

Mechanism for Implementing the Provisions of the Implementing Regulations of the Postal Law

Unofficial English Translation

Translated from the Arabic TGA document supplied by the user

Translation notice: This is an unofficial English translation for internal working, audit and compliance-reference purposes. It is not an official TGA English version. Where the Arabic wording is ambiguous, the translation follows the source without attempting to amend it. In the event of any discrepancy or legal interpretation issue, the original Arabic text shall prevail.

Source marking retained: "Classified as Confidential | Restricted by TGA".

English Translation - Implementation Mechanism

The Article / Item / Paragraph references and source-page references below follow the uploaded Arabic document.

Article 3	Item -	Paragraph -	Source page(s): 2
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Regulation Text

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 matters relating to the retention, storage and sharing of such data.

Implementation / Application Mechanism

In accordance with the document regulating the retention, storage and sharing of data relating to the Service Provider, the Beneficiary and postal data, as published on the Authority's website.

Article 5	Item -	Paragraph -	Source page(s): 2
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Regulation Text

Pursuant to Article 10 of the Law, the Authority shall issue a decision setting the financial consideration for licence categories, licence renewal 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 in which it wishes to provide postal services.

Implementation / Application Mechanism

This Article shall be applied from the date determined by the Authority.

Article 7	Item -	Paragraph -	Source page(s): 2-3
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Regulation Text

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. Advertising mail services.
5. Services for the provision of prepaid postal cards, cards or vouchers.
6. Parcel-station services.
7. Official mail services.
8. Parcel services.
9. Any licence that the Authority considers to fall within the scope of postal services pursuant to Article 1 of the Law.

Implementation / Application Mechanism

Licensing for the following postal services shall commence on the date determined by the Authority:

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. Advertising mail services.
5. Services for the provision of prepaid postal cards, cards or vouchers.
6. Parcel-station services.
7. Official mail services.

Article 8	Item 5	Paragraph -	Source page(s): 3-5
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Regulation Text

An applicant for a licence shall submit the following requirements to the Authority:
5. Any other requirements prescribed by the Authority.

Implementation / Application Mechanism

An applicant for a Parcel Transport Licence (Domestic and International) shall satisfy the following requirements:

1. Register on the Transport General Authority's electronic platform and accept the electronic undertaking on the platform.
2. Hold a valid Commercial Registration that includes the activity of parcel transport (domestic and international).
3. Accept the declaration concerning financial soundness and confirming that the applicant has no criminal record.
4. Consent to enquiries through the SIMAH system and the Qawaem system.
5. Submit an operating plan for the project that includes:
 - a. Geographic coverage within the Kingdom of Saudi Arabia.
 - b. The expected number of domestic and international shipments and a quarterly expansion plan covering two years.
 - c. A copy of the company's systems and regulations under which the activity will be carried out, including at minimum the administrative structure, authority matrix, and any documents requested by the Authority.
 - d. An approved copy of the Articles/Memorandum of Association showing ownership percentages in detail.
6. Provide documents relating to the applicant's international branches owned in five countries across five different continents, with at least one processing centre in each country; or provide documentation of the relationship with an international establishment licensed in its country of origin, under a guarantee or franchise arrangement as its exclusive agent, with not less than five years' experience in this field. The documentation shall show:
 - Details of the international establishment, including its name, country of origin and head office.
 - A certified copy of the international establishment's Articles/Memorandum of Association showing ownership percentages.
 - Locations where the international establishment operates worldwide.
 - The international establishment's website.
 - The main shipment consolidation points outside the Kingdom, including the processing centre, country, address and licence issued by the country in which the establishment operates.
 - The chief executive and managers of the international branches, together with their contact details and identification.
 - An authorised representative of the international establishment, together with contact details and identification.
 - The operating mechanism and method of transporting, receiving and delivering parcels.
7. Establish full technical integration with the Authority's electronic platform and continuously share data through the platform.
8. The holder of a Parcel Transport Licence shall publish an announcement of the licence in two daily newspapers.

An applicant for a Parcel Transport Licence (Domestic) shall satisfy the following requirements:

1. Register on the Transport General Authority's electronic platform and accept the electronic undertaking on the platform.
2. Hold a valid Commercial Registration that includes the activity of parcel transport (domestic).
3. Accept the declaration concerning financial soundness and confirming that the applicant has no criminal record.
4. Consent to enquiries through the SIMAH system and the Qawaem system.
5. Submit a business model explaining the mechanism for providing the service.
6. The holder of a Parcel Transport Licence shall publish an announcement of the licence in two daily newspapers.
7. Establish full technical integration with the Authority's electronic platform and continuously share data through the platform.

Article 9	Item 3	Paragraph -	Source page(s): 5
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Regulation Text

The licence shall be renewed, upon the Service Provider's request, for a period similar to that stated in the licence, or as the Authority considers appropriate, after satisfying all requirements necessary for renewal, including payment of all financial obligations due to the Authority, if any, and the financial consideration for renewing the licence.

Implementation / Application Mechanism

Renewal of a Parcel Transport Licence (Domestic) or (Domestic and International) requires the following:

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1. A request submitted by the establishment through one of the Authority's approved channels (within 60 days of the expiry date, as stated in the source document).
2. A valid Commercial Registration for the establishment that includes the parcel transport activity.
3. Payment of any financial penalties, if applicable.

Article 13	Item -	Paragraph -	Source page(s): 5
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Regulation Text

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.

Implementation / Application Mechanism

The licence term upon issuance shall be two years, renewable for a similar period, provided that the conditions for issuance continue to be satisfied throughout its validity.

Article 29	Item 2	Paragraph -	Source page(s): 5
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Regulation Text

The licence shall terminate in the following cases:
2. Cancellation of the licence at the request of the licensee.

Implementation / Application Mechanism

Cancellation of a Parcel Transport Licence requires the following:

1. A request submitted by the establishment through one of the Authority's approved channels at least 30 days before the requested cancellation date.
2. Cancellation of the establishment's Commercial Registration, or removal of the parcel transport activity where the Commercial Registration includes other activities.
3. A declaration that all existing transactions have been completed and that no new requests will be accepted.
4. A declaration accepting responsibility for outstanding obligations even after cancellation of the licence.
5. Payment of any financial penalties, if applicable.

Article 32	Item 10	Paragraph -	Source page(s): 5
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Regulation Text

Comply with the charges, weights, dimensions, forms, sizes, measurements, descriptions and conditions for postal items approved by the Authority, and any amendments thereto.

Implementation / Application Mechanism

This provision relates to the National Operator entrusted with providing the Universal Service.

Article 32	Item 15	Paragraph -	Source page(s): 6-7
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Regulation Text

Provide a clear system for the transport and distribution of postal activities at the domestic and international levels and publish it through available means, in accordance with the requirements specified by the Authority.

Implementation / Application Mechanism

The Postal Service Provider shall provide a clear system for the transport, tracking and distribution of postal items and shall publish it on its website. The description of the system shall include:

1. A comprehensive list of all postal services provided by the Service Provider, including ordinary mail, express mail and other specialised services.
2. Clear and specific information on service standards for all postal services provided.
3. A detailed map or list of all areas covered by the Service Provider, including domestic and international locations, together with any service restrictions or conditions.
4. A complete and clear pricing schedule for all postal services provided, including any additional charges.
5. Clear instructions concerning tracking notices and parcel-service notifications relating to delivery, transport and receipt status, including any required codes or identifiers.
6. Detailed guidance on acceptable packaging requirements, labelling requirements and other specifications for postal items to ensure safe and effective transport.
7. A list of prohibited postal materials/items.
8. Contact information for the support and customer-service team.

Article 32	Item 16	Paragraph -	Source page(s): 7-8
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Regulation Text

Maintain the records specified by the Authority.

Implementation / Application Mechanism

The Postal Service Provider shall maintain the following records:

1. Revenue and expense records related to postal services, including details of charges imposed, payments and invoicing.
 2. Operational-activity records related to postal services, including details of sorting, transport and delivery activities.
 3. Performance-measurement records, including, without limitation, delivery times, rates of lost, damaged or returned items, first-attempt delivery rates and other measures.
 4. Customer-communication records, including complaints, enquiries and observations relating to postal services.
 5. Customer-information records, including names, addresses and contact details.
 6. Employee-information records, including names, addresses and contact details.
- The Service Provider shall retain these records for not less than one year.

Article 36	Item 2	Paragraph -	Source page(s): 8
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Regulation Text

Service charges shall be determined and amended by a decision of the Authority based on a request from the licensee. If 60 days pass from the date the proposal is submitted to the Authority without a decision, this shall be deemed a rejection.

Implementation / Application Mechanism

This provision relates to the National Operator entrusted with providing the Universal Service.

Article 39	Item -	Paragraph -	Source page(s): 9-10
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Regulation Text

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

Implementation / Application Mechanism

Without prejudice to the requirements of the Postal Law, its Implementing Regulations and other relevant laws, a Service Provider applying for the Authority's approval shall comply with the following controls:

1. Provide sufficient information on the international agency or organisation, including its date of establishment, activities, operations and other relevant information.
2. All agreements entered into with international agencies or organisations shall be subject to all laws, regulations and policies established by the Authority, including those relating to licensing, service standards and data protection.
3. The Authority may require evidence of the stability and sustainability of the financial position of the relevant international agencies or organisations. This may include a stable financial track record (earnings before interest, taxes, depreciation and amortisation (EBITDA), profit margin and adequate cash flow) and sufficient resources to support operations (adequate assets).
4. The Authority may require evidence of the technical and operational capabilities of the relevant international agencies or organisations, including their ability to meet service standards, maintain equipment and facilities, and manage logistics and supply chains. The asset list, company service portfolio and market reputation should also be analysed.
5. All agreements with international agencies or organisations shall ensure that those organisations maintain the confidentiality of postal items, postal data and beneficiary-related data, including compliance with all requirements established by the competent authorities for the protection and security of data.

Article 40	Item 3	Paragraph -	Source page(s): 10-11
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Regulation Text

Advertise/announce the postal item in accordance with the method specified by the Authority in order to identify the Beneficiary, while preserving the confidentiality of postal data.

Implementation / Application Mechanism

Without prejudice to the confidentiality provisions in the Postal Law, its Implementing Regulations or any other relevant laws, the Service Provider shall announce the postal item in order to reach the Beneficiary, taking into account the following:

1. The Service Provider shall announce postal items using the reference number or any available data that enables identification of the shipment owner, while preserving the confidentiality of postal data.
2. The postal item shall be announced through at least two different methods.
3. Announcement methods shall include sending notifications or communicating by telephone and email.
4. If the Service Provider is unable to reach the recipient using the above communication methods, it shall announce the postal item through alternative means.
5. Alternative means shall include announcement on the Service Provider's website and social-media channels.
6. The Service Provider may use other means to announce postal items after obtaining the Authority's approval.

Article 51	Item 2	Paragraph -	Source page(s): 11
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Regulation Text

The Service Provider shall provide effective means for receiving complaints in accordance with the requirements specified by the Authority.

Implementation / Application Mechanism

The Service Provider shall provide effective means for receiving complaints, taking into account the following:

1. Provide a toll-free number dedicated to receiving calls through the direct customer-service line.
2. Provide two additional means for receiving complaints from the following options:
 - a. A physical location at a postal service centre or office where Beneficiaries can submit complaints.
 - b. A dedicated email address for receiving complaints and subsequent responses, published on the Service Provider's website.
 - c. An electronic complaint form on the Service Provider's website or social-media channels that enables Beneficiaries to submit and track complaints.
3. At least one of the complaint channels used shall allow the Beneficiary to obtain a copy of the complaint for submission

- to the Authority.
4. Complaints shall be recorded with a reference number and the complaint date.
 5. The Service Provider may provide additional means for receiving Beneficiary complaints.

Article 57	Item 5	Paragraph -	Source page(s): 12
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Regulation Text

Or any other modern means, for which the Authority shall establish the necessary controls.

Implementation / Application Mechanism

Without prejudice to the requirements specified in the Postal Law, its Implementing Regulations, other relevant laws, and the Universal Postal Services Policy, the Service Provider may apply other clearance methods after obtaining the Authority's approval.

Article 60	Item 3	Paragraph -	Source page(s): 12-13
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Regulation Text

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

Implementation / Application Mechanism

- Without prejudice to the requirements specified in the Postal Law and its Implementing Regulations, the Compensation Policy document shall be prepared taking into account the following:
1. The policy shall clearly identify the cases in which Beneficiaries are entitled to compensation and shall cover all cases of delay, incorrect delivery, loss, damage or shortage of postal items.
 2. The policy shall specify the period during which Beneficiaries may claim compensation. This period shall not be less than one month from the date of actual delivery.
 3. The policy shall explain the procedures for submitting a compensation claim and the required documents or evidence to be provided.
 4. The policy shall specify the types of compensation available to Beneficiaries, including, for example, refund of postal-service charges, replacement of damaged or lost postal items, financial compensation for delay, or other forms of compensation, as appropriate to the case and cost.
 5. The policy shall specify the timeframe for considering claims and providing compensation to Beneficiaries in accordance with the Regulations, to ensure prompt settlement of all cases.
 6. The policy shall clearly specify the minimum and maximum compensation amounts payable to Beneficiaries.
 7. The Postal Service Provider shall publish the Compensation Policy on its website and make the Beneficiary aware of it.

End of translation. For regulatory decisions, legal interpretation and external submissions, refer to the original Arabic TGA document.