

Brunei Darussalam

Current postal regulatory landscape

National legislation

- Name of the act/law/rule: Postal Services Act (Chapter 271)
- Year of enactment: 2023
- Website link to the text of the act/law/rule: www.aiti.gov.bn/reference-documents/list-of-legislations
- All the postal legislation in place (Conventions/Rules/Regulations, etc.): Postal Rules:
 - R1 – Postal (Parcel Airmail Rates) Rules
 - R2 – Postal Articles (Surface Rates to Foreign Countries) Rules
 - R3 – Postal (Airmail Rates) Rules
 - R4 – Postal (Surface Letter Rates) (Local and Commonwealth) Rules
 - R5 – Postal Fees Rules
 - Post Office (Speed Post Rates) Rules
 - Post Office Rules

Any other relevant information

Currently, Brunei Darussalam is undergoing a transition for the corporatization of the Brunei Postal Services Department (currently a government department under the Ministry of Transport and Info-communications).

The list of above Rules applicable to the operations of the government department. After corporatization, these rules should transition to the charges set by the designated operator (DO).

Coordinating body for postal policies

- Name of the coordinating body/ministry/committee/agency: Ministry of Transport and Info-Communications (MTIC)
- Level (Ministry or other): ministry
- Website: www.mtic.gov.bn
- Key Functions: Transport, Telecommunications and Digital Infrastructure

Regulatory authority

- Name of the coordinating regulator: Authority for Info-communications Technology Industry of Brunei Darussalam (AITI)
- Covered areas:
 - Regulating the operators providing services for the conveyance of postal article up to 20 kg;
 - Ensuring that quality of service standards are in place and observed by operators;
 - Monitoring of the postal market;
 - Ensuring that all operators have proper complaints handling procedures so that customers are able to provide feedback and lodge complaints.

Licensing body

- Agency/authority responsible for issuing postal service operation licences to postal service operators: Authority for Info-communications Technology Industry of Brunei Darussalam (AITI)
- Licensing is only mandatory for the following service providers:
 - a The Public Postal Licensee (PPL) (the licensee is the designated operator).
 - b The Courier, Express and Parcel Licensee (CEP), under which there are two categories:
 - the Domestic CEP Licensee; and
 - the International CEP Licensee.
- The process of applying for licences/registration: The operator is required to fill in an application form depending on which licence it is applying for. There are several documents that the operator must submit. Applications are reviewed within 30-60 days.

Universal service obligations

- Products and services covered by universal service obligation:
 - Letters, postcards and printed papers up to 2 kg;
 - Small packets up to 2 kg;
 - Parcel-post items up to 20 kg.
- The Licensee shall:
 - a provide universal postal services throughout Brunei Darussalam for letter items not exceeding 2 kg in weight and parcels not exceeding 20 kg in weight;
 - b provide and maintain a network of posting boxes and post offices throughout Brunei Darussalam in accordance with the requirements determined by the Authority;
 - c commission, publish and sell philatelic products in accordance with the requirements under the PSA;
 - d act as the operator responsible for the provision of international (inbound and outbound postal services) in accordance with the rules and regulations agreed upon by the Universal Postal Union.
- Prescribed number of post office: No
- Prescribed number of letter boxes: No
- Exceptions to universal service obligations: No
- Name of the universal service provider providing USO: PosBru Sdn Bhd
- Status of the universal service provider providing USO: SOE

Financing of universal service obligations

Is there a well-defined procedure for financing the universal service provider: No

Quality requirements

There are different requirements for the PPL and CEP. The PPL (i.e. the designated operator) is required to fulfil certain obligations, which are currently in development. CEP licensees are required to submit quality standards for various services to the Authority and make such information reasonably available to the public.

Frequency of collection/delivery of postal services

- The PPL must collect postal articles from post offices and from post office boxes every working day.
- The PPL must provide postal article delivery services to post office boxes every working day.

- The PPL must provide postal article delivery services to premises with a valid address in Brunei Darussalam every alternate working day, unless such premises are served by a postal representative.
- The PPL must provide postal article delivery services through the postal representative at least three times per week.

Any other relevant information

The above is currently under development and will be implemented when it is approved.

Grievance redressal

Name of the body/organization designated for grievance redressal

No

Reserved areas/Exclusive privilege

- The USO provides for exclusive privilege in respect of domestic postal articles weighing up to 2 kg. All CEPs providing services in respect of postal articles up to 2 kg are required to charge a minimum of three times the base tariff set by the PPL.
- The USO licensee is given the exclusive right to provide posting boxes throughout Brunei Darussalam.
- The USO licensee is the sole licensee authorized to issue postage stamps bearing the words “Negara Brunei Darussalam”.

Price regulations

- Is there a body that regulates the price of postal products and services in the country: Yes
- Name of the body: Authority for Info-communications Technology Industry of Brunei Darussalam (AITI)
- Scope of such price regulations:
 - The AITI is empowered to introduce price controls but has not done so to date.
 - The PPL can determine postage rates, subject to the Authority’s approval through an annual review.
 - CEPs must submit pricing to the Authority within a set period prior to the implementation thereof and make such information available to the public.

Taxation

Are postal products and services liable for taxation: No

Cross-border regulations

- Are there clear regulations regarding the import and export of items through the postal channel: Yes
- The authorities that are stakeholders in the cross-border postal exchanges: The Royal Customs and Excise Department
- Threshold value regarding import duties: No
- Threshold value regarding VAT: No
- Is there any national legislation mandating Electronic Advance Data for cross border transfer of items: No