

GOVERNMENT OF ZAMBIA

STATUTORY INSTRUMENT NO. 31 OF 2016

The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

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IN EXERCISE of the powers contained in section *ninety-four* of the Postal Services Act, 2009, and on the recommendation of the Authority, the following Regulations are made:

PART I

PRELIMINARY PROVISIONS

- | | |
|--|-----------------------|
| 1. These Regulations may be cited as the Postal and Courier Services (General) Regulations, 2015. | Title |
| 2. (1) In these Regulations, unless the context otherwise requires— | Interpretation |
| “ article ” includes a letter, message or information, direction to pay an amount of money, or any other matter or thing that is capable of transmission through a post office; | |
| “ Authority ” means the Zambia Information and Communications Technology Authority provided for under section <i>four</i> of the Information and Communications Technology Act, 2009; | Act No. 15
of 2009 |
| “ Commissioner-General ” means the Commissioner-General of the Zambia Revenue Authority; | |
| “ Corporation ” means the Zambia Postal Services Corporation provided for under section <i>nineteen</i> of the Act; | |
| “ courier service ” has the meaning assigned to it in the Act; | |
| “ foreign postal administration ” means a postal administration outside Zambia; | |
| “ international ” in relation to an article, means an article that is intended to be transmitted, or which is in the course of transmission, by an international service; | |
| “ international service ” means a postal service performed by an operator in respect of a postal article posted within Zambia to an addressee outside Zambia, or a postal article posted outside Zambia to an addressee in Zambia, for delivery or re-transmission to a place within Zambia; | |
| “ licence ” means a licence to provide a reserved or unreserved postal service and “ licensee ” shall be construed accordingly; | |
| “ mailbag ” includes a form of container or receptacle in which postal articles in the course of transmission by post are enclosed by a postal operator in Zambia or a foreign postal operator for the purpose of conveyance by post, whether or not it contains the postal articles; | |

“parcel” means an article that is offered for transmission by post as a parcel or an article that is in the course of transmission by parcel post;

“post ” in relation to transmission of postal articles, means a system for the collection, dispatch, conveyance, handling and delivery of postal articles;

“ postal service ” has the meaning assigned to it in the Act; and

“ user ” means a sender, addressee or a potential user or consumer of a service or product.

(2) For the purposes of these Regulations—

(a) a postal article is considered as posted or collected when the postal article—

(i) is collected from the customer’s premises by a postal or courier service operator;

(ii) is delivered to the premises of a postal or courier service operator by the customer and handed over to a postal officer or other person authorised to receive the postal article;

(b) a postage stamp, franking machine impression and an official operator’s receipt denotes postage or certificate of posting;

(c) a postal article is taken to be in the course of transmission from the time it is posted in accordance with paragraph (a) to the time it is delivered to the addressee; and

(d) a postal article shall be considered to be delivered to the addressee when the postal article is—

(i) delivered at the physical address or premises to which it is addressed or re-directed for delivery;

(ii) delivered into a post office box or private bag installed at a post office or customer’s physical address or premises;

(iii) delivered to a box or receptacle designated by the occupier of the premises for delivery of postal articles addressed to a person at the premises; or

(iv) delivered to the addressee’s agent or to any other person authorised to receive the postal article.

PART II
LICENSING

- | | |
|--|--|
| 3. A licence shall be issued in respect of unreserved postal services specified in the Second Schedule. | Categories of postal and courier operations |
| 4. (1) A person intending to operate an unreserved postal service shall apply to the Authority for a licence in Form I set out in the First Schedule. | Application for licence |
| (2) The Authority shall, in considering an application for a licence, take into account— | |
| (a) the technical and financial capability of the applicant; | |
| (b) the public interest to be served by the grant of the licence; | |
| (c) the need to ensure the provision of a universal postal service; | |
| (d) the need to protect the interests of users of postal and courier services and promote the development of services that are responsive to consumer needs; and | |
| (f) the need to stimulate fair competition and encourage research and the advancement of postal technology. | |
| (3) The Authority shall ensure that a licence is granted on firstcome firstserved basis. | |
| 5. The Authority may request an applicant to submit information in relation to an application in Form II set out in the First Schedule. | Request for information |
| 6. (1) The Authority shall reject an application for a licence or registration if the applicant— | Rejection of application for licence or registration |
| (a) fails to meet the requirements of the Act; | |
| (b) fails to provide the information requested by the Authority within the specified period; or | |
| (c) knowingly provides false or misleading information in the application for the licence or registration. | |
| (2) The Authority shall, where it rejects an application, inform the applicant within seven days of the decision in Form III set out in the First Schedule. | |
| 7. (1) The Authority shall, where the applicant meets the requirements of the Act, issue a licence in Form IV set out in the First Schedule. | Issuance of licence |

	(2) A licence is valid for five years.
Non-commencement of business	<p>8. (1) A licensee or a registered subsidiary or agent of the Corporation shall commence the provision of services within thirty days from the date of registration or issuance of the licence.</p> <p>(2) A licensee or agent or subsidiary of the Corporation that is not able to commence the business for which the licence or registration is issued shall notify the Authority in Form V set out in the First Schedule.</p>
Change of details	9. A licensee or agent or subsidiary of the Corporation shall, where there are changes in respect of the details of the licensee, agent or subsidiary of the Corporation, inform the Authority in Form VI set out in the First Schedule.
Amendment of licence or registration	<p>10. (1) The Authority may, on its own motion or upon application by a licensee, agent or subsidiary of the Corporation, amend a licence or registration where—</p> <p>(a) some other person succeeds to the interest in the business of the licensee or agent or subsidiary of the Corporation;</p> <p>(b) the business to which the licence or registration relates changes; or</p> <p>(c) any other change occurs in the details of the licensee or registration.</p> <p>(2) An application for the amendment of a licence or registration shall be made in Form VII set out in the First Schedule.</p> <p>(3) The Authority shall communicate its decision to the applicant within fourteen days of receipt of the application for the amendment of the licence.</p>
Transfer of licence	<p>11. (1) A licence shall be used solely by the holder and is not transferable to any other person without the prior approval of the Authority.</p> <p>(2) An application for approval to transfer a licence shall be made to the Authority in Form VIII set out in the First Schedule.</p> <p>(3) The Authority shall, within thirty days of receipt of an application for the transfer of a licence—</p> <p>(a) approve the transfer of the licence if the applicant meets the requirements of the Act; and</p> <p>(b) endorse on the licence the details of the new holder of the licence.</p>

(4) The Authority shall reject an application for the transfer of a licence if the applicant fails to comply with the conditions for the grant of the licence, and the provisions of the Act and the guidelines issued by the Authority.

(5) The Authority shall, where it rejects an application to transfer a licence under subregulation (4), inform the applicant in Form III set out in the First Schedule.

12. An application for the renewal of a licence or registration shall be made in Form IX set out in the First Schedule at least—

Renewal of
licence or
registration

(a) six months before the expiry of the licence, for the Corporation, its agent or subsidiary; and

(b) three months before the expiry of the licence, for a licensee.

13. An application for a duplicate licence or registration shall be made in Form X set out in the First Schedule.

Application
for
duplicate
licence or
registration

14. (1) The Board shall, where it—

Suspension
or
cancellation
of
licence or
registration

(a) intends to suspend or cancel a licence or registration, notify the licensee or holder in Form XI set out in the First Schedule; and

(b) suspends or cancels a licence or registration, notify the licensee or holder in Form XII set out in the First Schedule.

(2) The Board shall, where it suspends or cancels a licence or registration, endorse the cancellation or suspension on the licence or registration.

15. (1) The Authority shall issue a licence to the Corporation for the provision of reserved postal services in Form XIII set out in the First Schedule.

Reserved
postal
services

(2) The reserved postal services in the licence referred to in sub-regulation (1) shall include the reserved postal services specified in the First Schedule to the Act.

(3) The Corporation shall provide the postal and courier services specified in its licence.

(4) Postage stamps, aerogramme and international reply coupons issued by the Corporation shall bear the official Coat of Arms or the words, “ Republic of Zambia ” or “ Zampost ”.

(5) The Corporation shall use the words “Post Office” on its designated postal outlets or business premises.

Universal
postal and
courier
services

16. (1) The Corporation shall provide universal postal and courier services specified by the Authority in consultation with the Minister.

(2) The Authority may, by endorsement on a licence, require another licensee to provide any or all the universal postal and courier services provided by the Corporation.

(3) The Authority may provide targets to facilitate the achievement of universal service and in providing the targets, the Authority shall consider the—

- (a) measurable quality of service standards;
- (b) accessibility and affordability of services;
- (c) speed, reliability and security of services; and
- (d) evolution in technological, economic and social environments.

Application
for
registration
of subsidiary
and agent of
Corporation

17. An agent or subsidiary of the Corporation shall apply for registration in Form XIV set out in the First Schedule.

Certificate
of
registration
of agent or
subsidiary of
Corporation

18. The Authority shall, within fourteen days of the date of receipt of the application for registration issue a certificate of registration of a subsidiary or agent of the Corporation in Form XV set out in the First Schedule if the applicant meets the requirements of these Regulations.

PART III

OBLIGATIONS OF LICENSEE

Operating
premises

19. (1) A licensee shall operate from permanent premises that have the following amenities and facilities:

- (a) counters for the acceptance and delivery of postal articles from the public;
- (b) convenience rooms, lobbies and galleries for the comfort and convenience of customers;
- (c) adequate transport and arrangements for the conveyance of postal articles; and
- (d) adequate and secure storage facilities for postal articles awaiting conveyance and delivery.

20. (1) A licensee shall comply with guidelines on quality of service and standards of performance and customer care issued by the Authority.

Quality of
service
standards

(2) A licensee shall display the approved quality of service standards referred to in sub-regulation (1) for public information in a conspicuous place at the place of business.

21. (1) A licensee may enter into agreements with other licensees for the purpose of collaboration and interconnection of services or networks in accordance with the provisions of the Act and the Competition and Consumer Protection Act, 2010.

Collaboration
and
interconnection
agreements
Act No. 24
of 2010

(2) A licensee shall negotiate and enter into collaboration or interconnection agreements voluntarily and for mutual commercial benefit.

(3) A licensee shall, in allowing interconnection onto and through its network, grant access on an equal basis and in a non discriminatory manner.

(4) A licensee that intends to enter into a collaboration or interconnection agreement shall file the interconnection or collaboration agreement with the Authority for approval.

22. (1) A provider of reserved service shall submit the rates and tariffs it intends to charge for service to the Authority for approval.

Rates and
tariffs

(2) The Authority shall approve the rates and tariffs submitted by a licensee under sub-regulation (1) if they are based on the cost of efficient service provision and cover reasonable costs and rate of return and meet the requirements of these Regulations.

(3) Rates and tariffs shall not—

(a) contain any discount which prejudices, in an anticompetitive manner, the opportunities of other operators in the postal and courier service market; and

(b) create any disadvantage for users of postal or courier services of the same type.

(4) The Authority shall, in approving the rates and tariffs for postal and courier service, have regard to the cost of compliance with the basic operating conditions in the sector in addition to the costs of postal and courier service provision throughout Zambia.

(5) A licensee shall display the approved tariffs in a conspicuous place at the place of business.

Safety measures	23. A licensee shall, in respect of its postal systems, tools, equipment and installations operated, maintained or used by or for the benefit of the licensee, take proper and adequate safety measures to safeguard property and human life.
Display of logo	24. A licensee shall have and display its logo on its correspondence, at its business premises and on its transportation used in the provision of postal and courier services.
Confidentiality and integrity of postal articles	25. A licensee is responsible for the secrecy of correspondence and the confidentiality and integrity of postal articles conveyed by the licensee.
Opening postal articles	<p>26. (1) A licensee shall, at all times, ensure that—</p> <ul style="list-style-type: none"> (a) a postal article is not opened or tampered with in any manner during conveyance; (b) a postal article is delivered to the intended addressee; and (c) the contents of any opened postal article are only disclosed to the addressee. <p>(2) A licensee may open a postal article—</p> <ul style="list-style-type: none"> (a) to facilitate the determination of the tax payable on the postal article, upon request made by the Commissioner-General; (b) for verification and control for security purposes by relevant authorised Government officers; (c) where the licensee determines that the postal article is undeliverable and is designated for destruction by the Authority or licensee; and (d) if the postal article is a prohibited article. <p>(3) A licensee shall not intentionally delay the dispatch of, or open, a postal article in the course of its conveyance.</p> <p>(4) Subregulation (2) does not apply to the delay or the opening of a postal article in accordance with—</p> <ul style="list-style-type: none"> (a) the Act or any other written law; (b) an order under a warrant issued by a court; or (c) the terms and conditions applicable to its conveyance. <p>(5) A licensee who fails to comply with subregulation (1) shall make good any damage or loss that arises due to the failure.</p>

27. A licensee shall—

Postal
security and
safety

- (a) ensure mail integrity and security and prevent loss, damage, theft or pilferage of postal articles in the licensee's custody and control; and
- (b) comply with the postal and courier security standards prescribed under the Standards Act.

Cap. 416

28. (1) A licensee is responsible for a postal article received for conveyance or delivery by the licensee and shall pay the compensation approved by the Authority to the sender of the article for loss or damage to the postal article or failure or omission to guarantee the safety and integrity of the postal article.

Liability for
loss of
postal
articles

(2) A sender and addressee of a postal article is entitled to compensation by a licensee for any loss or damage suffered in respect of the postal article.

(3) A licensee is liable for the loss or damage of a postal article which is due to an omission, act, neglect or default of the licensee in the receipt, conveyance, delivery or any other dealing with the postal article.

(4) The amount recoverable in relation to a postal article of any description shall not exceed—

- (a) the market value of the postal article at the time of dispatch;
or
- (b) the maximum amount payable under the licensee's compensation scheme in respect of that article.

(5) Where two possible amounts are recoverable under subregulation (2), the higher amount shall be awarded to the sender, unless otherwise provided in these Regulations.

(6) For purposes of claiming damage or loss, it shall be presumed, unless the contrary is shown, that the loss of or damage to the article was due to a wrongful act, neglect or default of the licensee.

29. (1) A licensee shall establish a compensation scheme to compensate its customers for loss of, or damage to, registered postal articles.

Compensation
scheme

(2) A licensee shall display, in a conspicuous place at its business premises, its policy on liability in relation to postal articles.

Complaints
against
licensees

30. (1) A licensee shall establish a mechanism by which customers may make complaints concerning the service rendered by the licensee.

(2) The complaint handling mechanism referred to in sub-regulation (1) shall make provision for the—

(a) notification to consumers of their right to complain about the quality of service or any other matter;

(b) complaint format or method of making complaints; and

(c) maintenance of a record of consumer complaints.

(3) A licensee shall, within thirty days of adoption of its complaint handling mechanism, file it with the Authority for approval.

Taxation of
postal
articles

31. (1) Customs and excise duties are payable in respect of goods contained in postal articles that are brought into or sent out of Zambia by post.

(2) A licensee may perform, for purposes of customs and excise duty, any of the duties of an importer, exporter or person removing the goods.

(3) Duties chargeable on imported goods and other charges payable in respect of postal articles may be recovered by a licensee as a civil debt due and owing to the licensee.

(4) In any proceedings for the recovery of any charges payable under subregulation (3), a certificate of the licensee concerned, of the amount of the charges, is evidence of that fact.

Prohibited
articles

32. (1) The following articles shall not be conveyed or delivered by postal service:

(a) obscene or immoral articles;

(b) articles that are prohibited for importation or circulation in the country of destination;

(c) articles which, by their nature or packing, may expose an official or the general public to danger, or soil or damage other postal articles or postal equipment;

(d) radioactive materials and other dangerous substances;

(e) live animals;

(f) coins, bank notes, precious stones and other minerals;

(g) articles bearing fictitious stamps or counterfeit or unauthorised impressions of a franking machine; or

(h) any article for export, import or carriage prohibited under any written law.

(2) Despite sub-regulation (1), prohibited postal article may be conveyed by post in the manner specified in the Third Schedule.

(3) A licensee shall display a list of prohibited articles in a conspicuous place at the place of business.

33. (1) A licensee shall file with the Authority its procedure for the disposal of uncollected or undeliverable postal articles.

Undelivered
postal
articles

(2) A postal article shall be retained by the Corporation at the post office of delivery for a maximum period of thirty days after three attempts to deliver to a physical address.

(3) An article shall be retained in a post box for a period of thirty days, and if the article remains unclaimed after the thirty day period, it shall be considered undeliverable and sent to the Return Letter Office and disposed of in accordance with the Corporation's disposal procedure referred to in subregulation (1).

PART IV GENERAL PROVISIONS

34. A licensee shall submit to the Authority, in such manner and at such times as the Authority may request, such documents, accounts, financial data, estimates, returns, reports or any other information that the Authority may require for purposes of these Regulations.

Provision of
information
to
Authority

35. An annual return shall be made in Form XVI set out in the First Schedule.

Annual
return

36. The fees prescribed in the Second Schedule are payable for the matters specified in that Schedule.

Fees

37. A person who contravenes any provision of these Regulations for which a specific penalty has not been provided commits an offence and is liable, upon conviction, to a fine not exceeding two thousand five hundred penalty units or to imprisonment for a period not exceeding two years, or to both.

General
penalty

FIRST SCHEDULE

(Regulations 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14,
15, 16, 17, 18, 32 and 35)

PRESCRIBED FORMS

FORM I
(Regulation 4(1))
(To be completed in triplicate)



The Postal Services Act, 2009 (Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

APPLICATION FOR POSTAL SERVICES LICENCE						
Please complete in block letters		Shaded fields for official use only	Application No.			
			Date and Time			
Information Required		Information Provided				√
<p align="center">PART I PARTICULARS OF APPLICANT</p>						
1.	(a) Name of business entity					
	(b) Registration No.					
	(c) Tax Payer Identification No.					
2.	Type of business entity					
3.	Business premises					
	(a) Physical Address:					
	(b) Postal Address:					
	(c) Telephone No.:					
	(d) Fax No.:					
	(e) Mobile No.:					
	(f) Email address:					
	(g) District:					
	(h) Province:					
<p align="center">SCOPE OF SERVICE</p>						
4.	Type of courier service	International and domestic courier operations	Domestic courier operations	Local courier operations		
5.	Description of postal service					
6.	Describe the manner of collection, conveyance and delivery of postal articles					
7.	Transport arrangements					

8.	Area of coverage:	Geographical location	Spread of postal service
9.	Location of premises and facilities		
10.	Indicate the technical and financial capacity of the applicant to operate and provide the services for which the licence is sought		
11.	Information indicating the public interest that shall be served by the postal service for which the licence is sought		
12.	<p>Has the applicant or any of its associates—</p> <p>(a) been adjudged insolvent by a court in Zambia or elsewhere?</p> <p>(b) had a liquidator, receiver of property or judicial manager appointed in relation to any of its property?</p> <p>(c) instituted proceedings for its voluntary winding up within the last ten years in Zambia or elsewhere?</p> <p>(d) been investigated or subjected to proceedings by any government agency, regulatory authority or professional association within or outside Zambia?</p> <p>(e) been or currently the subject of any litigation in Zambia or elsewhere which may have a material effect on its resources or ability to comply with any provision of the Act?</p>		
13.	<p>UNDERTAKING</p> <p>(1) I undertake, in providing a courier service for reserved postal services, to —</p> <p>(a) receive, collect and deliver the items referred to in item (a) of subparagraph (1) of paragraph 1 of the First Schedule to the Act;</p> <p>(b) track and trace the whereabouts of any item received or collected for delivery by the person's business undertaking;</p> <p>(c) deliver the items within a definite time, for deliveries across international borders;</p> <p>(d) deliver items within Zambia in compliance with the standards issued by the Authority; and</p> <p>(e) clear items through customs and excise, where applicable.</p> <p>(2) I undertake, in providing a courier service for unreserved postal services, to—</p> <p>(a) receive, collect and deliver the items referred to in item (b) of sub-paragraph (1) of paragraph 1 of the Second Schedule to the Act; and</p> <p>(b) provide the service referred to in the Second Schedule to the Act.</p> <p>.....</p> <p style="text-align: center;"><i>Name of applicant</i> <i>Signature</i></p> <p>.....</p> <p style="text-align: center;"><i>Date</i></p>		

14.	DECLARATION	<p>I declare that all the information I have stated in this application is correct and truthful to the best of my knowledge and belief. I understand that submission of false information shall render the application void and that if approval is granted, it shall be revoked and the licence revoked.</p> <p>WE, the undersigned Chief Executive Officer and members of the Board of Directors of authorise the Authority and its authorised staff to inquire or obtain any information from any source for the purpose of determining this application.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%;"> <p>.....</p> <p style="text-align: center;"><i>Name of applicant</i></p> <p>.....</p> <p style="text-align: center;"><i>Date</i></p> </div> <div style="width: 45%;"> <p>.....</p> <p style="text-align: center;"><i>Signature</i></p> </div> </div>
15.	ATTACHMENTS	
	<div style="border: 1px solid black; padding: 2px;"> 1 A Business Plan demonstrating the commercial viability of the operator and the service for which the licence is sought: (a) market analysis and projections; (b) financial resources and the expected sources of such funding; (c) tariff structure; (d) cash flow projections for three years; and (e) experience in the provision of similar services. </div>	
	<div style="border: 1px solid black; padding: 2px;"> 2 Latest annual financial report </div>	
	<div style="border: 1px solid black; padding: 2px;"> 3 Commercial agreements with associated companies outside Zambia, for applicants intending to offer an international postal or courier service </div>	
FOR OFFICIAL USE ONLY <div style="margin-top: 10px;"> Received by: <div style="display: flex; justify-content: space-around; width: 80%;"> <i>Officer (Name and Signature)</i> <i>Date</i> </div> </div> <div style="margin-top: 10px;"> Application fee paid: Receipt No.: </div> <div style="margin-top: 10px;"> Prepared by: Signature: Date: </div> <div style="margin-top: 10px;"> Recommended by: Signature: Date: </div> <div style="margin-top: 10px;"> Approved by: Signature: Date: </div> <div style="margin-top: 10px;"> Licence Number: Remarks: </div> <div style="text-align: right; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px; display: inline-block;"> OFFICIAL STAMP </div> </div>		



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

REQUEST FOR INFORMATION

(1) Here insert
full names
of applicant

To (1).....
Address:
.....
Reference No.:

(2) Here insert
type of
application

You are requested to furnish the following information or documents, within
..... days of this notice, in respect of your application
for (2).....:

- (a).....
- (b).....
- (c).....
- (d).....

Dated this day of 20

.....
Director-General



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

NOTICE OF REJECTION OF APPLICATION

(1) Here insert
the full
names and
address of
applicant

To (1).....

.....

IN THE MATTER OF (2)

(2) Here insert
the
reference
No. of the
application

You are notified that your application for (3)
has been rejected on the following grounds:

(3) Here insert
the type of
application

(a).....

(b).....

(c).....

(d).....

Dated this day of 20

.....
Director-General

FORM IV
(Regulation 7(1))
(To be completed in triplicate)



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

LICENCE FOR POSTAL SERVICE () COURIER SERVICE ()

Licence No.:

Name of Licensee.....

Address

Type and scope of postal service.....

.....

Type and scope of courier service

.....

This Licence commences on and is valid until
..... 20

The conditions of the Licence are overleaf.

.....

Director-General

ENDORSEMENT OF LICENCE

This licence has, this day of, 20, been entered in the Register of Licences.

.....

Director-General

FORM V
(Regulation 8(2))
(To be completed in triplicate)



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

NOTIFICATION OF NON-COMMENCEMENT OF POSTAL SERVICE ()
COURIER SERVICE ()

To: The Director-General

Name of Licensee/Agent/Subsidiary:

Licence/Registration No.

Date scheduled to commence business:

Type of postal service:

Type of courier service:

Reasons for failure to commence business:

.....
.....
.....
.....

Date: Licensee/Agent/Subsidiary:

Signature:..... Licence/Registration No.:.....



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

NOTICE OF CHANGE OF DETAILS

LICENCE/REGISTRATION NO.:

- (1) Here insert
the full names
of the
Licensee/
Agent/
Subsidiary

To: The Director-General

- (2) Here insert
physical and
postal address
of the
Licensee/
Agent/
Subsidiary

I (1)
of (2)
notify your office that on the day of,
20.....,my (3)
changed as follows:

- (3) Here specify
the detail
which has
changed

<i>Previous Details</i>	<i>Current Details</i>

Dated this day of, 20.....

.....

Licensee/Agent/Subsidiary

FOR OFFICIAL USE ONLY

Received by:

Name of officer

Signature

Date:, 20

OFFICIAL
STAMP



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

APPLICATION FOR AMENDMENT OF LICENCE () REGISTRATION ()			
Please complete in block letters	Shaded fields for official use only	Licence No.	
		Date and Time	
<i>Information Required</i>	<i>Information Provided</i>		√
PARTICULARS OF APPLICANT			
1.	(a) Name of business entity		
	(b) Registration No.		
	(c) Tax Payer Identification No.		
2.	Type of business entity		
3.	Business premises		
	(a) Physical Address:		
	(b) Postal Address:		
	(c) Telephone No.:		
	(d) Fax No.:		
	(e) Mobile No.:		
	(f) Email address:		
	(g) District:		
	(h) Province:		
4.	EXISTING	PROPOSED AMENDMENT	REASONS FOR AMENDMENT
5.	ATTACHMENT		
	Contract of sale or acquisition of business		
<p>DECLARATION AND SIGNATURE</p> <p>I declare that all the information I have stated in this application is correct and truthful to the best of my knowledge and belief. I understand that submission of false information shall render the application void and that if approval is granted, it shall be revoked and the licence revoked.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%; text-align: center;"> <p>.....</p> <p><i>Name</i></p> </div> <div style="width: 45%; text-align: center;"> <p>.....</p> <p><i>Designation</i></p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%; text-align: center;"> <p>.....</p> <p><i>Signature</i></p> </div> <div style="width: 45%; text-align: center;"> <p>.....</p> <p><i>Date</i></p> </div> </div>			
FOR OFFICIAL USE ONLY			
Date of submission:			
Application Number:			
Payments Receipt Number:			
Application Accepted:			
Application Rejected (Notify applicant):			
.....			
<div style="border: 1px solid black; padding: 5px; display: inline-block;">OFFICIAL STAMP</div>			

FORM VIII
(Regulation 11(2))
(To be completed in triplicate)



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

APPLICATION FOR TRANSFER OF LICENCE			
Please complete in block letters	Shaded fields for official use only	Licence No.	
		Date and Time	
<i>Information Required</i>	<i>Information Provided</i>		√
PARTICULARS OF APPLICANT			
1. (a) Name of business entity			
(b) Registration No.			
(c) Tax Payer Identification No.			
2. Type of business entity			
3. Business premises			
(a) Physical Address:			
(b) Postal Address:			
(c) Telephone No.:			
(d) Fax No.:			
(e) Mobile No.:			
(f) Email address:			
(g) District:			
(h) Province:			
PARTICULARS OF TRANSFEREE			
1. (a) Name of business entity			
(b) Registration No.			
(c) Tax Payer Identification No.			
2. Type of business entity			
3. Business premises			
(a) Physical Address:			
(b) Postal Address:			
(c) Telephone No.:			
(d) Fax No.:			
(e) Mobile No.:			
(f) Email address:			
(g) District:			
4. Attachement			
Contract of sale or acquisition of business between the current licensee and the proposed licensee			
<p>DECLARATION</p> <p>I declare that all the information I have stated in this application is correct and truthful to the best of my knowledge and belief. I understand that submission of false information shall render the application void and that if approval is granted, it shall be revoked and the licence revoked.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 45%; text-align: center;"> <p>.....</p> <p><i>Name</i></p> <p>.....</p> <p><i>Signature</i></p> </div> <div style="width: 45%; text-align: center;"> <p>.....</p> <p><i>Designation</i></p> <p>.....</p> <p><i>Date</i></p> </div> </div>			

FOR OFFICIAL USE ONLY

Date of Submission:

Application Number:

Payments Receipt Number:

Application Accepted:

Application Rejected (Notify applicant):

.....

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The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

APPLICATION FOR RENEWAL OF LICENCE () REGISTRATION ()			
Please complete in block letters	Shaded fields for official use only	Licence No. Date and Time	
<i>Information Required</i>	<i>Information Provided</i>	√	
1. (a) Name of business entity			
(b) Registration No.			
(c) Tax Payer Identification No.			
2. Type of business entity			
3. Business premises			
(a) Physical Address:			
(b) Postal Address:			
(c) Telephone No.:			
(d) Fax No.:			
(e) Mobile No.:			
(f) Email address:			
(g) District:			
(h) Province:			
4. Have you been convicted of an offence under any law within or outside Zambia? If yes, specify details: Nature of offence: Date of conviction: Sentence:			
5. State any particulars which have changed since your last licence or registration 			
<p>DECLARATION</p> <p>I declare that all the information I have stated in this application is correct and truthful to the best of my knowledge and belief. I understand that submission of false information shall render the application void and that if approval is granted, it shall be revoked and the licence or registration cancelled.</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="text-align: center;"> <p>.....</p> <p><i>Name of applicant</i></p> <p>.....</p> <p><i>Date</i></p> </div> <div style="text-align: center;"> <p>.....</p> <p><i>Signature</i></p> </div> </div>			

FOR OFFICIAL USE ONLY

Received by:
Officer (Name and Signature) *Date*

Application Fee: Receipt No.:

Date presented to the Director-General:

Decision:

File No.:

Remarks:
.....

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The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

APPLICATION FOR DUPLICATE LICENCE () REGISTRATION ()			
Please complete in block letters	Shaded fields for official use only	Licence No.	
		Date and Time	
<i>Information Required</i>	<i>Information Provided</i>	√	
1. (a) Name of business entity			
(b) Registration No.			
(c) Tax Payer Identification No.			
2. Type of business entity			
3. Business premises			
(a) Physical Address:			
(b) Postal Address:			
(c) Telephone No.:			
(d) Fax No.:			
(e) Mobile No.:			
(f) Email address:			
(g) District:			
(h) Province:			
4. Attachment			
Affidavit of loss, destruction or otherwise of original licence			
<p>Name of applicant (individual or authorised representative):</p> <p>Signature : Date:</p>			
FOR OFFICIAL USE ONLY			
<p>Received by: Date:</p> <p style="text-align: center;"><i>Officer (Name and Signature)</i> <i>Date</i></p>			
Amount Received:			
Receipt No.:			
File No.:			
Remarks:			
.....			

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The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

**NOTICE OF INTENTION TO SUSPEND OR CANCEL LICENCE ()
REGISTRATION ()**

(1) Here
insert the
full names
and address
of the
Licensee/
Agent/
Subsidiary

To (1).....
.....

IN THE MATTER OF (2)
you are notified that the Board intends to suspend /cancel your licence/
registration on the following grounds:

(2) Here
insert the
Licence/
Registration
No.

(a).....
(b).....
(c).....
(d).....

Accordingly, you are requested to appear before the Director-General on
the day of, 20....., at

(3) Here
state the
address
of the
Director-
General

(3) to address
the matters set out in paragraphs
(above) within (4) days of receiving this notice.

Your failure to appear shall result in the cancellation of your licence.

(4) Here
insert the
number
of days

Dated this day of 20

.....
Director-General

OFFICIAL STAMP



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

**NOTICE OF SUSPENSION () CANCELLATION () OF LICENCE ()
REGISTRATION ()**

(1) Here
insert the
full names
and address
of the
Licensee/
Agent/
Subsidiary

To (1).....
.....

IN THE MATTER OF (2)
you are notified that your Licence/Registration has been suspended for
..... days/cancelled on the following grounds:

(2) Here
insert the
Licence/
Registration
No.

(a).....
(b).....
(c).....
(d).....

This Notice shall take effect on the day of,
20....., and is subject to the following terms and conditions:

Dated this day of 20

.....
Director-General

OFFICIAL STAMP



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

LICENCE NO.:

POSTAL AND COURIER SERVICE LICENCE

Name of Corporation:

.....

Business Address.....

Type of Service

Issued on the day of 20

Date of expiry:

This is to certify that the Corporation has complied with the provisions of section 12 of The Postal and Courier Services Act, 2009.

.....
Director-General

Date:.....

Date:.....

FORM XIV
(Regulation 17)
(To be completed in triplicate)



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

REGISTRATION NO:.....

APPLICATION FOR REGISTRATION OF AGENT () SUBSIDIARY () OF THE ZAMBIA POSTAL SERVICES CORPORATION			
Please complete in block letters	Shaded fields for official use only	Licence No.	
		Date and Time	
Information Required	Information Provided	√	
PARTICULARS OF APPLICANT			
1.	Parent Company Details:		
	(a) Name of business entity		
	(b) Registration No.		
	(c) Tax Payer Identification No.		
2.	Business premises (Head Quarters):		
	(a) Physical Address:		
	(b) Postal Address:		
	(c) Telephone No.:		
	(d) Fax No.:		
	(e) Mobile No.:		
	(f) Email address:		
	(g) District:		
	(h) Province:		
3.	Subsidiary Company Details:		
	(a) Name of business entity		
	(b) Registration No.		
	(c) Tax Payer Identification No.		
4.	Business premises (Head Quarters):		
	(a) Physical Address:		
	(b) Postal Address:		
	(c) Telephone No.:		
	(d) Fax No.:		
	(e) Mobile No.:		
	(f) Email address:		
	(g) District:		
	(h) Province		
5.	Nature of Business		
	(a) General Nature of Business		
	(b) Principal Activity		
6.	Area of Coverage		
	List retail outlets by District		

DECLARATION

I declare that all the information I have stated in this application is correct and truthful to the best of my knowledge and belief. I understand that submission of false information shall render the application void and that if approval is granted, it shall be revoked and the licence revoked.

.....
<i>Name</i>	<i>Designation</i>
.....
<i>Signature</i>	<i>Date</i>

FOR OFFICIAL USE ONLY

Date of Submission:

Application Number:

Payments Receipt Number:

Application Accepted (Proceed for Inspection):

Application Rejected (Notify applicant on deficiencies:

.....

OFFICIAL
STAMP



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

REGISTRATION NO:.....

.....
Name OF Business Entity:

.....
Business address.....

Issued on the day of 20

Date of expiry:

This is to certify that the person has complied with the provisions of section 12 of the Postal and Courier Services Act, 2009.

.....
Director-General

Date:.....

Date:.....



The Postal Services Act, 2009
(Act No. 22 of 2009)

The Postal Services (General) Regulations, 2016

LICENCE NO.:

ANNUAL RETURN

Surname:

First Name(s)

Name of firm/business:

Address.....

Given on the day of 20

Date of expiry:

This is to certify that the person named on this Certificate has complied with the provisions of section 12 of The Postal and Courier Services Act, 2009 and The Postal and Courier Services Regulations, 2014.

.....
Chairperson

.....
Registrar

Date:

Date:

NOTES:

1. This Certificate is not valid unless it bears the seals of the Courier operators.
2. This Certificate shall be issued to a Postal Courier agent registered under the Act.

SECOND SCHEDULE

(Regulations 3 and 36)

PRESCRIBED FEES

<i>No.</i>	<i>Type of service</i>	<i>Duration</i>	<i>Application Fee Fee units</i>	<i>Initial Fee ZZMK '000</i>	<i>Annual Fee</i>
1.	Public Postal Operator	25 years	Nil	250,000	2% GAT
2.	International and domestic courier	5 years	6,667	100,000	2%GAT
3.	Domestic courier	5 years	6,667	50,000	2%GAT
4.	Local courier	5 years	6,667	33,333	2%GAT

THIRD SCHEDULE

(Regulation 32)

<i>Description of article</i>	<i>Qualification for acceptance</i>
Dangerous drugs	By insured parcel post but only if sent for medical or scientific purposes to a country which admits such drugs when sent for those purposes
Live bees, leeches, silk worms, parasites or destroyers of noxious insects used for the purpose of controlling those insects	By letter post if addressed to officially recognised institutions
Any postal article enclosed in an envelope with an open panel	By domestic service only
Paper money not crossed for payment solely through post bank	(a) For transmission by domestic service by registered letter or registered parcel post (b) For transmission by international service by registered letter post or insured letter post or insured parcel post
Jewelry and similar valuables	By insured letter post or insured parcel post
Any postal article bearing the word "registered" or any other article which by these regulations is required to be registered or subjected to the provisions of these regulations and is of a monetary value	By registered post
Deleterious liquids perishable biological substances, or other similar substances	By letter post at the letter rate of postage only if sent for medical examination or analysis to recognised medical practitioners or qualified veterinary surgeon
Flammable liquids	Having a flash point of 332 degrees Celsius or above but lower than 65 degrees Celsius; maximum amount one litre
Radioactive materials	Small quantities suitably packed, provided that when made up for the post, radiation measured at the outside surface of a package does not exceed 10 mill roentgen per 24 hours – by letter post at letter rate of postage
Any article liable to customs duty	To countries which permit by law or regulations, the importation of such articles by post, and by registered post if the law or regulations of the country or place of destination so requires
Advertisements and publications relating to the treatment of general diseases or any preparation for its prevention, care or relief	If addressed to duly qualified medical practitioners or chemists

LUSAKA

11th May, 2016

[MCT.104/9/3]

K. SIMBAO,
*Minister of Communication
and Transport*