

REGULATIONS ON POSTAL SERVICE QUALITY

DECREE NO. 47/2024, OF 2 JULY



July of 2024

Decree No. 47/2024 of 2 July was published, approving the Regulations on Postal Service Quality, which establishes the parameters and targets of quality of service that must be guaranteed to users or customers of postal services and that apply to postal service operators.

Scope

This legal statute applies to all public and private operators providing postal services (i.e., activities encompassing the operations of acceptance, processing, transport, and delivery of postal items).

- Cooperate with all requests for information from the Regulatory Authority, as well as with inspection and audit activities.

Quality of Postal Service

The parameters concerning the quality levels of postal services, as well as their respective targets, are summarized as follows:

- Parameter 1: Service Accessibility;
- Parameter 2: Speed and Reliability;
- Parameter 3: Complaint Resolution;
- Parameter 4: Information Disclosure.

Responsibility, Security, and Complaints

The Regulation establishes a set of responsibilities related to customer service that postal operators must provide for at their respective postal establishments, stations, or points of sale, as well as security measures for operational facilities.

The Regulation also outlines procedures that postal operators must develop and maintain for handling complaints regarding loss, damage, or delays in the delivery of postal items and parcels.

Obligations of the Postal Operators

Postal service operators shall comply with the following obligations:

- Provide service quality levels equal to or above those established by this Regulation;
- Implement a system to measure the quality levels of the service actually provided, in compliance with the applicable standards;
- Provide customers with information about the service quality they offer at their postal establishments, as well as on their website;
- Establish mechanisms or tracking systems for postal items and parcels;
- Submit to the Regulatory Authority for Communications, at the end of each quarter or whenever requested, information on the quality levels of service they provide;

Sanctioning Regime

The Regulation also previews the fines applicable to violations committed under the Regulation, which range from six to twelve minimum wages, without prejudice to the application of sanctions provided in general rules.

Entry into Force

This Regulations enter into force on August 1, 2024.

Contacts



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