

TRANSPORT GENERAL AUTHORITY (TGA)

Implementing Regulations of the Postal Law

Unofficial English Translation

Translated from the Arabic PDF supplied by the user

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The source document contains Articles 1-92 in ten chapters.

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Chapter One - Definitions

Article 1

For the purposes of applying these Regulations, the following terms and expressions shall have the meanings assigned to each of them below, unless the context requires otherwise:

Postal Data: Any data that reveals information about a postal item and its contents.

Postal Item of a Special Nature: Any postal item that the Service Provider is unable to transport or distribute because it requires a special method or special care in transportation, distribution or delivery; is perishable; may contaminate postal materials or equipment; may cause harm to persons working in the postal service; or may impede the performance of postal services.

Suspension: The temporary suspension of a licence, part of a licence, a registration, or an exemption for a period determined by the Authority in accordance with these Regulations.

Abandoned Postal Items: Postal items that the Service Provider has been unable, for reasons not directly or indirectly attributable to it, to deliver to the addressee, and whose retention period has expired.

Chapter Two - General Provisions

Article 2

1. Unless a specific provision prescribes the form or means of publication, a document shall be deemed published in any of the following cases:
 - a. Announcement by the Authority through its website on the Internet or through its official accounts on electronic platforms.
 - b. Publication in the Official Gazette.
 - c. Sending it to the addresses registered with the Authority.
2. Wherever these Regulations require a document to be sent to the Authority's official email address and that address is not operational, the document shall instead be delivered to the Authority by hand.
3. Where the Authority's regulations require that a particular activity be permitted or prohibited for a person or establishment, the Authority may issue a decision identifying persons related to that person, or entities having a relevant relationship, to which such permission or prohibition shall apply.

Article 3

Subject to the controls issued by the relevant authorities, the Authority shall issue a document regulating matters relating to the data of the Service Provider and the Beneficiary, postal data, and the retention, storage and sharing of such data.

Article 4

When establishing controls and standards for postal service charges, the Authority shall take into account the following:

1. The charges shall be fair and shall contribute to creating an attractive investment environment in the sector.
2. The Kingdom's agreements and international obligations relating to postal service charges.
3. International best practices.

Article 5

Pursuant to Article 10 of the Law, the Authority shall issue a decision setting the financial consideration for licence categories, licence renewals, and the annual consideration payable for such licences, taking into account the following:

1. The financial consideration shall be proportionate to the postal service and the type of licence.
2. The annual consideration shall be linked to the size of the establishment and the activity for which it seeks to provide postal services.

Article 6

The Authority shall prepare the Universal Service and Universal Access Policy and submit it to the Ministry for approval. The Policy shall include the following:

1. A list of the basic postal services falling within universal service and the right of universal access, to be reviewed annually.
2. Definition of the purposes and obligations of the National Operator.
3. Establishment of the controls necessary for designating the Universal Service Provider in the postal sector in the Kingdom.
4. Determination of the minimum level of universal service in a manner consistent with the minimum standards of the Universal Postal Union (UPU).
5. Determination of the level at which universal service is to be provided in governorates and centres within defined service-quality levels, and annual review of service-level targets in light of changes in the sector, expansion by service providers, service-delivery costs and available financial support.
6. Preparation of regulations and requirements intended to ensure the regular and continuous provision of universal service in designated areas, and annual review thereof in light of changes in the sector, expansion by service providers, service-delivery costs and available financial support.
7. Establishment of a mechanism to define the geographical coverage of universal-service points, to be reviewed annually.
8. In preparing any document, due regard shall be given to the rules, conditions and regulatory bases - including the laws, legislation and decisions - relating to postal services in the Kingdom.

Chapter Three - Licensing

Article 7

The Authority shall grant licences for the provision of the following postal services:

1. Receipt, transport, distribution and delivery of postal items, including express mail.
2. Postal financial services, after obtaining a licence from the Saudi Central Bank.
3. Postal box services.
4. Direct-mail / advertising mail services.
5. Services involving the provision of prepaid postal cards, cards or vouchers.
6. Parcel-station services.
7. Official mail services.
8. Parcel services.
9. Any other service that the Authority determines falls within the scope of postal services pursuant to Article 1 of the Law.

Article 8

An applicant for a licence shall submit the following requirements to the Authority:

1. Applicant information.
2. Evidence of financial solvency; the Authority may, at its discretion, accept a lesser level.
3. A valid Commercial Registration that includes the licensed activity.
4. A brief description of the nature of the establishment's business that will provide the postal services, together with a business plan explaining how the postal activities specified in the licence will be carried out.
5. Any other requirements prescribed by the Authority.

Article 9

1. The Authority shall grant the licence, specifying the type and scope of the postal service. A person whose application has been rejected may remedy the grounds for rejection and reapply through the Authority's official channels.
2. The licensee shall display a copy of its licence in a prominent place at its business premises and service centres so that it can be easily seen upon entering the premises or service centre.
3. A licence shall be renewed, upon the Service Provider's request, for a period similar to that stated in the licence or for such period as the Authority considers appropriate, after all renewal requirements have been satisfied, including payment of any financial obligations due to the Authority and the applicable renewal fee.
4. A renewal application may be submitted within 180 days before the licence expires. The Authority shall decide the application within a period not exceeding 15 days from the date the application is complete. In all cases, the Service Provider shall submit the renewal application at least 30 days before the expiry date of the licence.

Article 10

Based on its assessment of market conditions and the competence of the licence applicant, and after approval of the Board, the Authority may apply any of the following:

1. Exclude the licensee from providing one of the postal services otherwise falling within the scope of its licence.
2. Require the licensee to satisfy additional requirements within a specified period.
3. Limit the scope of the service to a specified geographical area.

The Authority shall reassess market conditions every six months.

Article 11

The applicant shall pay the financial consideration for the licence within five working days from the date on which it is notified of approval of the licence.

Article 12

If a licence application is rejected, the Authority shall explain to the applicant the reasons for rejection through the same Authority channels through which the application was submitted.

Article 13

A licence shall be issued for a period of not less than two years and shall be renewable. The Authority shall issue controls governing licence durations.

Article 14

A licensee shall commence providing the licensed postal services within a period not exceeding six months from the date the licence is granted. If that period is exceeded without commencement of the postal services, the licence shall be deemed suspended. No compensation shall be due under this Article for the financial consideration paid for the suspended licence.

Article 15

A Service Provider may not carry out any service or other postal service other than that specified in the licence granted to it. The scope of postal services stated in the licence shall be inseparable from the validity of the licence.

Article 16

1. A Service Provider shall obtain the Authority's approval before making any amendment to the scope of postal services it provides or to the geographical scope specified in the licence.

2. If a Service Provider applies to amend its licence, the application shall be in writing and shall contain convincing reasons. The Authority shall decide the application within 30 working days after all requirements have been fulfilled.

Article 17

Subject to any conditions or exceptions determined by the Authority when issuing or renewing the licence, the holder of the National Operator licence shall provide universal service. When granting a National Operator licence, the Authority shall take the following into account:

1. The Service Provider shall have the technical and financial capability to provide universal service.
2. The Universal Service Provider shall not be a company wholly or partially owned by a non-Saudi investor.
3. The Universal Service Provider shall comply with all rules, principles and conditions relating to the Universal Service and Universal Access Policy.

Article 18

1. The Authority shall issue and publish on its website a list of postal services that require registration. The list shall include:
 - a. Conditions applicable to the registered postal service.
 - b. Scope of the registered postal service.
 - c. The period specified for each registered postal service.
2. The Board of the Authority may, after approval, reclassify services referred to in paragraph (1) of this Article as postal services requiring a licence.

Article 19

An applicant for registration shall submit the following to the Authority:

1. A valid Commercial Registration that includes the registered activity.
2. A brief description of the nature of the business of the relevant establishment that will provide postal services, its administrative structure, and details of ownership percentages or shares.
3. A licence from the Ministry of Investment in the case of a non-Saudi applicant.
4. Any other requirements determined by the Authority after approval of the Board.

Article 20

The Authority shall record information on postal service providers in a dedicated register containing the types of postal services they provide, the scope of those services and the timetable for launching them. The register shall be available for public viewing on the Authority's website.

Article 21

Subject to Article 23 of these Regulations, the Authority may, after approval of the Board, exempt a Service Provider from any condition for issuance of a licence or exempt it from licensing, provided that:

1. The exemption does not affect the quality of postal services provided to Beneficiaries.
2. The exemption does not result in non-compliance with the Service Provider's obligations under laws, regulations and regulatory decisions.
3. The exemption does not affect competition.

Article 22

The Authority may exempt postal service providers from one or more licensing conditions in order to encourage competition, ensure equal opportunity among them and stimulate investment in the postal sector, subject to approval by the Board. The approval shall specify:

1. The name of the exempt Service Provider.
2. The scope of the exempted service.

3. The geographical scope of the exemption.
4. The duration of the exemption.

Article 23

The geographical scopes for providing postal services under a licence, registration or exemption shall be as follows:

1. International postal service scope.
2. Domestic postal service scope.
3. Postal service scope for geographical areas determined by the Authority.

Article 24

1. The Authority may request from a Service Provider, or from any person contracted by it as a distributor or subcontracted service provider, any documents, invoices, receipts and records relating to postal services, or any other information required to assess the Service Provider's compliance with the Law and these Regulations. The requested material shall be provided to the Authority within a period not exceeding five working days from notification. In the event of delay, the postal Service Provider shall explain the reasons for such delay.
2. Refusal by the Service Provider, distributor or subcontracted service provider, or postponement, obstruction or delay in complying with an Authority request for information relating to postal services, shall constitute a violation for which the Service Provider may be penalised in accordance with the Schedule for Classification of Violations and Determination of Penalties issued by the Board.

Article 25

Subject to the requirements of other applicable laws, a Service Provider may not transfer or assign its licence, or transfer ownership of the licensed establishment, whether by sale, mortgage or any other means, without first obtaining the Authority's written approval and satisfying the following:

1. Payment of all financial obligations due to the Authority.
2. The transferee satisfies the licensing conditions stated in these Regulations and any additional conditions.
3. The transferee does not carry on the activity until transfer procedures have been completed and approval issued.
4. The transfer does not adversely affect competition.
5. The Committee has not previously issued a decision cancelling the transferee's licence.
6. The transferor and transferee comply with any other conditions or requirements imposed by the Authority.

Article 26

A transfer or assignment of a licence, or transfer of ownership of the licensed establishment, shall be made through an application submitted by the Service Provider to the Authority using the form prepared by the Authority. The Authority shall issue its decision approving or rejecting the application within 30 working days from the date of submission. Failure to respond within that period shall be deemed a rejection of the application.

Article 27

The Authority may suspend or cancel a licence, registration or exemption, as applicable, for any of the following reasons:

1. The Service Provider requests in writing the cancellation or suspension of its licence, registration or exemption.
2. The Service Provider commits a violation for which cancellation is prescribed in the Schedule for Classification of Violations and Determination of Penalties issued by the Board pursuant to Article 31(2) of the Law.

3. The Service Provider breaches the conditions or scope of the licence, or any provision of the Law, these Regulations, or decisions issued pursuant thereto.
4. Failure to commence the licensed postal service within a period exceeding six months from the date the licence was granted.
5. Breach of the conditions contained in the licence, the scope of licensed postal services, or competition requirements under these Regulations.
6. Failure to pay any financial consideration due to the Authority.
7. Where the Authority establishes that the Service Provider has carried out activities that may harm national interests, including, without limitation, security or economic interests.
8. The Service Provider assigns the licence contrary to the procedures prescribed by these Regulations.
9. Bankruptcy, dissolution or liquidation of the Service Provider.

Article 28

The Board of the Authority shall issue a decision classifying licences, registrations and exemptions. The document issued shall state the scope and conditions of the postal services.

Article 29

A licence shall terminate in any of the following cases:

1. Expiry of its stated term without renewal.
2. Cancellation at the request of the licensee.
3. Termination of the licensee's legal personality for any reason.
4. Other cases prescribed by the laws of the Kingdom or by sovereign decisions.
5. Cancellation of the licence by the Authority in accordance with these Regulations.

Chapter Four - Competition

Article 30

Subject to the requirements of other applicable laws, Service Providers wishing to enter into an acquisition or merger shall submit an application to the Authority for approval. The application shall include:

1. Identification of all persons participating in the acquisition or merger.
2. A description of the nature of the acquisition or merger and a summary of its terms.
3. Basic financial information concerning the persons participating in the acquisition or merger.

Article 31

Within 90 days from receipt of a complete application satisfying all requirements, the Authority shall issue one of the following decisions:

1. Approval of the application.
2. Rejection of the application, with reasons. Failure to respond within the stated period shall be deemed a rejection.

Chapter Five - Obligations and Rights of Service Providers and Beneficiaries

Article 32

The Service Provider shall comply with the following:

1. The provisions of the laws, decisions and instructions issued by the Authority in implementation of the Law.
2. The general policy for the postal services sector in the Kingdom.
3. Use of the Beneficiaries' National Address when providing any postal service.
4. Ensuring the safety of postal items.

5. Preparing a policy concerning Beneficiaries' rights and submitting it to the Authority for approval.
6. Displaying its licence in a prominent place at its premises.
7. Preparing a contract template for each service it is authorised to provide, ensuring that the postal service contract is available in Arabic and English.
8. Retaining the service contract for at least one year from the date the postal item is delivered.
9. Protecting the contents of postal items against loss or damage.
10. Complying with the charges, weights, dimensions, forms, sizes, measurements, descriptions and conditions of postal items approved by the Authority, and with any amendments thereto.
11. Notifying the Authority of any amendments or additions to its own or its branches' data within five working days from the date of the amendment or addition.
12. Providing postal services to Beneficiaries without discrimination.
13. Dealing transparently with Beneficiaries, including disclosure of the Service Provider's name and address, website and electronic platforms, the types of postal services offered, the conditions for providing them, the charge for each postal service, and any additional amounts that may be payable by the Beneficiary.
14. Establishing standards to measure the quality of postal services provided and Beneficiary satisfaction.
15. Providing and publishing, by available means, a clear system for transportation and distribution of postal activities domestically and internationally, in accordance with what the Authority determines.
16. Maintaining the records specified by the Authority.
17. Informing the Authority of any change made to the manner in which the postal activities specified in the licence are carried out.
18. Enabling the competent authorities to monitor its activities.

Article 33

1. Before delivery to the addressee, the sender may request retrieval of the postal item or correction or amendment of the addressee's address. The Service Provider may charge the Beneficiary, provided that:
 - a. The charge is approved by the Authority.
 - b. The charge includes any government fees imposed on the Service Provider.
2. The sender may request retrieval of the postal item without charge provided that no more than three hours have elapsed since it was handed to the Service Provider. If that period has elapsed, the Service Provider may charge the full applicable fee.

Article 34

A sender may request retrieval of a postal item or correction or amendment of the addressee's address, subject to the following:

1. The Service Provider shall respond promptly within three working days to a request for retrieval, correction or amendment of the addressee's address. Where the addressee's address is corrected or amended, the Service Provider may add an additional period for performance of the postal service from the date the request is accepted.
2. The Service Provider shall establish clear policies for receiving requests to retrieve postal items or to correct or amend the addressee's address, and shall publish such policies on its website, taking into account regulations and decisions issued by the Authority.

Article 35

A Service Provider shall establish the conditions for providing postal services only after obtaining the Authority's written approval, by submitting an application stating:

1. The condition or procedure proposed for adoption.
2. The reason for adopting the condition or procedure.
3. The service to which the condition or procedure is to apply.

Article 36

1. A Service Provider may apply to the Authority to add other charges to postal services. The application shall state:
 - a. The amount of the additional charge.
 - b. The reason for adding the charge.
 - c. The postal service to which the charge is to be added.
2. Postal service charges shall be set or amended by a decision of the Authority based on the licensee's request. If 60 days pass from the date the proposal is submitted to the Authority without a decision, the proposal shall be deemed rejected.

Article 37

Other charges that a Service Provider may add to postal services include:

1. A charge for additional benefits associated with postal services that the Service Provider is authorised to provide.
2. A charge for services and operations related to the postal services that the Service Provider is authorised to provide.

Article 38

A Service Provider may contract with a third party to perform some of the postal services that it is licensed to provide, subject to the following:

1. The contracted party meets the conditions for providing postal services.
2. Paragraph (1) shall not apply where the contracted party performs one or more preparatory operations within a specific postal service.
3. The contract shall not cover all services licensed to the Service Provider.
4. The contracted party shall comply with the Law, these Regulations and decisions issued by the Authority in implementation thereof.
5. The Authority's written approval shall be obtained for the contract.
6. The term of the contract shall be specified.
7. The Service Provider and the contracted party shall be jointly liable before the Authority and third parties for obligations arising from the provision of postal services.

Article 39

If a Service Provider wishes to deal with any international agency or organisation concerned with postal affairs in order to make any arrangements relating to the postal services it is licensed to provide, it shall obtain the Authority's written approval in accordance with the controls determined by the Authority.

Article 40

A Service Provider shall retain a postal item for 90 days from the date the delivery period expires. During that period, the Service Provider shall:

1. Seek to contact the sender or the addressee so that the postal item may be collected or the applicable charge may be paid.
2. Keep the postal item in the Service Provider's warehouses.
3. Announce the postal item in the manner determined by the Authority in order to identify the Beneficiary, while maintaining the confidentiality of postal data.

After the above steps have been completed and the retention period has expired, the Service Provider may sell a domestic postal item, and may destroy or sell a non-domestic postal item.

Article 41

A Service Provider may destroy a perishable postal item before expiry of the retention period prescribed in these Regulations.

Article 42

After obtaining the Authority's approval, a Service Provider may charge a Beneficiary a fee for retaining a postal item.

Article 43

A Service Provider shall prepare a record of the destruction or sale of a postal item stating the following:

1. Sender details (name, contact number, National Address).
2. Addressee details (the Arabic source states: 'sender', contact number, National Address).
3. Type and description of the postal item destroyed or sold.
4. Procedures taken to identify the owner of the postal item.
5. Documents supporting the procedures taken by the Service Provider.

Article 44

The Service Provider shall enable the Beneficiary to track sent postal items and inquire accurately and transparently about their status, from receipt of the items by the Service Provider until delivery or expiry of the retention period.

Article 45

1. Any person who finds or receives a postal item that does not belong to them shall immediately notify the Service Provider and shall hand it over to the Service Provider within a period not exceeding 10 days from the date it was found or received.
2. The Service Provider shall receive the postal item from the person who received or found it and shall prepare a record containing:
 - a. Details of the person handing over the postal item (name, contact number, address).
 - b. Type and description of the postal item.
 - c. Signature of the person who found the postal item that does not belong to them.
 - d. A report attached to the record describing the steps the Service Provider will take to deliver the postal item to its owner.

Article 46

A person who receives or finds a postal item that does not belong to them shall notify the Service Provider by any of the following means:

1. Calling the Service Provider's telephone number.
2. Sending an email to the Service Provider or contacting it through any of its electronic platforms.
3. Sending notice to any address of the Service Provider.
4. Attending the Service Provider's head office or any of its branches.

The Service Provider shall provide clear and effective reporting channels and shall go to the address of the person who found the postal item within a maximum of three working days from the date of notification.

Article 47

The Service Provider shall publish information about the establishment and all information relating to its services for the public through its electronic platforms and at service outlets. At a minimum, the information shall include:

1. Name of the company/establishment, address of its head office and branches, and contact/access details.
2. Details of the services provided to the Beneficiary.
3. Details of service prices, including the service tariff and any financial amount required to be paid by the Beneficiary.
4. The agreed date and time for performing the service.

5. Details of the conditions and obligations of the Service Provider and the Beneficiary.
6. Rules and procedures for compensation in the event of breach of an obligation, and the mechanism for refunding financial consideration.
7. Consequences of breach or non-performance of obligations by the Service Provider or the Beneficiary.
8. Procedures for handling Beneficiary complaints.
9. Service quality standards.
10. Rules and procedures for handling items that could not be delivered.
11. Details of any discounts or offers, if any.
12. Details of any restrictions or exceptions applicable to the service, and any fees that will apply where such restrictions or exceptions are exceeded, if any.
13. Rules and procedures for requesting return of postal items or amendment of the addressee's address, including the return cost and who bears it.
14. Frequently asked questions and answers.
15. All information referred to above shall be written in clear and simple language, in a manner that is easy for Beneficiaries to access and understand, and shall be available in Arabic and English.

Article 48

A postal Service Provider shall refuse to provide the service where the postal item is of a special nature and the Service Provider does not have the capability to transport it.

Article 49

1. The Service Provider shall issue a service contract to the Beneficiary in paper or electronic form, in Arabic and English. At a minimum it shall include:
 - a. Details of the contracted service, the charge, the value of shipment insurance (if any), and the agreed period for performing the service.
 - b. The price, details and condition of the postal items that are the subject of the contract.
 - c. Sender details (name, ID/Iqama/Commercial Registration number, contact number, National Address).
 - d. Addressee details (full name, contact number and address - National Address).
 - e. Rules and procedures for compensation and refund of financial consideration in the event of breach of an obligation.
 - f. The Beneficiary's signature on the service contract and written name, or documented electronic consent.
 - g. Date of the service contract.
 - h. Details and signature of the Service Provider's employee.
 - i. A declaration by the Service Provider's employee that the original identity document of the sender has been viewed and verified.
 - j. The airway bill / consignment note number where the contract is with an individual Beneficiary.
2. The Service Provider shall retain the service contract for at least one Gregorian year from the date the contract is concluded. In any dispute, the burden of proving the Beneficiary's consent shall lie with the Service Provider.
3. The Service Provider shall provide the Beneficiary with a paper or electronic copy of the service contract.
4. The Service Provider shall make available more than one method for payment of the financial consideration, such as cash and electronic payment, and shall issue a receipt for any amount paid showing the amount, the service provided, associated charges (if any), and the date of receipt. The Service Provider shall retain the receipt for at least one Gregorian year from the date the amount is received.
5. The Service Provider shall refund to the Beneficiary any excess amounts paid within a maximum of 15 working days from the date the overpayment becomes known.

Article 50

If a Service Provider misleads Beneficiaries or provides misleading information, the Authority shall require the Service Provider to remove the misleading information and take corrective measures as the Authority considers appropriate. The Authority may refer the violation to the competent Committee.

Article 51

1. The Service Provider shall establish a dedicated department for receiving, managing and resolving Beneficiary complaints, and shall establish procedures for resolving complaints within a period not exceeding 5-7 working days from the date of submission. The Service Provider may refuse to process a Beneficiary complaint where more than 30 days have elapsed from the date the Beneficiary received the postal item, unless the Beneficiary has an excuse accepted by the Authority.
2. The Service Provider shall provide effective means for receiving complaints in accordance with what the Authority determines.

Article 52

1. If a complaint is not resolved by the Service Provider within the specified period, or the complainant is dissatisfied with the outcome, the complainant may escalate the complaint to the Authority. The Service Provider shall implement the Authority's decision regarding the complaint within a period not exceeding five working days from the date it is notified.
2. The Authority may request any data or documents from the complainant or the Service Provider where required.

Article 53

The Service Provider may conduct its business and operations in the manner it considers appropriate, in accordance with the Law and these Regulations, and may in particular:

1. Innovate and develop electronic systems for operating its activities in a manner that ensures speed and quality of service. Such systems shall constitute its trade secrets, and it may preserve their confidentiality without prejudice to the Authority's ability to exercise its supervisory powers.
2. Decline to provide a postal service to a sender where the sender is unable to pay the service charge.

Article 54

A Beneficiary of postal services shall comply with the following:

1. Not send prohibited postal items.
2. Provide correct information concerning the addresses of the sender and addressee and the identity number, where applicable.
3. Provide correct information about the contents of the postal item and disclose any postal item of a special nature.
4. Verify the safety of the postal item where the Beneficiary is the sender.

Article 55

The Beneficiary shall have the rights provided for in the Law and these Regulations and in agreements to which the Kingdom is a party, including in particular:

1. The right to receive the service.
2. The right to receive correct information.
3. The right to receive the service at the advertised price.
4. The right to assurance of service quality and quality of experience.
5. The right to respect for privacy and confidentiality of information.
6. The right to have complaints handled.
7. The right to awareness/information.

Article 56

The sender shall pay the postal service charges. The addressee may bear such charges where the postal service contract so provides.

Article 57

Postage / payment for postal services shall be effected by one of the following methods:

1. Postage stamps printed on or affixed to postal items and valid in the issuing country.
2. Impressions from franking machines.
3. 'Postage paid' marks or impressions from printing machines.
4. Use of postal franking machines.
5. Any other modern means, for which the Authority shall establish the necessary controls.

Chapter Six - Postal Prohibitions

Article 58

Subject to Article 15 of the Law, it is prohibited to send or transport any postal item of a special nature unless the Service Provider agrees to accept it after disclosure by the sender.

Chapter Seven - Liability and Confidentiality

Article 59

The Service Provider's responsibility begins from the date it receives the postal item.

Article 60

The postal Service Provider shall establish a fair Compensation Policy for Beneficiaries and submit it to the Authority for approval. In preparing the Policy, the following shall be observed:

1. It shall not conflict with the Postal Law, these Implementing Regulations, or decisions issued in implementation thereof.
2. The Compensation Policy shall cover all cases of delay, incorrect delivery, loss, damage and shortage of postal items.
3. The Policy shall specify minimum and maximum compensation according to the nature and type of postal item.

The postal Service Provider may not amend or cancel the Compensation Policy without referring to and obtaining approval from the Authority. The Policy shall be published on the Service Provider's website in accordance with the policies and procedures determined by the Authority.

Article 61

Subject to force-majeure provisions and in accordance with the Beneficiary Compensation Policy, the following shall be observed:

1. The Service Provider shall compensate the Beneficiary (sender or addressee) in cases of delay, incorrect delivery, loss, damage or shortage of the postal item.
2. The sender may be charged the full fee where the addressee's address is incorrect or the addressee refuses to accept the postal item.
3. As an exception to paragraph (1), the addressee shall be compensated instead of the sender in cases where the addressee bears the fee for sending the postal item.

Article 62

Without prejudice to Article 23 of the Law, delivery of a postal item shall be completed at the addressee's National Address or at the address agreed in the service contract.

Article 63

Without prejudice to the Service Provider's duty to exercise due care, a postal item shall be considered undeliverable in the following cases:

1. The addressee refuses to receive it.
2. The sender and addressee cannot be reached.
3. The period specified for collection of the postal item expires without the addressee collecting it, in accordance with Article 20 of the Law.

Article 64

Subject to Article 25 of the Law, the sender shall be liable for damage caused by the postal item where the sender failed to disclose, or incorrectly disclosed, the contents of the postal item.

Article 65

Postal items shall be confidential and protected. Neither the postal Service Provider nor any third party may inspect the postal item or information relating to it, or disclose its contents, except in the following cases:

1. Abandoned postal items, in accordance with the Universal Postal Convention and the laws and regulations in force in the Kingdom.
2. Postal items confiscated or detained by the competent authorities.
3. Other cases in which another law in the Kingdom permits inspection or monitoring of the contents of postal items.

The Service Provider shall be responsible for safeguarding and protecting the confidentiality of postal items.

Article 66

The confidentiality of postal items shall be deemed breached by the licensee or its affiliates in any of the following cases:

1. Deliberately viewing their contents.
2. Providing information about such postal items, or allowing access to related documents, records or files, without authorisation from the competent authorities in the Kingdom.
3. Disclosing the contents of consignments by any method or means.

Article 67

Subject to applicable laws, personal data shall be confidential. The Service Provider, any party contracted by it as a distributor or subcontracted service provider, and any related person shall maintain such confidentiality and take all measures necessary to prevent access to, viewing, publication, use or alteration of personal data in violation of the laws in force in the Kingdom.

Article 68

1. The Service Provider shall establish clear privacy policies restricting access to Beneficiary data held by it, documenting any access to such information, and specifying and defining the purposes for requesting, collecting and retaining Beneficiary data.
2. The Service Provider shall disclose its privacy policies and shall prohibit use of Beneficiary data for purposes other than those disclosed.

Article 69

Nothing in these Regulations shall prejudice the right of the relevant government authorities to exercise the powers granted to them under the laws in force in the Kingdom to obtain confidential data relating to a Beneficiary.

Chapter Eight - Supervision and Inspection

Article 70

The President shall issue a decision appointing inspectors - from among the Authority's employees or otherwise - to detect and record violations of the Law and these Regulations. The decision shall specify which of the appointed inspectors are authorised to investigate violations.

Article 71

Before commencing their duties, inspectors shall sign an undertaking in the form prepared by the Authority, committing to perform their work honestly, faithfully and impartially and to maintain the confidentiality of information to which they gain access by virtue of their work.

Article 72

An inspector shall perform their duties in accordance with the Law, these Regulations and the controls issued by the Authority pursuant thereto. In performing their duties, the inspector shall:

1. Present the inspection identification card or assignment decision when exercising inspection powers.
2. Explain the task and the purpose of the inspection.
3. Refrain from abusing powers or using them for personal purposes.
4. Upon becoming aware of any suspicion of a criminal offence during inspection or investigation, refer the matter to the competent authorities for the necessary action.

Article 73

For the purpose of performing inspection duties, an inspector may take any of the following actions:

1. Enter any sites or premises belonging to Service Providers or used by them, after notifying the business owner or representative before entering the establishment and presenting identification, unless the inspector considers that such notification may prejudice the inspection task. In no circumstances, however, shall advance notice of the inspection visit be given.
2. Conduct the inspection at a time the inspector considers appropriate, provided that the inspection takes place on working days between sunrise and sunset. An inspection may continue into the night if it commenced earlier and remains continuous.
3. Examine and inspect any devices, equipment, tools, electronic systems, databases, records or facilities belonging to the Service Provider or used in providing the service.
4. Obtain originals or copies of any licence, permit, record, document, information, system or other matter requested by the inspector, subject to the confidentiality provisions of the Law, or retain such items where necessary, provided they are identified in the inspection record.
5. Seek assistance from technical or legal experts as appropriate in inspection and investigation procedures.
6. Summon persons believed to be connected with the subject of the investigation in the manner determined by the Authority. If a summoned person does not attend, the Authority may take such action as it considers appropriate.
7. Seek assistance from competent authorities to complete inspection and investigation procedures where necessary.
8. Use electronic means to conduct investigations.
9. Submit reports on all observations and findings relating to application of regulatory provisions.
10. Assist workers and employers and guide them to best practices for complying with the requirements of the Law, regulations, implementing decisions and technical instructions relating to the work.
11. Study conditions, requirements and circumstances related to the work and submit reports to the Authority, particularly regarding deficiencies not addressed by relevant legal provisions.
12. Prepare periodic reports on inspection activity within the office's area of competence, the establishments inspected, the number and type of violations observed, obstacles encountered in

implementation, and proposals to address them. The Authority shall issue specific instructions on how such reports are to be organised and the forms to be used.

Article 74

An establishment subject to inspection shall:

1. Enable the inspector to perform their work and provide the facilities necessary to carry out their duties once the inspector presents the inspection card or assignment decision. If the inspector's work is prevented or obstructed, this shall be documented in a record so that necessary measures may be taken.
2. Provide any data, documents, statements or other matters requested by the inspector that relate to the nature of the inspector's work and fall within the inspector's powers.

Article 75

1. Where an inspector discovers any violation of the Law or these Regulations, the violation shall be recorded and evidenced in a report containing:
 - a. Place and date on which the violation was recorded.
 - b. Name of the inspector(s) recording the violation.
 - c. Name of the person to whom the violation is attributed.
 - d. Description of the violation.
 - e. Facts and circumstances surrounding the violation and the related evidence and indications.
 - f. A list of items seized or retained.
 - g. Any other information or data that the person recording the violation considers important to include.
2. The report shall be submitted to the competent department within the Authority for necessary action.

Article 76

Persons subject to investigation under the Law and these Regulations shall cooperate fully with the inspector assigned to the investigation and provide all data, information, statements or other matters requested by the investigating inspector.

Article 77

The investigation shall be in writing. The person under investigation shall be informed of the reasons for the investigation or confronted with the alleged violation, and shall be informed that the matter constitutes an official investigation. A written investigation record shall be prepared containing:

1. Place and time of the investigation.
2. Name and details of the inspector assigned to conduct the investigation.
3. Name and details of the person under investigation.
4. Confrontation of the person under investigation with the reasons for the investigation or the alleged violation and the evidence against them, with an opportunity to respond to the facts and evidence alleged.
5. If the person under investigation refuses to give a statement or sign it, the refusal shall be recorded in the investigation record.

If the investigation establishes the violation against the person to whom it is attributed, the matter shall be referred to the Committee for completion of the necessary procedures.

Article 78

The Authority may retain seized items until the Committee decides the violation.

Article 79

If a violation is established by a decision of the Committee, the Authority may dispose of seized items by any of the following measures:

1. Destruction by a committee formed by decision of the President or a person delegated by the President, consisting of at least three Authority employees, documented by a destruction record.

2. Delivery to any public entity or licensed charitable organisation as the Committee considers appropriate. The Authority may seek assistance from competent relevant authorities in implementing this Article.

Chapter Nine - Committee for Consideration of Violations of the Postal Law

Article 80

The Committee shall enjoy full independence in its work and decisions.

Article 81

1. The Board shall issue a decision specifying the names of the Committee members, its Chair, and their remuneration. Remuneration shall be calculated by one of the following methods:
 - a. A specified amount per meeting.
 - b. A fixed annual amount.

The two methods referred to in (a) and (b) may be combined.

2. The remuneration shall be sufficient to attract members, particularly persons with expertise and specialisation, having regard to the market value of their expertise. A maximum annual remuneration shall be set for each member.

Article 82

1. The Committee shall carry out the functions and powers assigned to it under the Law by:
 - a. Considering violations of the Law, these Regulations or a licence.
 - b. Imposing the penalties provided for in the Law in accordance with the Schedule for Classification of Violations and Penalties issued by the Board.
2. The Committee may, as it considers appropriate, refer any violation involving an act or procedure punishable under another law to the legally competent authority for the necessary action.

Article 83

A Committee member shall:

1. Attend sessions and deliberations.
2. Disclose any conflict of interest in a matter before the Committee and refrain from voting and deliberation on that matter.
3. Maintain the confidentiality of deliberations among Committee members.

Article 84

For the purpose of achieving the Committee's objectives, the Chair shall:

1. Manage Committee sessions.
2. Correspond with the Authority, competent authorities and any person connected with the Committee's work.
3. Approve the annual report on the Committee's activities and submit it to the Board.
4. Inform the Board of any obstacles facing the Committee's work and the requirements necessary to address them, in addition to any other administrative requests needed to facilitate its work.

The Chair may delegate all or part of their powers to any Committee member.

Article 85

1. Committee sessions shall be held at the Authority's head office. They may be held elsewhere when necessary, and may also be conducted and decisions taken by electronic means.
2. Committee members may not appoint proxies to attend or vote on their behalf.

Article 86

The Committee may seek assistance from experts from the Ministry, the Authority or any other entity as needed, and may invite them to attend sessions and deliberations without voting rights.

Article 87

A Secretariat for the Committee shall be established within the Authority by decision of the President. It shall perform the Committee's administrative functions, including:

1. Preparing the arrangements necessary for Committee sessions.
2. Recording minutes of Committee sessions, deliberations and decisions.
3. Reviewing documents referred to the Committee concerning recorded violations to ensure that the required documents and information are complete, and returning them where incomplete.
4. Registering cases, making notifications, preparing cases and communicating with the parties.
5. Notifying concerned persons of session dates and Committee decisions.
6. Indexing and retaining Committee decisions.
7. Preparing an annual report on the Committee's activities and submitting it to the Chair for approval.
8. Any other task that the Committee decides to assign to the Secretariat.

Article 88

The Committee shall issue its decisions by majority vote. A member who has reservations about a decision may record those reservations in minutes prepared for that purpose.

Article 89

The Board shall issue detailed procedures governing the work of the Committee.

Chapter Ten - Final Provisions**Article 90**

The President shall issue the decisions necessary to implement these Regulations.

Article 91

The Board may propose amendments to these Regulations, and amendments shall be issued by a decision of the Minister.

Article 92

These Regulations shall take effect from the date of publication in the Official Gazette.

End of translation.

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