Status and structures of postal entities

**Botswana**

### STATUS

#### Governmental authority

Ministry of Transport and Communications. The Ministry of Transport and Communications is mandated to drive the development and use of information and communication technologies (ICT) and integrated transport services. This is achieved by formulating relevant ICT and transport policies and coordinating their implementation through national, regional and global collaborative efforts that harness local resources, talent and innovation.

www.gov.bw

#### Regulatory authority

Botswana Communications Regulatory Authority. The Botswana Communications Regulatory Authority (BOCRA) is responsible for promoting and facilitating a competitive ICT environment to advance the knowledge society and the economic diversification of Botswana through innovative and fair regulation.

www.bta.org.bw/bocra

#### Designated operator

BotswanaPost. BotswanaPost is mandated to provide, develop, operate and manage postal services in an efficient and cost-effective manner and to carry out other operations. It also enters into bilateral agreements with other designated operators on postal service matters.

www.botspo.st.co.bw

#### Restructuring/postal reform

BotswanaPost has developed the "Icon of Excellence" strategy in response to its rapidly changing environment. In order to remain relevant, the Post must realign itself with international best practices and move with the times, in order to strategically position itself as a service provider of choice that offers a diversified range of products and services to customers.

Botswana Postal Services (Amendment) Act No. 16, 2012.
Botswana Communications Regulatory Authority Act No. 19, 2012.

### POSTAL FIELD

#### Universal service

The universal service includes the following postal services which are considered basic postal services in the common economic and social interest of the inhabitants of Botswana:
- conveyance of domestic and cross-border items of correspondence up to a weight of 100 grammes and of postal packages delivered to P.O. boxes;
- conveyance of domestic and cross-border postal parcels up to a weight of 20 kilogrammes;
- provision of postal money orders in accordance with the UPU Acts;
- provision of P.O. boxes in communities, where feasible.

#### Monopoly/reserved services

BotswanaPost has a monopoly over the following services:
- conveyance of domestic and cross-border items of correspondence of up to a weight of 100 grammes and of postal packages delivered to P.O. boxes;
- conveyance of domestic and cross-border items through the UPU mail exchange system;
- installation of street letter boxes for mail collection.

#### Competition

Since the market was deregulated, BotswanaPost has operated in a competitive environment under the auspices of the Botswana Communications Regulatory Authority.
## ESTABLISHMENT OF POSTAL SERVICES AND TARIFFS

<table>
<thead>
<tr>
<th><strong>Services</strong></th>
<th>The existing legislation mandates the postal organization to establish and operate services within the general scope of postal services.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tariffs</strong></td>
<td>Postal tariff rates for regular services are proposed by the Post and approved by the Government and regulatory authorities. Knowledge of the cost structures of the various postal products/services is essential in establishing a realistic cost-related and market-oriented pricing system.</td>
</tr>
</tbody>
</table>

## FINANCIAL MANAGEMENT

| **Financing methods** | BotswanaPost is required to balance its revenues and expenditures and to be able to generate a profit. Government subsidies are not provided for any category of service. A large portion of BotswanaPost's financing requirements comes from internally generated revenue. |

## HUMAN RESOURCES

| **Status of personnel** | The employees of the postal organization are recruited in accordance with the terms and conditions of BotswanaPost and are categorized as permanent and pensionable, fixed-term or casual employees. |
| **Establishment and level of remuneration** | The employees of the postal organization are remunerated in accordance with the BotswanaPost terms and conditions of employment, which are reviewed on a periodic basis. |