

## **I. Long-term policy relating to postal sector**

### **1. Objective:**

**1.1** To make postal service as an autonomous entity and develop it as an institution capable of rendering professional, competitive and qualitative services as demanded by the customers and make it self-reliant economically.

### **2. Policy/Implementation policy**

#### **2.1 Policy**

**2.1.1** To operate postal service as a professional, competitive, self-reliant and autonomous body.

**2.1.2** To make the existing service reliable and competitive and keep on operating other new services such as electronic-post in postal sector by giving priority to the interests of customers.

**2.1.3** To develop physical infrastructures for modernization and have mechanization and review of mailing lines and operate surface post service through own source.

**2.1.4** To develop human resources and adopt various measures to encourage the working human resources.

**2.1.5** To emphasize philatelic promotion.

**2.1.6** To also utilize movable and immovable properties of postal service in business-oriented use.

**2.1.7** To have participation of the local body and private sector in operation of postal service.

**2.1.8** To regulate and manage services of postal nature operated by the private sector, and also to encourage the private sector in operation of such services.

**2.1.9** In consonance with the concept of decentralization, to arrange for operation of the additional postal service operated in the local level by the local level to the extent possible.

#### **2.2 Working strategy**

##### **First stage**

**2.2.1** To form a capable and empowered postal service board at the beginning.

**2.2.2** To make timely change in existing postal related services and make them capable of being operated professionally.

**2.2.3** To extend postal services to all village development committees, and review organization and human resources as per necessity and ascertain the standard of postal service and human resources based on transactions.

**2.2.4** To do feasibility study for operation of posts operated in the rural areas by the local body itself and get them operated accordingly if deemed feasible.

**2.2.5** To keep on widely expanding internal express service.

**2.2.6** To keep on arranging for registration and distribution of foreign parcels at all district posts.

**2.2.7** To keep on expanding services with as many countries as possible towards direction of globalization of international express mail service.

**2.2.8** To establish a separate office for express mail.

**2.2.9** To keep on gradually expanding activity of registration and distribution of international express mail service also in other cities, in addition to Kathmandu.

**2.2.10** To enforce track and trace system of postal goods in domestic and international express service.

**2.2.11** To review all mailing lines and establish new mailing lines as per necessity and cancel unnecessary mailing lines.

**2.2.12** To prepare postal manuals.

**2.2.13** To implement postal code number in a compulsory and effective manner.

**2.2.14** To bring effectiveness in postal goods supply system.

**2.2.15** To build, improve and expand buildings of central offices, regional directorates and district and area postal offices.

**2.2.16** To enhance physical infrastructures and capacity of postal training center.

- 2.2.17** To consolidate money order service and expand it to international sector, as well.
- 2.2.18** To consolidate and expand saving bank service.
- 2.2.19** To keep on increasing the revolving fund to make effective provision of domestic and foreign money order.
- 2.2.20** To give priority to publication of postal stamps of such kind that reflects cultural and touristic value of the nation and have competition in postal stamp designing.
- 2.2.21** To fix service standards.
- 2.2.22** To make inspection process effective in order to mitigate postal crimes.
- 2.2.23** To adopt various measures to attract and encourage the human resources serving in postal service.
- 2.2.24** To open mail centers in other places too, besides Kathmandu, based on density of postal goods.
- 2.2.25** To operate various agency services such as fax, cash on delivery, postal giro, email, electronic data interface and inter-net service, towards making the postal service reliable.

### **Second stage**

- 2.2.26** To regulate and manage courier services operated by the private sector and increase participation with private couriers as per necessity.
- 2.2.27** To expand electronic posts.
- 2.2.28** To bring about participation of the private sector in the use and development of land, buildings and other movable and immovable properties belonging to posts.
- 2.2.29** To study market and operate feasible new services.
- 2.2.30** To make the postal training center capable of also operating trainings of international level and prepare capable manpower.
- 2.2.31** To identify and operate new financial services.
- 2.2.32** To expand and promote philatelic service in a professional manner and keep on expanding philatelic branches in feasible places.
- 2.2.33** To establish a postal museum.
- 2.2.34** To establish a mail center of international standards near the international airport.

### **Third phase**

- 2.2.35** After building infrastructures for self-reliance by the Board, to convert it into an autonomous corporation capable of competing with the private sector.
- 2.2.36** To arrange for surface mail transport through one's own means.
- 2.2.37** To have mechanization in major posts.

### **Fourth phase**

- 2.2.38** To achieve self-dependency economically.
- 2.2.39** To keep on operating services of customer's choice in a standard manner.