

Bhutan

National legislation

- Name of the act/law/rule: Bhutan Postal Act of 1999
- Year of enactment: 1999
- Year of last amendment: Currently submitted for amendment by the Parliament
- Website link to the text of the act/law/rule:
- All the postal legislations in place (Conventions/Rules/Regulations, etc.)
 - UPU standards and principles;
 - Bhutan Post Service Rules and Regulations 2024.

Coordinating body for postal policies

- Name of the coordinating body/ministry/committee/agency: Ministry of Infrastructure and Transport (MoIT)
- Level (Ministry or other): ministry
- Website: www.moit.gov.bt
- Key Functions:
 - Policy Support: Develops and reviews policies to enhance postal service efficiency and infrastructure.
 - Strategic Guidance: Provides strategic direction for the growth and modernization of Bhutan Post.
 - Infrastructure Development: Supports the development and maintenance of postal infrastructure in terms of city addressing.
 - Coordination: Acts as a liaison between Bhutan Post and other government agencies for international correspondence.

Regulatory authority

- Name of the coordinating regulator:
 - Department of Revenue and Customs (DRC) and Bhutan Food and Drug Authority (BFDA) as regulators for taxes/customs and biosecurity/quality assurance, respectively – both working in close collaboration with the office in Bhutan Post.
 - Competition and Consumer Affairs Authority for consumer protection.
 - GovTech for ICT promotion with Department of Trade for issuance of necessary licences and permits.

Licensing body

- Agency/authority responsible for issuing postal service operation licences to postal service operators: Department of Trade under the Ministry of Industry, Commerce and Employment
- Types of licences required:
 - Financial service provider (remittance) licence;
 - Trade licences for e-commerce;
 - Postal services, including courier and parcel services.

Universal service obligations

- Products and services covered by universal service obligation:
 - As per the definition of the UPU Convention, Bhutan Post provides letter-mail and parcel services at affordable prices throughout the country.
 - Letter mail includes ordinary letters, postcards, periodicals, printed matter and newspapers.
 - The weight limit for parcels is up to 30 kg for the domestic market.
- Name of the universal service provider providing USO: Bhutan Post Corporation Limited.
- Status of the universal service provider providing USO: State-owned enterprise (SOE).