



*STRATEGIC POLICIES OF
POSTAL SERVICE IN THE
REPUBLIC OF KOSOVO*

2013 - 2017

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List of Abbreviations

RKS	Republic of Kosovo
GoK	Government of Kosovo
MED	Ministry for Economic Development
RAPEC	Regulatory Authority for Postal and Electronic Communications
PTK j.s.c.	Post and Telecommunication of Kosovo, Joint Stock Company
PK j.s.c.	Post of Kosovo, Joint Stock Company
VALA	Mobile Telephony
TK	Telecom of Kosovo- fixed telephony
PTT	Post, Telephone and Telegraph
PPO	Public Post Operator
OP	Postal Operator
PTC	Postal Transit Center
EU	European Union
UPU	Universal Post Union
PE	PostEurope – Association of Public Post Operators in Europe
CEPT	European Committee of Posts and Telecommunications
Directive	EU Directives
CBK	Central Bank of Kosovo

Purpose

The purpose for drafting this Document is to establish a strategic framework for the development of postal services sector in the Republic of Kosovo for the period 2013-2017, determine goals and objectives, create the conditions for a free and open market, promote interests of service users and providers, ensuring high quality of services.

Vision

High quality services, speed, reliability, security and access to postal services for all users of the Republic of Kosovo, advancement of services and sustainable development of the postal sector.

Mission

To develop postal services in Kosovo, increasing efficiency and transparency for service users, in line with EU Directives, ensuring quality, sustainable and affordable prices throughout Kosovo

1. Executive Summary

The Government of Kosovo (*hereinafter: GoK*), with the adoption of the Strategic Policy document (*hereinafter: Policicy*), will define the Republic of Kosovo postal sector development directions, its implementation, open competition, promotion and development of new services in the postal sector, etc.

Post of Kosovo j.s.c. (*hereinafter: PK*) provides all universal postal services and reserved postal services. PK infrastructure requires improvement in order to increase business profitability.

As PK has thus far operated under the Publicly Owned Enterprise PTK j.s.c. as a separate business unit, it was permanently dependent on the two other business units, Vala and Telekom. Separation of Post of Kosovo from PTK j.s.c. has limited its financial sustainability and stability.

In order that the PK as a public postal operator, to fulfill the citizens' needs and demands for the provision of all universal postal services, with a high quality and affordable tariffs, the necessary steps must be undertaken to transform the postal sector, without damaging the ongoing postal market liberalization process.

Policy determines strategic objectives of the Government of Kosovo in the postal sector, actions and recommendations it must undertake, and activities for the implementation of the action plan to achieve such strategic objectives.

Policy covers identified problematic areas which must be addressed by government institutions of the Republic of Kosovo and postal operators. Problematic areas to be addressed include the following:

- Non-provision of universal postal service in all of Kosovo;
- Existing Postal Code;
- Lack of a national electronic addressing system and services' quality standards;
- Inadequate legal and regulatory framework, and lack of membership in international organizations;
- Lack of information-based services, provision of advanced services and expansion of the postal network.

Through this document, GoK aims to enhance the postal services sector, increasing its efficiency in providing universal postal services, in order to meet the needs of

postal service users and consumers, creating financial sustainability and stability, easier access for persons with social needs in postal universal services, and economic development of the postal sector and country's economy.

1.1. Main objectives

1. Provision of universal postal services and extension of the network throughout the territory of the Republic of Kosovo;
2. Change of the postal code and application of the electronic address system;
3. Establishment of an appropriate legal and regulatory framework for the provision of postal services;
4. Informatization of the postal network and postal services;
5. Achieving membership in international organizations and regional cooperation in the postal sector.

Objectives, goals and activities to be undertaken, including their timeframes, stakeholders, and costs of implementation are shown and elaborated below, and in the table in **Annex 1**.

1.2. Required actions and recommendations to resolve issues

To address problematic areas and advance the postal services sector, and to achieve the objectives specified in this document, a series of activities must be undertaken.

Revitalization and higher quality of postal services, completion of the existing infrastructure and opening of new postal offices/points of sale throughout the territory, are some of the actions to be undertaken as soon as possible by institutions responsible for the development of postal services.

Fulfillment of obligations/liabilities for the provision of universal postal services, in line with the legal provisions, improvement of the quality of postal services, and enhancement of operational efficiency in the process of reception, processing of the transfer and distribution/postal deliveries, are additional activities that provide a notable contribution to the quality of postal services for the citizens.

Establishment of a suitable environment and conditions for an open and competitive environment, introduction of new postal services, such as financial services, transportation-logistics services, insurance activities, provision of various products and e-services, namely the establishment of a stable and profitable market for service providers will have an impact in the sustainable economic development of the postal sector.

Development of the postal sector based on best practices of the EU, harmonization of the domestic legislation with EU Directives, membership in international mechanisms and regional cooperation, are additional prerequisites to ensure sustainability of the postal services sector.

2. Introduction

Postal services in the Republic of Kosovo, are provided since after the war, namely as of 15 March 2000 for the internal market, and internationally since 15 May 2000, Until 15 May 2006, postal services have been realized without any specific supervision and impact by national bodies and institutions, and on 15 May 2006, the Ministry of Transport and Post-Telecommunication (MTPT), for the first time, has licensed all operators providing postal services from the end of the war to this date, which fulfilled the licensing requirements and criteria.

The current Law on Postal Services, No. 03/L-173 (*hereinafter: Law*) is in line with the EU legislation, namely directives on postal services, and was adopted by the Assembly of the Republic of Kosovo on 15 April 2010, and promulgated by the President of the Republic on 4 May 2010, published in the Official Gazette on 25 May 2010. This Law divides responsibilities of institutions making policies and strategies for the postal sector and those regulating the postal services market.

Competencies, duties and responsibilities of the Ministry for the postal services sector are determined and defined in Article 4 of the Law, relating to postal services sector development policies and strategies, changes to the Law and bylaws, international representation, etc., while duties and powers of the Regulatory Authority for Postal and Electronic Communications (*hereinafter: RAPEC*) in the postal services sector, are defined in Article 6 of this law, relating to the market regulation, namely licensing procedures, control, oversight/monitoring of the services market, dispute resolution, and review of complaints by of operators and service users.

2.1. Relation of Policies with Government Priorities

GoK priorities are the development of the postal services sector and provision of all postal services which contribute to wellbeing and social cohesion in general. GoK considers that the development of postal services sector is a very important mechanism to facilitate citizens' access in universal postal services, increase the quality of postal services according to European standards, provision of universal and advanced postal services with competitive prices with drafting and implementing separate Sectorial Strategic Policies.

2.2. Rationale for the initiation to draft the Policy document

The Document is drafted in line and pursuant to Article 4, paragraphs (1.1) and (1.2) of the Law No. 03/L-173, on Postal Services, and the need to undertake steps and actions to create a sustainable and stable market of the postal services sector.

The rationale for the drafting of this Strategic Document is to create the preconditions for the functioning and full liberalization of the postal services market, respecting and adhering to the provisions envisaged in the Law No. 03/L-173, on Postal Services and Directives of the European Commission on Postal Services, Directives: 97/67/EC; 2002/39/EC; and 2008/06/EC; and the need to:

- Establish a stable competitive and efficient market of the postal services sector;
- Ensure easier and functional access in postal services, provided closer to the citizens and consumers, extending the service area and enhancing the spectrum of services in line with market demands;
- Determine the criteria for the minimization, or full eradication of past negative occurrences, creating the preconditions for financial self-sustainability of each entity involved in this important services sector;
- Create suitable conditions and motivation of market participants for further investments in the postal services sector;
- Establishment of a suitable environment to expand the postal services range, introducing new services;
- Create possibilities for cooperation between postal service operators in the regional level, protecting reciprocally the interests of all actors involved in such services.

3. Methodology

3.1. Cooperation of institutions in the development of Policies

MED is the sponsor of the “Strategic Development Policy of Postal Services in the Republic of Kosovo”, drafted with the assistance of other institutions represented by relevant appointed officials in the Working Group.

Institutions which have contributed in the drafting of the document, represented through their appointed experts, include:

- Ministry of Economic Development,
- Office of the Prime Minister of the Republic of Kosovo,
- Ministry of Finance,
- Regulatory Authority of Postal and Electronic Communications (RAPEC),
- Post of Kosovo j.s.c. ‘,

Other stakeholders have also been consulted during the drafting of the document, including private postal services’ operators.

4. Background

Needs of users and market demands for postal services must be met with the use of advanced technologies, which have an impact in the time required to provide the service and lower costs. Use of new technologies for the provision of postal services will result in more successful businesses and reforms and restructuring of postal services. The postal service sector, in addition already standardized and common services, is increasingly expanding its scope and range, also providing financial services, resulting in benefits and economic development of operators and the country’s economic development in general, and benefits for small and medium businesses in particular. In its development policies for the postal services sector, GoK uses as reference EU Directives, UPU recommendations, and best practices of the postal service market development in the region and internationally.

Particular attention shall be put in the restructuring and reforms of the public postal operator Post of Kosovo. After the separation of PK from PTK, GoK, as the shareholder, shall make efforts to create the conditions for this company to be operational in an open and transparent market, based on open market principles, relying on a visionary management of the company, with the aim of increasing the asset value and creating conditions for financial self-sustainability and stability of PK.

In addition, to advance the postal services sector and increase the quality of services for all citizens, particular attention must be put in the provision of universal postal services in the entire territory of Kosovo, including locations where there are difficulties in providing services, resolving the issue of the existing postal code and utilize the opportunities after the creation of the electronic addressing system. In addition, priority should be put in advancement of the postal legal and regulatory environment and membership in international organizations, and responsible institutions for the postal services sector should make continuous efforts to this end. Expansion of the postal network and modernization of the postal infrastructure and the use of new information and communication technologies for the provision of services by postal operators will contribute in increasing the quality of such services and the sustainability of the postal service sector in general.

4.1. General circumstances affecting the evolution of the issue in time

Post, Telephony and Telegraph of Kosovo (PTT), as a national company, was established in 1959. After the end of the war, its operations resumed as a publicly owned enterprise, known as “Post and Telecommunication of Kosovo” (PTK) under state ownership (100 %) and as of 01/08/2012 separated from PTK, with the new title “Post of Kosovo” j.s.c. (PK).

Post of Kosovo j.s.c., as the Public Postal Operator (PPO), is obliged to ensure, fulfill and realize universal and reserved postal services in the Republic of Kosovo. PPO offers a wide range of traditional/basic (universal) services, such as: mailing of letters, packages/coliposte, payment order services, as well as special services for universal services, express mail service (EMS), services for businesses such as sales of postal products and certain financial services for the landline telephony- Telekom and the mobile operator- Vala, various payments, collection of mobile and landline telephony invoices (with the *KOSGIRO* system).

Private postal operators are mainly involved in the provision of courier services (door to door), and express services.

Until its separation, PK was a business unit under the PTK Corporation, operating with three business units, composed of:

- Post of Kosovo;
- Landline telephony – Telekom; and
- Mobile telephony – Vala.

Because of low operational incomes generated, PK was entirely dependent on the two other PTK units, Vala and Telekom. After its separation from the other two units, PK must create an adequate strategy for development, generation of higher incomes from operational services, further enhancing the existing postal services and introducing new ones.

Post of Kosovo j.s.c. carries out its activities relying on its infrastructure and network composed of 153 offices/postal points, organized in 7 regions, of which 95 in urban areas- cities, and 58 in rural- villages, with a total of 331 tellers, 308 automated and 23 non-automated, and 174 postal boxes placed in entries of postal offices/points and other public areas. The Postal Transit Center (PTC) operates under its network, doing the processing, sorting and transfer/transportation (exchange) of postal deliveries from office/point to office/point within its network in the territory of the Republic of Kosovo.

On the other hand, private operators have focused their activities and operations mainly in Prishtina, and have a lower number of offices, and some of their activities are also provided in major towns of the country through their postal agents.

4.2. Comparison of postal services of Kosovo with the region

Comparing the data of Kosovo's postal services with those of the region, we can conclude that we have a much lower number of services provided by postal operators, compared to those provided in the region.

In addition to providing universal postal and other services, regional countries also provide various financial services such as various payments for third party accounts, savings postal services and deposits, etc.

Postal services' market in the Republic of Kosovo is liberalized, but not all postal services are liberalized, as there is a reserved area for PPO. The reserved services area is a mechanism which ensures PPO a financial security in completing postal universal services. Every licensed operator, in addition to providing postal services must also have and develop a sufficient infrastructure/network for the provision of postal services after obtaining a license/authorization by the Regulator (RAPEC).

The state of affairs of the postal service and level of market liberalization in the EU countries is shown in **Annex 2**.

Some of the regional countries which are in the EU integration processes, have reduced the level of reserved area in one hundred (100) grams, respectively fifty (50) grams, and apply price tariffs triple the postal tariff of PPOs for the weight of first category deliveries, (*Ref. Albania, Croatia, Macedonia, Serbia, Bosnia and Herzegovina and Montenegro*), whereas in Kosovo the reserved services area for the public postal operator is on (1) kg.

4.3. Factors which have caused, or had a considerable impact in the current situation

Researches and analysis have identified several factors which have created and had an impact in the current situation. They include:

- Difficulties in the operations of postal operators throughout the country as a result of the limited movement;
- Lack of a postal code, as a result of identical codes with some of the countries in the region;
- Lack of measurements of fulfillment of standards and quality of postal services by postal services;
- Lack of investments in the postal services sector;
- Lack of trainings and professional capacity building of the staff working in the postal sector, and consistent human resources policies for the staff working in postal services;

- Failure to gain membership in relevant international institutions;
- Lack of harmonization and incompleteness of the legal framework.

Factors which have posed the greatest difficulties were the political situation and poor investments in the postal sector.

4.4. Causes beyond Government’s control

- Political circumstances of the Republic of Kosovo;
- Failure to gain membership in international mechanisms.

4.5 Current situation in the market of postal services in Kosovo

In this section of the document, through charts, we present the situation of the postal service sector, based on the official reports received by the Regulator, which include overviews of volumes of postal deliveries in certain periods, financial incomes, and other required data reflecting the postal services sector in the country.

The following are some data and facts reflecting the situation of the postal service sector.

Figure 1 Overview of data on the volume of postal deliveries for the period Q3/Q4 in 2011.

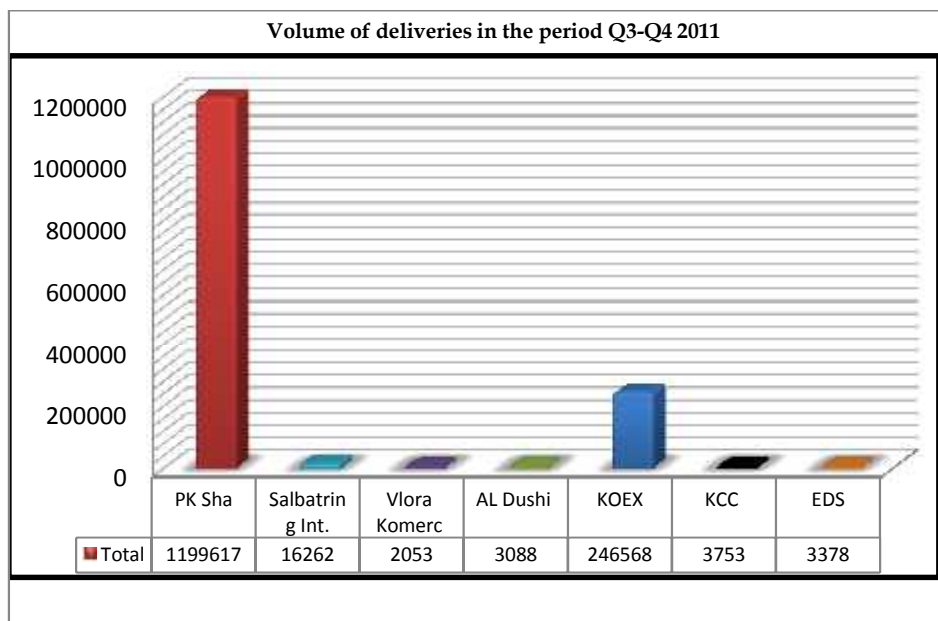


Figure 2 Overview of the volume of postal deliveries broken down by % and operators for the period Q3/Q4 2011

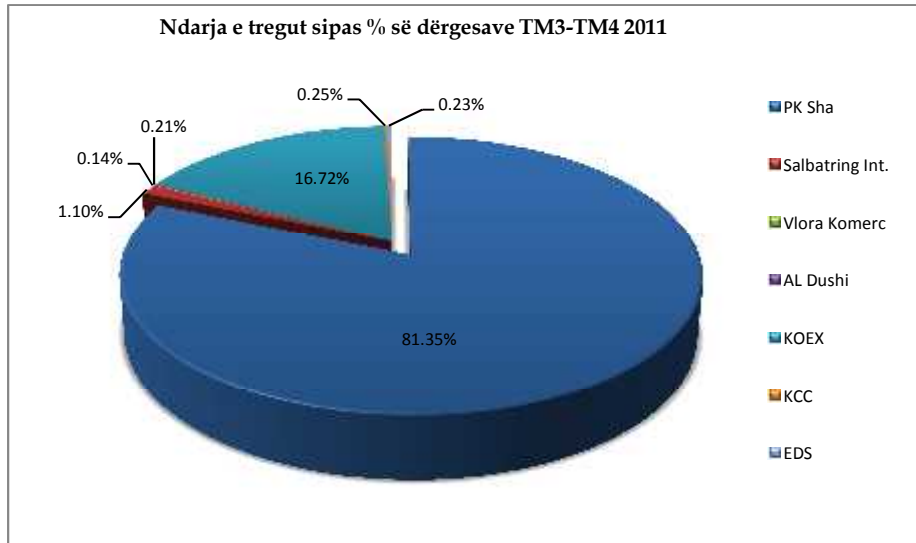


Figure 3 Overview of the volume of deliveries broken down by categories in the internal and international traffic, realized by PK j.s.c. in the period Q3/Q4 2011

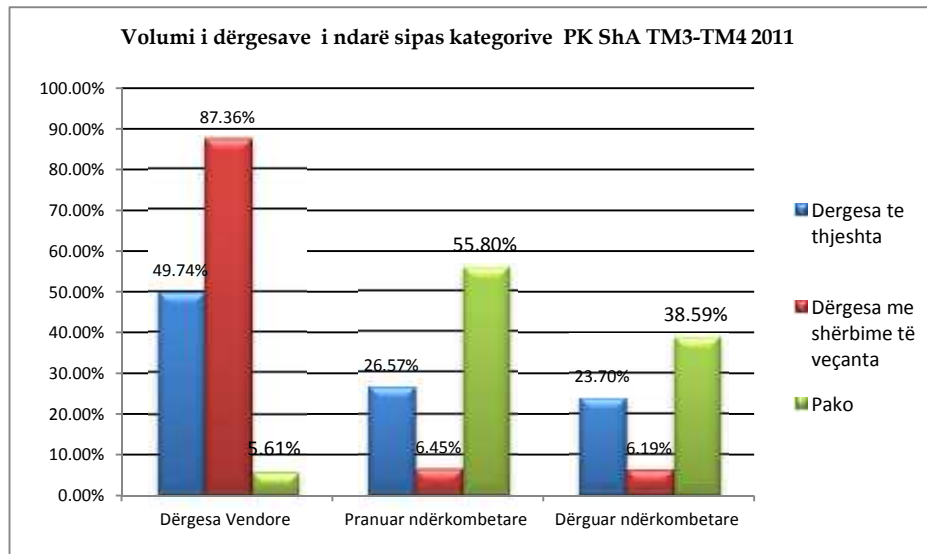


Figure 4 Overview of market share of postal services by % of revenues of postal operators in 2011

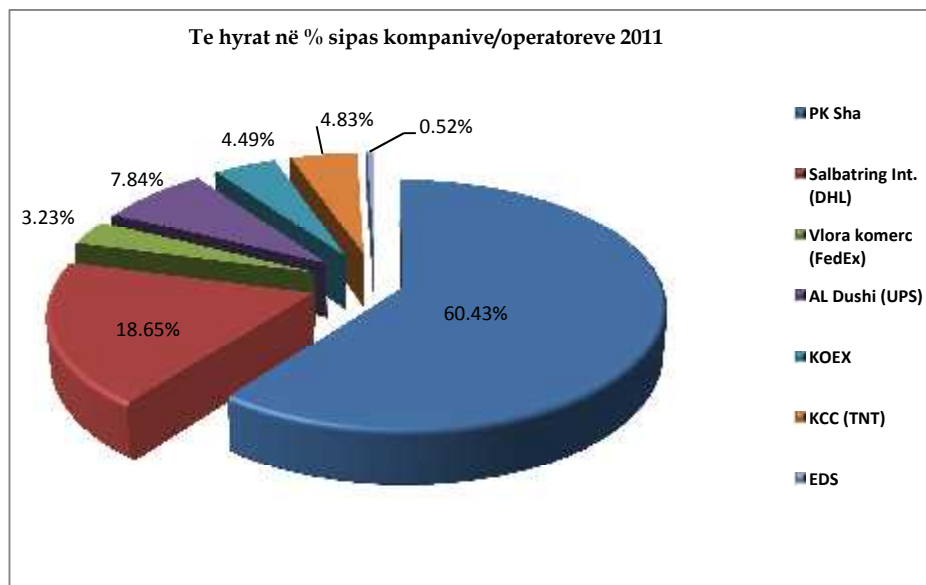


Figure 5 Overview of the volume of local and international postal deliveries for the period Q1 /Q2 2012.

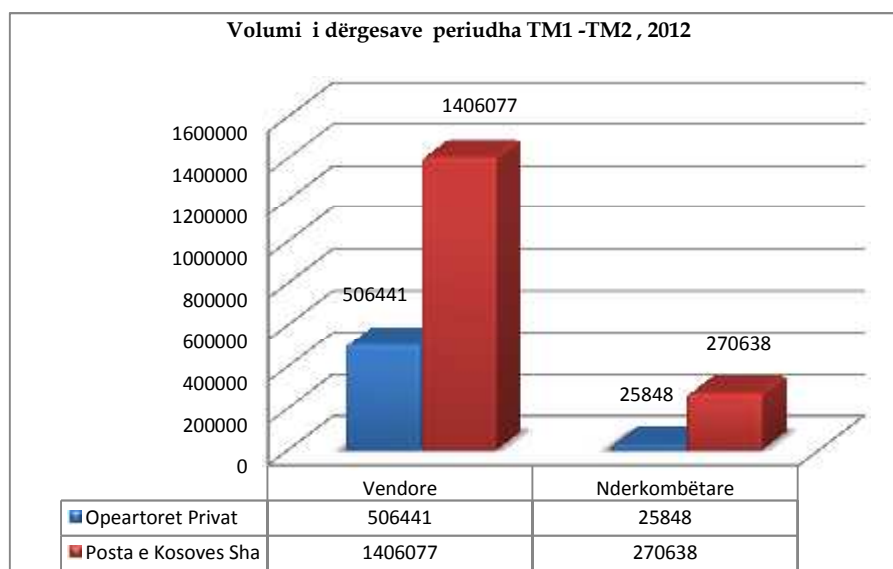


Figure 6 Overview of the volume of postal deliveries broken down by % and operators for the period Q1/Q2 2012.

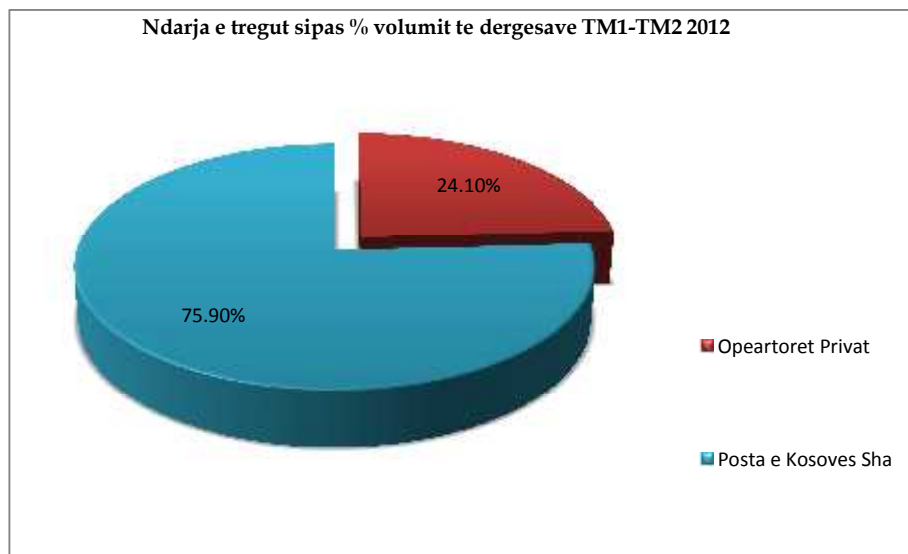


Figure 7 Overview of the volume of postal deliveries broken down by %, type of local and international traffic realized by PK j.s.c. , for the period Q1/Q2 2012.

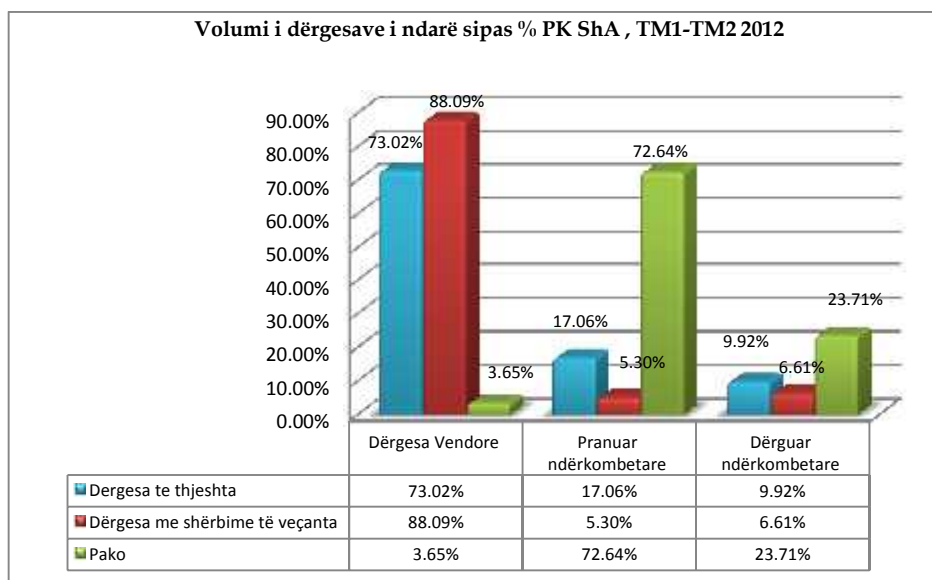
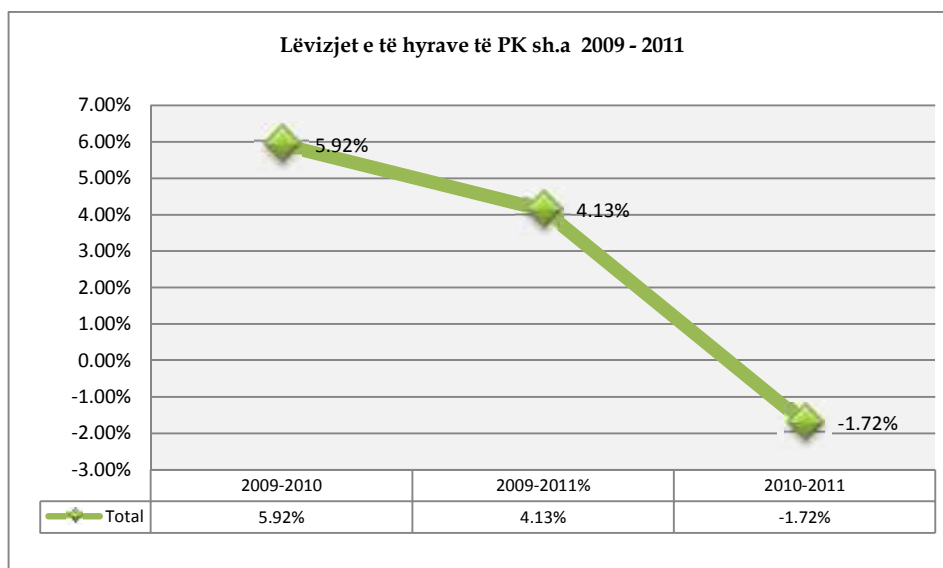


Figure 8 Comparative overview and shifts/changes in revenues in PK j.s.c. for the period 2009/2011



Postal services market in the Republic of Kosovo in 2011 has seen a slight increase mainly expressed at private postal operators, whereas “Post of Kosovo j.s.c. ”, has had a light decline in the overall incomes compared to the previous year.

“Post of Kosovo j.s.c.”, as a public operator, is leader in realizing financial incomes from postal services, taking into account the number of postal services it provides. In 2010, “Post of Kosovo j.s.c. ” realized from its postal services and activities total incomes of €2.075 million, with an increase of 5.92% compared to 2009, with €1.959 million. This positive trend of increased incomes is obvious year after year and indicates that “Post of Kosovo j.s.c.”, can achieve a financial sustainability if it introduces new services. In 2011 “Post of Kosovo j.s.c.”, had a balance of €2.040 million, which is a slight decline of 1.72 % compared to the year before.

5. Objectives

The document determines policies and objectives in the postal services sector in the Republic of Kosovo, actions and recommendations which should be undertaken, activities and the action plan for the fulfillment of goals, strategic objectives and activities which should be undertaken to fully implement such Policies.

Policies cover the main areas of the postal services sector which address identified issues, as necessary.

Strategic development objectives for the postal services sector can be considered as a guideline to advance the postal sector in general, improvement and creation of adequate conditions for the provision of postal services, easier access in services for users and consumers, and creating the conditions further diversification of services.

Main identified objectives also addressed in this document are:

- Provision of Universal Postal Services, and expansion of the network in the entire territory of the Republic of Kosovo;
- Change of the postal code and application of an electronic national addresses' system;
- Creation of a suitable legal and regulatory environment for the provision of postal services;
- Informatization of the postal network/infrastructure and services;
- Membership in international organizations and regional cooperation in the Postal Sector.

These objectives shall be achieved with the cooperation with relevant institutions which are involved in the postal services sector, such as GoK, MED, RAEPC, postal service providers, PK j.s.c. , and private postal operators, and postal service users.

6. Addressing problems, considered alternatives and recommended course of action

6.1. Provision of Universal Postal Services and expansion of the network in the entire territory of the Republic of Kosovo

Universal postal services should be provided in equal conditions for all postal service users in the entire territory of RKS, ensuring access to all existing postal offices/points in the country. In certain areas of the country where they are missing and in line with international standards on the presence of postal offices/points, postal offices/points must be established in the entire territory of Kosovo. In addition, greater security must be guaranteed in the provision of services and basic infrastructure.

Law No. 03-L/173 on Postal Services has regulated the form of the provision of postal universal services in our country; however, due to difficulties caused by illegal operations, unauthorized/unlicensed operations, it is only partially implemented. GoK must insist to create the conditions for the implementation of the Law and other bylaws throughout the country.

Relevant national institutions must support and guarantee the provision of universal postal services in the entire territory of Kosovo for all its citizens, regardless of their geographic location, with affordable tariffs.

6.2 Change of Postal Code and application of the electronic addressing system

Change of the existing postal code is another objective identified as a key cause of deviation of postal deliveries, delays in the arrival of deliveries in destination while in some cases is associated with losses of deliveries due to similarities of postal codes with regional countries. Change of the postal code would eliminate the possibility of deviations in the route of postal deliveries, and transit through countries with similar postal codes. "Post of Kosovo j.s.c.", in cooperation with MED, should complete the request/application to change the postal code to UPU. After receiving the approval/adoption, new postal codes will be drafted and developed for all cities of Kosovo.

National electronic addressing system is an objective defined and determined on the basis of a clear and legal system. This addressing system shall identify all locations, cities, villages, streets, dwelling units and apartments in collective residential buildings, in both urban and rural areas, for the provision of fast and accurate services.

PK must reach an agreement with the Cadastral Agency of Kosovo for use of the electronic addressing system. MED's assistance for this purpose is required. Updating and maintaining records in the electronic addressing system is a permanent and continuous task of "Post of Kosovo j.s.c."

6.3. Creating a suitable legal and regulatory framework for the provision of Postal Services

Further liberalization of postal services by reducing the weight level for reserved services will happen gradually. During this transitional period "Post of Kosovo

j.s.c.”, as a public postal operator, will be allowed to use the exclusivity zone, whereby the operator will be able to create sufficient financial sustainability.

In the Republic of Kosovo, market liberalization of the postal services began in 2006. The first license for the provision of postal services was issued to the public postal operator, namely “Post and Telecommunication of Kosovo j.s.c.” on 15 May 2006, and private operators, such as; “Salbating Int. j.s.c.”, “N.T.SH. Alb Post”, “Fedex-Optima j.s.c.” “A.L. Dushi j.s.c.”, “N.T.SH KCC”, “KOEX j.s.c.”, “N.T.P. Vlora Komerc” and “N.SH.T Express Delivery Service”. On 16 January 2012, “N.T.P. Burimi” was also licensed.

Harmonization of laws and bylaws with EU acts and completion of the Law with other supplementing bylaws are the main duties of the MED in order to establish a suitable legal and regulatory environment in the country. MED must cooperate with RAPEC and other stakeholders in the process of completing the legal framework. One of the first steps that MED must undertake is the review of the Agreement for the provision of postal universal services, which shall be signed between MED and PK j.s.c.

Establishment of quality standards for services and their harmonization with international standards, as well as monitoring and measuring of postal service quality are standing mandatory legal and regulatory requirements of responsible institutions for the postal services sector in Kosovo. Establishment of these standards would have a notable impact in the promptness of the provision of postal services, improving the processing/sorting process and transferring of deliveries, and distribution of deliveries.

6.4. Informatization of infrastructure/network and postal services

Implementation of the informatization and modernization project of existing postal networks is necessary and would have a direct impact in increasing volume of postal deliveries and increasing income generation. Realization and implementation of the project of the Hybrid Post, and track and trace project would also generate additional incomes for the services sector. The establishment of capacities for the provision of e-services and e-commerce services, and the development of an integrated information system (GIS), in the private sector, would have a notable contribution in enhancing the efficiency and effectiveness of the public postal operator, “Post of Kosovo j.s.c.”. To implement such projects, more work must be done in advancing and building professional capacities of the staff, through various training programs.

6.5. Membership in international organizations and regional cooperation in the Postal Sector

Membership in international organizations, such as UPU, PostEurop, CEPT etc., and international and regional cooperation is necessary to improve the position of RKS and its postal sector internationally. Membership of our institutions in these organizations would have an impact in improving the representation of our country internationally; changing the position and situation of the postal sector through further development of postal services, and lessons will be learned from other member countries. Application for membership in international organizations in the postal services sector, and reaching international agreements between PPOs of the region and Europe, will significantly contribute in increasing quality of the services in Postal Services Sector.

7. Next steps for the implementation of the strategy

Annex 1 of this document shows the objectives, activities and actions to be undertaken, deadlines for undertaking activities, stakeholders and costs related to fulfilling the strategic objectives of this document.

Annex 1.

No.	Objectives/goals	Activities/Actions	Period	Responsible institution	Cost
1	Provision of Universal Postal Service and expanding the network in all of Kosovo	• Access in existing postal offices/points in all of Kosovo	Q4 2014	GoK, RAPEC, PK	1.450.000.00
		• Opening new postal offices/points in all of Kosovo	Q4 2017	PK, RAPEC, MED	
		• Enhancing the security of the provision of services and basic infrastructure	Q3 2013	PK, RAPEC	
2	Change of postal code and application of the electronic system	• Application filed in UPU for the change of postal code,	Q2 2013	PK, MED	100.000.00
		• Drafting and developing a new postal code	Q2 2014	PK, MED	
		• Reaching an agreement with CAK for the use of electronic address system,	Q1 2014	PK, MED	
		• Update and maintenance of records in the electronic address system			
3	Establishment of a suitable legal and regulatory environment for the provision of Postal Services	• Further liberalization of postal services by reducing the weight level for reserved services	Q4 2017	MED, RAPEC, PK	0.00
		• Harmonization of domestic laws and bylaws with the EU legislation			
		• Enhancing the law with other supplementing bylaws			
		• Review of the Agreement for the provision of universal postal services, between MED and PK j.s.c.	Q3 2013	MED, PK	
		• Establishment of quality standards for services and their harmonization with international standards	Q4 2013	RAPEC	
		• monitoring and measuring of postal service quality	Q4 2017		
4	Informatization of the network and postal services	• implementation of the project for automated and modernized infrastructure/existing postal network	K4 2013 - K42017	PK	10,094,938,40
		• Realization and implementation of the Hybrid Post Project			
		• Establishment of capacities for the provision of e-services and e-commerce			
		• Development of integrated information systems (GIS) in the company			
		• Advancement and development of professional capacities of the staff through training programs			
5	Membership in international organizations and regional cooperation in the postal sector ,	• Application for membership in international organizations (UPU, PostEurop, CERP),	Q1 2014	MED, RAPEC	100.000.00
		• Reaching agreements with PPOs of the region and Europe, with the aim of realizing common services in the postal sector	Q4 2014	PK	

Annex 2.

How open are postal services markets in EU countries?¹

Opening postal markets to competition doesn't also imply privatization of public operators. For example, Royal Mail of Great Britain operates in an entirely liberalized market, but it is 100% state owned. However, the Dutch operator TNT, until recently, operated in monopoly conditions in some services, and it is a private owned.

No	Country	Liberalisation status	Ownership
1	Austria	Reserved area under 50 g.	<i>Österreichische Post AG</i> is 51% owned by Österreichische Industrieholding AG (ÖIAG), which itself is 100% state owned.
2	Belgium	Reserved area under 50 g.	<i>La Poste/De Post</i> is 100% state owned. <i>Bulgarian Posts PLC</i> is a 100% state-owned joint-stock company whose 5-strong board is appointed by the Ministry of Transport and Communications.
3	Bulgaria		
4	Cyprus	Reserved area under 50 g.	<i>Kyprus Post</i> is a Communications ministry department
5	Czech Republic	Reserved area under 50 g. Possible full market opening envisaged in 2009.	<i>Czech Post</i> is state owned.
6	Denmark	Reserved area under 50 g. Gradual liberalisation since 1995.	<i>Post Danmark A/S</i> is 75% state owned
7	Estonia	Reserved area under 50 g.	<i>Eesti Post</i> is 100% state owned.
8	Finland	Fully liberalised	<i>Itella Corporation</i> provides "Posti" services
9	France	Reserved area under 50 g.	<i>La Poste</i> is 100% state owned
10	Germany	Liberalisation completed as of 1 January 2008.	<i>Deutsche Post</i> is a listed company, in which the German state is no longer the majority shareholder.
11	Greece	Reserved area under 50 g.	<i>Hellenic Post ELTA</i> is 100% state owned
12	Hungary	Reserved area under 50 g.	<i>Magyar Posta</i> is 100% state owned <i>An Post</i> is state-owned limited liability company. One ordinary share is held by the Minister for Finance and the remainder of the issued share capital is held by the Minister for Communications, Marine and Natural Resources.
13	Ireland	Reserved area under 50 g.	
14	Italy	Reserved area under 50 g.	<i>Poste italiane SpA</i> is a state-owned limited company.
15	Latvia	Reserved area under 50 g.	<i>Latvijas Pasts</i> is a joint stock company with the state as sole shareholder.
16	Lithuania	Reserved area under 50 g.	<i>Lietuvos paštas PLC</i> is state-owned.
17	Luxembourg	Reserved area under 50 g.	<i>P&T Luxembourg</i> is 100% state owned.
18	Malta	Reserved area under 100 g.	<i>Maltapost</i> has been privatised.
19	Netherlands	Liberalisation completed as of 1 January 2008.	Private companies <i>Sandd</i> , <i>Selekt Mail</i> and <i>TNT Post</i> share the market.
20	Poland	Reserved area under 50 g.	<i>Poczta Polska</i> is 100% state owned.
21	Portugal	Reserved area under 50 g.	<i>CTT - Correios de Portugal</i> is 100% state owned
22	Romania	Reserved area under 50 g.	<i>Poșta Română</i> is state owned.
23	Slovakia	Reserved area under 200g.	<i>Posta Slovenska</i> is 100% state owned.
24	Slovenia	Reserved area under 50 g.	<i>Posta Slovenija</i> is a corporation entirely funded by the state.
25	Spain	Reserved area under 50 g.	<i>Correos</i> is 100% state-owned.
26	Sweden	Fully liberalised	<i>Posten AB</i> is a 100% state-owned limited liability company.
27	United Kingdom	Fully liberalised	<i>Royal Mail</i> is 100% state owned.

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¹Source: <http://www.europarl.europa.eu/sides/getDoc.do?type=IM-PRESS&reference=20070703BKG08766&language=EN#title3>