

Pursuant to Article 8, paragraph 1, item 5a) and Article 23 of the Law on Electronic Communications (*Official Gazette of RS*, Nos. 44/10, 60/13-CC Dec. and 62/14) and Article 66, paragraph 1, item 12a) of the Law on Postal Services (*Official Gazette of RS*, Nos. 18/05, 30/10 and 62/14) and Article 16 of the Statute of the Regulatory Agency for Electronic Communications and Postal Services (*Official Gazette of RS*, No. 125/14), the Managing Board of the Regulatory Agency for Electronic Communications and Postal Services, in its session of December 29, 2014, adopted the following

ORDINANCE

on the quality parameters for the provision of postal services and on the minimum quality standards for the provision of universal postal service

General provisions

Article 1

This Ordinance shall define in more detail the quality parameters for the provision of postal services and minimum quality standards for the provision of universal postal service, to be provided by the public postal operator (hereinafter: postal operator) licensed to perform universal postal service.

Article 2

The universal postal service shall be provided in accordance with the Law on postal services and other relevant bylaws governing this matter.

Article 3

The postal operator shall be obliged to fully implement the following standards: **SRPS EN 13850:2014, SRPS EN 14508:2014 and SRPS EN 14012:2014**, published in the *Official Gazette of RS*, No. 31/14.

Article 4

The quality parameters, in the sense of this Ordinance, shall primarily be:

- 1) delivery times for postal items;
- 2) efficiency of the resolution of inquiries;

including all the parameters defined in the standards of Article 3 of this Ordinance.

Delivery times for postal items

Article 5

The postal operator shall be obliged to observe delivery times for postal items prescribed by the Serbian standards **SRPS EN 13850:2014** and **SRPS EN 14508:2014**.

If the items are not sorted according to the transmission speed based system, all closed non-recorded letter-post items shall be deemed priority items, i.e. **first-class letters** for the purpose of the analysis of delivery times.

Article 6

In the domestic postal traffic, the targets to be reached as a minimum quality level for the priority letter i.e. first-class letter delivery times are as follows:

D+1 at least **85%**;

D+2 at least **90%**;

D+3 at least **95%**.

Minimum quality for the priority item delivery times shall be realized according to the dynamics laid out in the following table:

Delivery time	Year 2016	Year 2017	Year 2018
D+1	80%	83%	85%
D+2	85%	88%	90%
D+3	90%	93%	95%

In the international postal traffic, all letters bearing the sign „**priority**“ i.e. „**priorité**“, as well as all non-recorded letters for which the cost of airfare was charged, shall be considered priority letters.

For European countries, the following delivery times shall be applied:

at least **85%** of these letters must be delivered within standard **D+1** and

at least **97%** of these letters must be delivered within standard **D+5**.

For all other countries worldwide, the postal operator shall be obliged to apply the target of minimum **80%** of items delivered within **D+1** standard.

International quality shall be measured within independent, internationally recognized measuring systems, organized by the International Postal Cooperation and Universal Postal Union.

D shall mean day of the collection/posting of the letter.

Article 7

Quality standards for the non-priority letter delivery in the domestic traffic, to be met by the postal operator, shall be:

D+2 at least **80%**;
D+3 at least **85%**;
D+5 at least **90%**.

Delivery times for letter-post items sent by legal persons may be different, if defined in a separate agreement.

Article 8

Delivery times for parcels from the USO domain in the domestic traffic, to be applied by the postal operator, shall be:

D+2 at least **80%**;
D+3 at least **90%**;
D+5 at least **95%**.

Article 9

At least **90%** of postal money orders, both in electronic and classic form, shall be delivered within **D+1** standard.

Article 10

Within the measurement of delivery times, all the items for which the delivery was attempted shall be deemed delivered.

The following shall not be included in the delivery times of postal items from the USO domain:

- 1) day of collection (posting) of the item;
- 2) non-working days of the post office or days when the post office does not perform delivery of items;
- 3) national and non-working religious holidays;
- 4) delays due to *force majeure*.

If the item was received after the last dispatch, the first following day on which the dispatch would be effectuated shall be considered as the day of collection/posting.

Article 11

The postal operator shall have the prescribed delivery standards implemented by the year 2018.

Resolution of inquiries

Article 12

The postal operator shall take all necessary measures in terms of organizational, technical, technological and HR requirements to ensure the inviolability of postal items and secrecy of the data.

Article 13

The users must be provided with simple, accessible and efficient procedures aimed to facilitate the filing and resolution of complaints and inquiries.

In the process of inquiry resolution, the postal operator shall act entirely in accordance with the Serbian standard **SRPS EN 14012:2014**.

Article 14

The postal operator shall be obliged to make and publish, on a regular basis, the reports of the quality of universal postal service.

The postal operator shall deliver to the Agency its Annual report on the quality of universal postal service, for the previous year, and shall have it published on its web site, until April 1 of the current year, at the latest.

The reports that are to be published and delivered to the Agency must be in accordance with the adopted standards.

Article 15

The Agency shall examine the results of the quality measurement. For the purpose of the analysis of the reports data, the Agency may organize an independent audit.

Article 16

Should the postal operator fail to reach the prescribed quality standards, the Agency shall act in accordance with the current Law governing the provision of postal services in the Republic of Serbia.

Transitional and final provisions

Article 17

This Ordinance, on the day of its entry into force, shall supercede the Ordinance on Quality Standards for the Provision of UPS (*Official Gazette of RS*, No. 34/10 and 58/10).

Article 18

Independent measurement of the postal items delivery times shall be applicable as of January 1, 2016.

This Ordinance shall enter into force on the eighth day after its publication in the *Official Gazette of the RS*.

Done in Belgrade, on 29.12. 2014
Ref. no. 1-04-34013-5/14-3

*Chair of the
Managing Board*

Prof. Dr Jovan Radunovic