

Pursuant to Article 8, paragraph 1, item 5a) and Article 23, paragraph 1 Of the Law on Electronic Communications ("Official Gazette of RS", No. 44/10, 60/13-CC, 62/14 and 95/18 - other law), Article 6 paragraph 3 item 1) and Article 15, paragraph 1 of the Law on Postal Services ("Official Gazette of RS", No. 77/19), Article 12, paragraph 1, item 1) and 6) and Article 16 paragraph 1 items 4) and 5) of the Statute of the Regulatory Agency for Electronic Communications and Postal Services (Official Gazette of RS, No. 125/14 and 30/16),

Management Board of the Regulatory Agency for Electronic Communications and Postal Services, at the 51st session of the third convocation, held on 24 July 2020, issued the following

RULEBOOK on quality parameters for performing postal services

I. INTRODUCTORY PROVISIONS

Article 1

This Rulebook regulates in more detail the quality parameters according to which postal operators act when performing postal services.

Article 2

A postal operator that is a universal postal service provider (hereinafter referred to as a universal postal service provider) is obliged to act in accordance with the law governing the field of postal services. To assess the fulfilment of quality parameters, the standards **SRPS EN 13850:2014 and SRPS EN 14508:2014**, which were published in the "Official Gazette of RS", No. 31/14, are applied.

The universal postal service provider and postal operators that provide other postal services are obliged to act in accordance with the law governing the field of postal services and to apply the standard **SRPS EN 14012: 2014** published in the "Official Gazette of RS", No. 31/14.

Article 3

Quality parameters, in terms of this Rulebook, are:

- 1) transit time targets postal items;
- 2) efficiency of resolving complaints;
- 3) parameters defined by the standards referred to in Article 2 of this Rulebook.

II. TRANSIT TIME TARGETS FOR POSTAL ITEMS

Article 4

The universal postal service provider is obliged to adhere to the transit time targets for and non-priority unrecorded letter-post items prescribed by the provisions of Art. 8, 9, 12 and 14 of this Rulebook.

Transit time targets for parcels are determined by Art. 10 and 13 of this Rulebook.

Article 5

When measuring transit time targets, all postal items for which delivery was attempted are considered delivered.

Transit time targets for postal items in the field of universal postal service do not include:

- 1) time of posting of the postal item;
- 2) the day when the universal postal service provider does not deliver postal items;
- 3) non-working days, as well as days of state and religious holidays;
- 4) delay time due to force majeure.

Article 6

The deadline for collection of items, which will be sent on the same day, must be specified in the premises of the universal postal service provider intended for service users.

Each letterbox must state the day and time of the last letterbox emptying.

The deadline for collection of a postal item and the time of the last emptying of the mailbox are defined by the universal postal service provider depending on the time of the last dispatch.

If the item has been collected after the deadline referred to in paragraph 1 of this Article, the time of posting of the postal item shall be considered the first day when the dispatch is organized.

If the letter-post item is inserted in the mailbox after the scheduled time of the last emptying, the time of posting is considered to be the first following day when the letterbox is emptied.

The internationally accepted codes J and D, respectively, indicate the time of posting of postal items.

1. Transit time targets for postal items in internal postal traffic

Article 7

Transit time targets for postal items in internal postal traffic are calculated "from end to end", i.e. from collection to delivery.

a) Transit time targets for of priority unrecorded letter-post items in internal postal traffic

Article 8

In internal postal traffic, the results that must be achieved as a minimum quality within the transit time targets for priority unrecorded letter-post items are:

- 1) **D + 1 at least 85%;**
- 2) **D + 2 at least 90%;**
- 3) **D + 3 at least 95%;**

The minimum quality with defined transit time targets for priority unrecorded letter-post items is achieved according to the dynamics given in Table 1.

Table 1. Dynamics of realization of minimum quality for priority unrecorded items in national postal traffic

Transit time targets	2021	2022	2023
D+1	80%	83%	85%
D+2	85%	88%	90%
D+3	90%	93%	95%

If unrecorded letter-post items are not classified according to the system based on the transit time speed, for the purpose of analysing the transit time targets for letter-post items, it is assumed that the priority unrecorded letter-post items are all closed unrecorded letter-post items.

b) Transit time targets of non-priority unrecorded letter-post items in internal postal traffic

Article 9

The quality standards for the transit of non-priority unrecorded letter-post items in national postal traffic, which the universal postal service provider should meet, are the following:

- 1) **D + 2 at least 80%;**
- 2) **D + 3 at least 85%;**
- 3) **D + 2 at least 90%;**

Transit time targets of non-priority unrecorded letter-post items in national postal traffic sent by legal entities may be different, if it is defined by the contract.

c) Transit time targets for parcels in internal postal traffic

Article 10

The transit time targets for parcels in the field of universal postal service in internal postal traffic, which the universal postal service provider must meet, are as follows:

- 1) **D + 2 at least 80%;**
- 2) **D +3 at least 90%;**
- 3) **D + 2 at least 95%;**

d) Targets for payment of postal money orders in internal postal traffic

Article 11

At least **90%** of postal money orders must be paid within **D + 1**. In measuring transit time targets , all postal items for which delivery was attempted are considered delivered.

2. Transit time targets of postal items in international postal traffic

a) Targets for delivery of priority unrecorded letter-post items in international incoming postal traffic

Article 12

In international postal traffic, priority unrecorded letter-post items are considered to be all unrecorded letter-post items marked: "priority", "priority", "first class", "airmail" and other unrecorded letter-post items for which air transportation is paid.

For priority unrecorded letter-post items in international postal traffic, the deadlines for delivery mean the deadlines from the moment of arrival at the office of exchange until delivery to the recipient.

The deadlines for the delivery of an inbound priority unrecorded letter-post item in international postal traffic, which the universal postal service provider must meet from the moment the item arrives at the office of exchange until delivery, are as follows:

- 1) **D + 1 at least 85%;**
- 2) **D + 2 at least 90%;**
- 3) **D +3 at least 95%;**

The minimum quality with defined deadlines for delivery of inbound priority unrecorded letter-post items in international postal traffic, which the universal postal service provider should meet from the moment the item arrives at the office of exchange until delivery is achieved according to the dynamics given in Table 2.

Table 2. Dynamics of realization of minimum quality for inbound priority unrecorded letter-post items in international postal traffic, which the universal postal service provider should fulfil from the moment of arrival of the item in the office of exchange until delivery

Transit time targets	2021	2022	2023
D+1	80%	83%	85%
D+2	85%	88%	90%
D+3	90%	93%	95%

b) Deadlines for delivery of inbound parcels in international postal traffic in the field of universal postal service

Article 13

Deadlines for delivery of an inbound parcel in international postal traffic in the field of universal postal service mean deadlines from the moment of arrival at the office of exchange until delivery to the recipient, not counting the time the parcel stayed at the customs.

The deadlines for the delivery of inbound parcels in international postal traffic in the field of universal postal service, which the universal postal service provider should achieve, are the following:

- 1) **D + 2 at least 80%;**
- 2) **D +3 at least 90%;**
- 3) **D + 2 at least 95%;**

c) End-to-end transit time targets for priority unrecorded letter-post items in international postal traffic

Article 14

For European countries, from collection to end-to-end delivery for priority unrecorded letter-post items, the deadlines given in Table 3 apply.

Table 3. Dynamics of realization of minimum quality for priority unrecorded letter-post items in international postal traffic for European countries

Transit time targets	2021	2022	2023
J+3	80%	83%	85%
J+5	92%	95%	97%

For other countries of the world, international quality is measured within the framework of internationally recognized independent measurement systems organized by the Universal Postal Union and the International Postal Corporation. In accordance with the internationally recognized independent metering system, the universal postal service provider is obliged to adhere to the standard for priority unrecorded letter-post items J + 5, at least 80%.

3. Extension of transit time targets for areas exempted from five-day delivery

Article 15

For postal items addressed to recipients in areas exempted from five-day delivery, all specified transit time targets regulated by the provisions of Art. 8-14 of this Rulebook are extended by one day.

In case of force majeure or emergency, the Regulatory Agency for Electronic Communications and Postal Services (hereinafter: the Agency) may, based on a reasoned request of the universal postal service provider, order that items exposed to force majeure or emergency be excluded from the calculation of deadlines for transfer of postal items.

III. RESOLVING COMPLAINTS

Article 16

The postal operator is obliged to take all organizational, technical-technological and personnel measures in order to ensure the inviolability of the secrecy of the contents of postal items, as well as all actions that will ensure that postal items are transferred from sender to recipient in a safe, secure and efficient manner.

The principle of inviolability of secrecy of the contents of postal items, letters and other means of communication may be violated only on the basis of a court decision, for reasons and in the manner prescribed by the law governing postal services.

Article 17

The postal operator is obliged to provide users with an accessible and simple procedure for submitting complaints.

The postal operator in the procedure of resolving complaints in the field of postal services shall fully apply the Serbian standard **SRPS EN 14012:2014**.

IV. INVESTIGATION ON THE ACHIEVED LEVEL OF QUALITY OF UNIVERSAL POSTAL SERVICE AND REPORTING TO THE AGENCY

Article 18

The universal postal service provider is obliged to regularly compile and publish reports on the state of quality of the universal postal service.

The annual report on the state of quality of the universal postal service (hereinafter: the Annual Report), for the previous year, the universal postal service provider is obliged to submit to the Agency and publish on its website, no later than April 1 of the current year.

The annual report that is published and submitted to the Agency should be prepared in accordance with the adopted standards, specified in Article 2 of this Rulebook.

ACTIVITIES OF THE AGENCY REGARDING THE QUALITY OF PERFORMING UNIVERSAL POSTAL SERVICE BY THE UNIVERSAL POSTAL SERVICE PROVIDER

Article 19

The results obtained by measuring the quality of universal postal service provided by the universal postal service provider are analysed by the Agency.

The Agency may request additional information regarding the submitted Annual Report, as well as hire an independent auditor to verify the submitted data.

Article 20

The Agency shall conduct independent measurement of transit time targets for letter-post items, by engaging an independent organization in accordance with the provisions of this Rulebook and applicable standards.

The universal postal service provider is obliged to, at the request of the Agency, submit the characteristics of the flows of unrecorded letter-post items within the required target.

The request referred to in paragraph 2 of this Article includes geographical stratification, presentation of real flows of letter-post items, methods of payment of postage expressed as a percentage, as well as other data defined by standards, which are necessary for the Agency to harmonize the sample with the real state of postal flows, methods of payment and other characteristics of the flows of unrecorded letter-post items.

The Agency publishes the results obtained by independent measurement on its website.

VI TRANSITIONAL AND FINAL PROVISIONS

Article 21

Independent measurement of transit time targets for unrecorded letter-post items, regulated by the provision of Article 20, paragraph 1 of this Rulebook, shall be applied starting from 1 January 2021.

Article 22

On the day this Rulebook enters into force, the Rulebook on quality parameters for the provision of postal services and minimum quality in the provision of universal postal service ("Official Gazette of RS", No. 146/14 and 98/17) shall cease to be valid.

Article 23

This Rulebook shall come into effect on the eighth day of its publication in the "Official Gazette of the Republic of Serbia.

Belgrade, 24 July 2020
No. 1-04-3400-6/20-2

**Chairman
of the Management Board**

Dragan Kovačević