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UNION

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To:

– Union member countries

For information to:

– Designated operators

– Restricted unions

Berne, 29 August 2022

**Reference:** 0115(DPRM.PPRE.PRA)1086

**Subject:** Questionnaire on the provision of the universal postal service

Dear Sir/Madam,

The UPU International Bureau (IB) conducts an annual survey on the provision of the universal postal service by member countries and reports the results to the Council of Administration (CA) as well as to the member countries of the UPU, pursuant to Congress resolution C 21/2016.

The aim of the survey, with its unique global reach, is to provide member countries with timely information and comparative data related to the universal postal service, and to strengthen members' capacity to manage their universal service. Information from this survey and the analysis done by the IB will benefit governmental and regulatory authorities responsible for defining and implementing the universal service obligation. Individual country information on the provision of the universal postal service collected by this survey and the report to the CA will be available on the UPU website.

This year, the questionnaire has been reorganized to help member countries better understand the questions and provide their answers. We have also added several questions about policy changes brought in during or after the COVID-19 pandemic, to collect information on the regulatory responses to the challenges of the pandemic since its outbreak.

/ You are therefore kindly invited to complete the questionnaire in Annex 1 and send it back to the IB by e-mail (seunghoon.jeon@upu.int) **by 7 October 2022 at the latest**. The questionnaire is also available on the UPU website at [www.upu.int/en/Members-Centre/Policies-Regulation/Universal-Postal-Service](http://www.upu.int/en/Members-Centre/Policies-Regulation/Universal-Postal-Service).

We remain at your disposal should you have any questions.

Yours faithfully,

(Signed)

Siva Somasundram  
Director of Policy, Regulation and Markets