

### **Procedures for licensing postal and courier operators**

- 1) The request for a license to practice postal services is submitted through “SIJILAT” system to Postal Sector Regulation Directorate, which includes the following information:
  - A. Applicant name and nationality
  - B. Type postal service to be licensed
  - C. Applicant main office address (it must be either owned or rented by official agreement).
  - D. The signing of the license applicant or the commissioner
  - E. Any other data required by postal sector regulation directorate
- 2) Payment of BD 100 as an application fee
- 3) Must provide postal sector regulation directorate following documents:
  - A. A copy of the commercial registration of the applicant (CR)
  - B. Memorandum of association and the adoption of the officials such as chief financial and administrative signatures
  - C. A certificate of good conduct
  - D. A copy of the identity card (CPR)
  - E. Certified financial capital
  - F. Any other documents required by the directorate
- 4) Postal sector regulation directorate examines the license application raises its recommendation to the minister within 10 working days from the approved date of submission of the application the minister shall issue a decision of approval or rejection within 30 working days from the date mentioned
- 5) If the request approved the applicant should pay the license fee within 7 working days from the date of approval
- 6) Within 10 days of receipt the signed documents and payment of the license fee the postal sector regulator will send license certificate to the applicant
- 7) License becomes invalid if the licensee does not commence the actual licensed within 6 months from the date of the license issuance

### **Penalties for illegal operation**

Any person who operates a postal service business without a valid license commits an offence and is liable to a jail term or fine according to the law and the executive regulations for same law number (49) for the year 2014.

### **Tariffs for postal and courier service**

1. Tariffs which determined by the license shall be subject to postal sector regulation directorate supervision.

2. The licensee tariffs for post items delivery (50 grams) and less should not be charging less than Bahrain post tariffs for register mail. Companies that prove charge less are liable to prosecution and license suspended.

### **Quality of service standards**

All operators shall be responsible for establishing their own standards of service and presenting them to customers and the postal regulation.

### **License renewal**

Three months prior to the conclusion of their license the license should register intent to renew their license to ensure no break in regulator.

### **Other information**

All postal and courier and express operators will be required to provide the following information to customers:

- A copy of their license certificate
- List of tariffs
- List of service standards
- Compensation rules and procedures
- Complaint handling procedures
- Process for handling undelivered items

All postal and courier and express operators will be required to provide information to the regulation on a monthly and annual basis as specified in their license.