

## Licensee obligations

### Condition 1 : obligation to comply with laws and regulations

1. The license shall comply with all laws and regulation concerning the provision of postal service.
2. The license shall comply with the customs systems and other systems relate to import and export with regard to the receiving and sending of postal items inside and outside of kingdom.

### Condition 2: obligation to disclose information

The licensee shall clearly disclose the following at any premises where it provide the postal & courier services:

1. License certificate
2. Tariffs
3. Compensation rules and procedures
4. Complaint handling procedures
5. Quality of service standards and performance
6. How it handles undeliverable items

### Condition 3: customer complain

The license must establish a system of written customer complaints and to keep the procedures in the head office shows how to deal with customer complaints and decide.

### Condition 4: compensation requirement

Licensee obligation to polish its policy for compensation in respect of loss and damage to materials send by him.

### Condition 5: safety and security

1. The licensee shall ensure that proper and adequate safety measures are implemented to safeguard the lives of staff and customers.
2. The licensee shall undertake sufficient security to safeguard customers postal courier items from theft, damage or other loss.

### Condition 6: prohibited items

The licensee will not handle any prohibited items listed in section (4) of the postal law NO. 49 of 2014 and section (94) of postal regulation subject to prior agreement with the postal regulator

**Condition 7: dealing with undeliverable items**

The licensee will have written procedures explaining to customers how it will deal with undeliverable items, which will include:

1. Policy on returning items to the sender
2. Number of attempts made to facilitate delivery
3. Charges imposed for dealing with undeliverable items
4. Policy on dealing with items that can't be delivered nor returned to sender

**Condition 8: the safety of postal items**

The licensee shall ensure the integrity and confidentiality of all sent materials that are found in his custody.

**Condition 9: requirement to provide information**

The licensee is required to maintain information that will enable the postal regulator to carry out its duties. Specifically the postal regulator will expect the licensee to submit the following reports:

1. Annual financial audited reports
2. Quarterly volume reports within the licensed areas
3. Annual customer complaints reports
4. Annual report on undeliverable items
5. Any other requested by the postal regulator

**Condition 10: inspection**

The licensee shall permit the postal regulator to inspect its premises, facilities, files, records and other data to enable the postal regulator to exercise its regulatory duties.

**Condition 11: license renewal, transfer and revocation**

1. License may renew the license after its expiry on condition to fulfilled and comply with the terms of the license.
2. The licensee cannot assign, delegate or transfer the rights, interests or obligations of this license without the prior written consent of the postal regulator, such consent not to be unreasonably withheld or delayed.
3. The license may be revoked in accordance with postal executive regulations no. (106)

**Condition 12: license fees**

1. The license shall pay the license fee specified in article (104) of the postal executive regulations of the law.
2. The license shall pay the annual fee for the license

All the conditions, liabilities, judgments are subject to study and change.