

## Cambodia

### Current postal regulatory landscape

#### *National legislation*

- Name of the act/law/rule: Postal Law
- Year of enactment: 2002
- Year of last amendment: 2022 (not yet finalized)
- All the postal legislation in place (Conventions/Rules/Regulations, etc.)
  - Postal Development Policy 2022–2030 ([mptc.gov.kh/?s=postal+development+policy](http://mptc.gov.kh/?s=postal+development+policy))
  - Cambodia Digital Government Policy 2022-2035 ([asset.cambodia.gov.kh/mptc/media/Cambodia\\_Digital\\_Government\\_Policy\\_2022\\_2035\\_English.pdf](http://asset.cambodia.gov.kh/mptc/media/Cambodia_Digital_Government_Policy_2022_2035_English.pdf))

#### *Coordinating body for postal policies*

- Name of the coordinating body/ministry/committee/agency: The Ministry of Post and Telecommunications, General Department of Post
- There are three departments within the General Department of Post, namely:
  - Department of Postal Policy;
  - Department of Private Postal Supervision and Regulation; and
  - Department of Postal, Financial and Logistic Management.
- Level (Ministry or other): ministry
- Website: [mptc.gov.kh/2022/11/xxxxxxxxxxxxxxxxxxxxxxxx-2](http://mptc.gov.kh/2022/11/xxxxxxxxxxxxxxxxxxxxxxxx-2)

#### *Regulatory authority*

- Name of the coordinating regulator: General Department of Post
  - Issues licences to private couriers;
  - Formulates law and regulation regarding postal and courier services;
  - Monitors compliance and service quality.

#### *Licensing body*

- Agency/authority responsible for issuing postal service operation licences to postal service operators: General Department of Post
  - Licences and registration are mandatory for all classes of postal service.
  - The process of applying for licences/registration:
    - Applicants are required to submit their applications through the online portal.
    - The documents to be submitted include national ID (or passport), certificate of incorporation, VAT registration certificate, patent and memorandum of association.
    - Payment of application fees: approximately 5.00 USD.
    - If the application is approved, a letter of authorization with a one-year validity period will be issued against payment of a fee of approximately 1,050.00 USD.

### *Universal service obligations*

- Products and services covered by universal service obligation: Not yet defined
- Prescribed number of post offices: Not yet defined, but there is a national policy aiming to have post offices at commune level
- Prescribed number of letter boxes: Not yet defined
- Exceptions to universal service obligations: Not yet defined
- Name of the universal service provider providing USO: Cambodia Post
- Status of the universal service provider providing USO: Public Enterprise

### *Financing of universal service obligations*

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

How does the government support the Universal Service Provider in your country: There is no existing formal support from the government for the USO provider.

### *Quality requirements*

There is no mandate to maintain a minimum quality of service as per the national legislation.

### *Grievance redressal*

The Ministry of Post and Telecommunications (General Department of Post) has a dedicated bureau responsible for handling disputes between service providers and between service providers and consumers.

### *Reserved areas/Exclusive privilege*

Under the current law, there is no exclusive privilege for universal service provision over any area of postal operations.

### *Price regulations*

Is there a body that regulates the price of postal products and services in the country: No.

### *Taxation*

- There is no taxation on postal products and services for customers (i.e. no VAT or direct sales tax).
- Postal service providers are exempted from VAT.
- Postal operators are subject to taxation, including prepaid income tax (1% monthly) and an annual corporate profit tax (20%).

### *Cross-border regulations*

- List the authorities that are stakeholders in cross-border postal exchanges:
  - Customs;
  - Ministry of Commerce;
  - General Department of Tax.
- Threshold value regarding import duties: 50.00 USD
- Threshold value regarding VAT: 50.00 USD
- Is there any national legislation mandating Electronic Advance Data for cross-border transfer of items: No