



ក្រសួងប្រៃសណីយ៍ និងទូរគមនាគមន៍
Ministry of Post and Telecommunications

Postal Regulatory Reform in Cambodia



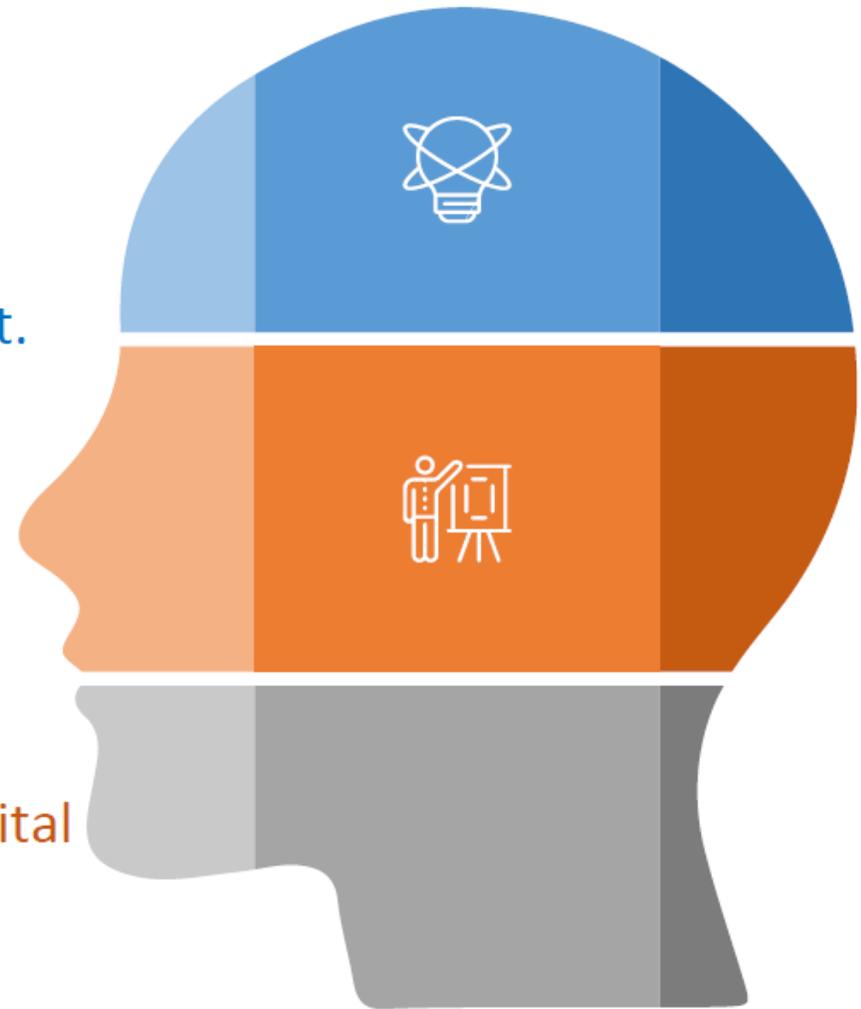
Postal Sector Development Policy 2022-2030

Vision

Develop a postal sector to serve the people with innovation, efficiency and sustainability, and contribute to national socio-economic development.

Goal

Expand and enhance postal services widely, with quality, efficiency, effectiveness, security, trust and support of postal service diversification and postal business operation with modernization through digital technology to contribute to support e-commerce development and economic diversification.



Postal Sector Development Policy 2022-2030

Improve management of the postal sector

Facilitate the private sector to do business in the postal sector, transport, and distribution of postal services.



Modernize postal services by developing infrastructure, expanding the postal network

Enhance the role of Cambodia Post in providing postal services, along with promoting innovation, diversification of postal services and products, and modernization

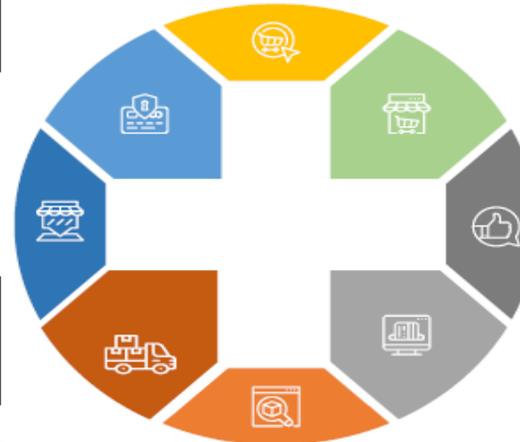
Strengthen Law and Regulatory Framework

Create supporting mechanism for universal postal service obligation

Develop infrastructure and Promote digital transformation

Promote Capability of Cambodia Post

Strategy



Define scope of business operation of private sector

Promote environmental protection and work safety

Form mechanism to upgrade quality of service

Promote Capacity Building, Research and Innovation

Law and Regulatory Framework

- Revise Law on Postal Services.
- Sub-decrees
- Revise Prakas on Licensing condition and fee
- Draft Prakas on Quality of Postal Service

Digital Transformation

- Online Administrative Procedure, including postal license and permit application

The screenshot displays the user interface of the PTT Cambodia website. On the left is a navigation menu with the PTT logo and the text 'អគ្គនាយកដ្ឋានសេវាសាធារណៈខ្មែរ' (General Service Administration of Cambodia). The main content area is titled 'ទំព័រដើម / ទទួលពាក្យ ប្រែសម្រួល (ក្រសួងប.ទ)' (Home / Receive and process applications (Ministry of P.). It features six service tiles:

- ស្នើសុំថ្មី (7)** (New applications (7)) with a document and pencil icon.
- បន្តសុពលភាព (0)** (Renew applications (0)) with a document and pencil icon.
- បានបញ្ជូនត្រលប់ (0)** (Applications returned (0)) with a circular arrow icon.
- បានទទួលពាក្យ (5)** (Applications received (5)) with a checkmark icon.
- អ្នកជំនួស (3)** (Substitutes (3)) with a group of people icon.
- របាយការណ៍ស្នើសុំប្រតិបត្តិការ** (Application report) with a document icon.

DGPost Mobile Application

Ministry of Post and Telecommunications aims to integrate its existing regional recognized document verification platform which runs on blockchain technology called **VERIFY.GOV.KH**, into the e-commerce and logistics sectors. This integration aims to bring more transparency and accountability to these sectors. There are 2 key components the initiative will bring:

- **Unified QR Code:** a standardized QR code usable by both e-commerce and logistics providers. This single QR code will enable interoperability among the logistics industry stakeholders.
- **A DGPost mobile application** to enable citizens and businesses to verify the delivery order receipt and track their delivery order status regardless of which logistics couriers they ship with on a single app.



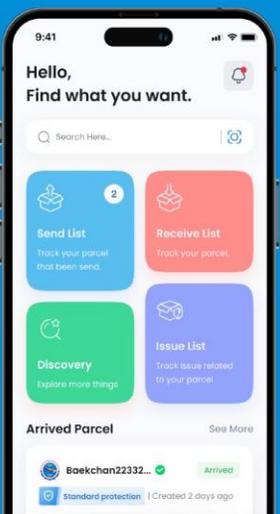
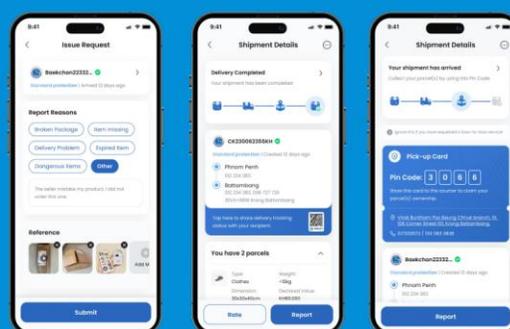
Unified QR Code

This section demonstrates communication flow between shipper, logistics couriers and DGPost



DGPost Mobile

Allow shippers and businesses to track & manage their shipment deliveries in a one single app.



Community Technology Centers

598 high schools across the country on the establishment of Community Technology Centers, including on the following infrastructures and key functions:

- A **Computer Lab** equipped with around 50 computers, one TV and other technology equipment, which can be used to provide training in professional and digital technology skills to high school students, as well as a room for online training in other subjects for students and teachers and as a room for online meetings.

-A **Training Room** as a room to provide digital skills training to local authorities and skilled workers in the community, or to provide training for other groups of the public who wish to use the technology system for various purposes.

-An **Internet Kiosk/Coffee Shop** equipped with around two computers and high-speed Internet where people in the community can access to find information related to agriculture, business, etc.

-A **Post Office** for receiving and sending packages, providing various services related to local e-commerce, etc. The post office can also provide other crucial services such as telephone repair, supply of telecommunication equipment, and provision for use of digital equipment such as printers, photocopiers, and cameras.



Community Technology Center

Pilot Project: Hun Sen Muoy Mithona High School

Funding:

- Kusanone Foundation for the center's construction
- MPTC's CBRD Fund for the installation of technical equipment and operating expenses.



Capacity Building

- Capacity Building: Cooperate with APPC, partner countries, to have official trained on postal skills
- Consultancy on draft of policy and law : APPU, UPU and partner country



Way forward

- Law and regulations
- Investment in infrastructure
- Capacity building
- Collaboration and Cooperation



Thank You

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