on the classification of countries in five groups for terminal dues and quality of service fund purposes, as shown in the lists in Annex 1. 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.

(Proposal 86, Committee 5, 2nd meeting)

Annexe 1

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 2010 to 2013, and that contribute to the Quality of Service Fund as provided for in article 31 of the Convention

Countries and territories	*PDI value*
Australia	0.403
– Norfolk Island	–*
Austria	0.623
Belgium	0.594
Canada	0.418
Denmark	0.751
– Faröe Islands	–*
– Greenland	0.294
Finland	0.599
France	0.558
French Overseas Territories coming within the Union's jurisdiction by virtue of article 23 of the Constitution:	
– French Polynesia	0.347
– New Caledonia	0.230
– Wallis and Futuna Islands	0.041
Germany	0.635
Great Britain:	
– United Kingdom of Great Britain and Northern Ireland	0.609
– Guernsey	0.585
– Isle of Man	0.599
– Jersey	0.777
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Falkland Islands (Malvinas)	0.264
– Gibraltar	0.535
– Pitcairn Islands	–*
– Tristan da Cunha	–*
Greece	0.331
Iceland	0.565
Ireland	0.579
Israel	0.311
Italy	0.420
Japan	0.548
Liechtenstein	0.901
Luxembourg	0.937
Monaco	0.551

* These countries and territories have been classified based on their previous status as target countries and territories and not on their PDI value, due to the unavailability of data.

Countries and territories	*PDI value*
Netherlands	0.641
New Zealand	0.355
Norway	0.897
Portugal	0.289
San Marino	0.684
Spain	0.373
Sweden	0.582
Switzerland	0.853
United States of America	0.648
Vatican	–*

Group 1.2

List of countries and territories that were in the transition system prior to 2010, that apply the target terminal dues system during the period from 2010 to 2013, and that contribute to the Quality of Service Fund as provided for in article 31 of the Convention

Countries and territories	*PDI value*
Bahamas	0.319
Hong Kong, China	0.428
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Anguilla	0.326
– Bermuda	0.724
– British Virgin Islands	0.714
– Cayman Islands	0.789
– Turks and Caicos Islands	0.341
Kuwait	0.364
Aruba	0.354
Qatar	0.572
Singapore	0.432
Slovenia	0.387
United Arab Emirates	0.389

Group 2

List of countries and territories that apply the transition terminal dues system in 2010 and 2011 and the target terminal dues system in 2012 and 2013, that benefit from and contribute to the Quality of Service Fund as provided for in article 31 of the Convention

Countries and territories	*PDI value*
Antigua and Barbuda	0.169
Bahrain (Kingdom)	0.248
Barbados	0.225
Brunei Darussalam	0.316

Countries and territories	*PDI value*
Macao, China	0.277
Croatia	0.163
Cyprus	0.298
Czech Rep.	0.286
Dominica	0.147
Estonia	0.235
Fiji	0.150
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Montserrat	0.142
Grenada	0.175
Hungary (Rep.)	0.220
Korea (Rep.)	0.281
Malta	0.280
Netherlands Antilles	0.242
Territory under New Zealand:	
– Cook Islands	0.191
Poland	0.140
Saint Christopher (St. Kitts) and Nevis	0.155
Saudi Arabia	0.155
Slovakia	0.173
Trinidad and Tobago	0.161

Group 3

List of countries and territories that apply the transition terminal dues system during the period from 2010 to 2013, that benefit from and contribute to the Quality of Service Fund as provided for in article 31 of the Convention

Countries and territories	*PDI value*
Argentina	0.058
Belarus	0.073
Belize	0.046
Botswana	0.060
Brazil	0.079
Bulgaria (Rep.)	0.057
Chile	0.081
China (People's Rep.)	0.060
Costa Rica	0.064
Cuba	0.049
Gabon	0.056
Jamaica	0.109
Latvia	0.134
Lebanon	0.061

Countries and territories	*PDI value*
Libyan Jamahiriya	0.076
Lithuania	0.122
Malaysia	0.101
Mauritius	0.097
Mexico	0.088
Montenegro	0.063
Nauru	0.108
Oman	0.126
Panama (Rep.)	0.060
Romania	0.076
Russian Federation	0.069
Saint Lucia	0.094
Saint Vincent and the Grenadines	0.056
Serbia	0.067
Seychelles	0.119
South Africa	0.066
Swaziland	0.046
Thailand	0.057
the former Yugoslav Republic of Macedonia	0.047
Tonga	0.059
Turkey	0.069
Ukraine	0.050
Uruguay	0.058
Venezuela (Bolivarian Rep.)	0.065

Group 4

List of countries and territories that apply the transition terminal dues system during the period from 2010 to 2013, that benefit from and contribute to the Quality of Service Fund as provided for in article 31 of the Convention

Countries and territories	*PDI value*
Albania	0.032
Algeria	0.035
Armenia	0.021
Azerbaijan	0.020
Bolivia	0.011
Bosnia and Herzegovina	0.045
Cameroon	0.011
Cape Verde	0.024
Colombia	0.033
Congo (Rep.)	0.010
Côte d'Ivoire (Rep.)	0.012

Countries and territories	*PDI value*
Dem. People's Rep. of Korea	0.014
Dominican Republic	0.030
Ecuador	0.031
Egypt	0.016
El Salvador	0.029
Georgia	0.016
Ghana	0.015
Overseas Territories (United Kingdom of Great Britain and Northern Ireland):	
– Ascension	0.033
– St. Helena	0.029
Guatemala	0.029
Guyana	0.013
Honduras (Rep.)	0.013
India	0.015
Indonesia	0.020
Iran (Islamic Rep.)	0.040
Iraq	0.017
Jordan	0.032
Kazakhstan	0.042
Kenya	0.011
Kyrgyzstan	0.007
Moldova	0.018
Mongolia	0.010
Morocco	0.032
Namibia	0.037
Nicaragua	0.011
Nigeria	0.006
Territories under New Zealand:	
– Niue	0.041
– Tokelau	0.018
Pakistan	0.011
Papua New Guinea	0.009
Paraguay	0.014
Peru	0.031
Philippines	0.017
Sri Lanka	0.034
Suriname	0.044
Syrian Arab Rep.	0.016
Tajikistan	0.017
Tunisia	0.043
Turkmenistan	0.016

Countries and territories	*PDI value*
Territory of the United States of America:	
– Samoa	0.040
Uzbekistan	0.008
Viet Nam	0.015
Zimbabwe	0.006

Group 5

List of countries and territories that apply the transition terminal dues system during the period from 2010 to 2013 and that benefit from the Quality of Service Fund as provided for in article 31 of the Convention

Countries and territories	*PDI value*
Afghanistan	0.002
Angola	0.020
Bangladesh	0.006
Benin	0.007
Bhutan	0.016
Burkina Faso	0.004
Burundi	0.001
Cambodia	0.004
Central African Rep.	0.003
Chad	0.004
Comoros	0.009
Democratic Republic of the Congo	0.000
Djibouti	0.011
Equatorial Guinea	0.095
Eritrea	0.002
Ethiopia	0.002
Gambia	0.002
Guinea	0.004
Guinea-Bissau	0.002
Haiti	0.004
Kiribati	0.014
Lao People's Dem. Rep.	0.004
Lesotho	0.012
Liberia	0.001
Madagascar	0.003
Malawi	0.007
Maldives	0.033
Mali	0.004
Mauritania	0.007
Mozambique	0.003
Myanmar	0.007
Nepal	0.006

Countries and territories	*PDI value*
Niger	0.002
Rwanda	0.005
Samoa	0.029
Sao Tomé and Principe	0.013
Senegal	0.008
Sierra Leone	0.002
Solomon Islands	0.008
Somalia	0.002
Sudan	0.007
Tanzania (United Rep.)	0.005
Timor-Leste (Dem. Rep.)	0.021
Togo	0.006
Tuvalu	0.041
Uganda	0.004
Vanuatu	0.018
Yemen	0.007
Zambia	0.007

Resolution C 19/2008
Leveraging wider sector involvement to make development cooperation more effective and forward-looking

Congress,

Considering

– that two important programmes of the Nairobi Postal Strategy aim, respectively, at "improving access to universal postal service" and "embracing new technologies to help universal service providers to be more efficient";

– that modernization of designated operators and the development of innovative products are among the conditions for achieving the main objectives of postal development,

Recognizing
the functions of the International Bureau in the area of development cooperation, set out in the General Regulations,

Also recognizing:

– that a wide range of technologies that facilitate access to the postal network, protect revenue collection, optimize postal operations and reduce the cost of processing mail are currently available and are being continuously improved;

– that the needs of mailers, large and small, need to be effectively addressed by Posts in terms of products, services and prices,

Acknowledging:

– that the Union plays a key role in helping member countries get acquainted with new technologies as they become available;

– that the Union has developed effective principles and mechanisms (regional development plans, IPDPs) which help member countries define their reform and modernization priorities;

– that country priorities, as defined at the regional level, include areas of improvement such as "a secure physical network", "secure tracking of movements of mail" (Africa), "creation of the conditions to maximize the use of new technologies so as to enhance performance and meet customers' changing needs" (Latin America and the Caribbean), and the development of cost accounting systems, cost studies, kiosks or telecentres (Asia Pacific),

Affirms

– that effective partnerships between Union member countries and third parties can facilitate dissemination of a wide range of postal technologies, and help Posts meet the challenges of liberalizing markets and the changing needs of customers;

– that effective partnerships between postal operators and their clients (the postal users) can help to secure the future of the wider postal sector;

– that the Union, following in the footsteps of other organizations of the U.N. system, benefits from a gradual and controlled involvement of the wider postal sector in the Union's development cooperation activities,

Instructs

the Postal Operations Council and the Council of Administration, when implementing the Union cooperation policy:

– to encourage their members, and in particular those from the least developed countries, to avail themselves of cost-effective, affordable technologies that preserve the postal network, facilitate the secure collection of revenues, and enhance the value of postal services;

– to seek as needed the advice and expertise of the members of the Consultative Committee and member countries in the formulation and evaluation of development cooperation projects for the ultimate benefit of Posts and users/customers;

– to examine, in liaison with the Consultative Committee, the possibilities of launching public/private partnerships in the context of the Union, with a view to allowing the development of projects which are designed to help universal service providers be more efficient, in accordance with CA decisions and the rules applicable to cooperation development.

(Proposal 88, Committee 8, 3rd meeting)

Resolution C 20/2008

Nairobi Postal Strategy

Congress,

Taking account of:

– the fruitful and intensive discussions which took place during the UPU's Strategy Conference in Dubai in November 2006;

– 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 throughout 2007, which provided over 150 countries with the opportunity to discuss the draft Nairobi Postal Strategy while outlining their own regional priorities;

– the results of the work of Congress as a whole,

Also taking account of
the draft Nairobi 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, Action Groups 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 Nairobi Postal Strategy,

Appeals urgently

to governments, designated operators and the Restricted Unions to take all necessary action to implement the Nairobi 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 Nairobi 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 Nairobi Postal Strategy;
- to take without delay, within the framework of their respective competencies, all appropriate measures to attain the objectives set and, to this end, determine means of implementing the strategies to achieve the expected results;
- to regularly examine the state of implementation of the Nairobi Postal Strategy 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 Nairobi 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 Nairobi Postal Strategy, in particular by establishing procedures for carrying out the strategies;
- to regularly disseminate the results achieved to Union member countries;
- to report to the next Congress on the results achieved and the experiences recorded.

(CONGRÈS–Doc 38.Add 2, 5th plenary meeting)

Resolution C 21/2008

Continuation of activities to study and refine the Acts of the Union after the 24th Congress

Congress,

Commending
the Acts of the Union Project Group and Committee 2 of the Council of Administration for their accomplishments during the four-year cycle from 2005 to 2008,

Observing
that the Acts of the Union Project Group undertook to study measures to introduce greater precision in the Acts through the expanded use of definitions and differentiation between the terms "postal administration", "member country" and "designated operator",

Considering
that the effort to review, clarify, and harmonize the Acts of the Union will promote their readability and thereby simplify interpretation of the Acts,

Noting with satisfaction
that the UPU practical guide for drafting legislative texts was published as a result of the work carried out by the Acts of the Union Project Group,

Anticipating
that the introduction and adoption of amendments to the Acts at this Congress may require further substantive review of the texts,

Convinced
that the provisions of the Acts of the Union as well as other legal texts of the Union should be further reviewed and refined in order to ensure the coherence and harmonization of the texts of the UPU Acts during the next four-year cycle after the 24th Congress,

Instructs

the Council of Administration, with the support of the International Bureau:

– to review the Acts of the Union in order to identify inconsistencies and enhance the clarity of these Acts;
– to submit proposals to modify the Acts of the Union to the next Congress.

(Proposal 06, Committee 3, 2nd meeting)

Resolution C 22/2008

Study on the topical value of certain provisions of the Acts of the Union

Congress,

Aware
that the Convention of the Universal Postal Union came into force on 1 July 1875, that the regulatory framework of the Union has since then undergone numerous changes, and that it has been adapted from time to time over the years,

Noting
that in spite of all these changes certain provisions of the Acts of the Union may have become obsolete or may no longer meet the realities of the present day,

Also aware
that the international postal market is changing rapidly and that international universal postal services nowadays compete with other forms of communication, notably electronic services, which are often considered to be more modern and more efficient,

Acknowledging
that an initiative for updating the Acts of the Union will be considered as another sign that the world's postal services are going along with such developments and are making serious efforts to align the regulations for the exchange of international mail with trends in society and technical progress,

Also acknowledging
that such an initiative is not intended to redo all the good work carried out in the recent past for the recast of the Acts of the Union, and will have no influence whatsoever on the guiding principles of the Acts of the Union, but has to be considered as a logical next step in the continuous process of bringing the provisions of the Acts of the Union up to date in order to maintain and enhance their value for optimal regulation of the exchange of international mail,

Convinced
that the awareness that the topical value of the provisions of the Acts of the Union is under permanent scrutiny will contribute to the recognition of the Acts of the Union as the undisputed base for the regulation of the exchange of international mail now and in the future,

Also convinced
that a broadly based initiative will ensure an integral approach and will thus prevent Union members from each submitting proposals for certain areas of interest only, which could result in a lack of coherence,

Instructs

The Council of Administration and the Postal Operations Council to take the necessary initiatives for undertaking a common study for the determination of those provisions of the Convention and the Letter Post and Parcel Post Regulations which may have become obsolete or may need to be adapted or completed to align them with related developments, and giving guidance to the realization of solutions on the basis of the findings.

(Proposal 46, Committee 3, 2nd meeting)

Resolution C 23/2008

Development of postal security standards

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 interagency 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,

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 for the postal sector,

Understanding
the complexity of the international mail transportation network and endorsing the development of security measures based upon a risk analysis of the current threats and vulnerabilities and the certification and accreditation of systems,

Recognizing
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,

Endorses

the development of minimum security standards and procedures to facilitate the overall security of the international mail transportation network,

Charges

the Council of Administration, the Postal Operations Council and the International Bureau, each within its own area of responsibility, to manage the development of physical and process security standards which are sufficiently flexible and possess the ability to be adapted within the existing operational risk management framework of each designated operator. The minimum security standards should include the broad areas of mail transportation equipment, access control, personnel security and screening, physical and procedural security, information technology security and training.

(Proposal 05.Rev 1, Committee 7, 3rd meeting)

Resolution C 24/2008

Future organization of UPU standardization activities

Congress,

Having considered
the report of the Postal Operations Council on Union standardization activities (CONGRÈS–Doc 22),

Having noted
the considerable achievements resulting from the activities of the Union's Standards Board (SB) during the 2005–2008 period,

Aware
that standardization is considered as a core activity of the Union and a vital part of the functioning of the Union,

Recognizing
that standards will be a key pillar of the Nairobi Postal Strategy,

Further recognizing
the need to strengthen the role of the Union in the development of standards for the postal sector,

Convinced
that the Union 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 Union as the worldwide authority on postal standards,

Aware
that standards are an important part of the field of interest of government representatives/ regulators in Union activities,

Invites

governments:

- to recognize the usefulness of Union standards for improving the quality of postal services for their citizens;
- to participate actively in the Union standards development process,

Also invites

designated operators:

- to use Union standards in their daily mail handling operations;
- to participate actively in the Union's standards development process,

Charges

the Postal Operations Council with re-establishing the Standards Board, empowering it:

- to manage the process of development and approval of Union standards;
- to enable postal services to raise their quality and efficiency and to increase interconnection between designated operators through the continued development, publication and implementation of new and existing standards;
- to increase the visibility of Union standards among designated operators, especially those of developing countries, through the publication and wide circulation of Union standards, and through targeted information campaigns;
- to provide solutions which can be applied both to designated operators and other organizations in accordance with commercial, regulatory or legal decisions taken by the Union's Councils and by Congress;
- to adapt its working methodologies so as to promote greater openness, and wider participation by users, manufacturers, Consultative Committee members and other stakeholders, in its work,

Further invites

the Postal Operations Council:

- to maintain the Standards Board, reporting direct to Committee 1 (Standards and Procedures), and entrust it with the handling of all Union standardization activities (in cooperation with the other bodies of the Union);
- to maintain, on an as-needed basis, a reporting link 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 Standards Board;
- to ensure the synergies between the various bodies of the Postal Operations Council and the Standards Board through continued participation by the Standards Board Chairman in Management Committee meetings,

Instructs

the International Bureau:

- to ensure the appropriate organizational structure within the International Bureau to carry out all the necessary activities in support of the Standards Board and other activities related to standardization.

(Proposal 09, Committee 7, 3rd meeting)

Resolution C 25/2008

Continuation of the work of the Operations and Accounting Review Project Group

Congress,

In view of
the work and findings of the Operations and Accounting Review Project Group, created in response to Bucharest Congress resolution C 33/2004,

Recognizing
the urgent 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, postal parcels 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 and possible recast of the relevant regulations, requiring close collaboration between the groups involved,

Instructs

- the Postal Operations Council to continue the work of the Operations and Accounting Review Project Group, focusing on efforts to:
  - ensure close cooperation with groups operating in the area of regulations;
  - establish a close liaison with the work being done in the area of data governance and data systems;
  - develop cost/benefit information regarding a centralized system of accounting between designated operators and between designated operators and carriers,

– the Director General of the International Bureau to continue to give priority to the work of the Operations and Accounting Review Project Group.

(Proposal 18, Committee 7, 4th meeting)

Recommendation C 26/2008

Philatelic Code of Ethics for the use of UPU member countries

Congress,

Referring

– to article 8 of the Universal Postal Convention (Bucharest 2004), which establishes the status of the postage stamp;
– to article RL 115 of the Bucharest Letter Post Regulations, which specifies the characteristics of postage stamps and postal prepayment impressions; and
– to the Philatelic Code of Ethics adopted by the Bucharest Congress under recommendation C 26/2004,

Observing
that postage stamps continue to have a commercial value when used for philatelic purposes,

Recognizing
that the Philatelic Code of Ethics as adopted by the Bucharest Congress has provided valuable guidance to the issuing postal authorities of UPU member countries in maximizing the value of postage stamps to collectors and issuing postal authorities,

Reaffirms

its commitment to the production of high quality, ethical stamps, and to a vibrant philatelic market,

Recommends

that all issuing postal authorities observe the procedures set out in the attached revised Philatelic Code of Ethics when issuing and supplying postage stamps and postal products.

(Proposal 36.Rev 1, Committee 7, 2nd meeting)

Annexe 1

Philatelic Code of Ethics for the use of UPU member countries

The Philatelic Code of Ethics for the use of member countries comprises the following recommendations:

1 Issuing postal authorities creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of such postal products as would not result from the exercise of proper postal procedures.

1.1 Philatelic products within the scope of this code include, but are not limited to:

– postage stamps, as defined in article 8 of the Universal Postal Convention (Bucharest 2004);

– cards and first day covers;

– presentation packs and albums;

– stamp yearbooks;

– envelopes with embossed or pre-cancelled/pre-printed stamps;

– cachets for special occasions and events and related products;

– stamps with surcharges, in conformity with article RE 306 of the Regulations of the Beijing Convention.

1.2 Other means of indicating payment (e.g. franking marks, postage paid indicia and other labels) are permitted in accordance with article 8 of the Bucharest Convention, but are not considered to be postage stamps.

2 Issuing postal authorities shall not authorize such use of cancellation dies, hand stamps or other official informative or operational markings as would not result from the exercise of proper postal procedures.

2.1 Issuing postal authorities shall not permit the use of such cancelling or marking devices by persons other than their own employees.

2.2 In certain exceptional cases, and provided that direct supervision is exercised by their employees, issuing postal authorities may authorize the use of these cancelling or marking devices by persons other than their own employees.

2.3 Where issuing postal authorities contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the issuing postal authority concerned, which shall ensure that this rule is strictly observed.

3 In the sale of products for philatelic purposes incorporating postage stamps, issuing postal authorities shall ensure that the handling of the postage stamp itself and the use of cancellation dies, hand stamps, cachets and other marking devices is in conformity with their respective postal procedures.

4 For each issue of postage stamps, issuing postal authorities shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, hand stamps and cachets for special occasions or events, issuing postal authorities shall ensure that a sufficient quantity of philatelic products is available to meet requirements. Although issuing postal authorities may not be able to make every stamp issue available from every outlet, they must nonetheless make sure that their customers and philatelists are well-informed at all times where each postage stamp issue is available for postal and philatelic purposes.

4.1 Issues of postage stamps depicting particular regions of a country or territory may be produced, so long as they comply with the requirements of this Code of Ethics and that customers and philatelists are well-informed at all times of their availability for postal purposes.

4.2 Issuing postal authorities shall take care to ensure that they issue stamps which help meet market demands. They shall ensure that the number of stamps issued each year is limited to that which their market will accept. If policies are still to be decided, issuing postal authorities should respond cautiously to market demand to avoid oversupply. They shall not saturate the market and thus drive philatelists and collectors away from the hobby.

5 In choosing themes, logos, emblems and other design elements for their issues of postage stamps, issuing postal authorities shall, at all times, respect intellectual property rights.

6 If issuing postal authorities offer their customers personalized stamps, they shall establish a legal framework to protect the latter's status, in accordance with their national law.

7 Whilst issuing postal authorities have no control over the use of postage stamps or articles entrusted to the postal service for postal purposes once they have been sold, they shall nevertheless:

7.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.

7.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.

7.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the issuing postal authorities themselves, to respect the provisions of the Philatelic Code of Ethics and of the issuing postal authority's national postal legislation. Issuing postal authorities shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures

7.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, issuing postal authorities shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent, including at international philatelic exhibitions.

7.5 Issuing postal authorities shall retain full responsibility for the printing and delivery of postage stamps and related philatelic products, either directly, or by making sure that all contractual obligations are fully respected and fulfilled by the agent, in order to avoid any misunderstanding between partners.

7.6 Establish separate contractual provisions for the printers entrusted with producing the stamps and the agents responsible for marketing them.

7.7 Printing of postage stamps should only be awarded to security printers that have signed up to the Code of Ethics for postage stamp security printers and that have achieved or undertaken to achieve certification as a security printer.

8 Issuing postal authorities shall not produce postage stamps or philatelic products that are intended to exploit customers.

9 Issuing postal authorities shall acknowledge in all their philatelic activities that, while their stamps represent symbols of national identity and culture, such stamps retain a secondary value beyond face value only because philatelists and collectors choose to purchase them. Issuing postal authorities pledge to abide by this code of conduct in order to ensure the long-term survival of the philatelic market in each country.

Recommendation C 27/2008

Initiatives for the sustainable reduction of the negative environmental impact of the postal sector

Congress,

Recalling
the adoption of recommendation C 15/1999 entitled "Environment – Adoption, in the context of the Post, of a policy on sustainable development" and resolution C 16/1999 entitled "Beijing Declaration on Environmental Protection" at the 22nd Congress in Beijing in 1999, and the adoption of resolutions C 64/2004 entitled "Work relating to the environment" and C 67/2004 entitled "The role of Posts in environmental matters" at the 23rd Congress in Bucharest in 2004,

Recognizing
that the impact of postal operations on the environment has been studied and analyzed in detail through a number of beneficial studies conducted by the Sustainable Development Project Group, through the regular updating of the Post and the Environment Operational Guide, through the organizing of a sustainable development symposium, through closer cooperation with the United Nations Environment Programme, and so forth,

Welcoming
the efforts made to increase awareness of the importance of environmental issues and to cultivate a common awareness concerning the specific measures at the seminar held in Dakar in July 2006 and the symposium on sustainable development held in Berne in April 2007,

Taking into account
the fact that specific programmes to reduce the Post's negative impact on the environment, implemented by designated operators or member countries, are more likely to have a broad positive impact,

Recommends

that the designated operators of member countries promote initiatives such as those listed below, aimed at reducing the negative impact on the environment, and to inform the public of progress with these initiatives in their own country:

- initiatives to save energy and natural resources, including cutting down the volume of CO_2 emissions, electric power consumption, fuel consumption, copy paper consumption, and water and sewerage use, resulting from postal service activities;
- initiatives to build, expand and/or remodel post office buildings by taking into consideration methods for the reduction of CO_2 emissions per unit area, through post office buildings that are environment-friendly;
- initiatives for the procurement of environmentally friendly articles, reduction in stocks of printed matter and uniforms, reduction of materials used for packing and packaging, etc.;
- initiatives in connection with logistics, for the introduction of low-emission vehicles and the reduction of CO_2 emissions per tonne of postal items as an effort to promote the protection of the environment in terms of logistics by converting their systems, reduction in the total emission volume of NO_x, the introduction of fuel-efficient and super low-emission gas vehicles, the promotion of driving techniques that are environment-friendly, etc.;
- initiatives in connection with the reduction of waste materials, including the formulation of manual procedures on waste disposal, taking into consideration the control of waste production, the reuse and recycling of articles, and 100% recycling of postage stamps and postcards that are destroyed by Posts because of printing errors, etc.;
- initiatives in connection with socially beneficial activities in the environmental sector as a part of activities to protect the environment in communities, including cleaning on a volunteer basis, construction of flowerbeds, tree planting, and organizing seminars and lectures on the environment.

(Proposal 51, Committee 7, 3rd meeting)

Resolution C 28/2008

Development of E-commerce in developing countries and the least developed countries

Congress,

Noting
Bucharest Congress resolution C 15/2004 on the development of E-shopping through designated operators,

Further noting
the subsequent work by the International Bureau arising from the Congress resolution,

Considering
the key objectives of the Nairobi Postal Strategy and its strategic programmes,

Further considering
the work of the Telematics Cooperative and the invaluable efforts by the Union to support the growth of E-shopping worldwide,

Bearing in mind
the rising costs of providing postal services in developing countries and the least developed countries,

Also considering
the declining volumes in traditional mail products,

Recognizing

– the digital divide between the least developed countries, developing countries and industrialized countries;
– the special challenges facing the least developed countries and developing countries (funding E-commerce, providing an effective infrastructure, enforcing technical and operational standards, eliminating potential fraud and creating an enabling legal environment),

Urges

the Council of Administration to implement a special programme aimed at assisting developing countries and the least developed countries to successfully meet the five challenges mentioned above and enable designated operators to take full advantage of the abundant opportunities offered by E-commerce.

(Proposal 70, Committee 7, 3rd meeting)

Resolution C 29/2008

Work relating to customs matters

Congress,

Noting
that customs processes form an integral and important part of the entire postal logistics chain which facilitates free and secure global trade,

Further noting
the important nature of the work being carried out by the Customs Support Project Group since its creation by the 2003 POC as a forum where specialists of Posts can work on customs-related

matters, and by the WCO–UPU Contact Committee, which enables strong ongoing collaboration between the two organizations to address issues of common interest,

Considering
that in the area of customs matters, there is a need:

- to closely follow new developments relating to customs regulations for international mail shipments impacting upon Union customs procedures;
- to develop and maintain standards for Union customs EDI messaging and to promote exchange of EDI messaging data among designated operators and between designated operators and customs authorities;
- to complete the Postal Export Guide, which is an information system to provide UPU member countries and their designated operators with electronic access in order to carry out searches to ascertain whether the intended exports are prohibited, restricted or admitted in the country of destination;
- to further improve compliance with customs declarations, and Union customs procedures;
- to pursue development of joint WCO–UPU guidelines for closer coordination between national customs and designated operators on a range of operational issues, including security of the mails and improved efficiency and speed of customs clearance processes;
- to strengthen capacity-building actions among Union member countries by developing E-learning courses and implementing training workshops at the regional level;
- to address safety and security concerns, including the monitoring of the situation regarding infringements of intellectual property rights in relation to postal traffic,

Convinced
that achieving these objectives should be considered as a high priority in the Nairobi Postal Strategy,

Further convinced
that continuously having a group of postal specialists as the Union authority on customs matters under the name of the UPU Customs Group and the WCO–UPU Contact Committee as the joint forum between Posts and customs authorities will facilitate achieving the objectives,

Charges

the Postal Operations Council, in collaboration with the International Bureau, to take all measures to attain the objectives by creating the UPU Customs Group within its structure and re-establishing the UPU–WCO Contact Committee to continue collaboration between the two organizations and pursue joint actions in areas of common interest.

(Proposal 89, Committee 7, 4th meeting)

Resolution C 30/2008

Prioritization and funding of market analysis for parcels business

Congress,

In view of
the changes in the international markets, with rising demand for services relating to the movement of goods and merchandise,

Considering
that the postal service is a player in the international movement of goods and merchandise,

Acknowledging
the objective of the Nairobi Postal Strategy of fostering growth of the postal market and services,

Noting
that designated operators must respond appropriately to the increased demand for services that facilitate and develop international commercial exchanges through the movement of goods and merchandise,

Also acknowledging
that the availability to customers of a network whose service features and pricing are compatible with the realities and needs of the market is of fundamental importance,

Also noting
that designated operators cannot achieve optimum focus for developmental work on service features and pricing aspects without due reference to the market and customers,

Stressing
that designated operators will benefit from better understanding best practice customer services, pricing and products offered in the market and benchmarking against best practice service providers,

Further noting
that official international development assistance for trade facilitation purposes is expected to be increased in order to foster inclusive globalization, and could represent an opportunity for expansion of the postal market,

Aware
that certain initiatives, particularly those that impact on costs, can translate into customer issues which adversely impact upon the international movement of goods and merchandise,
Instructs

the Postal Operations Council, in collaboration with the International Bureau, to undertake appropriate external research and robust analysis to better inform on those activities and initiatives which are regarded as impacting upon customers and markets, particularly where adverse implications are foreseen, in terms of aspects such as changes in costs to customers,

Also instructs

the Council of Administration to allocate priority funding to those initiatives and activities that are designed to retain and develop the postal market for the international movement of goods and merchandise in order to enable designated operators to respond effectively to the increasing demand for services and facilitate global growth in exports for small and medium-sized businesses,

Urges

member countries, their designated operators and Restricted Unions to:

- consider customer and market impacts when formulating proposals for national and regional application, particularly for inbound traffic;
- utilize external research and market analysis as a prerequisite step in any activity or proposal to modify service features or pricing for the international movement of goods and merchandise;
- consider the development of parcels as a priority within the framework of the regional development plans.

(Proposal 07, Committee 7, 2nd meeting)

Resolution C 31/2008

Future parcel-post development strategies and associated activities

Congress,

Having considered
the report of the Postal Operations Council on future parcel post development strategies and associated activities (CONGRÈS–Doc 24), and the objectives of the Nairobi Postal Strategy,

Having noted
the considerable achievements that have been obtained from the activities of the POC Parcels Group during the 2005–2008 period (CONGRÈS–Doc 24.Annex 1),

Aware
that parcel post development activities are a core activity of the Union and a vital part of its functioning,

Convinced
that the UPU should continue to play a leading role in parcel post development activities and should adopt a pro-active approach in facilitating development in this area, and should provide adequate funding within the regular budget of the Union to meet the requirements detailed in CONGRÈS–Doc 24, section VIII,

Stressing
the importance of raising the profile of the postal parcel service within the context of the Union,

Considering
the need to take action to increase the designated operators' share of ordinary parcels in the growing global parcels market,

Recognizing
the need to convince the customer that the designated operators can provide a parcel product which offers competitive quality of service and fully meets the demands of the marketplace,

Also aware
of the urgent need to review and re-invigorate the postal parcel product in order to make it more competitive and capitalize on market growth opportunities, including the use of new technologies such as E-business,

Further aware
of the complexity of the Parcel Post Regulations and the importance of the clarity of their content to designated operators,

Invites

member countries:

– to take measures to enable designated operators to provide a good quality parcel service as part of the universal service, to stimulate the economy and reinforce social cohesion;
– to acknowledge the role that Union parcel post development activities play in enhancing and improving the quality of the postal parcel service for their citizens and businesses, and more particularly small and medium-sized businesses;
– to ensure that their designated operators better manage the relationship with their customers and become as commercial, competitive and efficient;

– to ensure that their designated operators focus both on the challenges facing the international postal parcels industry and on implementing the strategies required to meet these challenges,

Also invites

designated operators to participate actively in the Union parcel post development process,

Instructs

the Council of Administration to provide adequate resource and funding for the Union's parcel post development activities as described in CONGRÈS–Doc 24,

Also instructs

the Postal Operations Council:

– to review the Parcel Post Regulations to adapt the text according to the Practical formal legislative drafting guide for UPU texts;
– to manage and facilitate the implementation of the future recommended parcel-post development strategies and associated activities, including those described in CONGRÈS–Doc 24.

(Proposal 08, Committee 7, 2nd meeting)

Resolution C 32/2008

Address quality strategy, products and services

Congress,

Considering
that establishing a quality addressing and postcode system is an essential part of the socio-economic infrastructure of member countries, which contributes not only to improving the efficiency and quality of postal services but also to facilitating business and trade activities and, consequently, national development,

Noting
that, based on Bucharest Congress resolution C 49, considerable efforts have been made by the Union in this area, including:

– helping developing countries to develop a quality addressing and/or postcode system, by encouraging them to draw up national or regional projects;
– raising the profile of improved address quality, particularly through designing, improving and promoting addressing products and services (POST*CODE) with a view to improving the quality of service of international mail by enabling the senders of postal items to format addresses as accurately as possible and in accordance with the rules laid down by the Union;
– developing and promoting addressing standards, such as S42 on international address components and formats and P14 on international electronic name and address presentation exchange, working closely with the ISO and the other international, regional and national organizations,

Considering
that many member countries, particularly developing countries, have not yet established a quality addressing and/or postcode system, or have not used them accordingly,

Considering also
the need to include the technical assistance activities regarding the promotion of a quality addressing and/or postcode system for developing countries within the framework of the regional development plan as a means of implementing the Nairobi World Postal Strategy,

Considering further
that profile raising of improved address quality and further development and promotion of addressing standards are vital to improving the efficiency and quality of postal services, to facilitating trade by growing mail, small packets and parcels circulation, to reducing costs for customers, designated operators and other delivery operators as well as transaction costs in a broader economic sense for the provision of public and private services, to contributing to environmental protection by reducing the number of undeliverable postal items, and to facilitating the introduction of more reliable identity verification systems for electronic and online financial transactions,

Convinced
that the further promotion of quality addressing and postcode systems and the profile raising of improved address quality, including the development of addressing standards should be considered as strategically important Union activities,

Urges

the governments of member countries which have not yet established and made effective use of a quality addressing and/or postcode system:

– to take necessary measures to develop a quality addressing and/or postcode system by creating a working structure composed of relevant national authorities, designated operators and any other important stakeholders;
– to allocate the funds necessary to achieving this goal wherever possible and seek necessary funding from international, regional and national aid organizations;
– to cooperate with the Union towards this end, wherever necessary drawing up national projects or taking part in regional technical assistance projects,

Urges also

the designated operators of member countries:

– to actively promote, in cooperation with the relevant national organizations, better quality addressing among customers, particularly by making national postcode files available to them;
– to actively equip themselves, through the increased use of addressing techniques by customers, which includes setting up and maintaining postcode databases to locality and street level and, if possible, to delivery point level, providing the data in both Latin and national characters where necessary;
– to continue to cooperate with the Union's profile-raising activity of improved address quality, particularly by further developing and promoting addressing products and services, including the provision to the International Bureau of postcode data and files and other relevant data, wherever possible free of charge;
– to actively participate and implement the S42 and P14 addressing standards, as well as other standards where possible;
– to share, where possible through the Union, with other designated operators practical information on international changes of address, domestic changes of address, mail redirection (moved, not known) data, if possible using a secure Internet domain,

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:

– establish clear policy guidelines for implementing sound addressing systems through a national or regional approach;

– foster continuous dialogue with relevant international donor agencies and other intergovernmental organizations for pursuing consistent, coherent and coordinated addressing system policies;

– seek partnerships with relevant international donor agencies and other intergovernmental organizations in relevant projects aimed at implementing and improving addressing systems at the national or regional level;

– take necessary measures to provide technical assistance to the governments of Union member countries towards the establishment and effective use of a quality addressing and/or postcode system, particularly by developing a national project or participating in a specific regional project;

– take necessary measures to raise the profile of improved addressing quality, enabling the continued development and technological evolution of addressing products and services;

– further develop and promote standards on addressing, with particular attention to the postal sector needs for physical and electronic aspects of addressing, in cooperation with the ISO and other international, regional and national organizations;

– promote, where possible, the practical exchange of information on address changes and any other relevant information, in close cooperation with the Consultative Committee and other appropriate bodies;

– inform and consult the Council of Administration and the Consultative Committee on developments with respect to addressing-related activities,

Charges further

the Council of Administration:

– to assess the economic and social benefits of improved addressing systems;

– to examine the report from the Postal Operations Council to formulate guidelines for achieving the goals set out in this resolution and fund-raising actions, particularly in order to assist developing countries in developing a quality addressing and/or postcode system,

Invites

the Consultative Committee:

– to contribute actively to the achievement of the goals set out in this resolution, including the provision of knowledge and expertise from the perspective of customers and mailers;

– to propose solutions for the funding of projects carried out in this field.

(Proposal 15, Committee 7, 3rd meeting)

Resolution C 33/2008

Action plan for electronic postal services

Congress,

Aware
of the United Nations recognition of the essential role of the postal sector in the development of the information society, to bring the information society to the people and connect the unconnected in order to close the digital divide,

Acknowledging
the economic benefits to member countries, designated operators and other industry stakeholders in the use of ICT in electronic postal services and their contribution towards bridging the digital divide,

Convinced
of the benefit of investment in ICT to strengthen the core business of designated operators and to improve the modernization of the sector,

Noting in particular
the significant investment being made in the postal sector in the application of ICT to the postal business and in the development of hybrid mail and electronic postal services,

Recognizing
the progress made by the Postal Operations Council since the Bucharest Congress on matters relating to the awareness and development of ICT and electronic postal services by its development and approval of a comprehensive strategy for electronic postal services,

Recognizing also
the growth in customer demand for postal services to be available via the Internet in many member countries, and the increasing number of designated operators that provide postal services via the Internet,

Considering
that five programmes of the draft Nairobi Postal Strategy are aimed at transforming and modernizing postal structures and increasing capabilities in the area of E-services,

Urges

governments of member countries to undertake activities aimed at:

- developing a sector strategy for electronic postal services for their country supporting the recognition by the United Nations of the essential role of the postal sector in the development of the information society;
- developing an action plan for the implementation of their E-services strategy which takes into account an increase in the amounts able to be invested in the modernization of postal processes using ICTs;
- exploring the use of ICTs to fulfil universal service obligations;
- increasing the amounts to be invested in network technologies to link all post offices in a global network, for improved security and customer service;
- increasing policy cooperation, technical cooperation and development projects between local Customs, telecommunications and postal agencies in order to strengthen the local economy;

– creating the appropriate regulatory framework to enhance the role of designated operators as trusted third parties in the world of electronic communications, as they are in that of physical communications,

Also urges

governments of member countries to encourage designated operators to undertake activities aimed at:

– developing electronic postal services on both a domestic and an international scale, as a means of bringing about economic benefits and market expansion, and improving the cross-border flow of postal and financial items;

– increasing the use of ICT for the modernization of postal processes, for example, counter automation systems, automated sorting and mailing machines, computer systems for enterprise resource planning, management information systems, and general administration;

– exploring the use of ICTs to fulfill universal service obligations;

– working with the International Bureau to support the development of the .post opportunity in their country which could link all post offices in a global network, for improved security and customer service;

– improving knowledge of the impact of ICT and electronic services on the local market and developing tools to monitor volume growth and quality;

– using post offices as communication centres,

Instructs

the bodies of the Union to:

– establish an E-services group with adequate support from the International Bureau to enable the implementation of the action plan defined in CONGRÈS–Doc 27b;

– provide an adequate framework to support the mobilization of external resources, of a physical, financial and technical nature, to aid in the development of E-services within the Union and with the ICT industry;

– develop critical success factors and establish a related research capability to monitor progress with the deployment of E-services and ICTs and provide benchmarking and best practice information;

– develop a communications programme to inform the sector of E-services, their benefits and industry best practices;

– work with governments and key stakeholders in helping them to develop an E-services strategy and action plan for their country;

– study the implications and potential of the use of electronic postal services to fulfil universal service obligations;

– develop necessary policy and regulations concerning E-products and services in the Acts of the Union;

– continue to define Union standards and/or continue collaboration with other standards bodies in areas affecting ICTs and electronic services, such as hybrid mail, electronic registered mail, secure electronic postal services, .post, E-shopping, and other electronic postal services;

– complete a report which reviews the relevant electronic services standards needs, and propose standards to be developed and their appropriate prioritization;

- promote quality of service and the global interoperability of postal services related to the growth of E-commerce, such as international parcels and express mail, payments, and electronic marketplaces, and address E-commerce market needs from both the buyer's and the seller's standpoint;
- implement greater flexibility in extrabudgetary funding models for postal ICT and E-services developments;
- facilitate and improve the international and cross-border flow of postal items through increased emphasis on electronic activities designated for this purpose;
- foster the establishment of voluntary funds to finance the registration, governance and maintenance of the global trustmarks for electronic postal services;
- establish a group to improve the network connectivity of post offices, connecting other sector networks such as Customs and airlines, and also to govern .post and be responsible for its financing and implementation.

(Proposal 16, Committee 7, 2nd meeting)

Resolution C 34/2008

Work on sustainable development

Congress,

In view of
the positive results of the work of the Sustainable Development Project Group,

Bearing in mind
that sustainable development has become an indispensable element of postal development,

Considering
that there is a need to continue efforts to promote sustainable development and social responsibility in the postal sector by conducting campaigns to raise awareness of environmental issues, developing actions to encourage social dialogue and to protect the health of postal staff, and advocating the adoption of ethical operating practices, and that the activities of the network of national correspondents need to be maintained,

Aware
that cooperation with the specialized agencies of the United Nations, such as the United Nations Environment Programme (UNEP), the International Labour Organization (ILO), the World Health Organization (WHO) and the Joint United Nations Programme on HIV/AIDS is of paramount importance for the achievement of the objectives set in the area concerned,

Convinced
of the need to strengthen relations with the Restricted Unions, and in particular with PostEurop, in order to promote the social responsibility of the postal sector,

Recognizing
the importance of adopting a programme for the postal sector to cut greenhouse gas emissions, in line with the spirit and principles of the United Nations Framework Convention on Climate Change (UNFCCC) and the Kyoto Protocol, with the initial objective of mapping CO_2 emissions, after which the results of the actions put in place to cut these emissions will be measured,

Also recognizing
the need to look after postal workers' health, in particular by implementing a campaign to raise awareness of how AIDS is transmitted,

Taking into account
the urgent need to significantly improve the management of postal services and to strengthen the performance and operation of the postal network in the least developed countries,

Instructs

the Council of Administration and the Postal Operations Council to take the necessary measures to achieve the above-mentioned objectives.

(Proposal 30.Rev 1, Committee 7, 3rd meeting)

Resolution C 35/2008

Relations with the publishing sector

Congress,

Noting
the activities undertaken during the period 2005–2008 aimed at improving relations between the Union and the publishing sector,

Considering
the changes in the publishing mail markets in the last few years and the importance of good relations between Posts and their customers in the publishing sector,

Further considering

– that publishing mail represents an opportunity for achieving regular, periodic mail volumes;
– that the Union constitutes an appropriate forum for collecting and providing knowledge on the publishing mail market,

Acknowledging
the economic benefits to member countries, their designated operators and other industry stakeholders in fostering the growth of publishing mail for the dissemination of news, information and literature,

Convinced
of the value of strengthening relations with these stakeholders for mutual benefit,

Charges

the Postal Operations Council, in conjunction with the International Bureau, to:

– provide an adequate framework for the continued improvement of relations between Posts and their customers in the publishing sector;
– continue to ensure interaction and coordination with partners in the publishing industry through the dissemination of best practices;
– encourage the development of publishing mail markets as a source of revenue for designated operators;
– develop related activities on the basis of extrabudgetary funds,

Further charges

the International Bureau to assist in managing and implementing the activities covered by this resolution.

(Proposal 34, Committee 7, 2nd meeting)

Resolution C 36/2008

Development of philately

Congress,

Noting
that sales of postage stamps and philatelic products generate significant revenue for many issuing postal authorities, particularly those in developing countries,

Noting further
that the support and involvement of the partners of the philatelic sector and close cooperation between them are integral to the success of philately,

Recalling
that the Bucharest Congress, in resolution C 50/2004, established an action plan for the development of philately because:

- philately constitutes an important part of the business of the Post and provides appreciable support for the Post and for postal development in general;
- postage stamps and philatelic products continue to represent a considerable source of revenue for the Post, both when used for normal postal purposes, and from the commercial and philatelic points of view;
- 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 postal services, both nationally and internationally;
- the increased use of postage stamps by the private sector, particularly the direct marketing sector, and the use of personalized stamps represent additional advantages for the promotion of the postal service,

Aware
that many governments are transforming their 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 postal enterprises whose governments have already moved in this direction can provide valuable lessons to others,

Recognizing
that the issuing of postage stamps as the symbols and brand image of the country and issuing postal authority calls for particular attention and the designation of a single official authority for this purpose,

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

- the governments of member countries to:
  - request issuing postal authorities, when issuing stamps, to take into consideration the needs of consumers of basic postal services and collectors, as well as the social and cultural value of the stamps;
  - give due consideration to regulatory questions associated with stamp issuing and philately, including copyright and intellectual property laws;
  - put in place legal mechanisms to guarantee the right of designated operators to issue postage stamps in accordance with the UPU Convention;
  - contribute to the maintenance of tied contributions for the development of philately in order to meet urgent needs, primarily in the area of training,
- issuing postal authorities to:
  - participate fully in the world postage stamp numbering system (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 at their discretion on the 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;
  - participate more in youth philately activities,

Instructs

the Postal Operations Council to:

- pursue dialogue with partners in the philatelic sector and coordinate philatelic development activities;
- continue its work on determining the most effective and efficient means of informing the members and the philatelic industry about postage stamps officially issued by issuing postal 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 issuing postal authorities, including innovation, techniques for developing the philatelic market, the use of new technologies and improved security techniques for the issue of postage stamps;
- reflect on the creation of a model database for the online sale of postage stamps for developing and least developed countries;
- define a joint strategy with the International Federation of Philately (FIP) to help issuing postal authorities to implement programmes aimed specifically at young people;
- implement a strategy encouraging UPU member countries to include in their annual philatelic programmes global themes requested by United Nations agencies;
- define a flexible and consistent policy within the framework of the philately development plan, so as to preserve the unique characteristics of the postage stamp, protecting its intrinsic collector value and attributes that distinguish it from other forms of postal prepayment;
- adopt flexible and innovative approaches to the marketing positioning of philatelic products, in keeping with the unique profile of the postage stamp as the core philatelic product.

(Proposal 35, Committee 7, 2nd meeting)

Resolution C 37/2008

Counterfeit and pirated items sent through the post

Congress,

Noting
that the postal channel is used, together with other distribution channels, for the sending of counterfeit and pirated items,

Notwithstanding
the work on intellectual property under way at other competent international organizations,

Noting further
that the POC Committee 3 Customs Support Project Group has carried out a study on customs and security-related issues concerning intellectual property matters in the Union,

Realizing
that the results of the study revealed that the designated operators have no legal competence in determining whether an item is counterfeit or whether a customs declaration has been falsely completed,

Considering
that it is the responsibility of the competent national authorities to define counterfeit items in accordance with their national legislation,

Also realizing
that the legislation of member countries on how to deal with counterfeit and pirated items varies from country to country,

Aware
that the above problems cause operational difficulties and legal problems for the countries concerned,

Urges

UPU member countries, in the context of their national legislation, to encourage their designated operators to:

– take all reasonable and practical measures to support Customs in their role in identifying counterfeit and pirated items in the postal network;
– cooperate with the relevant national and international authorities to the maximum possible extent in awareness-raising initiatives aimed at preventing the illegal circulation of counterfeit goods, particularly through postal services.

(Proposal 40, Committee 4, 3rd meeting)

Resolution C 38/2008

The role of the postal sector in the Information Society

Congress,

Noting
governments' commitment at the World Summit on the Information Society (WSIS) to using information and communication technologies (ICTs) to achieve internationally agreed development goals, including those contained in the Millennium Declaration,

Also noting
the commitments within the WSIS outcome documents related to the worldwide postal network:

– the commitment of WSIS stakeholders to "building ICT capacities to improve access and use of postal networks and services" (WSIS outcome paragraph 90h);
– the need to "establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access to the various communications resources, notably the Internet, that should have sufficient capacity to provide assistance to users in post offices, with special emphasis on rural and underserved areas" (WSIS outcome paragraph 10d);
– the necessity to "design specific training programmes in the use of ICTs in order to meet the educational needs of information professionals such as postal workers" (WSIS outcome paragraph 11k);
– that "in disadvantaged areas, the establishment of ICT public access points in places such as post offices can provide effective means for ensuring universal access to the infrastructure and services of the Information Society" (WSIS outcome paragraph 23);
– that "in the context of national E-strategies, ICT connectivity should be provided and improved for all post offices by 2015" (WSIS outcome paragraphs 6d and 9c),

Aware
of the role of the postal sector and the Union as facilitators of E-business as defined in the WSIS outcome (Action Line C7),

Taking into account
that Objective 2 of the draft Nairobi Postal Strategy includes a programme aimed at increasing awareness of the role of the postal sector in the Information Society,

Recognizing
the increased cooperation activities of the Union with organizations such as the World Trade Organization (WTO), the United Nations Conference on Trade and Development (UNCTAD), the International Labour Organization (ILO), the International Organization for Migration (IOM) and the International Telecommunication Union (ITU) that have resulted from the participation of the Union at the WSIS,

Also recognizing
the status of the Union as an official member of the UN Group on the Information Society (UNGIS),

Further noting
the participation of the Union in the ITU "Connect the World" initiative, the Connect Africa Summit and other relevant UN meetings,

Taking into consideration
the role played by the postal sector in E-government facilitation in many countries and its potential role in E-health and E-learning projects and policies,

Noting
the importance of modernizing postal networks – with less than half of post offices worldwide still not connected to the Internet,

Observing
the transforming influence of ICTs on the postal sector,

Invites

all Union member countries:

– to include utilization of postal networks and services when formulating national ICT policies;

– to consider the contribution of the postal network when developing policies and strategies in the area of E-business and E-government;

– to take into account the electronic dimension of postal services when legislating the postal sector;

– to encourage cooperation between postal operators and external partners to enable developing countries to equip themselves with the necessary infrastructure, technology and know-how and thus contribute to reducing the digital divide,

Instructs

the bodies of the Union:

– to support the participation of the Union in relevant Information Society events;

– to encourage the creation of a postal modernization fund aimed at helping the Union and the postal sector fulfil the mandate bestowed upon them by the WSIS;

– to develop policies on the Union's participation in the Information Society,

Charges

the International Bureau:

– to monitor the development of ICT-related products and services by postal operators and to create a comprehensive database in that connection;

– to develop training programmes to educate postal sector workers in the use of ICTs;

– to prepare benchmarks and share best practices in the area of new technologies;

– to develop closer links with the Global Alliance for ICTs and Development and other relevant UN and development organizations as well as with donors to mobilize resources in the implementation of Information Society capacity-building projects in the postal networks;

– to advocate for the role of the postal sector in the Information Society.

(Proposal 14, 6th plenary meeting)

Resolution C 39/2008

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 and the Bucharest World Postal Strategy at successive Congresses,

In view of
the report on the implementation of the Bucharest World Postal Strategy (CONGRÈS–Doc 16) and the presentation of the Nairobi Postal Strategy (CONGRÈS–Doc 38),

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 the combined CA and POC Strategic Planning Group, particularly in the areas of establishing guidelines for the setting of priorities for implementation of the Nairobi Postal Strategy, developing future scenarios for the postal sector, 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 objectives of the Nairobi 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, ideally in the form of annual report cards, about member countries' attainment of the objectives of the Nairobi 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, including annual or biennial surveys, to seek the views of member countries on the priorities for the strategic plan of the 2012 Congress and all projects, programmes and activities to be included in the 2011–2012 and 2013–2014 Union Programmes and Budgets;
- developing and implementing a methodology for reordering the Union Programme and Budget by priorities, as these priorities are expressed by member countries,

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 NPS, and to make an annual report to the Councils, and a final report to the 2012 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 75 amended by proposal 83, 6th plenary meeting)

Resolution C 40/2008

International law in the field of trade in services. WTO–UPU relations

Congress,

Conscious
of the influence that developments in the World Trade Organization will continue to have on postal policy making within the Union and at the national level,

Aware
of the fact that certain rules in the field of trade in services within the WTO may already apply to postal services in so far as such services are not provided in the exercise of governmental authority as laid down in article I.3 of the General Agreement on Trade in Services (GATS),

Noting
that services negotiations under the Doha Development Agenda have incorporated discussions on new rules that could relate to postal services, and that the outcome of such discussions may be reflected in the final text of the agreement,

Acknowledging
that cooperation between the Union and the WTO is necessary to ensure coherence between their activities, and that, to this end, the Union became an ad hoc observer of the WTO Council for Trade in Services (CTS) in April 2006,

Convinced

– of the need for the Union to inform its member countries of the implications of World Trade Organization agreements on the postal sector, both at national and international levels;

– of the benefit of harmonizing the interests of the postal sector with applicable rules of other international organizations,

Instructs

the Council of Administration, in conjunction with the International Bureau, and in the context of the Union's ad hoc observer status in the CTS, to:

– monitor developments in the WTO service negotiations under the Doha Round relating to postal services and keep Union members informed of developments in this field;

– provide information, as appropriate, to Union members concerning compatibility between the rules of the Union and those of the World Trade Organization.

(Proposal 47.Rev 1, Committee 3, 5th meeting)

Resolution C 41/2008

Promoting "best practice" experiences on postal regulatory issues

Congress,

Considering
that, with the fast changing internal and external environment, postal reform in member countries has been accelerated in recent years, and more and more member countries have separated regulatory and operational functions, meaning that ensuring the sustainable development of the postal service in the new environment has become an important issue for the Union,

Recognizing
that member countries' postal reform aims to promote postal development and guarantee the implementation of efficient and accessible universal postal service, so as to better enhance regulatory and operational functions and better adapt the universal service to the demands of the public and of social-economic development,

Also recognizing
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 postal regulators in different countries worldwide,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

– organize postal regulation forums or seminars during the annual meetings of the Council of Administration;

– collect and publish each year information related to universal service, postal reform and legislation, as well as market regulation of member countries.

(Proposal 66, Committee 3, 5th meeting)

Resolution C 42/2008

Study on establishing a permanent Universal Postal Convention and Postal Payment Services Agreement

Congress,

Considering
the benefit of ensuring the legal stability of the international postal service between member countries by establishing a permanent Universal Postal Convention and Postal Payment Services Agreement (hereinafter referred to as "Convention" and "Agreement", respectively),

Recognizing
the amount of work of the member countries, due to the present procedure on the Convention and Agreement, which requires the existing Convention and Agreement to be wholly replaced by the new ones adopted at each Congress,

Also taking into account
the time necessary for the member countries to consider the effect of having such a permanent Convention and Agreement,

Instructs

the Council of Administration, in conjunction with the International Bureau, to:

- undertake a study with the purpose of determining whether it would be beneficial to establish a permanent Convention and Agreement;
- draft any proposals that are necessary as a result of the study and submit them to the 25th Congress;
- ensure that all interested member countries have the opportunity to take part in the aforementioned study.

(Proposal 87.Rev 1, Committee 3, 5th meeting)

Resolution C 43/2008

Future work on remuneration systems for letter-post items exchanged between the designated operators of UPU member countries. Coordination of work on remuneration for other types of items

Congress,

Considering
the mandates given by the Bucharest Congress to ensure that the remuneration systems to be proposed to the 24th Congress promote fulfilment of the obligation to provide universal service and preserve the integrity of the postal network,

Recalling
that the provisions of the Bucharest Convention concerning terminal dues contain transitional arrangements leading to the adoption of a country-specific cost-based remuneration system,

Recognizing
that the financial relations between designated operators should be governed by existing principles and objectives (i.e. based on elements specific to each country and linked to the quality of the services rendered), and should take into account the environment in which the Posts operate, particularly as regards the opening of postal markets to competition,

Noting
the results of the extensive studies on market conditions, country classification, customer needs, quality of service and remuneration conducted by the Council of Administration and the Postal Operations Council in the lead-up to the 24th Congress,

Acknowledging
the positive impact of the linking of terminal dues to the quality of service, with a measurement system that began in 2005 and now has 29 participants from both target and transition countries,

Also acknowledging
that the Union's Quality of Service Fund is an important resource for improving the quality of the letter-post service in developing countries,

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 also
the need to review the state of various letter-post services (including letters, small packets, direct access and supplementary services) and product development/enhancement opportunities based on market positioning,

Further acknowledging
that, in order to develop market-oriented letter-post services that are subject to country-specific, cost-based remuneration systems before the end of the transition period, all member countries and/or designated operators need to have, and provide, relevant and reliable information on:

– their domestic market, tariff and cost conditions, with the continuing assistance of the International Bureau in the area of cost accounting development for developing countries;
– the statistical data used to classify member countries,

Also taking into account
the modifications to the terminal dues system adopted by the 24th Congress,

Considering also
that these modifications represent an additional step in the process of bringing a country-specific cost-based system into general use,

Believing
that notwithstanding the provisions to be adopted by the 24th Congress, there is still much to do to provide market-oriented letter-post services which are subject to country-specific and cost-based remuneration,

Recognizing further
that the objective of bringing all member countries into a country-specific, cost-based remuneration system by the recommended deadline of 31 December 2013 cannot be achieved without placing a serious financial burden on some developing countries,

Also believing
that questions regarding the levels of remuneration applied to the different types of postal items exchanged between member countries (letters, parcels, EMS items) are a concern of the Union and that effective coordination will lead to greater consistency of treatment,

Considering further
that the Union's work on remuneration systems should be organized under conditions that will help to contain the associated costs,

Instructs

the Council of Administration:

- to ensure that affordable universal service and the integrity of the postal network are maintained;
- to ensure that, allowing for exceptions, the application of country-specific, cost-based remuneration principles will be universal by 31 December 2017;
- to ensure that, to the greatest extent possible, there is a gradual transition of all countries not presently applying country-specific, cost-based remuneration to this state during the period 2014–2017; to that end, a proposal should be submitted to the 25th Congress taking into account:
  - changes in the market, including the regulatory and postal environment, at national and international levels;
  - the experience gained from the transition of countries in 2010 and 2012, and the market, customer and financial impacts involved;
- to formalize the process of collecting the following national data:
  - applicable tariffs;
  - statistical data used for classification;
  - delivery standards for inward mail and the corresponding quality targets;
- to approve the terms of reference of a Postal Operations Council study to establish the relationship between domestic tariffs and the cost of processing inward international mail,

Also instructs

the Postal Operations Council to carry out the following work:

- Letter-post market and remuneration systems:
  - conduct a study to review the market conditions, including relevant economic studies such as comparative price levels and price elasticities, with special focus on product segmentation; the results of the study should be available by the end of the first year of the cycle;
  - assess the impact on markets and on designated operators of the new terminal dues rates implemented by the 24th Congress;
  - identify the improvements required to the current remuneration system in order to meet the needs of the market and of member countries;
  - propose remuneration for other supplementary services (e.g., registered and insured letters);
  - conduct a study for modelling the relationship between domestic tariffs and the cost of processing inward international mail, and propose to the 2012 Congress a methodology for applying the resulting rate(s) at national, regional or worldwide level;
  - determine whether it is appropriate to devise a formula for converting the domestic tariffs of the destination country into terminal dues rates and, if so, devise such a formula, taking into account, where applicable:
    - a multiple-tariff referencing system in order to develop an accurate linearization methodology and business rules to produce terminal dues rates that are closest to actual costs; and

  - the special situation of countries whose domestic tariffs are set on a social basis and do not cover the costs of providing inbound letter-post delivery services;
  - review and update the postal development indicator for all member countries;
  - conduct a study of the cost of handling inbound mail during 2009 and 2010; if this study reveals a percentage different from the 70% set out in Convention article 29.2, the POC may consider revising the percentage applied for 2012 and 2013;
  - review whether it is appropriate to adjust the 100-tonne threshold for the application of the revision mechanism as set out in article 30 of the Convention and, if so, make a recommendation on this adjustment;
- Statistics, accounting and operations:
  - develop and promote automated statistical, accounting and operational systems that can lead to economic and commercial improvements to remuneration systems;
  - further develop the statistical, accounting and operational procedures for direct access;
- Quality of service link:
  - continue to implement the link between quality of service and terminal dues on the basis of principles established by Congress and ensure that appropriate and affordable monitoring systems are available;
  - propose tools to assess the performance of quality of service measurement systems against fixed objectives (cost, reliability, return on investment);
  - propose a timetable for the participation of designated operators in the measurement system based on Congress decisions regarding classification;
- Direct access:
  - review the conditions for offering this service;
- Internal air conveyance dues:
  - review whether it is appropriate and, if so, how to incorporate internal air conveyance dues into base letter-post remuneration, to allow this remuneration system to be eliminated;
  - report the study results to the next Congress and recommend any necessary changes;
- Quality of Service Fund:
  - ensure that appropriate levels of contribution are assigned to the countries most in need;
- Report to the Council of Administration on progress with the terminal dues work.

(Proposal 25.Rev 1, Committee 5, 4th meeting)

Resolution C 44/2008

Continuation of universal postal service activities after the 24th Congress

Congress,

Reaffirming
that the mission of the Union is to stimulate the sustainable development of efficient and accessible universal postal services of quality in order to facilitate communication for every citizen in the world,

Recognizing
that one of the most important objectives of the UPU Nairobi Postal Strategy is to promote a universal postal service adapted to the social, economic and technological environment,

Considering
that actions to facilitate access to the postal service support the efforts of the international community to tackle poverty, since they provide more opportunities, more independence and more security for the poor,

Recognizing
the role of the Union as a specialized agency of the UN to actively develop various activities with a view to sharing responsibility for achieving the United Nations Millennium Development Goals by 2015,

Also recognizing
that the Post plays a pivotal role in a nation's economic development by providing a basic infrastructure for communication and distribution of goods, thus contributing to the development of the world economy,

Instructs

the Council of Administration, in cooperation with the Postal Operations Council and the International Bureau, to continue the following activities concerning the universal postal service after the 24th Congress:

- conduct studies with a view to understanding the options for financing the universal postal service, particularly in an environment characterized by the gradual liberalization of the postal market, and communicate the study results to all Union member countries;
- promote "best practice" experiences gained by member countries in their provision of sustainable postal services, in terms of governance and particularly by combining new technology with the postal network and services;
- develop projects to help member countries or regional groups to define a sustainable universal postal service taking into account various indicators;
- continue to monitor, on a yearly basis, the progress made by member countries and their designated operators in providing the universal postal service, using a monitoring/ measurement system for the application of standards in the five main areas of the universal postal service, and inform Union member countries on a regular basis of the evolution of the universal postal service in the different regions of the Union.

(Proposal 02, Committee 3, 5th meeting)

Resolution C 45/2008

UPU Global Monitoring System (GMS)

Congress,

Confident
that improvement of international postal service quality is of primary importance for the Universal Postal Union,

Taking into account

- the decision of the Beijing Congress to develop an operational and implementation plan to link quality of service to terminal dues, in conformity with the conditions of each designated operator, for the purpose 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, and in particular to see to it that appropriate monitoring systems are made available;

– the decision of the Bucharest Congress to evaluate the quality of service measurement systems and propose the necessary improvements to enable the maximum number of countries to participate,

Convinced
that the system for monitoring quality of service results, which will form the basis for the terminal dues remuneration, should be uniform, credible and accessible to all designated operators of Union member countries,

Recognizing
that this system shall be based on external measurements, with testing independent of designated operators,

Aware
that the results of the monitoring system will enable designated operators to take appropriate actions to rectify weaknesses identified in their operations to improve quality,

Also recognizing
the need to evaluate the achievements of designated operators in implementing projects financed through the Quality of Service Fund,

Noting
the need to supplement the provisions of the Letter Post Regulations, particularly the part dealing with performance indicators and the monitoring system,

Taking note of
the UPU Global Monitoring System (GMS) design as set forth in the technical specifications developed by the Bucharest Postal Operations Council,

Further recognizing
that the key principles of the GMS are that the system should be:

– customer-driven;

– globally applicable;

– affordable;

– transparent;

– sufficiently accurate and reliable;

– external to UPU members;

– diagnostic;

– locally relevant;

– continuous,

Also noting
that the GMS can be used by designated operators as the core system for monitoring service quality 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,

Instructs

the Postal Operations Council:

- to develop and pursue a GMS pilot programme in order to test the technical specifications and make appropriate revisions, in accordance with the findings and the input of the member designated operators;
- to coordinate agreement on the GMS ready for implementation, taking into account the Congress decisions on the transition of countries to the target system;
- to continue refinement and development of the technical design, financing arrangements, governance structure, legal issues and other elements needed for implementing the GMS;
- to ensure that the GMS can be used for the quality of service terminal dues link;
- to implement the GMS as a Union global system,

Also instructs

the International Bureau, to lend its full support to the effective implementation of the GMS,

Encourages

designated operators to participate in the implementation of the GMS.

(Proposal 45, Committee 7, 5th meeting)

Resolution C 46/2008

Survey on quality of service programmes

Congress,

Bearing in mind
that the International Bureau, through its Quality of Service Unit, serves as a key resource for member countries and their designated operators in improving their quality of service,

Noting
that the success of the quality of service programmes carried out by the Quality of Service Unit depends on the resources available to it, which are limited,

Aware
that the Global Monitoring System, and new quality of service programmes regarding parcels, will require significant resources to plan, implement and maintain,

Taking into account
that the current quality of service programmes cover a wide range of projects that include continuous testing, sequential testing, consultancy missions, quality certification and pilot projects,

Informed
that available data show that member countries do not take full advantage of the performance results provided by the International Bureau regarding end-to-end quality of service measurement,

Considering
that by far the most important objective of the Nairobi Postal Strategy is "enhancing quality of service and efficiency of the postal network",

Convinced
that successful implementation and management of the Global Monitoring System will require urgent prioritization of available resources,

Recognizing
that the capabilities of the Global Monitoring System may replace those of current quality of service testing programmes,

Instructs

the International Bureau:

– to issue a survey to seek the views of member countries and their designated operators about whether the current quality of service programmes managed by the International Bureau meet their needs and which programmes are most beneficial;
– to make recommendations to the 2009 Postal Operations Council, based on the results of the survey, about which quality of service programmes should be maintained and how those to be maintained should be prioritized.

(Proposal 53.Rev 1, Committee 7, 5th meeting)

Resolution C 47/2008

Cooperation with the airline industry

Congress,

Recalling
that the cooperation between the Universal Postal Union and the International Air Transport Association (IATA), which has existed for more than half a century, is in the best interests of both organizations,

Aware
that the Union signed a new Memorandum of Understanding (MOU) with IATA in March 2007, laying 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,

Noting also
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 designated operators should focus more on standardization and 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,

Charges

the Postal Operations Council to continue collaboration with the airline industry, to find common opportunities for improvement and to undertake new initiatives.

(Proposal 55, Committee 7, 5th meeting)

Resolution C 48/2008

Communication of quality of service measurement results to member countries

Congress,

Bearing in mind
the work accomplished by the Strategic Planning Group to develop report cards that show the degree to which member countries and designated operators have achieved the objectives of the Nairobi Postal Strategy,

Taking into account
the fact that a central purpose of these report cards is to indicate, in quantifiable terms, progress made by individual member countries in implementing the Nairobi Postal Strategy, and that the measurements of the quality of service attained by designated operators of destination in delivering inward letter-post and parcel-post items are key indicators for this purpose,

Recognizing
that quality of service measurements form, in part, the basis for terminal dues payments for letter-post items provided for in the Universal Postal Convention,

Aware
that serious efforts are underway to develop methodologies to link quality of service measurement results and inward land rates for parcels,

Noting
the considerable financial and management resources invested by the Union to develop and deploy systems to measure quality of service,

Convinced
that the publication of measurement results is essential to ensure transparency and produce tangible evidence that the investments made to measure quality of service contribute to the overall improvement in quality,

Instructs

the Council of Administration and the Postal Operations Council to:

- determine the most appropriate manner to publish the results of letter-post and parcel-post quality of service measurements attained by individual designated operators of destination in accordance with the provisions of the Universal Postal Convention; and
- decide whether these results should be published in the annual report cards on implementation of the Nairobi Postal Strategy.

(Proposal 57.Rev 1, Committee 7, 5th meeting)

Resolution C 49/2008

Border control

Congress,

Noting
that not only Customs, but also other border agencies may be involved in the control of items at a country's borders,

Considering
that the word "Customs" as used in article 18 of the Universal Postal Convention as well as in the Letter Post and Parcel Post Regulations is to be interpreted in a wide sense and is to cover all officially authorized border agencies associated with the control of postal items at a country's borders, in accordance with the national legislation of each country,

Recognizing
the need to identify these agencies and their competence as specified in the national legislation of each country,

Invites

the member countries to provide the International Bureau with information about the competencies of their border agencies,

Instructs

the International Bureau

- to maintain a global register of the responsible agencies of each country;
- to insert appropriate comments under article 18 of the Convention and under the relevant articles of the Regulations.

(Proposal 68, Committee 7, 5th meeting)

Resolution C 50/2008

Use of Internet-based letter post inquiry processing software

Congress,

Conscious
of the need to process letter-post inquiries at the speed required by customers,

Having noted
that the standard means of transmitting customer inquiries do not meet existing needs in terms of speed,

Considering
that the Internet is extensively used as a working tool at all levels worldwide,

Instructs

the Postal Operations Council:

– to conduct a study with a view to introducing letter-post inquiry processing software that incorporates the CN 08 forms provided by countries (of origin and of destination) and generates periodic reports and statistics that will allow the inquiry processing times of designated operators to be measured;

– to ascertain whether new software needs to be developed, or if the technological platform could be shared with an existing system;

– to propose a solution for designated operators wishing to use a system with the above-mentioned features,

The system adopted should allow:

a inquiry-processing times to be shortened;

b inquiry response times between designated operators to be monitored, which would prevent the payment of excessive amounts in compensation solely in order to comply with deadlines but without resolving the inquiry;

c undue recourse to compensation to be monitored, and a record to be kept of individuals/ institutions that make abusive use of the compensation mechanism.

(Proposal 78, Committee 7, 5th meeting)

Resolution C 51/2008

EMS Cooperative

Congress,

Recognizing

– that EMS is offered, on the basis of article 14 of the Universal Postal Convention, and the EMS Standard Agreement (CONGRÈS–Doc 26), 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,

Accepting
the need for the Union to continue to support ongoing EMS activities, particularly for those Union 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, including all direct staff costs, from its own budget,

Further acknowledging
that non-members of the EMS Cooperative also benefit directly from the programmes and developments of the EMS Cooperative,

Decides

to continue to finance, through the Union budget, the institutional and other support costs of maintaining the EMS Unit at the International Bureau. The costs to be supported shall include those for the accommodation of the EMS Unit (at its current staffing level); its office and IT services; logistic support – including production and distribution of documents; translation and interpretation for Union 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 Union's Programme and Budget,

Charges

– the EMS Cooperative, under the POC:

  a to maintain 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 Union bodies;

  b to present an annual report to the POC and, where appropriate, to the CA;

– the POC to present a report to the next Congress on the progress of EMS activities and their financing,

Instructs

the International Bureau to:

a continue to provide the EMS Unit (at its 2003 staffing level) with office accommodation, furniture and equipment, free of any rent or other accommodation charges;

b 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;

c ensure that designated operators which are not members of the EMS Cooperative continue to benefit from established Union EMS programmes and publications;

d 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 CONGRÈS–Doc 26).

(Proposal 84, Committee 7, 5th meeting)

Resolution C 52/2008

Quality of Service Programme for 2009–2012

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 2005–2008;
- a number of problems observed with the results of the implementation of resolution C 29/2004, including the fact that the worldwide aggregate results for the J + 5 standard and the 65% performance target were misleading (instability of the links to be tested), and the inconsistency in the number of days required by the different mail distribution networks for the end-to-end transmission of mail);
- 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 the improvement of quality,

Decides

- to implement a Quality of Service Programme for the period 2009–2012 as set out in CONGRÈS–Doc 21a;
- to set 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 80%, which should be achieved by 2012 by progressively raising the annual target;
- that this standard and target shall 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, the Consultative Committee and the International Bureau, to:

- take the necessary measures to achieve significant results in the various areas covered by the Quality of Service Programme and submit a report on its execution to the next Congress;
- establish a 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 2009, 2010 and 2011 with a view to achieving 80% by 2012,

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 in 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 85, Committee 7, 5th meeting)

Resolution C 53/2008

Future strategy and activities of the Telematics Cooperative and its financing

Congress,

Recalling:

– resolution C 27 of the 1994 Seoul Congress, resolution C 52 of the 1999 Beijing Congress and resolution C 66 of the 2004 Bucharest Congress concerning Union activities in the field of EDI exchanges from 1995 to 2008;

– the success of telematics activities since 1994;

– the widespread adoption of Postal Technology Centre (PTC) software among all members, from the least developed countries to the industrialized countries,

Bearing in mind
the report of the Postal Operations Council concerning Union telematics activities (CONGRÈS–Doc 25a),

Aware:

– of the strategic importance of Union telematics activities for all Union member countries;

– 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 universal service and the question of remittances for migrant workers;

– that, to be most effective, the use of technology has to be embedded in a common approach of business, operational and technical measures combined with a continuous evaluation and improvement cycle,

Noting:

– that a Telematics Cooperative was established within the POC with the aim of developing synergies between Posts and stimulating the development of the postal service through the use of modern technologies;

– that an electronic network infrastructure and state-of-the-art IT solutions owned by the Union and affordable for all members ensures electronic exchange capability between all members and the automation of important postal operational processes irrespective of their postal development status, and hence provides the possibility of further quality and service enhancements of postal services that would not otherwise be possible;

– that for all data transported through the Union's electronic network and processed by its own solutions on its own premises, confidentiality and protection are guaranteed;

– that the Union's electronic network infrastructure and software solutions have open interfaces to guarantee interoperability with other postal networks and systems;

– that the Telematics Cooperative is carrying out significant work to support members not only in areas closely related to the use of PTC software but also in the field of operational consulting and EDI monitoring to maintain and improve electronic infrastructure, alert members of exchange problems, and improve operational processes, quality of service and performance of postal operations, mainly in the developing and least developed countries;

– that the work in the advanced electronic services (AES) area also ensures know-how transfer, which promotes the availability of new technologies for all members, such as S43 and EPCM, RFID standards, E-shopping, global hybrid mail and the .post electronic infrastructure allowing for electronic delivery of universal services;

– that the Telematics Cooperative is supporting the IB in strategic areas such as the development of EDI standards, relations with important postal partners such as airlines (IATA), Customs and other international organizations, and the Union's involvement in the information society,

Further noting:

– the inability of the Telematics Cooperative to finance tasks not directly related to development, deployment, operation and support of PTC software solutions from fees received for product maintenance, network services, assistance missions, product development or the member contributions;

– the attractiveness of the postal market for venture capital and other market financing mechanisms for investments in global postal services;

– that the required funds to enable research, development and commercialization of new high-potential postal products and services may need to come from external resources,

Considering:

– the digital divide in terms of operational development and differences in the development levels of members;

– the large number of designated operators that have willingly joined the Telematics Cooperative,

Recognizing:

– the achievements of the Cooperative to date and its efforts aimed at improving and developing postal services (CONGRÈS–Doc 25a);

– that the strategy of the Telematics Cooperative (CONGRÈS–Doc 25b) is closely linked to the Nairobi Postal Strategy and that the activities of the Telematics Cooperative are essential for the implementation of the Nairobi Postal Strategy,

Convinced:

– that the development gap can be reduced by:

  • 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;

  • providing a worldwide electronic infrastructure such as .post to give every citizen and small, medium or large business the possibility of participating in global trade without discrimination and in a trusted environment verified by the Union members' designated operators;

– that the Telematics Cooperative will do all it can to considerably speed up the introduction of telematics and other technologies designed to improve communications between designated operators and their partners, narrow the technology gap between them and with other market players, raise the quality of the international postal service and facilitate the expansion of current services and the development of new ones,

Decides:

– to approve the strategy of the Telematics Cooperative 2009–2012 (CONGRÈS–Doc 25);

– to continue to finance, through the Union budget, the institutional costs connected with maintaining the PTC at the International Bureau (IB), which cover use of the PTC's premises, the PTC's administrative and logistical services, including translation services, interpretation services during UPU meetings, the production and dispatch of documents, staff management and financial management, and legal services;

– to finance Telematics Cooperative activities not closely linked to the use of PTC standard software but supporting business development, operational process improvement, quality initiatives, adoption of new technologies, development of postal products, standards and other support tasks for the IB,

Charges

– the POC:
  - with assuming competency for all strategic, operational and technical matters concerning Telematics Cooperative activities;
  - with presenting a report to the next Congress on the progress of telematics activities;
– the Telematics Cooperative with assuming competency for strategy execution, operation, and technical and economic telematics aspects, giving it the authority to make and amend telematics recommendations,

Further charges

– the CA with supervising Telematics Cooperative finances through the examination and approval of the IB budget and annual accounts;
– the CA with presenting a report to the next Congress on the financing of the Telematics Cooperative;
– the Telematics Cooperative with presenting an annual report to the POC and the CA;
– the CA with supporting arrangements that will allow the Telematics Cooperative to fund development projects such as .post, PREM (postal registered e-mail), etc.,

Instructs

– the International Bureau:
  - to maintain the Postal Technology Centre as a service provider with responsibility for implementing the strategies approved by Congress and by the Telematics Cooperative in the field of telematics and technology;
  - to continue providing financial support to the Telematics Cooperative in line with resolution C 66/2004;
  - to support policy developments and arrangements required to enable the use of external financing of developments in the area of E-services;
  - to ensure relevant cooperation between Telematics Cooperative activities and IB processes and programmes;
  - to continue to promote the activities of the Telematics Cooperative and encourage designated operators to join it and to contribute actively to its activities,
– the Telematics Cooperative:
  - to cooperate closely with the IB in order to make the most efficient use of available resources and expertise,

Invites

the CA to co-finance the Telematics Cooperative by covering Telematics Cooperative costs which are related to the IB support activities.

(Proposal 44, Committee 7, 5th meeting)

Resolution C 54/2008

Postal air waybill numbers

Congress,

Reiterating
its considerations and its will expressed in resolution C 33/2004,

Aware
that information technology developments combined with stringent operational processes now enable traceability of postal receptacles during their end-to-end international transportation,

Highlighting
the fact that postal receptacles' traceability during their end-to-end international transportation is a determining factor in the improvement of service quality and security for postal consignments,

Noting

– that the IATA–UPU Contact Committee has approved the use of the postal air waybill number combined with a product code enabling the identification of postal consignments and the application of processes that are specific to them;
– that the work of the IATA–UPU Group on EDI issues has led to the adoption by the Standards Board of standard M39 on EDI messages exchanged between designated operators and between these operators and air carriers;
– that standard M39 allows the exchange of postal air waybill numbers between stakeholders;
– that designated operators which modified their CARDIT system to include the postal airway bill number and product code to enable the identification of postal consignments can receive the relevant tracking data on the aforementioned topics from the airlines concerned,

Also noting

– that the use of postal air waybill numbers combined with the postal product code enabling the identification of postal consignments and the application of processes that are specific to them is a beneficial element in the interoperability of air transportation systems;
– that it affords uninterrupted traceability in cases where successive flights of the same airline or of different airlines are used;
– that it also enables the booking of capacity with air carriers, thus contributing to the sustainable availability of transport capacity which enables the reliability of postal flows;
– that it will also help to bring about paper-free transport of postal consignments in the future. In the effort to realize paper-free transport of postal consignments in the future, securing a clear record of each delivery is indispensable,

Convinced

– that the use of postal air waybill numbers combined with the postal product code will only produce its full benefits if all stakeholders in the international postal flow processing chain are able to use this number and this code to identify postal consignments as such in order to apply the required processes and if the various authorities concerned facilitate this use;
– that the designated operators would, in their contacts with customs authorities and border protection agencies or any other agency taking part in the postal processing chain in their respective countries, benefit from resolutions taken by the main international organizations involved with international air transport,

Endorses

the results of the work of the IATA–UPU Contact Committee, the IATA–UPU Group on EDI issues and the Standards Board concerning the use of postal air waybill numbers combined with the postal product code,

Invites

designated operators to use postal air waybill numbers combined with the postal product code with a view to improving traceability of postal flows,

Urges

member countries:

– to inform their respective authorities involved in the postal flow processing chain about the use of postal air waybill numbers combined with the postal product code and to ask them to make the necessary arrangements to facilitate this use;

– to encourage the international organizations, whether with regional or worldwide coverage, in which they are involved, to acknowledge the use of postal air waybill numbers combined with the postal product code and to facilitate this use by all operators concerned,

Instructs

– the Postal Operations Council:

  - in close cooperation with the IATA–UPU Contact Committee and the WCO–UPU Contact Committee, and with the support of the International Bureau, to undertake all necessary discussions with the World Customs Organization (WCO), with a view to obtaining from the latter acknowledgement of the use of the postal air waybill number combined with the postal product code, in addition, as the case may be, to the usual practices for postal identification and processing, without this use causing any change in the applicable customs procedures;

  - in close cooperation with the IATA–UPU Contact Committee, and with the support of the International Bureau, to undertake all necessary discussions with the International Civil Aviation Organization (ICAO), with a view to obtaining from this organization acknowledgement of the use of the postal air waybill number combined with the postal product code, in addition, as the case may be, to the usual practices for postal consignments identification and processing, ensuring that this use does not interfere with the postal legal status;

– the IATA–UPU Contact Committee:

  - in close cooperation with the International Bureau, and in the light of the Memorandum of Understanding signed between the UPU and the International Air Transport Association (IATA), to undertake all necessary discussions with IATA, with a view to disseminating information about the postal air waybill number combined with the postal product code to its members and promoting its use by them,

Decides

that any change to the UPU Regulations related to the exchange of international postal flows must lead to the gradual elimination of the use of paper-based documentation and promote procedures based on electronic data capture and electronic data interchange (EDI),

Consequently instructs

the Postal Operations Council to ensure strict enforcement of the aforementioned decision.

(Proposal 62.Rev 1, Committee 7, 5th meeting)

Recommendation C 55/2008

Developing closer relations with international, regional and national organizations for practical cooperation projects in postal sector development in the field of information and communication technology (ICT)

Congress,

Endorsing
the work done by the POC Electronic Products and Services Group in studying and analyzing in detail the benefits of expanding the offer of postal products through the use of new technologies and preparing a report to Congress on future activities to be considered,

Noting
the progress made by the Telematics Cooperative's Advanced Electronic Services User Group in developing new technology tools, including a sector standard for secure Internet communication and an electronic infrastructure for authenticated postal services, to help modernize designated operators,

Welcoming
the efforts made by various international, regional and national organizations in endeavours such as eProcurement, eHealth and eParticipation, which stress the importance of adopting new technologies for improving postal sector efficiency and effectiveness,

Taking into account
that if greater cooperation is developed, the implementation of specific programmes by various international, regional and national organizations in the area of new technologies could benefit member countries and their designated operators, and have a greater effect on a broader scale for all postal exchanges (letters, parcels, financial services, digital postal service) among member countries,

Recognizing
the limited financial and human resources available to the Union for undertaking specialist digital postal projects,

Also recognizing
the substantial human and financial resources available in various international, regional and national organizations for developing and modernizing postal markets,

Recommends

that the bodies of the Union, with assistance from the International Bureau:

- study ways to improve cooperation with various international, regional and national organizations, including the possible creation of a permanent liaison between them and the Union;
- engage in practical discussions with various international, regional and national organizations on cooperative activities for market development in E-services areas seen as a priority by member countries.

(Proposal 90, Committee 7, 5th meeting)

Resolution C 56/2008

Expanded use of electronic data interchange (EDI)

Congress,

Bearing in mind
that expeditious customs clearance of postal items is essential to the overall quality of international postal services,

Taking into account
the fact that the submission of information about postal shipments in electronic form to customs authorities in advance of shipment can significantly accelerate the clearance of postal items,

Conscious
that service and efficiency improvements can be achieved if designated operators of origin and destination transmit data on inbound and outbound international postal items, for the purposes of customs clearance, in advance of receipt or dispatch of the items,

Aware
that governments of many Union member countries are liberalizing their postal markets, as a result of which possible differences between customs clearance procedures for designated operators and integrators may come under increasing scrutiny,

Acknowledging
that in liberalized markets, designated operators may find it advantageous to collaborate with, and use the services of, private sector commercial operators for the delivery of postal items,

Realizing
that expanded use of EDI messages to transmit customs data on postal items can create the conditions under which the customs clearance regulations are applied in the same manner to both postal shipments and similar shipments carried by private sector delivery firms,

Observing
that the rapid developments in technology in the postal sector are placing increasing pressure on designated operators to implement the transmission of customs data on international postal items,

Convinced
that increased use of electronic transmissions of customs information on postal items from designated operators to customs authorities can not only become a valuable tool for combating terrorism and other threats to the security and safety of international mail exchanges, but can also improve operations, reduce administrative costs and facilitate assessment procedures,

Mindful
of the close cooperation between the Universal Postal Union and the World Customs Organization to align the import and export of mail with the guidelines outlined in the Framework of Standards to Secure and Facilitate Global Trade,

Pleased
to note that the Postal Operations Council, through the work of the EMS Cooperative, the Parcels Group, the Telematics Cooperative and the Postal Security Action Group, has developed, deployed and promoted applications and actions to expand the transmission of data concerning international mail exchanges,

Understanding
that designated operators have disparate levels of resources, expertise, hardware, and manpower with respect to implementing electronic customs manifesting,

Also mindful
of the mission of the UPU "to stimulate the lasting sustainable development of efficient and accessible universal postal services of quality in order to facilitate communication between the inhabitants of the world",

Further mindful
of the importance of data and privacy protection in view of the long-standing reputation of the Posts as guardians of the integrity of the mail,

Instructs

the Postal Operations Council to:

- develop and maintain standards consistent with best practices and privacy obligations or national legislation in connection with data protection and postal secrecy for UPU-Customs EDI messaging, through the Standards Board, in cooperation with the World Customs Organization,
- promote, in cooperation with the World Customs Organization, the use of EDI transmissions between designated operators and from designated operators to local customs authorities for the clearance of postal items,
- draw up a plan involving the relevant POC groups and in consultation with the UPU–WCO Contact Committee for the implementation of transmission of EDI customs messages on postal items in a phased-in manner, to be determined after appropriate study, including identifying products, types of mail impacted, customer and operator capabilities, operational impacts, and performance measures.

(Proposal 91, Committee 7, 5th meeting)

Resolution C 57/2008

Consultative Committee – improving the integration of CC members and further strengthening their role in all UPU activities

Congress,

Recalling
that the Bucharest Congress created the Consultative Committee with the aim of providing the UPU with a framework for effective dialogue between stakeholders,

Noting
that the Consultative Committee has made remarkable contributions in various areas of UPU activities – regulatory, operational, technical and strategic,

Recognizing
that there is a strong willingness for CC members to participate in and contribute to the work of the UPU, thus contributing to the attainment of the UPU goals and mission,

Convinced
that the UPU as a whole would benefit from increased participation by representatives from the wider postal sector,

Convinced further
that it would be beneficial for the UPU to reinforce the concept of public/private partnership within the activities of the Union,

Acknowledging
the need to improve the integration of CC members and further strengthening their role in all UPU activities,

Taking into account
the results of studies on UPU reform, particularly concerning the Consultative Committee, carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the CA, with the support of the International Bureau,

Instructs

the Council of Administration, in cooperation with the Consultative Committee and with the support of the Postal Operations Council and the International Bureau:

– to study ways of strengthening the role and contribution of the Consultative Committee in UPU activities, particularly concerning the following questions:

  a to further enlarge the membership of the CC, in order to allow for broader representation throughout the entire postal sector and better worldwide geographic representation;

  b to clearly define the roles and responsibilities of the three members representing each Council (CA, POC), in relation to the CC and to the Council they represent;

  c to encourage additional voluntary contributions from CC members, in kind or financial, for conducting a specific project or study;

  d to further increase CC members' level of financial contributions to the UPU budget;

  e to set up a system of coordination between the CC and both the Council of Administration and the Postal Operations Council, with the support of the International Bureau, which promotes and strengthens CC members' participation in all UPU activities, particularly at the beginning of a new cycle,

– to formulate proposals based on the results of the study for submission to the next Congress; and

– to put in place, where necessary and possible, certain measures prior to the next Congress.

(Proposal 19.Rev 1, Committee 3, 6th meeting)

Resolution C 58/2008

Postal accounts – Resolving frequent or extended debts

Congress,

Realizing
that the delivery designated operators of UPU member countries incur heavy expenses in carrying out their obligations under the UPU Acts to handle, process, transport and deliver inward letter-post items and postal parcels, as well as other types of postal items that they receive (such as EMS),

Recognizing
that specific provisions of the UPU Convention, Letter Post Regulations and Parcel Post Regulations contain obligatory prescriptions regarding, for example, the amount to be paid by the sending designated operator to the receiving designated operator for the postal items received, and the related preparation and settlement of postal accounts,

Noting
that the UPU Letter Post Regulations and Parcel Post Regulations contain provisions relating to the interest that is payable by the sending (debtor) designated operator to the delivery (creditor) designated operator in cases of overdue payments relating to those postal accounts,

Realizing further
that, despite those provisions relating to interest payable, there is an ongoing debt situation in which numerous debtor designated operators have considerable arrears with numerous creditor designated operators, with many accounts in arrears for one or two years and often longer,

Concerned
that there currently are no remedies prescribed in the UPU Acts enabling creditor designated operators to take effective measures to ensure that debtor designated operators liquidate in full the outstanding debts owed to them, if need be, through a payment schedule acceptable to the creditor designated operator concerned,

Aware
nonetheless that, in many of its programmes, the UPU takes due account of countries affected by natural disasters or in special situations,

Instructs

The Postal Operations Council to quickly undertake a study of this situation in order to:

- document and assess the current overall situation concerning debts on postal accounts between the designated operators of UPU member countries as regards postal items exchanged between them pursuant to the UPU Acts (particularly letter-post items and postal parcels, but also other items such as EMS);
- identify and recommend, as required, changes to the UPU Letter Post Regulations and Parcel Post Regulations that would put in place a mechanism enabling creditor designated operators to take decisive and timely action to collect the amounts (including applicable interest) seriously in arrears;
- examine the need to provide a concurrent mechanism whereby the creditor designated operator, in such cases, provides the UPU International Bureau with evidence of the outstanding debt and a copy of the notice that the creditor designated operator is sending to the debtor postal operator regarding the action it is taking;
- put into effect, as soon as practicable following their approval by the Council after completion of the study, the recommended changes that are within the scope of the Council's responsibilities, in the manner that it deems to be the most appropriate;
- draft, if applicable, one or more Congress proposals resulting from this study, for submission to the 2012 Universal Postal Congress;
- ensure nonetheless that due account is taken, in a manner to be determined in the course of the study, of countries affected by natural disasters or in special situations which are not in a position to clear their financial debts relating to postal accounts straightaway,

Also instructs

the Postal Operations Council to determine the most effective manner for carrying out the study proposed and which group or body is to be charged with leading the work,

Invites

the Council of Administration to consider, if applicable, possible recommendations resulting from this Postal Operations Council study which fall within its own area of responsibilities.

(Proposal 74, Committee 5, 5th meeting)

Resolution C 59/2008

Making the wording of reservations more explicit

Congress,

Considering
that ambiguity in the text of reservations may cause misunderstandings,

Aware
of the importance of preventing any partiality in the interpretation of the Acts and the relevant Protocols,

Invites

all UPU member countries to use explicit wording in the texts of their reservations to the different Acts of the Union.

(Proposal 76, Committee 4, 5th meeting)

Recommendation C 60/2008

Lack of documentation when handing over airmail and S.A.L. dispatches

Congress,

Noting
that, increasingly, incoming dispatches are not accompanied by CN 37, CN 38 and CN 41 forms,

Also noting
that a large number of verification notes need to be raised as a result of the missing forms,

Further noting
that replacement delivery bills need to be prepared, and then to be validated and signed by the airlines and that it is currently difficult to monitor what was actually dispatched, as a result of which bags are often lost and/or mislaid. This situation gives rise to insecurity, and generates costs in terms of man-hours and operational materials,

Considering
that article RL 190 of the Letter Post Regulations and article RC 178 of the Parcel Post Regulations clearly provide for the form of delivery of dispatches and the generation of the appropriate number of copies of the respective forms,

Also considering
that some designated operators are failing to comply with these articles,

Recommends

that countries be urged to comply with the existing provisions and to take all necessary steps to rectify the situation with respect to incoming dispatches.

(Proposal 77, Committee 4, 5th meeting)

Recommendation C 61/2008

Council of Administration and Postal Operations Council – Committee Structures

Congress,

With a view to
further improving the quality and efficiency of the work of the Council of Administration and the Postal Operations Council after the 2008 Congress,

Noting
that there was a general consensus in the last cycle that the POC structure was too heavy for the POC to organize its work in an efficient way,

In view of
the need to reduce the number of POC bodies and deliver the most efficient decision-making process for the Councils and more balanced distribution of work between the Council of Administration and the Postal Operations Council, taking into consideration the nature of the work,

Also in view of
the need for strategic planning activities to be carried out under the purview of the Council of Administration, by means of the creation of a joint Committee of the CA and POC under the structure of the CA,

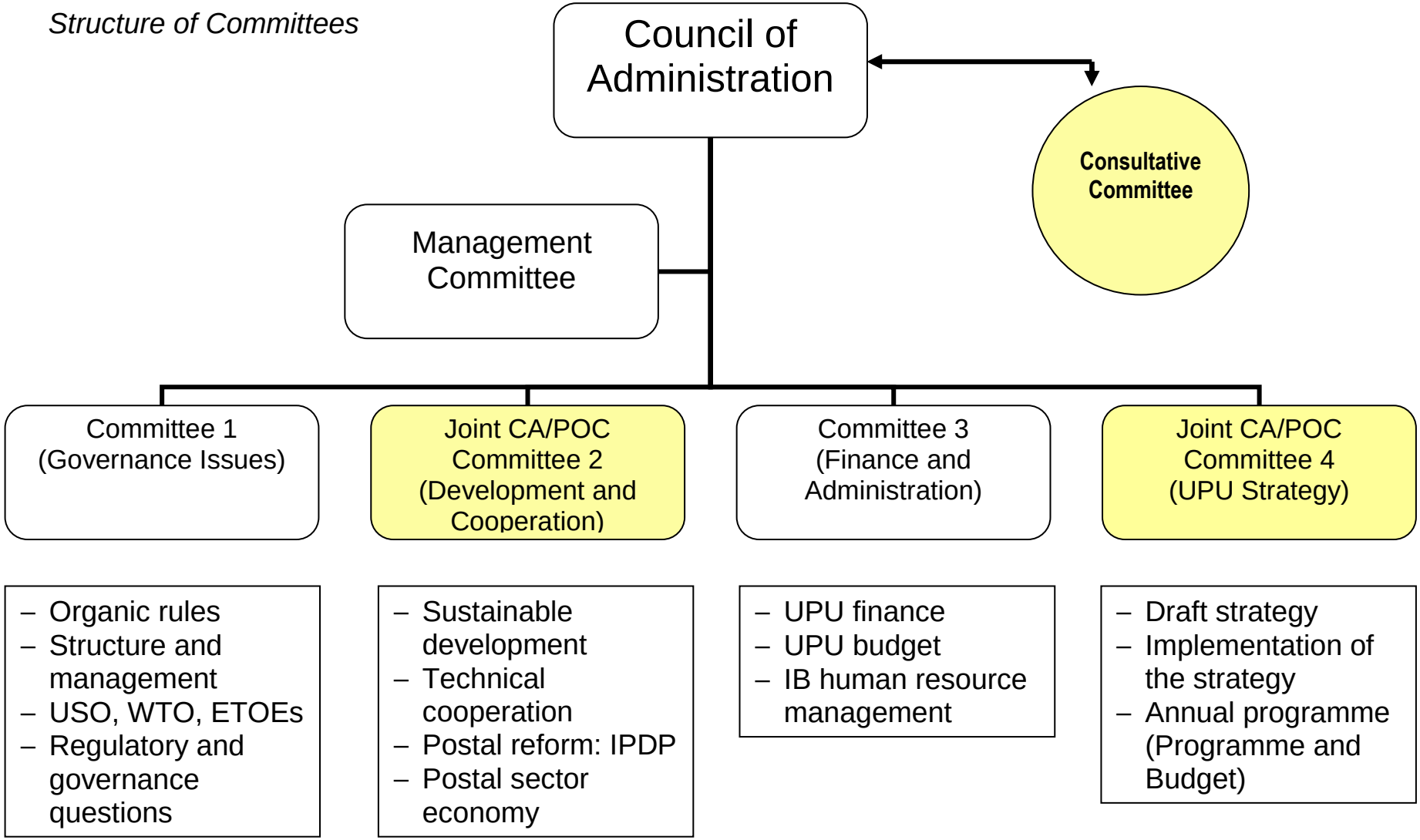
Appreciating
the work carried out by the Structure and Constituency of the Union Project Group and Committee 1 of the Council of Administration concerning the continuing reform of the Union,

Invites

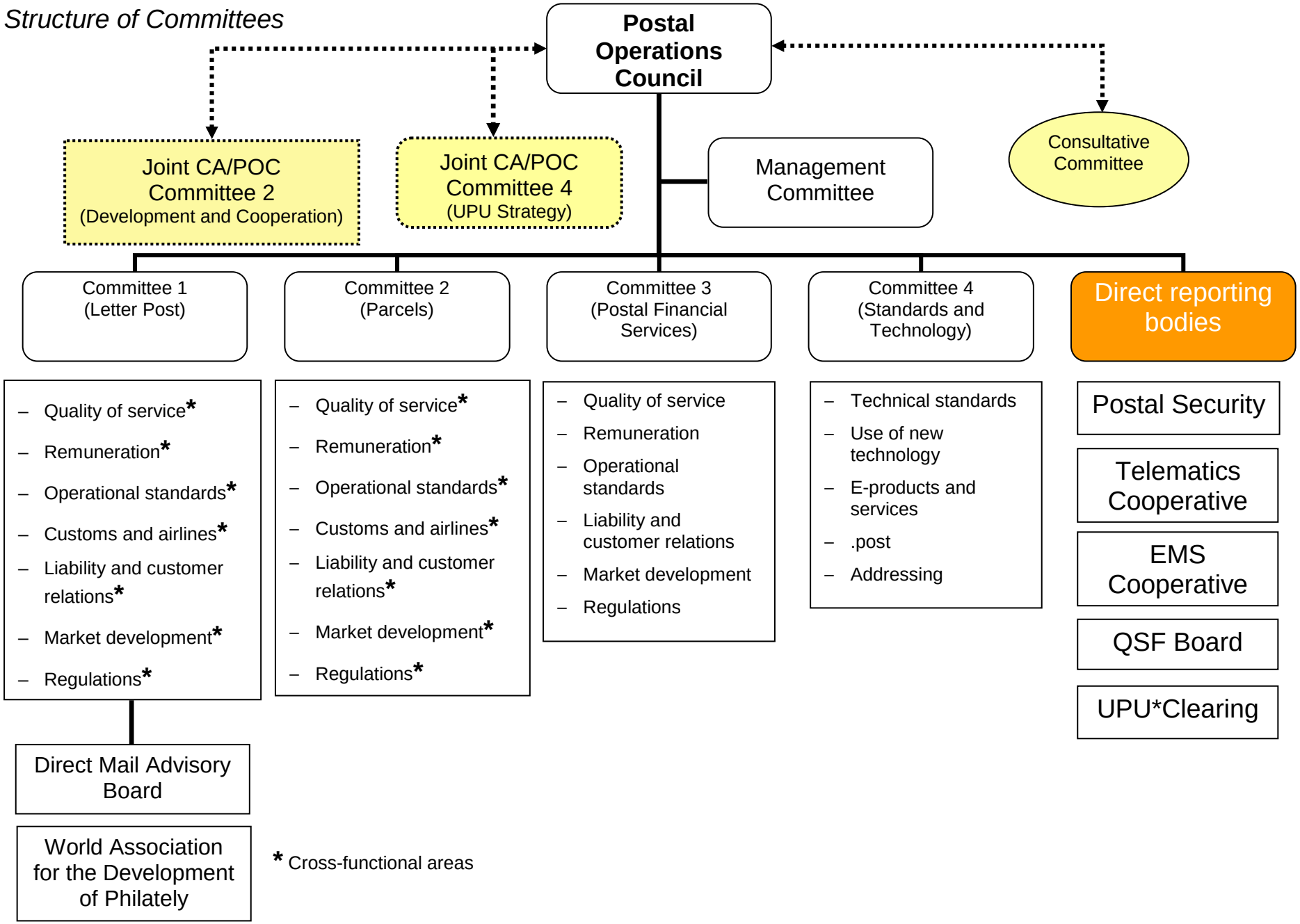
the Council of Administration and the Postal Operations Council at their respective constituent meetings to consider CONGRÈS–Doc 11, in so far as they deem it desirable, and to draw upon the Councils' views set out in Annex 1 hereto concerning the composition and functions of the Committees.

(Proposal 54, Committee 3, 6th meeting)

Structure of Committees



Structure of Committees



Recommendation C 62/2008

Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct

Congress,

Recognizing
the need to establish a code of conduct for the allocation of responsibilities within the Councils which will enable the candidates best able to perform the various functions within the bodies of the Councils to be selected, in a transparent and equitable manner, from among the members elected to these Councils,

Confirming
that it is up to each new Council to organize its own work, to draw up its own Rules of Procedure and thus adopt its own structure,

Recommends

that the Council of Administration and Postal Operations Council follow the annexed principles established for the allocation of responsibilities within the Councils.

(Proposal 92, Committee 3, 6th meeting)

Annexe 1

Principles for allocation of responsibilities within the Council of Administration and the Postal Operations Council – Code of conduct

Creation of ad hoc Committee

1 The Committee's mission shall be to examine the candidatures for the vice-chairmanship of the CA, and the chairmanships or vice-chairmanships of the Committees and/or Project Groups of Councils, and to submit a recommendation on this subject to the CA and POC respectively at their constituent meeting.

Composition of the ad hoc Committee

2 The Committee shall comprise:

– the incoming and outgoing Directors General of the IB, having an advisory role;

– the incoming and outgoing Chairmen of the CA and POC;

– from each Council, five representatives, one from each geographical group.

The Committee shall choose its Chairman from among its members.

3 The ad hoc Committee shall be assisted in its work by the International Secretariat. It may, if it deems necessary, invite the Chairman of the Consultative Committee to attend as an observer.

Selection process

4 All member countries elected to the CA and POC shall be sent, within a set time, a call for candidatures and a form asking them to provide the following information:

– the priority areas in which the member country wishes to work;

– the commitments that the member country can make in order to carry out the responsibilities in question;

– the logistical or human resources support it will provide in order to carry out the responsibilities.

5 In the document calling for candidates, the responsibilities to be carried out by the Chairman and Vice-Chairman of a Committee or Project Group shall be set out. A deadline shall be set for the return of the forms to the Secretariat.

6 The candidatures received shall be analyzed.

7 The Chairmen and Vice-Chairmen of CA and POC Committees and working groups shall be designated on the basis of the following criteria, which are to be applied flexibly so as to offer encouragement to those member countries wishing to invest in the chairmanship of a Committee or Project Group. The criteria shall not, moreover, be cumulative:

– logistical and human resources capability of the candidate member country for the given responsibility;

– experience based on former responsibilities taken on within the member country, the region or the Union. This experience shall be based in particular on a system of evaluation by results of projects managed and on the level of regular attendance at meetings during a previous cycle. This criterion shall not be applied in such a way as to discriminate against a country wishing to invest in a chairmanship or vice-chairmanship of a Committee or Project Group for the first time;

– equitable geographical distribution between industrialized and developing countries, linked to the level of economic development. This distribution shall be based on the principles applied within the Postal Operations Council;

– equitable allocation of functions between the Council of Administration and the Postal Operations Council;

– the results of the Council of Administration and Postal Operations Council membership elections.

8 In principle, the Committee shall present only a single candidate for each post, which shall be appointed by consensus.

– When more than one member country has been presented for a post, an election shall be held to select the member country for that post.

– A member country whose candidature for a post has not been approved by the Committee shall be entitled to submit and defend that candidature before the Council concerned. In this case, an election shall be held.

Resolution C 63/2008

Extraterritorial offices of exchange (ETOEs) and international mail processing centres (IMPCs)

Congress,

Noting
the stabilizing effect of Bucharest Congress resolution C 44/2004 on the growth of ETOEs and on the number of countries in which they operate, due mainly to:

– the requirement that the UPU member country in which an ETOE is located must give its agreement to the establishment of an ETOE, according to its national policy;
– the granting to the UPU member country of destination of a choice in determining how to treat items received from an ETOE, according to its national policy;
– better notification requirements for registering with the UPU as an international mail processing centre (IMPC);
– the recommendation that UPU member countries announce their policies with respect to ETOEs, and the subsequent publication of these policies by the International Bureau,

Bearing in mind
article 2 of the Convention, adopted at the Bucharest Congress, which requires UPU member countries to announce the entity or entities (governmental entity and designated operator(s)) responsible for fulfilling the obligations arising from the Acts of the Union on their territory,

Acknowledging
that national policies of UPU member countries may differ on the issue of ETOEs,

Noting also
that international mail processing centres (IMPCs) have been registered to private companies,

Also bearing in mind
that the UPU has endeavoured to seek compatibility between the Acts of the Union and WTO disciplines such as most favoured nation status, non-discrimination and equal access,

Aware
of the fact that there remain legitimate operational concerns with respect to the handling of items received from ETOEs and IMPCs registered to private companies in the areas of:

– applying UPU procedures and forms for Customs and airlines;
– security issues regarding the identity of the real sender of the mail;
– return of verification notes;
– undeliverable items;
– lack of operational and contact information for the destination country;
– correct remuneration for the delivery of items received,

Considering
that UPU forms are fundamental components of the UPU Acts,

Taking into account
the work already begun by the POC (Standards Board) to review technical standards such as S10, S34 and S35, in order to facilitate identification of sender operators,

Decides

i that the operator designated by a UPU member country under article 2 of the Convention may continue to request registration of IMPCs established for its own purposes and on its own national territory;

ii that the governmental entity of the UPU member country provided under article 2 of the Convention shall make the registration request or provide written authorization for all other IMPCs to be established on its territory;

iii to continue the suspension of requests for registration of IMPCs to private companies, referring a decision on the matter to the Council of Administration and the outcome of its study,

Invites

UPU member countries

– to review and notify the International Bureau of their national policies on ETOEs and on IMPCs registered to private companies, taking into account other national policies and the need to use agreed standards and procedures;

– to respect and observe the conditions laid out in resolution C 44/2004;

– 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 of ETOEs and IMPCs, to include the organization of domestic postal markets and the effect of national or regional policies on the UPU and on the UPU Acts (Convention, Regulations, UPU forms, including the implications of a declaration of multiple operators through article 2 of the Convention and the registration of IMPCs to private companies), as well as on other agreements reached at the UPU level (airlines and customs handling, worldwide quality of service measurement, Quality of Service Fund, etc.),

Also instructs

the Postal Operations Council:

– to study and adjust, or recommend the adjustment of, the information requirements in standard S34 and on paper UPU forms in such a way that the origin and the operator of the mail is clearly identifiable to the destination operator, as well as to the airlines and customs authorities handling the mail, in order to bring information requirements for ETOEs and IMPCs registered to private companies, in line with the requirements of other offices of exchange established by UPU designated operators;

– to study the operational issues involved in a situation where more than one operator in the same country dispatches or receives international items, including the impact on barcode structure, on track and trace systems, on quality measurement systems, etc.;

– to review current policies and make recommendations on the referencing of technical standards in the UPU Regulations,

Further instructs

the International Bureau, in liaison with the POC:

– to manage the registration process, maintain and publish lists of active IMPCs, by type and by location, and make them readily available and accessible; this would include IMPCs:

  - registered by the operators designated to fulfil the Acts of the Union, for their own purposes and on their own territory;

- registered as ETOEs;
- registered as IMPCs by private companies;
- registered as military IMPCs;

– to collect and share with other member countries and designated operators:
  - information on UPU member country policies (entities notified under article 2 of the Convention, policies and conditions for establishing ETOEs on their territory and for receiving ETOE items, etc.);
  - operational information on ETOEs and IMPCs registered to private companies.

(Proposal 23, Committee 3, 7th meeting)

Resolution C 64/2008

Cooperation in the area of postal statistics

Congress,

Taking into account
that the Universal Postal Union (UPU), as the specialized agency of the United Nations dealing with the postal field, is responsible for making relevant information and analyses on the development of the sector available to its members,

Noting
the role of the UPU as a specialized agency of the United Nations qualified to gather, analyze, publish, harmonize and improve postal statistics,

Aware
that the postal statistics published by the International Bureau represent an important working tool for member countries, and need to respond to the expectations and information needs of all postal sector players,

Considering
the importance of statistical data that are reliable, consistent and relevant for the macro-economic studies carried out by the Council of Administration and Postal Operations Council, and for the application of the methodology for classification of countries and territories for participation in the target terminal dues system and the Quality of Service Fund,

Also aware
of the need to guarantee the confidentiality of certain information provided, if member countries so wish,

Strongly encourages

member countries and designated operators to provide the International Bureau with:

– reliable, consistent and relevant statistical data, and especially data relating to:
  - a postal infrastructure,
  - b volumes of letter post, postal parcels and express items,

– statistical data that are reliable, consistent and relevant for classification of countries for terminal dues system and Quality of Service Fund purposes;

– other statistical information needed for macro-economic studies carried out within the Council of Administration and Postal Operations Council,

Calls on

the associations which form part of the postal sector, and in particular the members of the Consultative Committee, to furnish reliable, consistent and relevant data relating to the infrastructures used and volumes of activity of their members, so that indicators for the whole sector can be established at the worldwide level,

Instructs

the International Bureau:

- to publish the *Postal Statistics* yearbook on the basis of the information provided by member countries, regulatory authorities, designated operators and private-sector associations;
- to organize the processing of raw data according to the fundamental principles of official statistics, and to restrict access to raw data to persons tasked by the International Bureau with the processing of data;
- to ensure the confidentiality of the information provided if member countries so wish. Where confidential processing is requested, the data transmitted shall be used only to calculate the totals needed for analysis of the worldwide and regional situation and shall under no circumstances be published individually;
- to contribute to the establishment and improvement of a compilation of statistics;
- to continue training activities in the area of postal statistics with a view to improving the availability, quality, and reliability of statistical information.

(Proposal 26, Committee 3, 7th meeting)

Resolution C 65/2008

Impact of new technologies on the activities of the Union

Congress,

In view of
the reports on the work of the Council of Administration and the Postal Operations Council with regard to electronic postal data and the various electronic postal data management systems introduced within the framework of UPU activities,

Considering
the impact of new technologies on the activities of the UPU, its member countries and their designated operators, and on the legal hierarchy of the Acts and decisions of the UPU,

Noting
that the implementation of an electronic postal data management system may include:

- the use of specific technological tools for data transmission by designated operators and the protection of those data;
- access by designated operators to a common database and the protection of the data entered in that database;
- the conclusion of specific agreements between designated operators and the development of an operational guide for each system;
- the management and maintenance of this common database;

- the preparation of reports based on this database and the submission of these reports to the UPU bodies and the designated operators concerned;
- the establishment of an operational management structure for each system,

Recalling
the need to abide by the principle of technological neutrality in the Acts and decisions of the UPU,

Recognizing
the need to harmonize the regulation relating to electronic postal data in the Acts,

Noting also
that these systems, introduced within the framework of UPU activities, should respect the founding principles of the UPU, and in particular be accessible to all designated operators of UPU member countries, without discrimination,

Recognizing also
that the management and maintenance of these systems should be in line with UPU decisions,

Acknowledging
that two types of agreement, containing purely operational and technical provisions, appear necessary for each system introduced within the framework of UPU activities, i.e. a service convention not specific to the tool used, and an EDI agreement specific to the tool used,

Stressing
the need to ensure that these service conventions and EDI agreements comply with the Acts of the Union with regard to these systems,

Also acknowledging
that this compliance could be guaranteed by the adoption within the UPU of these service conventions and EDI agreements, or even the introduction by the UPU of certification and audit processes,

Recognizing
the diversity of the operational management structures relating to the electronic postal data management systems introduced within the framework of UPU activities, and of their rules of procedure,

Further noting
that the secretariat activities connected with the operational management of these systems are new tasks within the UPU,

Further acknowledging
that these new developments are likely to have an impact on the structure and operation of the permanent bodies of the UPU,

Instructs

- the Council of Administration:
  - to study:
    - governance issues relating to electronic postal data management systems introduced within the framework of UPU activities, and to data protection;
    - the impact of these issues on the Acts, the UPU structures and the financing of UPU activities;

- to lay down principles which the Postal Operations Council should take into account in the work it carries out in accordance with this resolution;
- to report on these issues to the next Congress,

– the Postal Operations Council:
  - to study, bearing in mind the principles adopted by the Council of Administration:
    - operating, technical and economic issues connected with the transmission of data, and with the electronic postal data management systems introduced within the framework of the UPU's activities;
    - the formalizaton, harmonization and standardization of the rules of procedure of the bodies responsible for managing these systems.

(Proposal 22, Committee 3, 7th meeting)

Decision C 66/2008

Study on the legal and organizational aspects relating to the Union's extrabudgetary activities

Congress,

Recognizing
the remarkable contributions of UPU extrabudgetary activities to achieving the UPU's mission, objectives and strategy,

Also recognizing
the need for further in-depth study on the legal and organizational aspects relating to the Union's extrabudgetary activities,

Decides

to refer proposals 15.131.91.Rev 4, 15.102.5.Rev 1, 15.104.3.Rev 1, 15.112.3.Rev 1. 15.112.4.Rev 2 and 15.128.2.Rev 1 to the Council of Administration, so that it may:

– study them as part of UPU reform activities;

– submit proposals to the next Congress on the basis of the study's results.

(Committee 3, 7th meeting)

Resolution C 67/2008

Support costs for extrabudgetary 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 (JIU) on the identification of the support costs of extrabudgetary activities within the UN system, and the different reimbursement policies adopted by individual agencies,

Noting with satisfaction
the work accomplished by the Working Group responsible for studying the issue of support costs for extrabudgetary activities,

Decides

that the policy for recovering support costs for extrabudgetary activities should, in general, be based on the following two principles:

– all direct costs relating to extrabudgetary projects should be directly charged to those projects;
– variable indirect costs (support costs) should be recovered on an explicit and well understood and accepted basis, should be shown as a charge to the project/activity, and should be deducted from the International Bureau's operating costs for the financial period in question,

Instructs

the Council of Administration, in consultation with the Postal Operations Council and the International Bureau, to establish the principles and common methodology for the allocation of direct costs and variable indirect costs to extrabudgetary activities,

Further instructs

these bodies to examine, on a case-by-case basis, the nature and purpose of the activities financed by extrabudgetary funds and the effect of recovering support costs, and to decide the most appropriate method for recovery of the costs and the amount to be recovered.

(Proposal 41, Committee 2, 2nd meeting)

Decision C 68/2008

Approval of the accounts of the regular budget of the Universal Postal Union for the 2003–2006 period

Congress,

In view of

a the report on the finances of the Union (CONGRÈS–Doc 15);

b the report of its Finance Committee (CONGRÈS–Doc 36),

Approves

the accounts of the Universal Postal Union for the 2003–2006 period.

(CONGRÈS–Doc 15.Annex 1, Committee 2, 2nd meeting)

Decision C 69/2008

Approval of the annual tied and extrabudgetary accounts of the Universal Postal Union for the 2004–2007 period

Congress,

In view of

a the report on the finances of the Union (CONGRÈS–Doc 15);

b the report of its Finance Committee (CONGRÈS–Doc 36),

Approves

the extrabudgetary accounts of the Universal Postal Union for the 2004–2007 period.

(CONGRÈS–Doc 15.Annex 2, Committee 2, 2nd meeting)

Decision C 70/2008

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 (CONGRÈS–Doc 15),

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.

(CONGRÈS–Doc 15.Annex 3, Committee 2, 2nd meeting)

Decision C 71/2008

Period covered by the financial decisions taken by the 24th Congress

Congress,

Having examined
the report on the finances of the Union (CONGRÈS–Doc 15),

In view of the fact
that the financial resources must be allocated on the basis of the Programme and Budget stemming from the Nairobi Postal Strategy covering the period from 2009 to 2012,

Decides

that the financial system shall cover the period of execution of the Strategic Plan 2009–2012.

(CONGRÈS–Doc 15.Annex 4, Committee 2, 2nd meeting)

Resolution C 72/2008

Electronic network of the Universal Postal Union

Congress,

Wishing
to strengthen still further the effective role of the UPU electronic network, which consists of facilitating the transmission and exchange of information, and in accordance with resolutions C 66/2004, C 52/2004 and C 35/2004 adopted by the 2004 Bucharest Congress,

Believing
that translating the UPU website into more languages is an achievable objective, given the significant technological changes currently taking place in the postal services – particularly in the electronic network, and will facilitate access to operational data published on the site,

Instructs

the Council of Administration, in conjunction with the International Bureau, to expand the scope of the UPU's electronic network – including its website (www.upu.int) – by introducing other languages (Arabic, Spanish, German, Chinese, Portuguese and Russian), provided that a cost-benefit analysis justifies it.

(Proposal 72, 10th plenary meeting)

Resolution C 73/2008

Updating the password-protected list of e-mail addresses available via the UPU website

Congress,

Conscious
of the current communication needs in response to emergencies and/or business between the senior officials of both regulators and designated operators,

Urges

countries to have their e-mail addresses included in the password-protected list available via the UPU website, and to notify the International Bureau of any changes thereof,

Requests

that the International Bureau:

- make every effort to update the list of e-mail addresses of the senior officials of regulatory bodies and designated operators;
- that the list be made more accessible, on the UPU website and password-protected as is currently the case, but closer to the homepage.

(Proposal 81, 10th plenary meeting)

Resolution C 74/2008

Postal financial services development

Congress,

In view of
the encouraging results obtained from the implementation of a number of projects undertaken within the framework of resolution C 47/2004 of the Bucharest Congress to develop postal financial services,

Considering that

- the provision of basic financial services through the post office network contributes significantly to global economic and social development and plays an important role in improving living standards;
- the postal network, through its worldwide coverage and the combination of electronic, financial and physical dimensions, ensures that all citizens of the world have access to efficient, reliable, secure and affordable electronic payment services;
- postal financial services play an important role in achieving the United Nations Millennium Development Goals, notably combating poverty, in particular due to their presence in rural areas;
- the postal network facilitates the development of small and medium-sized companies' trade at a local and international level;
- the development of electronic postal payment services is particularly suited to cooperation with a growing number of international organizations,

Noting

- that significant progress has been made with the creation of a UPU worldwide electronic payment network since the Bucharest Congress;
- that the 2007 Council of Administration invited designated postal operators to switch over from paper-based postal payment services to electronic services by 2010;
- the advantages of postal financial services for designated operators, and in particular the increase in revenue which adds to the viability of the postal network;
- that today's world market is undergoing rapid and profound change and that users are demanding speedy, secure, high-quality services,

Noting also

- that the UPU international financial system (IFS) enables postal payment orders transmitted in paper format or sent by telegraph or fax to be replaced by postal money orders transmitted via the UPU electronic network;
- that the postal network can also be used to provide account-based financial services, in particular to facilitate financial inclusion in rural areas;

Recognizing
the UPU's need to continue and strengthen its work on developing postal payment services and postal financial services worldwide,

Instructs

the Postal Operations Council and the International Bureau to take the necessary steps to develop postal payment services and postal financial services to meet the demands of the changing environment, in particular by:

- encouraging member countries and designated operators to give priority to postal payment services;
- widening the UPU electronic payment network in all parts of the world and helping all designated operators of UPU member countries to access this network;
- creating, within the framework of the POC, a management body for the UPU interconnected global electronic payments network;
- carrying out activities to market and promote electronic postal payment services;
- modernizing electronic postal payment services through new technologies (mobile telephones, etc.);
- encouraging cooperation between designated operators;
- improving the quality and efficiency of UPU electronic postal payment services;
- improving the security of services and promoting anti-money laundering activities, to be consistent with Financial Action Task Force recommendations;
- providing designated operators with the assistance they need for financial management of the services;
- promoting the introduction and development of account-based postal financial services, such as savings services, in Union member countries;
- recommending the introduction of new financial services which could be offered via the worldwide postal network;
- strengthening and promoting cooperation with partners from the public and private sectors with a view to developing the UPU worldwide electronic payment network;
- giving priority to efficient cooperation and coordination with players such as the World Bank, the regional development banks and the IFAD, IOM and WSBI, in the area of electronic postal payment services,

Invites

UPU member countries and their designated operators to take the necessary measures to develop electronic postal payment services,

Also instructs

the International Bureau to monitor this work and to assist the Postal Operations Council with any changes to those actions deemed necessary.

(Proposal 10, Committee 6, 3rd meeting)

Resolution C 75/2008

Development of the multilateral framework of the postal payment services

Congress,

In view of
the need to adapt the postal payment services to regulatory, societal and technological changes,

Considering
the need for clear assignment of roles between member countries and designated operators so as to ensure good governance within the framework of the Nairobi Postal Strategy,

Noting
resolution C 47 of the Bucharest Congress concerning the creation of a worldwide postal payment services network, and the need to help all member countries access it and to prepare the procedures required for the execution of payment orders,

Also considering
that in addition to the development of common principles and rules to be incorporated into the PPS Agreement and Regulations project, the development of an interconnected multilateral and bilateral exchange network requires common tools, procedures and standards, which the UPU is responsible for developing,

Noting also
that common principles and rules have been incorporated into the draft PPS Agreement and Regulations and that the scope of the contractual freedom of designated operators, as well as the framework for this freedom, has been defined in these draft texts,

Noting further
that an electronic compendium which contains the operational information to be provided by designated operators for the execution of payment orders is essential for electronic exchanges between designated operators and is required in the new draft Regulations,

Recognizing
that the principle of interoperability means that any network able to deliver postal payment services conforming to the Acts of the Union can be used by designated operators to deliver the services,

Taking account
of the work carried out at the regional multilateral exchange development workshops on operational and accounting procedures and standard agreements between designated operators allowing the development of multilateral exchanges and the connection of regions by corridors,

Adding
the need to constantly update and develop new elements of the multilateral framework in view of external developments and the increasing number of exchanges due to the growth of the interconnected UPU network,

Observing
the need for the network to be managed, for continuous harmonization of practices and for arbitration in cases of non-conformity with the Acts of the Union,

Instructs

the POC:

- to define the service agreement(s) between designated operators required for the execution of electronic postal payment orders, which will be continually adapted to meet arising needs;
- to define a model agreement for the exchange of electronic data between designated operators;
- to create an electronic postal payment services compendium;
- to standardize procedures and messages for the execution of postal payment orders and to periodically update interconnection standards;
- to put in place a mechanism to resolve any disputes which may arise between the designated operators during the execution of the service agreement(s);
- to facilitate access to payment services via new technologies, such as mobile phones or the Internet, in order to meet the needs of users,

Also instructs

the CA and POC to continue to revise the Acts concerning the postal payment services, and in particular to develop the postal payment services multilateral framework,

Invites

member countries:

- to accede to the Postal Payment Services Agreement;
- to encourage postal operators to accede to the service agreement and to use the model agreement for the exchange of electronic data within the framework of their reciprocal relations.

(Proposal 11, Committee 6, 3rd meeting)

Resolution C 76/2008

Creation of the UPU clearing and settlement system

Congress,

Aware
that 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, and the implementation of Millennium Development Goals,

Taking account of the fact
that Bucharest Congress resolution C 47/2004 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 POC 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 taking account of the fact
that a clearing system calls for use of a centralized electronic (netting) system,

Further 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,

Noting further
that where regional clearing systems are established by designated operators, they should be interconnected with the UPU worldwide clearing system,

Recognizing
that such interconnection requires the harmonizing of the rules of operation of any regional clearing houses,

Instructs

the POC:

- to examine the report concerning the mechanism for introducing the clearing and settlement system prepared by the interim group on postal payment services;
- to ensure the continuation of the work and to take the necessary steps to implement a centralized clearing/settlement system,

Also instructs

the International Bureau to assist the POC 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;
- harmonize the rules of operation of their regional clearing houses to allow the establishment of a UPU worldwide clearing system.

(Proposal 12, Committee 6, 3rd meeting)

Resolution C 77/2008

Branding of the UPU electronic postal payment services

Congress,

Conscious
of the actions taken by the UPU's permanent bodies in developing postal financial services in order to meet the needs of a changing environment,

Considering
that speedy, secure, high-quality UPU electronic postal payment services will help to match customer expectations and to meet market demand,

Aware
that branding could help customers to identify the electronic service with these quality attributes,

Aware also
that a collective UPU mark will reinforce the international recognition of UPU electronic postal payment services,

Convinced
that a collective mark associated with a high-quality service will serve to promote recognition of UPU electronic postal payment services, and particularly attract those who are financially excluded and presently have to resort to less secure informal means of transferring money,

Also convinced
that improving the visibility of the postal payment service will help designated operators to develop the service,

Approving
the key principles of the branding of UPU electronic postal payment services which convey the UPU values:

– affordability;
– reliability;
– speed;
– trust;
– recognition;
– integrity;
– transparency; and
– confidentiality,

Noting
that designated operators of participating countries may be able to associate their own logos and trademarks with that of the collective mark as a brand for the postal payment products which they offer to their customers,

Noting also
that the global branding implies harmonization and standardization of the marketing documentation of the designated operators,

Desiring
that the said collective mark be registered by the UPU by the time the Nairobi Postal Payment Services Agreement enters into force in 2010,

Aware further
of the creation of a voluntary fund for the registration and management of the brand,

Instructs

- the Postal Operations Council to set up a body for the development and management of the collective mark and the global branding documentation;
- the Council of Administration to decide on the principles applicable for the setting of the licence fees for the collective mark,

Also instructs

the International Bureau:

- to take the necessary steps for the registration of the collective mark;
- to carry out the support and secretariat functions for the branding body,

Invites

member countries to encourage their designated operators to use the brand for UPU electronic postal payment services.

(Proposal 13.Rev 1, Committee 6, 3rd meeting)

Resolution C 78/2008

Quality-linked remuneration system for postal payment services

Congress,

In view of
user demand for fast, reliable and secure postal payment services and the integration of these demands into the Bucharest Regulations (articles 5, 9, 13 and 17),

Noting
resolution C 47/2004 of the Bucharest Congress concerning the establishment of quality standards and their monitoring as well as the need to improve the remuneration system,

Considering
the pilot projects carried out since the Bucharest Congress by a number of member countries concerning basic remuneration and performance-linked components based, amongst other things, on:

- updating of the payment order database;
- order processing times;
- payment times;
- the time taken to cancel orders;
- the percentage of inquiries dealt with on time; and
- the percentage of inquiries,

Noting also
that the draft Regulations which stem from the new draft PPS Agreement integrate these quality components and link remuneration to quality for services provided electronically,

Noting further
that a quality control system (QCS) is in place which measures certain elements of performance such as:

– end-to-end processing times for order requests or withdrawals broken down into issuing and paying designated operator processing times; and
– time taken to send out payment notifications and to preprocess orders that are issued and received,

and which generates annual, monthly and daily reports by type of exchange, designated operator and product (express or rapid),

Instructs

the POC to develop a quality-linked remuneration system for postal payment services,

Invites

member countries to encourage their designated operators to join the quality-linked remuneration system.

(Proposal 17, Committee 6, 3rd meeting)

Resolution C 79/2008

Study on the financial impact of the distribution of UPU documentation by the International Bureau to member countries and designated operators

Congress,

Commending
the Acts of the Union Project Group and Committee 2 of the Council of Administration for their accomplishments during the four-year cycle from 2005 to 2008,

Observing
that the Acts of the Union Project Group undertook to study the replacement of the term "postal administration" by "member country" and /or "designated operator" in the Acts,

Considering
that Congress has adopted proposals (15.103.1, 15.105.1, 15.107.1, 15.112.1, 15.114.1, 15.116.1, 15.121.1, 15.123.1, 15.126.1 and 10.29.1) pertaining to the distribution of various UPU documentation to member countries and designated operators,

Recognizing
that designated operators and member countries both have a vested interest in receiving UPU documentation,

Noting
that the number of copies to be distributed without additional charge, as well as the precise entity that is entitled to receive the documentation, has not been specified,

Anticipating
that such distribution shall have a financial impact on the budget of the Union,

Instructs

the Council of Administration, with the support of the International Bureau, to study the financial impact and other related issues regarding the above mentioned decisions and make recommendations, at its session in 2010.

(CONGRÈS C 3–Rapp 3.Annex 1, Committee 3, 3rd meeting)

Decision C 80/2008

Chairmanship of the Council of Administration to be elected by the 24th Universal Postal Congress

Congress,

Considering
that, under article 102.2 of the General Regulations, the chairmanship of the Council of Administration devolves by right on the host country of Congress, which is thus also a *de jure* member of the Council of Administration,

Noting
that the General Regulations contain no provisions dealing with the question of the chairmanship of the Council of Administration where the Congress is organized in Switzerland by the International Bureau without a host country,

Recognizing
the immense efforts made by Kenya to organize Congress,

Decides

to give Kenya the chairmanship of the Council of Administration.

(Proposal 52, 7th Plenary meeting)

Decision C 81/2008

Issues referred to the Postal Operations Council for consideration

Congress,

Having decided
not to adopt proposals 20.7.2.Rev 1, 20.4.2, 20.12.2 and 20.15.5,

Considering
that these proposals nevertheless contain ideas that deserve to be studied,

Instructs

the Postal Operations Council:

– to study the questions raised in these proposals;
– to submit appropriate proposals to the next Congress, if that should prove necessary.

(CONGRÈS C 5–Rapp 5, Committee 5, 5th meeting)

Decision C 82/2008

Participation of Armenia in the work of the Council of Administration

Congress,

Considering
the election of the members of the Council of Administration held during the Congress plenary session of 6 August 2008,

Confirming
that such election and the related ballot process were held in full transparency and observance of the General Regulations and the Rules of Procedure of Congresses,

Acknowledging
the unfortunate circumstances under which, due to hasty communication of the results, Armenia was momentarily and erroneously announced as one of the new members of the Council of Administration, such announcement having been duly retracted by the Congress plenary after adjournment of its morning session and confirmation that another member country had received the same number of votes on that day,

Taking into account
that, after having confirmed that they had obtained the same number of votes, the two countries concerned, Armenia and Kazakhstan, accepted due application of the Rules of Procedure of Congresses, notably as regards its article 22 by which, in order to decide between the countries that have obtained the same number of votes, the Chairman shall draw lots,

Noting
the sympathy and willingness of member countries for Armenia's concerns in light of the incorrect announcement of Armenia as a member of the newly-elected Council of Administration,

Decides

to grant Armenia, on an exceptional basis and strictly for the period between the 24th Congress and the 25th Congress, the status of privileged observer for the meetings of the Council of Administration, including the right to be seated among members of the Council of Administration according to the French alphabetical order.

(CONGRÈS–Rapp 8.Annex 1, 10th plenary meeting)