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To:

- Governmental bodies overseeing postal affairs

For information to:

- Restricted unions

Berne, 13 May 2025

**Reference:** 0426(DPRM.KCTT)1046**Subject:** Postal statistics 2024 – Questionnaire for governmental bodies overseeing postal affairs

Dear Sir/Madam,

I have pleasure in enclosing the new questionnaire designed to obtain a global overview of the postal market for 2024 (Annex 1).

The insight that regulators alone can provide is indispensable: it gives us the only authoritative, country-level lens through which to benchmark regulatory performance, to model alternative scenarios and to quantify how different regulatory frameworks influence postal development.

A complete dataset will allow the UPU to compare like with like, identify best practices and produce evidence-based guidance that ultimately benefits citizens and businesses in every member country. Your contribution would therefore serve not only your own administration, but the global postal community as a whole. Accordingly, I strongly encourage your cooperation in the field of postal statistics and, specifically, your participation in this survey.

You can access the electronic version of the questionnaire in six languages on the UPU website at [www.upu.int/en/Universal-Postal-Union/Activities/Research-Publications/Postal-Statistics](http://www.upu.int/en/Universal-Postal-Union/Activities/Research-Publications/Postal-Statistics).

We remain at your disposal to provide further clarification regarding the headings and definitions, if required. I invite you to contact the UPU Knowledge Centre and Think Tank if you have any questions or comments (contact details provided in the annex).

We would like to remind you that member countries are allowed to declare data provided for certain headings as confidential. This means that the data will be used only as part of regional aggregates and estimations but will not be published in the yearbook or on the UPU web page.

We would greatly appreciate it if you could complete this questionnaire with the most recent and accurate information and return it, preferably by e-mail, to the International Bureau **by 31 July 2025 at the latest**.

Many thanks in advance for your valuable cooperation.

Yours faithfully,



Masahiko Metoki  
Director General



## Postal statistics 2024

### Questionnaire B – Governmental bodies responsible for overseeing postal affairs

We kindly ask you to complete this questionnaire and return it to us as soon as possible, but **by 31 July 2025 at the latest**. Please use the following address for the return of the questionnaire, or for any queries:

Knowledge Centre and Think Tank  
UPU International Bureau  
Weltpoststrasse 4  
3015 BERNE  
SWITZERLAND

Tel: +41 31 350 33 63  
Fax: +41 31 350 31 10  
E-mail: [statistics@upu.int](mailto:statistics@upu.int)

Organization	
Full name	
<input type="checkbox"/> Mr <input type="checkbox"/> Ms	
Position/title	
Address	
Tel.	Fax
E-mail	
Date	Signature

## Introduction

Each year, member countries provide the UPU International Bureau with postal statistics data. This data, which relates to the activities of designated operators, is published annually in the Postal Statistics yearbook, and is accessible through the UPU website at [www.upu.int/en/Universal-Postal-Union/Activities/Research-Publications/Postal-Statistics](http://www.upu.int/en/Universal-Postal-Union/Activities/Research-Publications/Postal-Statistics). It forms the basis of global and regional analyses carried out by the International Bureau in the postal development field.

From 2015, the UPU Council of Administration decided to collect annually basic data on the entire letter, parcel and express delivery market. This questionnaire is therefore addressed to the governmental bodies responsible for overseeing the postal affairs of member countries. Its aim is to make available data that will provide an overview of the entire postal and express delivery sector, both at national level and worldwide.

The entire letter, parcel and express delivery market in a country consists of:

- the designated operator (UPU Convention, article 2), which also has the obligation to provide a universal service;
- other operators that do not have this obligation.

The aggregate data for all the operators that exist in the country (headings 901, 910, 920, 921, 922) will be published for each country individually in the Postal Statistics yearbook.

To help maintain the quality of the postal statistics database, you are asked to:

- complete all the sections of the questionnaire as carefully as possible;
- supply all the data you can, in order to minimize the amount of missing data;
- give the reason for any data not being supplied by using the codes ND (data not available), NG (negligible amount) or 0 (quantity nil).

## Definitions

To make the data consistent with that supplied by designated operators and to make the questionnaire easier to understand, the following definitions are provided. Please read the definitions carefully before answering each question. If your data is not defined in the same way, please provide us with the definitions you use.

- Governmental bodies responsible for overseeing postal affairs: the entities responsible for overseeing postal affairs (article 2 of the Convention).
- Number of staff: staff means all employees performing their functions, including part-time staff, i.e. employees working for less than the normal number of working hours each week.
- Licensed, authorized or declared operator: operator which provides letter, parcel and express delivery services, but which is not necessarily responsible for providing universal services or fulfilling the obligations arising from the UPU Acts.
- Letter post: letter-post items essentially consist of letters, postcards, printed papers (newspapers, periodicals, advertising, etc.), small packets, items for the blind and, as applicable in the domestic service, commercial papers or samples of merchandise; items should not exceed 2 kg in weight.
- Parcels: non-express items containing mainly goods. Parcels included should not exceed 50 kg.
- Express items: items containing correspondence, documents and goods which are processed in the most rapid way. Again, the items included should not exceed 50 kg.

Please read the definitions carefully when completing the questionnaire

#### Letter, parcel and express delivery operators

Please indicate the number of licensed, authorized or declared operators (including the designated operator).

	Number
901	Number of licensed, authorized or declared operators

#### Staff of letter, parcel and express delivery operators

Please indicate the number of staff employed by all the licensed, authorized or declared operators. If the exact figures are not available, please provide estimates.

	Number of staff
910	Number of staff (at 31 December)

#### Letter, parcel and express delivery market: traffic

Please indicate the number of items processed by all licensed, authorized or declared operators. If the exact figures are not available, please provide estimates.

	Letter delivery services	Number of items
920	Domestic service and international outbound	

	Parcel delivery services	Number of items
921	Domestic service and international outbound	

	Express delivery services	Number of items
922	Domestic service and international outbound	

**Period of reference**

Please indicate the period to which the statistical data relates:

Start date: \_\_\_\_\_ (day/month/year)

End date: \_\_\_\_\_ (day/month/year)

**Additional comments**

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*Thank you for taking the time to complete this questionnaire.*