UPU UNIVERSAL POSTAL UNION

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To:

– Supervisory ministries
– Regulators
– Designated operators

Berne, 22 May 2025

Reference: 6850(DPRM.KCTT.IS)1055
Subject: 2025 assessment of member countries' progress towards Postal Vision 2030

Dear Sir/Madam,

In 2021, the 27th UPU Congress adopted Postal Vision 2030 as part of the Abidjan Postal Strategy. Postal Vision 2030 provides an outline of expected outcomes for the postal sector as a whole by 2030, supported by 33 tangible and measurable key performance indicators.

In order to measure the progress made by member countries up to 2024, the International Bureau would like to assess the status of all UPU member countries. The 2024 assessment conducted by the International Bureau (for progress up to 2023) can be found in the UPU documentation centre (see CA C 3 2024.1–Pres 3b).

/ Your organization is invited to respond to the appropriate questionnaire attached herewith. Annex 1 is relevant
/ for supervisory ministries, Annex 2 for regulators and Annex 3 for designated operators.

We greatly encourage you to share the appropriate questionnaires with other stakeholders in your country to facilitate data collection.

An electronic copy of these questionnaires is available online at www.upu.int/en/Universal-Postal-Union/About-UPU/Strategy. The results will be shared at future sessions of the Council of Administration.

Please return the completed questionnaire to strategy@upu.int **by 15 July 2025 at the latest**.

I strongly urge all stakeholders to participate in this critical step to ensure monitoring of the progress made towards Postal Vision 2030.

Yours faithfully,

Masahiko Metoki
Director General

For supervisory ministries – 2025 assessment of progress towards Postal Vision 2030

The International Bureau would like to ascertain the status of UPU stakeholders' progress towards achievement of Postal Vision 2030. This is a critical step in ensuring that such progress is monitored at global level and in a comparable manner across regions and member countries.

In 2021, the 27th UPU Congress adopted Postal Vision 2030 as part of the Abidjan Postal Strategy. Postal Vision 2030 provides an outline of expected outcomes for the postal sector by 2030, consisting of 33 key performance indicators. It is available at bit.ly/UPUAbidjanPostalStrategy.

The results of the 2024 assessment (for progress up to 2023) can be found in the UPU documentation centre (see CA C 3 2024.1–Pres 3b).

The survey below should take a maximum of 10–15 minutes to fill out. Please return the completed questionnaire to strategy@upu.int **by 15 July 2025 at the latest**.

For any questions or to return the survey by post, please contact:

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This survey should be completed by supervisory ministries.

Section I: General questions

Please describe your organization type (select all relevant options) ❑ Supervisory ministry (responsible for the postal sector) ❑ Regulator (responsible for the postal sector) ❑ Designated operator	
Name of organization	
Full name ❑ Mr ❑ Ms	
Position/title	
Address	
Country	
Tel.	E-mail

Section II: Supervisory ministries

Please indicate whether you agree/disagree with the following statements.[1]

	PV 2030 statement and question about your country	*Yes*	*No, in progress*	*No such plan*
PV 1.1	By 2030, each country should have drafted and approved a national policy for the postal sector, with clear roles and expectations for each of the sector's stakeholders (ministry, regulator, operators, and other market participants and governmental authorities)			
	Q1.1 Has your government already achieved this target?	❑	❑	❑
PV 1.2	By 2030, each country should be measuring the amount of annual investments from government towards activities associated with the universal service obligation (USO) in the postal sector, so as to ensure full cost-recovery			
	Q1.2 Is your government already doing this?	❑	❑	❑
PV 1.3	By 2030, each country should provide at least 10 government/citizen services through the postal sector. These can include services related to financial inclusion, disaster risk management, services for seniors/watch-over services, pension payments, support to small and medium-sized enterprises (SMEs), agriculture, cultural heritage, technology, etc.			
	Q1.3 Is your government already doing this?	❑	❑	❑
PV 1.4	By 2030, each country should have a national emergency postal plan as part of their national and local disaster risk reduction strategies			
	Q1.4 Has your government already achieved this target?	❑	❑	❑
PV 1.6	By 2030, in each country, the postal sector should be included in the national strategy for the achievement of the SDGs			
	Q1.6 Has your government already achieved this target?	❑	❑	❑
PV 4.3	By 2030, each country should have developed and implemented a formal framework for establishing public-private partnerships between stakeholders of the postal supply chain, including operators, Customs, airlines, start-ups and other companies			
	Q4.3 Has your government already achieved this target?	❑	❑	❑

[1] The annual State of the Postal Sector report covers the monitoring of PV 1.5, which relates to the gaps in postal development within regions. A global assessment will be included in the report by the International Bureau.

For regulators – 2025 assessment of progress towards Postal Vision 2030

The International Bureau would like to ascertain the status of UPU stakeholders' progress towards achievement of Postal Vision 2030. This is a critical step in ensuring that such progress is monitored at global level and in a comparable manner across regions and member countries.

In 2021, the 27th UPU Congress adopted Postal Vision 2030 as part of the Abidjan Postal Strategy. Postal Vision 2030 provides an outline of expected outcomes for the postal sector by 2030, consisting of 33 key performance indicators. It is available at bit.ly/UPUAbidjanPostalStrategy.

The results of the 2024 assessment (for progress up to 2023) can be found in the UPU documentation centre (see CA C 3 2024.1–Pres 3b).

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This survey should be completed by regulators.

Section I: General questions

Please describe your organization type (select all relevant options) ❑ Supervisory ministry (responsible for the postal sector) ❑ Regulator (responsible for the postal sector) ❑ Designated operator	
Name of organization	
Full name ❑ Mr ❑ Ms	
Position/title	
Address	
Country	
Tel.	E-mail

Section II: Regulators

Please indicate whether you agree/disagree with the following statements.

	PV 2030 statement and question about your country	*Yes*	*No, in progress*	*No such plan*
PV 2.1	By 2030, each country should have analyzed the current status of its national regulatory environment in the light of technological and market changes, and in comparison with models used in other industries (e.g. telecommunications)			
	Q2.1 Has your government already achieved this target?	❑	❑	❑
PV 2.2	By 2030, each country should have developed a policy to revitalize and harmonize its regulatory environments for the postal sector, aligning them to international standards developed by the UPU			
	Q2.2 Has your government already achieved this target?	❑	❑	❑
PV 2.3	By 2030, each country should have clearly drafted and approved a comprehensive regulatory framework for all market participants operating in the postal sector, not only the traditional operator			
	Q2.3 Has your government already achieved this target?	❑	❑	❑
PV 2.4	By 2030, each country should have regulatory maps and dashboards, detailing all the players in the market, their exact share and the applicable regulatory framework for each one of them			
	Q2.4 Has your government already achieved this target?	❑	❑	❑
PV 2.5	By 2030, each country should have developed and implemented a formal process for monitoring, evaluating and updating regulations for the postal sector on a 2–3 year basis			
	Q2.5 Has your government already achieved this target?	❑	❑	❑
PV 2.6	By 2030, each country should have analyzed all the activities covered by postal operators and defined the applicable regulation and regulatory authority (e.g. regulation for postal payment services under the responsibility of a clearly defined agency or set of agencies)			
	Q2.6 Has your government already achieved this target?	❑	❑	❑

	PV 2030 statement and question about your country	*Yes*	*No, in progress*	*No such plan*
PV 2.7	By 2030, each country should have updated and redefined its USO and licensing systems to meet socio-economic development targets, changing technologies, and market and citizen needs			
	Q2.7 Has your government already achieved this target?	❑	❑	❑
PV 2.8	By 2030, each country should have analyzed the current provisions, costs and licensing systems of the USO, and have an up-to-date model to fund it (e.g. universal service fund, levy on all operators, levy on extraterritorial offices of exchange (ETOEs), etc.)			
	Q2.8 Has your government already achieved this target?	❑	❑	❑
PV 2.9	By 2030, each country should have built formal communication channels between the regulatory authority and the different enterprises operating in the postal sector (such as regular meetings in which authorities meet representatives of all market participants to discuss pending issues)			
	Q2.9 Has your government already achieved this target?	❑	❑	❑
PV 4.3	By 2030, each country should have developed and implemented a formal framework for establishing public-private partnerships between stakeholders of the postal supply chain, including operators, Customs, airlines, start-ups and other companies			
	Q4.3 Has your government already achieved this target?	❑	❑	❑

For designated operators – 2025 assessment of progress towards Postal Vision 2030

The International Bureau would like to ascertain the status of UPU stakeholders' progress towards achievement of Postal Vision 2030. This is a critical step in ensuring that such progress is monitored at global level and in a comparable manner across regions and member countries.

In 2021, the 27th UPU Congress adopted Postal Vision 2030 as part of the Abidjan Postal Strategy. Postal Vision 2030 provides an outline of expected outcomes for the postal sector by 2030, consisting of 33 key performance indicators. It is available at bit.ly/UPUAbidjanPostalStrategy.

The results of the 2024 assessment (for progress up to 2023) can be found in the UPU documentation centre (see CA C 3 2024.1–Pres 3b).

The survey below should take a maximum of 10–15 minutes to fill out. Please return the completed questionnaire to strategy@upu.int **by 15 July 2025 at the latest**.

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This survey should be completed by designated operators.

Section I: General questions

Please describe your organization type (select all relevant options) ❑ Supervisory ministry (responsible for the postal sector) ❑ Regulator (responsible for the postal sector) ❑ Designated operator	
Name of organization	
Full name ❑ Mr ❑ Ms	
Position/title	
Address	
Country	
Tel.	E-mail

Section II: Designated operators

Please indicate whether you agree/disagree with the following statements.

	PV 2030 statement and question about your country[1]	*Yes*	*No, in progress*	*No such plan*
PV 3.2	By 2030, 100% of the population should have access to postal services			
	Q3.2 Has your government already achieved this target?	❑	❑	❑
PV 3.3	By 2030, all operators in the postal sector should comply with national USO definitions and policies as well as with governmental targets for socio-economic development			
	Q3.3 Has your organization already achieved this target?	❑	❑	❑
PV 3.4	By 2030, all operators should have developed means to calculate accurately the cost of providing the USO			
	Q3.4 Has your organization already achieved this target?	❑	❑	❑
PV 3.5	By 2030, all operators delivering government services and/or USO services should have developed a national campaign to promote their contribution to SDGs and their socio-economic role			
	Q3.5 Has your organization already achieved this target?	❑	❑	❑
PV 3.6	By 2030, all countries should have reviewed their performance in postal development (as per measures such as the 2IPD), in order to develop precise targets for improvement			
	Q3.6 Has your organization already achieved this target?	❑	❑	❑
PV 3.7	By 2030, all operators should be equipped to provide international remittance services			
	Q3.7 Has your organization already achieved this target?	❑	❑	❑
PV 3.8	By 2030, all operators should create a specific channel/ activity for delivering services to SMEs (e.g. exports, training for e-trading, etc.)			
	Q3.8 Has your organization already achieved this target?	❑	❑	❑

[1] The annual State of the Postal Sector report and the official UPU Postal Statistics cover the monitoring of PV 3.1, 3.9, 3.10 and 3.11, which relate to the percentage of the population receiving mail at home, delivery time, the number of international network partners as measured by the UPU big data platform, and the number of exchanged mail items as measured in tonnage by the UPU big data platform. A global assessment will be included in the report by the International Bureau.

	PV 2030 statement and question about your country[2]	*Yes*	*No, in progress*	*No such plan*
PV 3.12	By 2030, all concerned postal staff should have received training on skills pertinent to digital transformation			
	Q3.12 Has your organization already achieved this target?	❑	❑	❑
PV 3.13	By 2030, all operators should recognize and support the Paris Agreement goals of limiting the increase in the global average temperature to well below 2°C above pre-industrial levels and pursuing efforts to limit it to 1.5°C above pre-industrial levels, including through reducing their greenhouse gas emissions			
	Q3.13 Has your organization already achieved this target?	❑	❑	❑

[2] The annual State of the Postal Sector report and the official UPU Postal Statistics cover the monitoring of PV 3.1, 3.9, 3.10 and 3.11, which relate to the percentage of the population receiving mail at home, delivery time, the number of international network partners as measured by the UPU big data platform, and the number of exchanged mail items as measured in tonnage by the UPU big data platform. A global assessment will be included in the report by the International Bureau.