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Institucionet e Përkohshme Vetëqeverisëse  
Privremene institucije samoupravljanja  
Provisional Institutions of Self - Government  
Ministria e Transportit dhe Postë – Telekomunikacionit  
Ministarstvo za saobraćaj, poštu i telekomunikacije  
Ministry of Transport and Communications

**THE ADMINISTRATIVE INSTRUCTION  
Nr.2005/4**

**FOR THE REGULATION OF THE UNIVERSAL POSTAL SERVICES**

Minister,

According to the article 1.3 under (ç) of the Regulation nr.2001/19 on the branch of the execution of provisional institutions of self- government in Kosovo, article 7 and article 10 of Law nr.2003/18 “For postal services in Kosovo”;

Aiming the regulation of the offering of universal postal services through all the territory of Kosovo, releases the Administrative Directive as following:

**FIRST PART**

**GENERAL DISPOSITIONS**

**Article 1**

**The object**

1.1 This administrative directive serves for the determination of the rules concerning the realization of the postal services and especially for the universal services offered by the Post Office of Kosovo which includes the acceptance, elaboration, transportation and the delivery of the deliveries of post of delivered letters weighting till 2 kg, the addressed parcels till 20 kg, the service of the payment orders, special services, complementary and other services.

**Article 2**

**The purpose**

2.1. The purpose of this regulation is to offer universal postal services with a good quality in all territory of Kosovo, to all users with a permanent or impermanent residence in Kosovo and an equal treatment to them.

### **Article 3**

#### **The assurance of the universal postal service**

3.1. The universal postal service is assured by the PTK (Post Telecommunication of Kosovo) and should be offered to every user in all the territory of Kosovo, with a unique price, and a price they can afford and with good quality.

The universal postal services should be assured every working day, but not less than 5 days per week, with exception of conditions or circumstances determined in the article 5 of this administrative directive.

### **Article 4**

#### **The activity of service**

4.1. PTK (Post Telecommunication of Kosovo) should inform all users of the postal services, inside the environment where these services are done as following:

- a) Sorts of services offered to users;
- b) The tariffs of services which are offered and the ways of payment;
- c) The standards of quality of the services realization;
- d) Working hours for every postal office and for every box office according to the sorts of services realized;
- e) Sorts of the express services and the time of their realization;

### **Article 5**

#### **Extraordinary situation**

5.1. The conditions of the extraordinary situations are announced according to the legal dispositions in power. With the announcement of the extraordinary situation, PTK (Post telecommunication of Kosovo) immediately takes measures for the partial and temporary interruption of the service according to the created situations.

5.2. If the situations allow the performance of limited services, the Post Office of Kosovo after the assumption of approval also by the Department of Post Offices organizes limited services in limited territories.

5.3. After the passage of the extraordinary situation, the Post Office of Kosovo it is obliged to reorganize immediately all sorts of services. No indemnity or responsibility is required in these cases.

### **Article 6**

#### **International postal service**

6.1. The international postal service is realized in full accordance with the law nr.2003/18 “For postal services” in Kosovo, with this regulation of the universal postal service and the international documents of the Universal Postal Union (UPU), and also of the other documents following from the agreements of the collaboration between two or more postal Administrations signed by MTPT and the offerors of the universal services.

6.2. The Postal Transit Center in relation with the exchange offices of other places, for the exchange of the international postal deliveries applies all the international rules determined in the respective documents of the Universal Postal Union (UPU).

6.3. The Postal Transit Center in interior service, in the relation with the postal offices applies dispositions of this regulation and particular directives issued from the Postal Directorate of Kosovo.

## **Article 7**

### **The rights of the sender and the acceptor**

7.1. The sender of every postal sending has the right to have at one's disposal the postal sending accepted from the postal office, as long as it is not delivered to the acceptor, or confiscated according to law. It is the right of every sender to require knowing for the delivery of the postal sending accepted from the postal office by means of reclamation or other foreseen forms.

7.2. The sender of a postal delivery with the receipt of acceptance, form “P-1”, “CP-1” and “CP-4” has the right to require from every postal office, during one year starting from the next day of the acceptance of the sending, if the postal sending is sent and delivered to the receiver in order. When the postal delivery is lost or is damaged by the carelessness of the employees of the Post Office's service of Kosovo, or by other service (when the delivery is sent outside Kosovo), he has the right to require indemnity according to the approving tariffs..

7.3. The receiver of a postal sending has the right to rebuke the condition of the delivered postal sending in the moment of delivery. He has the right to refuse the acceptance of the postal sending in delivery before acknowledging its content.

7.4. For every case of the reclamation of the postal sending from the receiver is kept a process-verbal from the present parties and it is presented for review to the person in charge or the inspector of the postal office.

7.5. When it is required from the employee of the post office, the sender or the acceptor are obliged to verify their identity with one of these documents:

- a) The identity card
- b) Passport
- c) The postal identity card

- d) Other document that legally verifies the personal identity;
- e) Declaration of two witnesses whose identity can be verified with above mentioned documents.

7.6. When the Post office's employee can not estimate the identity of the acceptor, with the documents presented, he can refuse the delivery of the postal sending or the accomplishment of the service necessary to verify the identity. In this case the employee of the post office must inform as soon as possible the person in charge or the inspector of the postal office.

### **Article 8 Prohibitions**

- 8.1. In the postal services of letters are prohibited:
- a. Deliveries of the post of letters which does not fulfill the foreseen conditions with this administrative directive..
  - b. Except the postal deliveries with declared value, in the content of the other deliveries of the post of letters are prohibited currencies of any kind, things of gold, of silver, precious stone, souvenirs or other precious things, like check, travel tickets and other valued things.
  - c. Explosive substances, combustible, poisonous, narcotic substances, biologic and radioactive substances, living animals and also other shameful and immoral things.
  - d. Precious things and every kind of material and goods which are prohibited for import or to circulate in the place of destination.

### **Article 9 The preservation of the secret of correspondence**

9.1. The Post office employee is obliged to preserve the secret of correspondence, individual secret, the secret of the activity also after the interruption of the working relation.

9.2. Related to the postal sending information is given to the acceptor or to the sender and also to the authorized organs of the Public Prosecutor's office or court.

9.3. When the employee of the post office discovers the individual secret or personal subtlety, during the performance of duty for the realization of service, carries the responsibility in accordance with legal dispositions determined in the penal code of Kosovo.

### **Article 10 The way of payment for the realization of postal serviles**

10.1. The deliveries of the post of letters in dependence with the sort of special services which are required from the sender inside or outside Kosovo are charged according to the postal tariffs in power approved by the Government. A postal stamp is put on every sending according to the pricing in power.

10.2. The deliveries of the post of letters which are accepted from different institutions and with contracts are charged according to the tariffs approved by applying the special stamp "PAID TARIFFS" or shortly "PAID", for inside Kosovo and "TAXIS PERSUE" for outside Kosovo.

10.3. In simple deliveries of the post of letters, postal stamps are stick by the sender itself. Postal stamps which are used once and those which are drawn from circulation are not acceptable for the tariff of postal deliveries.

10.4. The deliveries of the post of letters can be charged also by the frank machines, where the stamps of the frank machine should be officially accepted and under permanent checking of the Postal Directorate of Kosovo. The frank stamps should indicate the office of origin stamped with Latin letters, and the service's tariff should be indicated with ciphers. The frank stamps in every case should be in light red color. The public stamps which can be printed by the frank machine should be in different color from the franking one.

10.5. The deliveries of the post of letters with declared value can be charged in one of the ways appointed in the paragraph 1 or 2 of this article.

10.6. When are ascertain charged deliveries with stamps of other countries, used stamps or drawn from circulation and also other stamps useless for charging, to those is put the sign "T" and postal dates stamps, but not on the placed stamps. In this case the delivery is send to destination, on obligation that the acceptor pays the tariffs of acceptance. Every postal sending without the sign "T" is considered charged in order and it is send to destination.

## **Article 11**

### **The indemnity for the loss of the postal deliveries**

11.1. PTK (Post Telecommunication of Kosovo) is obliged to assure the sending and the delivery to the receiver of every postal delivery accepted in the postal offices of Kosovo.

11.2. For the loss, full or partial damage of different postal deliveries, for non accomplishment of the service foreseen in this administrative directive, the Postal Directorate of Kosovo is obliged to pay for the caused damage as following:

- a. For the loss or partial damaging of a delivery with a declared value, full or partial value of the declaration in dependence of the real damage caused.
- b. For the loss of payments order, the full sum of the value in cash.
- c. For the loss of a letter, picture-postcard, printing or small ordered package, the indemnity is paid according to the tariffs approved by the Government.

- d. Except the indemnity for the loss of different postal deliveries to the sender are return all the payments done for the delivery of the postal deliveries.

## **Article 12**

### **The payment of indemnity**

12.1. The indemnity for the loss or damage of a postal delivery ,must be done as soon as possible and not later then 3 months from the day of reclamation.

12.2. The payment of indemnity for the loss or damage of a postal delivery is done as foreseen in article 11 of this regulation.

12.3. The sender has the right to withdraw from the right of indemnity in favor of the acceptor and vice versa. This right is verified by an authorization signed by them.

12.4. The payment of indemnity is authorized by the Postal Directorate of Kosovo, which determines also administrative measures for the perpetrator of this damage.

## **Article 13**

### **Stamps and valuable cards**

13.1. In the postal services valued cards are called all cards which have a value marked on them such as postal seals, postal cards, aerogram with stamped seal, envelopes with stamped seals and responsive international coupons.

13.2. The postal commemorative or temporary stamps should consist the date of issue, the value and for any case the name of content which is issues in stamp. The sale of postal stamps according to the requirements of the postal and philatelic service is organized from the Postal Directorate of Kosovo, by means of the postal offices, and with its authorization can be sell also in the trade areas within the territory of Kosovo.

13.3. The postal stamps are sold anytime with their nominal value written on the stamp. They are sold in order, according to their placement in circulation until the appointed date of their removal from the circulation.

13.4. Valued cards are equivalent with money and they are saved and treated same as they. Workers of box offices in post offices which handle the sale of valued cards should be very careful on their treatment.

13.5. International respective coupon are conform, the form “C-32”and they are typed in a letter which consist in filigrees Union Postale Universale (Universal Postal Union) and letters UPU in big , under the caution of the International Office and they are distributed to the public operators all over the world according to their requirements. The respective international coupons are distributed to the postal offices for selling. They are circulative

in all places of the Universal Postal Union (UPU) apart from which place they are bought.

13.6. One international respective coupon is valuable for the delivery of a simple letter with weight till 20 gram, for Europe.

The post office that sales the international respective coupon stamps it with dated postal stamp, in appointed place on the left side.

13.7. The post office which accepts the international respective coupon stamps it with dated postal stamp on the right side. The two-sided stamped respective international coupon is not valuable for the payment of postal service's tariffs.

13.8. If one sender wants to send a postal delivery of any kind and with special services, he can pay the service's tariff with the respective international coupon in weight and value as it fulfills the service's tariff.

13.9. International respective coupons fully used and stamped in both sides, are return to the International Office from the Postal Directorate of Kosovo, conform the international dispositions appointed by the Regulation of the Application of Postal Convention.

#### **Article 14** **Postal dated stamp**

14.1. All the postal offices, for the accomplishment of services are supplied with dated stamps which consist of:

- a. The name of the post office;
- b. The sign which indicates the place of work;
- c. Date, month and year;
- d. The hour of acceptance;
- e. Number of postal code if any.

14.2. Postal dated stamp is used for the sealing of postal deliveries, manipulating documents in acceptance and arrival. The sealing of postal deliveries is done with caution and without mistakes on a soft layer covering 3/8 of the postal stamp.

14.3. The date of dated stamp of the postal office is changed every day and it is forbidden the stamping of a postal delivery with different date from the date of acceptance.

14.4. The dated stamp of the postal office in the end of working hours, it is cleaned and is locked with key in a special place. The dated stamp of the postal office should be used only by the services' workers and it is forbidden to be used by other workers.

14.5. All the dated stamps of the postal office and other stamps which are used for the realization of the postal service are recorded with their marks in the Postal Directorate of Kosovo and postal offices in the form "P-6" "Checking book of stamps".

#### **Article 15**

## **The forms of service and their printing**

15.1. The forms which are used for the realization of postal services are part of this regulation. The printing of the forms of postal services is done by the Postal Directorate of Kosovo and for:

- a. The interior service according to the determined forms in this administrative directive.
- b. The international service according to the forms in dimensions, appointed in the documents of the Universal Postal Union (UPU)

15.2. The workers of the post office are obliged to use the forms for the realization of services according to the dispositions appointed in this administrative directive.

## **Article 16**

### **The appearance in custom**

16.1. For the delivery of postal letters which are submitted to the custom's checking as in acceptance also in arrival, are applied the legal dispositions appointed in the law of the service of custom.

16.2. In order to grow the speed of the accomplishment of foreseen custom's checking, between the Postal Directorate of Kosovo and the Directorate of Custom's Service of Kosovo is signed an agreement of collaboration, where are determined all the procedures which will be applied for the custom's checking of postal deliveries.

## **Article 17**

### **Postal boxes**

7.1. The postal boxes are prepared by the Postal Directorate of Kosovo, according to the determined standards from it in support also of the respective recommendations of international organizations.

17.2. The postal boxes are placed near every postal office in evident places, frequented or in the region where the postal services are realized.

17.3. The postal boxes serve for the acceptance of plain deliveries. The senders after placing the postal stamps on the plain deliveries place them in the postal boxes.

17.4. The postal boxes placed anywhere are kept in lock. They are opened every day in appointed schedule by the Postal Directorate of Kosovo. The schedule of emptying the postal boxes is noted in evident places of the box. The collection of postal deliveries from the postal boxes is done only by authorized workers of the postal service.

17.5. Every postal box should have:

- a. The cover for the throwing of deliveries;
- b. The sign (emblem) of the operator;
- c. The time of the box's emptying;



17.6. The postal offices are obliged to maintain a record on the number and the location of the boxes.

## **SECOND PART**

### **THE RULES OF THE SERVICE OF THE POST OF LETTERS**

#### **CHAPTER I**

#### **THE DELIVERIES WHICH ARE INCLUDED IN THE POST OF LETTERS AND THEIR CLASSIFICATION**

##### **Article 18**

##### **The inclusion in the post office of letters**

18.1. With the services of the letter's post office must be understood the acceptance, elaboration, transportation and the delivery of the plain and registered postal deliveries. In the service of letter's post office are included:

- a. Letters
- b. Small packages
- c. Printings
- d. Postal cards
- e. Sekogram
- f. Aerogram
- g. "M" Sacks

18.2. *Plain deliveries*- are postal deliveries for which in the case of acceptance, to the sender is not issued verification on the acceptance of delivery, and while in the case of delivery from the receiver is not required to verify its acceptance.

18.3. *Registered deliveries*- are postal deliveries for which the post office, in the case of theirs acceptance issues a verification to the sender on the acceptance of delivery, while from the receiver is required to verify the acceptance of the delivery.

##### **Article 19**

##### **Letters**

19.1. Every written communication which consist one official or personal correspondence is considered a letter.

19.2. The dimensions of the letters and the page of address are indicated as below:

- a. Maximal dimensions, length, width, thickness together 900 mm and one biggest part to not escalate 600 mm, with toleration 2mm. In tube the length plus two

- times the diameter 1040 mm, on condition that the biggest dimension do not escalate 900 mm, with tolerance of 2mm .
- b. Minimal dimensions should be 90 x 140mm, with tolerance 2mm. In tube the length plus two times the diameter 170 mm, where the biggest dimension is not less than 100 mm.
  - c. The dimensions of the page of the address of delivery 70 x 100.

19.3. The conditions of the acceptance of letters are indicated as below:

19.3.1. Letters should be wrapped in a solid way not risking the content. The envelope or the wrapping should be appropriate to the form and the nature of letter's content and the conditions of transport, the prevention of damage of the employees during the elaboration, metallic locks which can be used to lock the letter should be soft and not sharp, not to interrupt the accomplishment of service.

19.3.2. The receiver's address should be placed in the direction of the letter's width, and when is a case of an envelope, on the page that does not consist the closing folding, it is placed in upper left side of the envelope. The address of the receiver should be exactly and fully written, should be in readable Latin letters and Arabic ciphers.

19.3.3. For the writing of the receiver's address, the placement of stamps and other signs of franking should be reserved not less than the right half of the envelope or wrapping. Stamps and other signs of franking are placed in the upper right side of the addresses page.

19.3.4. The etiquettes of service and other signs of service are placed on the upper left side where is written the address of the receiver of letter, in special cases they can be placed also under the receiver's address.

## **Article 20**

### **Small package**

20.1. Small package is a postal delivery which consist small things in small amounts, like artistic productions, tapes, CD, trade samples or a part or a thing that serves as trade sample, parts of exchange of equipments, excluding every possibility to be used for business purposes.

20.2. Dimensions, conditions of acceptance, wrapping, the receiver's address, the etiquette and the weight of small packages, are those determined in the article 19 of this administrative directive.

20.3. Small package is accepted as inside also outside Kosovo.  
To be distinguished from other deliveries, for the packages in the inner service of Kosovo, on the package is placed a note in big letters "SMALL PACKAGE" and for outside Kosovo "PETIT PAQUET".

20.4. For the small packages which are sent outside Kosovo and consist of different things for custom it is essential to be submitted to the custom checking.

On the package should after the fulfillment be stuck the etiquette "CN-22" which is equal with the custom declaration.

## **Article 21**

### **The printings**

21.1. Printings are postal deliveries consisting issued productions on the letter or on other substances which are used usually from the printing-office by means of mechanical-graphic or photographic tool, by means of a cliché or negative as are newspapers and magazines, books, brochures, musical score, visit cards, illustrated cards, samples of printings, engravings, photos and photo's albums, drawings, plans, geographical maps, catalogue etc. Also the manuscripts of literary work or of newspapers written by hand are considered as printings.

21.2. Dimensions, the condition of acceptance, wrapping, the receiver's address, etiquettes of deliveries with printings are those determined in the article 19 of this regulation.

21.3. To be distinguished from other deliveries, on the upper left part under the sender's address, for the printings accepted inside Kosovo is written in big letters the inscription "PRINTINGS" whereas outside Kosovo is written the inscription "IMPRIME". When necessary on the deliveries with printings can be placed or linked strong etiquettes of cardboard, for the placing of the receiver's address and the etiquettes of service.

21.4. The weight of a printing can not be more then 5 kg when the content is indivisible, while in the printings accepted from the publishing houses for the selling of newspapers and magazines, in the inner service till 10 kg. Whereas the sack with newspapers and magazines can be till 31,5 kg, from the same sender to the same receiver.

21.5. The printings should be wrapped in such way to assure their content and to not interrupt fast verification of the content.

## **Article 22**

### **Post-cards**

22.1. Post-cards are deliveries with open notification and should be rectangular typed in strong letter or cardboard.

22.2. Dimensions of post-cards are as below:

- a. Maximum 105 x 148 mm, with tolerance 2
- b. Minimum 90 x 140 mm, with tolerance 2mm.

22.3. Post-cards are printed from the Postal Directorate of Kosovo, with or without stamped seal; those can be printed also by trade companies, but in no case with stamped seal.

22.4. Post-cards in the front side on the upper corner, should have written in big letters the inscription "POST-CARD", for inside Kosovo and "CARTE-POSTALE" for outside Kosovo.

22.5. Post-cards are send opened and without envelopes.

At least the right half of the front side is reserved for the receiver's address, for the placement of stamps when they are produced without stamps, for notes or other service's etiquettes.

22.6. The sender has in disposition the back side and the left part of the front side. If post-cards do not fulfill the above requirements, those are treated as letters.

### **Article 23 Aerograms**

23.1. Aerograms are deliveries typed in a thin letter but enough resistant, which is folded in such way to form a rectangular with a dimension of an ordinary envelope.

23.2. Dimensions of aerogram are as following:

- a. Maximum 110 x 220mm, with tolerance 2mm.
- b. Minimum 90 x 140mm, with tolerance 2mm.

23.3. An unfolded aerogram has a clean paper in disposition of the sender to fulfill according to his requirement.

23.4. After the folding in the page of the rectangular formed, in the upper part is in written with big letters the word "AEROGRAM" and also the respective notes where it is written the receiver's and sender's address and other notes according to the service's requirements.

23.5. The folded aerogram has one side painted with glue (same as the cover of envelope) which serves to close the aerogram in such way to prevent it from opening to read the content. The receiver to read the aerogram should cut it in the appointed place which is marked with a line and which allows the regular unfolding of the aerogram.

23.6. Aerogram is put in circulation from the Postal Directorate of Kosovo, printed with or without stamped seal. Aerograms are treated as deliveries of post office of letters in which is not allowed to be inserted letters or other things. Aerograms are closed in the deliveries of airmail deliveries.

### **Article 24 Sekograms**

24.1. Sekograms are deliveries printed with relief which is used by the blinds. Those should be wrapped in such way to protect their content, but also not to interrupt a light and fast verification of its content.

24.2 As sekograms can be accepted, sekographic letters and clichés which consist signs of secography. Also as sekograms can be accepted the voice records and also special letters appointed to be used by the blinds, on condition that those are send from an institution for blinds known officially, or directed to such institution.

24.3. In the international postal service, it is allowed to be treated as sekograms all the deliveries which are treated as such also in the inner service, and it is recommended that in every case to be supplied by a white etiquette with an appointed symbol for this purpose "SEKOGRAM .

24.4. Sekograms can be accepted with weight till 7 kg and are excluded from the service's tariffs, except if the sender requires any special service.

## **Article 25** **"M" Sacks**

25.1. Special "M" sack are deliveries of the letter's post office which consist newspapers, periodical writings, books and other printed things which are send by a same sender for the same receiver and to the same destination.

25.2. The maximal limit of weight for the acceptance of "M" sacks is till 31,5 kg.

25.3. Wrapping is done in special sacks according to the recommendations given from the employees of the postal office of acceptance to the sender and users of this service. Every "M" sack is treated as a single delivery, apart that inside it are many packages with printings. In every package inserted in sack "M", obligatorily should be written the receiver's address.

25.4. Every "M" sack should be supplied by an etiquette prepared by the sender, in which is written the exact address of the receiver. This etiquette should be from a strong durable, plastic material or from a letter stuck on a strong cardboard and supplied by a stitch. The dimensions of this etiquette should not be smaller then 70 x 100mm. This etiquette is tied in the neck of every sack.

## **Article 26** **The classification of deliveries of the post office of letters according to the ways of sending**

26.1. According to the treatment's speed the postal deliveries are classified:

26.1.1. *Priority postal deliveries* – which are transported with faster ways (aerial or earthly) with priority. The postal deliveries which are treated as priority or aerial should have placed a special blue etiquette with the inscription “PRIORITARE” or “PAR AVION”.

26.1.2. These etiquettes or stamp etiquettes with the same inscription should be placed on the side of the written receiver’s address, if possible on the left upper side or under the sender’s address.

26.1.3. The inscription “PRIORITARE” or “ PAR AVION” and also any other annotation related to the priority or aerial transportation, should be destroyed with two thick cross lines, when the delivery of these deliveries is not possible to be done by a faster way.

26.2. *Postal non priority deliveries*- are deliveries which will be send in ordinary way without requiring any special treatment. In this case to the postal delivery is not necessary to stick any etiquette.

26.3. *Postal deliveries S.A.L*- are ordinary earthly postal deliveries which are transported with aerial ways with a reduced priority.

On every postal delivery which will be transported with aerial ways with reduced priority should be placed the inscription S.A.L with etiquette or stamp.

Every sender has the right to determine the streets and ways of the delivery of postal deliveries faced to payments according to tariffs of the postal service.

S.A.L- Surface- Air- Land.

## **CHAPTER II**

### **SORTS OF SPECIAL POSTAL DELIVERIES, ADDITIONAL AND OTHER FOR THE DELIVERIES OF THE POST OF LETTERS AND THE RULES OF ACCEPTANCE.**

#### **Article 27**

#### **Sorts of special serviles**

27.1. Special services are all those services that the postal service takes in realization for all the deliveries of the post of letters according to the sender’s requirement. The sender has the right that his delivery to be accepted with one or more special services.

27.2. The accepted postal delivery which the sender requires to send with special services, except the tariff of service as a simple delivery according to the scale of weight are added also the tariffs of special approved services.

27.3. The sorts of special services for the delivery of post of letters are:

- a. Ordered postal deliveries “R”

- b. Contravention judicial and administrative deliveries
- c. Express postal deliveries, “EXPRESS” or “EXPRES”
- d. Postal deliveries with declared value “VD”
- e. Postal deliveries with repayment “KD”
- f. Postal deliveries with notification receiving “AR”
- g. Postal deliveries which are send by airplane. “PAR AVION” or “By airplane”
- h. Deliveries “POSTE RESTANTE” or Stands in Post Office”
- i. Postal deliveries to be delivered on hand,
- j. EMS Deliveries.

## **Article 28**

### **Ordered postal deliveries**

28.1. Ordered postal deliveries should have clearly written and with evident big letters the etiquette “R” or the inscription “RECOMANDE” (ordered) which consists:

- a. The name of the post office which does the acceptance of the postal delivery
- b. The number of the accepted postal delivery.

The etiquette “R” or the inscription “RECOMMANDE” “CN-04” should be placed at the side of the receiver’s address if possible in the upper left side and in special cases also under the name and address of the sender. For special “M” sack the recommended etiquette “CN-04” should be stick on the etiquette of the address written by the sender.

28.2. In the ordered postal deliveries the address of the receiver should be correct, full and without initials and for these postal deliveries it is essential to be placed full address of the sender. No special condition is required for the closing of ordered postal delivery.

28.3. With the reception of the ordered postal delivery from the sender, the acceptor of postal office is obliged to give to the sender an acceptance receipt the form “P-1”, with which is verified the acceptance of postal delivery from the acceptor of the postal office.

The form “P-1” should consist:

- a. Serial number,
- b. Number of postal delivery,
- c. Category of delivery,
- d. Date of acceptance of postal delivery,
- e. Special services realized by the Post Office,
- f. Weight of the postal delivery in gr/kg,
- g. Tariffs of the services paid by the sender,
- h. Name and surname of the sender,
- i. Name and surname of the receiver and the place of arrival.

The name, the surname, the signature of the acceptor of postal employee and the dated stamp of the post office of acceptance.

28.4. The receipt of acceptance the form “P-1” is fulfilled in two copies:

- a. The first copy is given to the sender.
- b. Second copy remains undetached from the booklet.

28.5. The receipts of acceptance of the ordered postal deliveries are printed in a booklet with a letter self-copy. In a case when the post office's employee makes a mistake during the fulfillment of the receipt of acceptance, it is not removed from the booklet but it is written a note "Canceled".

In the end of working hours, the employee of acceptance collects the number of ordered postal deliveries accepted and the sum of money in euro. Accepted ordered postal deliveries are delivered toward the signature, in the booklet of acceptance or in the book of delivery of postal deliveries within sectors the form "P-13" to the employees of elaboration and delivery of mail. Money in euro is delivered in the chest or to the authorized employee for the collection of money.

28.6. Ordered postal deliveries accepted from different institutions and organizations, or with contract, are recorded in the book of acceptance the form "P-2".

For the delivery of postal deliveries accepted from different institutions or with contract, the employees of elaboration and delivery of mail act as foreseen in the paragraph 5 of this article.

### **Article 29**

#### **Judicial, contravener and administrative communications**

29.1. Judicial, contravener and administrative communications are deliveries which are send from competent institutions, in blue or white envelopes and as additional part have a return-page in a same color which has the upper corner hole out.

29.2. Judicial, contravener and administrative communications are accepted according to determined conditions in the article 19 of this administrative directive.

### **Article 30**

#### **Express postal deliveries**

30.1. Express postal deliveries are deliveries of the post of letters which are treated with priority toward other postal deliveries. No special wrapping is required for express postal deliveries.

30.2. With the sender's requirement, in the moment of acceptance in the postal ticket office, to every postal delivery can be required its delivery on its arrival in the postal office of destination for a shorter period.

To all the postal deliveries which are required to be treated with express service is stick an etiquette with light red color, where is written clearly the word "Ekspres" for inside Kosovo and "Express" for outside Kosovo. The etiquettes "Express" are always placed in the left side of the writing of the receiver's address.

30.3. Express postal deliveries are accepted in the postal offices for all those places and post offices which accept the accomplishment of this service. To these postal deliveries



except the tariffs of acceptance is also taken an additional tariff for the approved express service.

### **Article 31**

#### **Postal deliveries with declared value**

31.1. Postal deliveries with declared value are accepted with the requirement of the sender declaring the value of its content. For the inner service the declaration of value is done in euro, while for the international service the declaration of value is done in DTS (Droits de triage speciaux- The right of special withdrawal). The conversion of the value DTS is done by the employee of post offices according to the currency of daily exchange. The declared value is written by the sender on the receiver's address in written and with ciphers.

31.2. The employee of the post of acceptance which registers postal deliveries with declared value in the receipt of acceptance the form "CP-4" in two copies consist:

- a. Serial number of receipt;
- b. Number of postal delivery;
- c. Name and surname of the receiver;
- d. Name and surname of the sender and the place of arrival;
- e. Declared value of the postal delivery;
- f. Date of acceptance;
- g. Weight in kg/gr;
- h. Tariff paid by the receiver;
- i. Dated stamp of the postal office of acceptance;
- j. Personal stamp of the sender;
- k. Name and surname and the signature of the acceptor of the post office;
- l. Special services if required from the sender.

31.3. The envelope or the wrapping of postal delivery with declared value should be appropriate, to assure the content, from the possible damages during the transport and elaboration.

31.4. It is forbidden to use envelopes or wrappings fully visible or with windows. The post office's worker should recommend the sender that the wrapping of postal deliveries with declared value to be done with an inner wrapping stronger than paper.

31.5. Postal deliveries with declared value after the wrapping are tied crisscrossed with string two corners of which after tied are stick on the wrapping with a red wax and stamped with a sender's special stamp. The signs of this particular stamp are put with tampon color also on the wrapping of postal delivery in the side of the receiver's address in the left side, as a protecting sign of the sender's stamp. The sender's stamp in tampon color is put also on the receipt of acceptance the form "CP-4". In the inner service with special instructions of the Postal Directorate of Kosovo can be used also other signs and tools of security. A valued letter can be secured also by the postal security self-stick etiquettes.

31.6. Postal deliveries with declared value are supplied by an etiquette of service where is evidently written "DECLARED VALUE" for inside Kosovo and "VALEUR DECLAREE" for outside Kosovo or an etiquette with the letter "V" which consist the name of the office of acceptance and the number of postal delivery with a declared value. This etiquette "V" and the exact weight in grams are put in the upper side in left of the page of the receiver's address.

31.7. The exact address and without corrections of the receiver and the sender of the postal delivery with declared value are an indispensable condition.

31.8. The sum of declared value for letters and documents which represent a value because of their remaking can not escalate eventual expenses of these documents in a case of loss.

31.9. The charge of these postal deliveries can be done with postal stamps or with the writing of "PAID TAX" for inside or "TAXE A PERCUE" for outside Kosovo. A letter with value for outside Kosovo is preceded in a particular way.

31.10. The stamping, postal stamps, etiquettes which are related to postal services, should be put in such way to not disguise the envelope's and wrapping's damages. In the postal deliveries with a declared value it is forbidden to be placed any kind of etiquettes or annotation which do not belong to the postal service.

31.11. The content of the letter with value should suit to the real declared value. If the sender of the postal delivery with declared value has deceived in the declaration of value, he will be submitted to the judging according to the legal dispositions foreseen in the penal code of Kosovo.

## **Article 32**

### **Postal deliveries with refund**

32.1. The delivery with refund is a delivery which is delivered to the receiver after he has cashed previously the sum of refund in the sender's benefit.

32.2. The declared value in the postal deliveries with refund can not be less then 10 euro and bigger then 1000 euro, in case it would be cashed the refund with payment order the form "P-15", and 1000 euro if the refund will be cashed with banking letter of payment, respectively with order-transfer, in the benefit of the current account or the account of the sender of delivery. The declared value should necessarily fit the real value of the delivery; the consequences of non declaration of the real value are the sender's responsibility.

32.3. The worker of post office for every postal delivery with accepted refund fulfills two copies of the acceptance receipt the form “CP-1” or it registered it in the book of acceptance the form “P-2”, when it is foreseen the acceptance with contract.

32.4. Dimensions, weight, the wrapping of postal deliveries depending from the sort of postal delivery are those determined in articles 69 and 70 of this administrative directive.

32.5. In the postal deliveries with refund the sender is obliged that in the upper left side of the page of address to write his exact address and to place the etiquette of the refund the form “P-22” and with ciphers and in written to declare the value of delivery which should be clear and without corrections. On other side the sender is obliged to put the exact address of the receiver.

32.6. The sender together with the delivery of the postal deliveries with refund is obliged to deliver also the postal payment-order or the fulfilled banking receipt, according to which will be paid the refund. These documents should be strongly stick on the postal delivery in order not to be detached from the postal delivery during the transport. When the sender requires the payment to be passed in his fulfilled banking account, he is obliged to declare the account and the respective bank.

32.7. The tariffs of the acceptance of the postal delivery with refund are cashed by the receivers of deliveries. In case when the postal delivery with refund is returned to the sender for reason of impossibilities to be delivered to the receiver, the tariffs of return are in the sender’s account.

32.8. The conditions of acceptance of parcels with refunds are those foreseen in the articles 77, 78 and 79 of this administrative directive.

32.9. The delivery of postal parcels with refunds is done as foreseen in articles 87, 88, 89 and 91 of this administrative directive.

### **Article 33**

#### **Postal deliveries with announcement of receipt in the time of posting**

33.1. The accepted postal deliveries, for which the sender requires an announcement of receipt, should have written in the side of the receiver’s address the annotation: “Announcement of receipt” or “LM” for inside Kosovo and the annotation “AVIS DE RECEPTION” or “AR” for outside Kosovo.

33.2. Postal deliveries accepted with announcement of receipt for outside Kosovo are joined with a form “CN-07”, which has the hardness of a postal card colored in light red, while for the postal deliveries accepted for inside Kosovo are joined with a form “P-3”.

33.3. The sender is obliged that in announcement of receipt to determine his address exactly and clearly in written, where is required to be returned the announcement. The

employee of the acceptance of post is obliged to fulfill the announcement of receipt registering the number of delivery, the date of acceptance and the receiver's address.

33.4. The announcement of receipt after it is fulfilled from the sender and the employee of post, the latter (employee of post office) attaches to the postal delivery which joins it till the delivery at the receiver of delivery.

33.5. With the delivery of postal deliveries, the announcement of receipt should be signed from the receiver or in impossibility of the receiver from another person authorized by him. The verification of the delivery of postal deliveries with announcement of receipt in the international service is done also by the postal office through the dated postal stamp and signature, whereas in the inner service the announcement of receipt is signed also by the postman of post.

33.6. When the sender has required that the announcement receipt returns with air-mail, on the announcement of receipt is placed the etiquette "PAR AVION" for which the sender is obliged to pay also the tariff of air-mail service in the moment of the acceptance of postal delivery by the employer of post office.

33.7. In cases when for any reasons the "announcement of receipt" is detached from the postal delivery and does not arrive in the office of destination, the latter is obliged to fulfill itself a form of announcement of receipt and to join it to the postal delivery.

33.8. When an announcement of receipt does not arrive to the sender within a week he can present reclamation according to the article 42 of this administrative directive. In this case the office of acceptance makes reclamation joined with a new form of the announcement of receipt and it is sent to the office of destination. The latter after doing the verification of the delivery of the sending to the receiver through his signature, it returns it to the delivery office which informs the sender immediately by sending the copy of reclamation returned by the office of destination.

#### **Article 34**

##### **Postal deliveries "poste restante" or "Stands in post office"**

34.1. Postal deliveries with annotation "Poste restante" or "Stands in post office" is preserved in the post office of destination for a deadline of a month from the date of arrival and is verified with dated stamp in the back side of delivery.

34.2. The postal deliveries for this special service should have written in the front side and with evident letter the annotation "Stands in post office" when it is for inside of Kosovo and "Poste restante" when it is for outside of Kosovo. Under this annotation is placed the name of postal office where will be held the postal delivery. This annotation is placed under the name of receiver and substitutes his address.

34.3. The postal delivery with the annotation “Poste restante” or “Stands in post office” is delivered to the receiver after the verification of his identity is made. When the postal delivery is not drawn within this deadline it returns to the sender. As a delivery post restant can not be delivered urgent deliveries (Express).

### **Article 35**

#### **Postal deliveries to be delivered on hand**

35.1. Postal deliveries which are required from the sender to be delivered on receiver’s hand can be ordered postal deliveries, with declared values or with refund.

35.2. On these postal deliveries, in the page of the receiver’s address on the right should have written with evident letters the annotation “TO BE DELIVERED ON HAND” for inside Kosovo and the annotation “A REMETRE A MAIN PROPRES” for the postal deliveries for outside Kosovo. In this case the delivery is sent only to the receiver after is identity is verified.

35.3. When the sender except this service requires also an announcement of receipt, the latter is treated according to the article 33 of this administrative directive.

### **Article 36**

#### **EMS Deliveries**

36.1. EMS (Express Mail Service) is a service of fast post which is realized by the special contract with the sender, which secures high quality in the speed and the security of the delivery of deliveries.

36.2. EMS deliveries are registered deliveries which are accepted with return letter and refund for inside and outside Kosovo.

The dimensions of EMS deliveries are same with the dimensions of other delivery-letters; the offices in which this service is organized are announced in the postal offices premises for the work with users.

### **Article 37**

#### **Additional services**

37.1. The additional services are postal services with which the sender, after the delivery of mail respectively the receiver before the delivery is delivered requires the appointed way of delivery and the place of delivery.

37.2. The sender after the delivery of the mail can require these additional services:

- to change or to fulfill the address in the deliveries
- to return the deliveries
- that the registered deliveries to be loaded with refund, that the sum with refund to raise, to descend or to withdraw from the refund
  
- to be done or not the delivery of the package for the receiver.

37.3. Whereas the receiver before the delivery of deliveries can require these additional services:

- that the delivery “post restant” to be sent in his apartment or his working premise, respectively in the apartment or the working premise of the person, which he appointed himself.
- that the arrived delivery, with exception of the judicial letter, infringement and with administrative procedure, to be preserved as a delivery post restant or to be send in a new arrival place, and in this new place of arrival, to be delivered in his apartment or in the working premise, in the apartment or the working premise of the person, which he has appointed himself or to be saved as post restant
- that the arrived delivery not to be delivered to other persons but only to him personally ,
- that every other delivery except the judicial letter and the letter with infringement procedure and administrative , to be sent the announcement on the arrival of such delivery and to be put in the postal case.
- that every delivery or appointed deliveries to be delivered as urgent in the narrow zone of the post office
- that the sum of the order-payment to be sent in telegraphic way in the new arrival place.

37.4. The special requirement for the accomplishment of additional services the sender respectively the receiver presents it to the post office.

### **Article 38** **Other services**

38.1. Other services are services which are accomplished by the post office, with or without the requirement of the sender or receiver, related to the transport and delivery of the deliveries. As other services are:

- the deliveries demand,
- the issue of duplicate receipt for the acceptance of the postal delivery,
- delivery of big package
- the preservation of authorization
- the use of postal case
- the introduction for control of the paid payment-order or its photocopy
- the assignment of copy or photocopy of the receipt of the manipulating document
- repacking of the package,
- the effort for the delivery of package,
- the tax for the bonding of deliveries,
- an notification to the receiver or sender to present the necessary documents for the custom checking ,
- the manipulating of simple letter or post card for which is not paid or it is paid as much it should the postal tax.

38.2. For these services the sender respectively the receiver pays the appointed postal tax.

### **Article 39**

#### **The withdrawal or the change of the address of postal delivery**

39.1. Every sender of a postal delivery has a right to require from the postal service that the postal delivery send by him to return to him previously or to require a change or a correction of address.

39.2. When the requirement is done for withdrawal, correction or change of the address of the receiver of a one ordered postal delivery with declared value, with refund, the sender should present a receipt of acceptance the form "P-1" while for the letters with declared value a receipt of acceptance the form "CP-4" and to verify his identity.

39.3. When the postal delivery at the time of the doing of requirement for the withdrawal of the delivery which is not send at the office of destination and it is at the office of post of acceptance, the postal delivery is delivered to the sender, after is registered at the delivery book where is placed the annotation "delivered to the receiver on the date \_\_\_" and it is sign by him. This annotation is also done in the form "P-!" or "CP-4" which is taken from the sender.

39.4. The requirement done for the change or correction of the address and the postal delivery is not sent in the office of destination, the postal delivery is given to the sender which after making the required changes from him it delivers again to the post office employee.

39.5. When the postal delivery in the time of making of the requirement for withdrawal, change or correction of address is sent to the postal office of destination, the sender should fulfill the respective requirement according to the form "CN-17" when the postal delivery is for outside Kosovo and the form "P-4" when the delivery is for inside Kosovo. These forms are taken immediately to the office of destination as an ordered postal delivery and the tariff of service is paid by the sender except the payment done for withdrawal, change or correction of the address. When the sender wants his requirement to be followed with aerial ways for postal deliveries for outside Kosovo, he has to pay also the additional tariffs of aerial mail.

39.6. The office of destination after receiving the requirement acts immediately for its fulfillment. When the requirement is applied the form "P-4" or "CN-17" is saved in the office of destination with necessary notes. In the case when the requirement is not possible to be applied because the postal delivery is delivered to the receiver the form "P-4" or "CN-17" with reason of misacting is returned to the office of origin to be communicated to the sender.

**Article 40**  
**The duplicate concession of postal receipt**

40.1. When a sender declares that he lost the receipt of acceptance of the postal delivery which he has delivered in the post office, requires a duplicate, she can be given after the verification of his identity and the verification in the book of acceptance if that postal delivery is accepted and registered in the book of acceptance the form "P-1".

40.2. For every receipt issued is placed the annotation "DUPLICATE" and it is paid according to the postal tariffs in power.

**Article 41**  
**The re-sending of the post of letters**

41.1. When the receiver of a delivery has changed the address in the same living-center or has moved in another living-center and has left a notification in the postal office for the change of address by depositing the new address in the post office, the latter is obliged to send the postal delivery in the new address without additional tariffs of service with exception of the cases when the sender with a special notification has required differently.

41.2. The deliveries of post of letters directed for inside Kosovo can not be re-sent in outside Kosovo.

**Article 42**  
**The reclamations**

42.1. Every postal delivery accepted in the post offices with the requirement of the sender consist of a reclamation object. The reclamations are accepted for every accepted postal delivery within a deadline of one year, starting from the next day of acceptance of the postal deliveries from the post office, when it is accepted to be delivered in the inner service, and within 6 months starting from the next day of acceptance of postal delivery when it is accepted to be delivered in the international service. Every postal office is obliged to accept the reclamation of the accepted postal deliveries in its office and in other postal offices.

42.2. The sender of the postal delivery should present before the post employee a receipt the form "P-1" for the ordered postal deliveries and the form "CP-4" for the postal delivery with declared value, and also to verify his identity. By the presentation of the requirement of reclamation, the responsible employee of post office for reclamation fulfills immediately the form "P-5" for inside Kosovo and the form "CN-08" for outside Kosovo. A single form can be used for one or more accepted postal deliveries, when the same sender has sent them to the same receiver in the same post office of destination. The reclamation should be joined by a facsimile or by e copy of the full address of the receiver when it is the case also by the other documents of service.



42.3. The worker of post office, responsible for the treatment of reclamations, fulfills the foreseen requirements in the form “P-5” for the postal deliveries advertised for inside of Kosovo and “CN-08” for the postal deliveries advertised for outside Kosovo. After the fulfillment of forms it registers those in the book of the delivered reclamation the form “CP-17” and it sends them as ordered postal deliveries:

- a. The transit outside or inside office when the postal delivery is transited from one intermediary postal office which after giving the necessary notes sends it to the postal office of destination.
- b. To the postal office of destination when the postal requirement is taken without the intermediation of another postal office.

42.4. The treatment of reclamation in the inner service:

42.4.1. The postal office of destination of reclamation, immediately registers the reclamation in the book of the arrived reclamations the form “CP-18”. Within 10 days the postal office of destination of the reclamation is obliged to give the necessary explanations for the delivery or not of the postal advertised delivery.

42.4.2. When it results that the advertised postal delivery it is delivered to the receiver, the postal office of destination and reclamation in the column to be fulfilled from it registers the date of the delivery of postal deliveries verified by the signature of post office-s worker and it stamps it with the dated stamp of the post office. After it fulfills the requirements with the form “P-5”, registers the respond in the book of the arrived reclamations “PC-18” and it returns to the postal office of acceptance in order to communicate to the sender of postal delivery.

42.4.3. In a case when the advertised postal delivery is not found, are presented the cases as following:

- a. The post office of acceptance according to the documents it has, is not able to determine the data of the post office of destination. In this case the reclamation is sent to the postal office of destination without the data of sending. In this case the postal office of destination after receiving the reclamation contacts the receiver of the advertised delivery if the delivery arrived to him (to the receiver) in other way or as a simple delivery (non-registered). When it results that the acceptor received the postal delivery, respective annotations are done in the reclamation and are returned to the post office of origin, together with the signed declaration of the receiver the form “P-8”. When the advertised postal delivery has not arrived to the receiver, from him (the receiver) is taken a declaration signed by him for the non sending of the postal delivery, the form “P-8”, which is joined to the reclamation of the advertised postal delivery and together with the notes of the postal office of destination is returned to the post office of reclamation of acceptance. In this case the responsibility it is left to the postal office of reclamation of acceptance, which is not able to verify the sending of the postal delivery required in destination.

- b. The postal office of destination, even though according to the documents of the advertised postal delivery has arrived in the post office, and it is not able to verify neither the delivery of the advertised postal deliveries and nor the delivery of this deliveries in another destination, then it makes the respective annotations in the form of reclamation, by joining also the receiver's declaration for not delivering the postal delivery, and returns it to the acceptance's postal office of reclamation. In this case the responsibility remains to the postal office of destination.

42.4.4. When the intermediary office (transit) which has intermediated or transited the advertised postal delivery is not able to give the delivery's data for the postal office of destination or another office and nor to verify his return in the post office which accepted the postal delivery, the reclamation with respective notes for the advertised postal delivery is returned to the postal office of acceptance of the postal delivery. In this case the responsibility remains to the intermediary office (transit).

42.4.5. When a postal office of destination or an intermediary office (transit) which takes reclamation assumes that the required postal delivery even though it was registered in the joinable list of the ordered deliveries the form "P-9" it has not really arrived. This fact the intermediary postal office or of the destination should verify by the observation nr. \_\_\_ date \_\_\_ according to the form "P-12" held immediately from the commission in the moment of the deliveries opening where it was closed the required delivery. When this can not be proved with facts as above, the responsibility remains according to the case to the intermediary postal office (transit) or to the postal office of destination.

42.4.6. When the sender requires the reclamation to be sent with fast tools of telecommunication in these cases the data of reclamation are transmitted with tele-fax or in other way, but with the sender's expenses.

42.5. The treatment of reclamations of the international postal service:

42.5.1. The form "CN-08" and the joining parts of reclamation should be returned to the administration of origin within two months from the date of reclamation. The reclamation should be joined also by a receiver's declaration the form "CN-18"

42.5.2. The office of acceptance of reclamation for the requirement of an accepted postal delivery for outside Kosovo if is not able to verify that the required postal delivery is taken to the Postal Transit Center and the latter with all the efforts made was not able to verify the delivery of postal delivery in destination then the responsibility remains to the postal office which has accepted the delivery. In a case that the postal office of acceptance has verified by documents the sending of delivery to the postal transit center and the latter even though it accepts the arrival of delivery, it does not have the data of the delivery for the office of administration of destination, then it sends the reclamation without the data of the delivery of the exchange office of deliveries of the respective place. When the latter can not declare the delivery of the required postal deliveries, the responsibility remains to the Postal Transit Center.

42.5.3. For the reclamations arrived from outside, the Postal Transit Center after making the registration of the arrived reclamations in the respective book the form “CP-18”, does the verification of the arrival of the advertised postal deliveries. When it results that the advertised delivery has arrived in the Postal Transit Center, the latter fulfills the reclamation with the data of sending for postal office of destination of inner service. The postal office of destination after doing the verification of arrival and delivery of the required postal delivery, together with the declaration of receipt in delivery the form “CN-18” signed by the receiver of the required postal delivery sends it to the Postal Transit Center.

42.5.4. When the Postal Transit Center even though it has verified the arrival of required postal delivery but is not able to determine the ways of delivery, apart from this, the reclamation is sent to the postal office of destination which after the efforts made was not able to assure the delivery of deliveries, together with the signed declaration from the receiver of postal delivery the form “CN-18” for non-delivery of the deliveries he returns the reclamation to the Postal Transit Center that in this case remains responsible for the non-delivery of the required postal delivery.

42.5.5. When the postal office of destination even though accepts the arrival of the advertised delivery but is not able to verify the delivery of required postal deliveries, the reclamation together with the signed declaration from the receiver of the delivery “CN-18” sends it to the Postal Transit Center. In this case this responsibility remains to the postal office of destination.

42.5.6. Postal Transit Center in relation with the exchange offices of the administrations of places with which the deliveries are exchanged, applies the foreseen dispositions in the Regulation of Application of Postal Convention.

42.5.7. The deadline of compensation of indemnity from the time of the review of reclamation should not be longer than 30 days.

### **CHAPTER III**

#### **THE FORMATION OF POSTAL DELIVERIES**

##### **Article 43**

###### **The withdrawal of the simple letters from the postal boxes and from the box offices of acceptance**

43.1. The simple deliveries of the post office of letters are collected in an appointed schedule from the postal boxes placed in different points in which the post office accomplishes the activity and together with simple deliveries taken from the postal boxes inside the environment of post and those accepted in the postal box offices, are forwarded in the sector of elaboration.

The employee of the post office verifies the collected deliveries if:

- a. The collected deliveries are with tariff with postal stamps in circulation, if there are any deliveries with used postal stamps or drawn from circulation, other worthless or falsified stamps.
- b. The simple deliveries of the post of letter excluded from the tariffs have above signs of special stamps which verify the exclusion from tariffs.

43.2. The simple deliveries of the post of letters which fulfill the conditions for sending are stamped with the dated postal stamp. The canceling of postal stamps is done by putting the postal dated stamp in a way that one of the third of the postal dated stamp covers one of the sides of stamp or in its below part, and two of the third in envelope or on the deliveries wrapping, but in such way that the figure of stamp stays untouched from the dated postal stamp. Every postal stamp is stamped only once, a second stamp is placed toward the stamps on the delivery in cases the inscriptions of stamp on the seal have not been clear.

43.3. For other deliveries of the post of letter which have defects is acted as below:

- a. The postal deliveries without full or partial tariffs which have postal stamps drawn from circulation or foreign worthless postal stamps for tariff is put the stamp "T" and the postal dated stamp, but not on the worthless stamp, toward these stamps is put a quarter with the sign worthless and are taken to the destination.
- b. The postal deliveries without tariffs or with partial tariffs send by the persons that are verified that have sent few times such deliveries, all the printings, small packages, that are not fully charged are not sent but are returned to the sender or are saved and treated as unsent deliveries if their sender is not found.
- c. For the simple postal deliveries which consist used postal stamps is held a verbal process in two copies the sender is invited if possible to fulfill the tariff that lack and the delivery is sent to the destination. In a case when the sender does not appear or does not accept to pay then is acted according the article 57 of this administrative directive.
- d. When simple deliveries with falsified postal stamps are ascertained it is held a process verbal in two copies, the Postal Directorate of Kosovo is informed immediately, and it is investigated for this problem from the postal services inspectors.

43.4. After the checking and the stamping with the dated postal stamp of the simple postal deliveries those are divided according to the directions they belong. The simple deliveries which are directed to the postal offices are folded with strings after they are wrapped with paper or inserted in plastic bags according to the weight and are placed in respective box to the destination. Postal simple deliveries which are for the distribution inside the territory of postal office of acceptance are placed in a special place.

#### **Article 44**

#### **The verification and elaboration of the ordered postal deliveries**

44.1. The employee of the elaboration of postal ordered and registered deliveries takes them into delivery signing for this in the book of acceptance of the ordered deliveries, the form “P-1” or the form “P-13” when those are in big quantity.

44.2. The employee of the elaboration of the ordered postal deliveries, verifies the regularity of acceptance and for any irregularity ascertained like for wrong tariff, the placement of worthless stamps and drawn from the circulation, foreign and false postal stamps, the absence of the receiving announcement, the absence of the services stamps etc, it returns to the employee of acceptance for their fulfillment and arraignment.

44.3. For the ordered postal deliveries which are ascertained from the custom’s institutions in their content are things and properties which are forbidden for being transported by the postal service or which are not accepted from the services of the places of destination, those are returned to the sender or are confiscated from the custom institution according to the dispositions for the custom service in Kosovo. After the end of checking, the ordered postal deliveries which fulfill the requirements for sending are stamped with postal dated stamp according to the article 39 of this administrative directive.

#### **Article 45**

#### **The formation of the deliveries of post of letters**

45.1. After the end of verification on the regularity of the acceptance of postal deliveries the employees of the post offices start the preparation of the postal deliveries. Postal offices exchange directly between them closed postal deliveries which are authorized from the Postal Directorate of Kosovo. The authorization for the exchange of postal deliveries directly closed between post offices is given from the Postal Directorate of Kosovo, according to the number of postal deliveries that the post offices have for each other and also in the fulfillment of the request to realize the indicators of quality which present the established time for the transport and the delivery of a postal deliveries.

45.2. Every postal delivery directed to the post office is registered in the form “P-9” and takes an ordinal number which starts with the number 1 on first January and ends on the December 31 of every year.

45.3. The exchange of postal deliveries is done in two ways:

- a. The post offices exchange directly closed postal deliveries between them as it is described in the paragraph 1 of this article.
- b. The postal offices exchange deliveries in an open transit. In the deliveries in an open transit are registered all the postal deliveries which are directed to the post office with which the delivery is closed and also the postal deliveries of other post offices which are near this office.

45.4. The transit center is the main center of exchange of the direct deliveries in a closed and open transit. The scheme of the organization of the direct postal deliveries exchange

in an open and closed transit and the ways of their sending are determined by the Postal Directorate of Kosovo.

45.5. The postal deliveries are joined with a joining list of the ordered postal deliveries of the post of letters, the form "P-9". In this joining list which is fulfilled in two copies are registered one by one all the ordered and registered postal deliveries. In the last column of joining list of the deliveries of the post of letters the form "P-9" is done the annotation:

- a. For the ordered postal deliveries "R"
- b. For small packages "Small package"
- c. For the announcement of receipt "AR"
- d. For postal payment order "UPP"
- e. For telegraphic payment order "UTG"
- e. For contravener judicial and administrative communications,

If the first list is not sufficient can be also used additional lists for the registration of the ordered postal deliveries.

45.6. In the conclusion of the registration in the joining list the form "B-9" is collected the sum of the postal registered deliveries with ciphers and in written, are signed by the respective employees and are stamped with the dated stamp of the postal office. The copy of the joining list together with registered postal deliveries are wrapped with paper or plastic bag and are folded with string. The second copy of the joining list the form "P-9" is saved in the postal office.

45.7. The simple postal deliveries, express are closed in an envelope to which is stick an express etiquette, are tied full to the top and are put in sacks with the ordered postal deliveries.

45.8. The simple letters are registered in total in the joining list of the ordered postal deliveries the form "P-9" are wrapped full to the top and are tied with strings or linking machines and are put in sacks with ordered deliveries. The employees of the post after being sure that all simple and ordered postal deliveries are placed in sacks close them.

45.9. For the closing of sack there are many ways but the more useful and practical one which are used today in the closing of sacks are:

- a. the closing of the postal deliveries with strings and lead. For the closing of postal sak with string and lead is taken an etiquette which is used for the closing of the postal sack, is placed a string and is surrounded around the neck of the sack twice in the way that a side of the string is drawn from below and after is combined the linking is formed. After the linking two sides of string are inserted in the holes of the postal lead and is pressed with the leading pincers. The sacks can be closed also with red wax by stamping both threads of string in the back side of etiquette.

- b. The closing of the postal sack with plastic lace. For the closing of the postal sack with plastic lace is taken an etiquette which is used for the closing of postal sacks, it is put in the thick part of the plastic lace which is placed in the appointed place. The plastic lace together with the etiquette placed is surrounded around the neck of sack where the top of the plastic lace is placed in the appointed place and strongly drawn until the neck of sack could not be opened in any way.

45.10. The etiquette which is used for the closing of postal sack consist:

- a. Name of the post office of sending.
- b. Name of the post office of destination
  
- c. Number of delivery
- d. The date of delivery
- e. Weight of sack
- f. The dates postal stamp
- g. The number of the plastic lace series when the sack's closing is done with plastic lace.

When the number of deliveries is big it can be used one or more sacks. In this case in one sack are put simple deliveries and in the other the ordered deliveries. The weight of a sack can not be bigger then 31.5 kg.

45.11. The etiquette which is used for the closing of postal sacks should be from a strong cardboard or with paper with inner plastic wear with these colors:

- a. red the form "E-10" is used when the sack of delivery consist only ordered postal deliveries, letters with declared value or ordered and simple together.
- b. white, the form "E-11" is used when the sack consist only simple postal deliveries.
- c. open blue, the form "E-12" is used when the sack consist only printings, small simple packages and periodical writings.

The etiquettes the form "E-10", "E-11". "E-12" are used from the Postal Transit Center for the deliveries which it closes in the postal offices of Kosovo. The etiquette "E-10/1", "E-11/1", "E-12/1" are used from the post offices for the closing of deliveries in the Postal Transit Center and with the other postal offices in Kosovo.

## **Article 46**

### **The forming of the deliveries of letters with declared value**

46.1. Postal deliveries with declared value are joined with the joining list of the parcels and letters with declared value, the form "CP-5" which is fulfilled in two copies. Every delivery with declared value for every post office takes an ordinal number as it is determined in the article 45, paragraph 2 of this administrative directive. After the employees of the post office are sure for the regularity of their acceptance registers the

letters with declared value in the joining list the form “CP-5” one by one. In the last column of the joining list is registered the weight and the value of every delivery.

46.2. The letters with declared value together with the first copy of the joining list “CP-5” in the presence of two employees of post office which have signed the joining list are wrapped with paper of strong wrappings in the form full to top then are folded with strings. If the volume of the letters with value is big together with the joining list, they are tied and put in a sack without tear and then the sack is closed in an appointed way in the article 45 the point 9 a of this regulation. The letter with declared value which value escalates more then 150 euro can be sent as special. The second copy of the joining list “CP-5” is saved in the post office.

#### **Article 47**

##### **Postal sacks and the rules of their circulation**

47.1. The postal sacks are used for the exchange of the postal deliveries, postal parcels with or without declared value. The postal sacks in the inner service have in written the inscription “POST OFFICE OF KOSOVO” and those that are used in the international service the same inscription written in French or English language.

47.2. The postal sacks used for the exchange of the postal deliveries in the inside and outside service should be strong and not heavy. The postal sacks which are used for the exchange of the deliveries in the international service should fulfill all the requirements appointed in the international documents of this service. The postal sacks and the sack of parcels are prepared by the Postal Directorate of Kosovo in different sizes according to the services requirements in these dimensions:

- a. 40 x 60 cm,
- b. 60 x 100 cm,
- c. 90 x 120 cm and
- d. 120 x 160 cm

47.3. Empty sacks of the postal deliveries and the arrived parcel, are returned to the post offices within the next day closed in the deliveries sack by writing their weight in the joining list of the ordered deliveries the form “P-9” and in the joining list of parcels and letters with value the form “CP-5”.

47.4. Every postal office has its sacks of the exchange of postal deliveries and parcels inside Kosovo. Postal Transit Center has its sacks for the exchange of postal deliveries with postal offices inside Kosovo. In these sacks should be written “POSTAL TRANSIT CENTER”

47.5. In the end of every month the Postal Transit Center and postal offices do the equalization of the number of sacks exchanged between them, recorded every day in the record of the movement of sacks, the form “P-10”. For every difference of the return of



sacks the responsibility remains to the postal office which is not able to fulfill the number of irreversible sacks.

#### **Article 48**

##### **The delivery of the postal deliveries to the transporters**

48.1. The postal deliveries prepared to be sent in destination are registered from the employee of the post office in the delivery list, the form "P-11" in two copies according to the reports and postal offices in which the deliveries are exchanged. Those are prepared before the arrival of the vehicle which makes the transport of the post and parcels.

48.2. The transporter of the postal deliveries and the parcels before signing the list of delivery the form "P-11" for the receipt of the deliveries should assure for the regularity and their exactness. In a special way he has to check that the sacks are closed in one of the ways determined in the article 45 of this administrative directive. If the sacks are supplied with respective etiquettes and if their closing consist the special signs of leading or stamping, and in the cases of closing with plastic lace checks if they are drawn strongly and have no possibility for opening. Should also check the external condition of sacks in case any sack is torn and the postal delivery can be pulled from it.

A special caution should be indicated during the reception in delivery of the sacks that have letters with declared value where except those described in the article 48 the paragraph 1 and 2 of this administrative directive should also check the weight of sack and every possible detail. If the transporter has ascertained irregularity during the checking of sack he does not accept for delivery the sacks which do not fulfill the conditions of closing as foreseen in this administrative directive. The signing of the deliveries list the form "P-11" is done by the transporter after he is convinced for the regularity of the sacks, their closing and after it is signed also by the employee of post office which does the delivery of postal deliveries to the transporter. The delivery list the form "P-11" after signed from both pairs the first copy is given to the transporter whereas the second copy is saved in the post office.

48.3. The transporters of postal deliveries for the receipt and delivery of post in the post offices should be supplied with a special authorization from the Postal Directorate of Kosovo. The employees of the post offices do not receive nor deliver the postal deliveries to the transporter which does not present the authorization for the receipt and delivery of the postal deliveries.

#### **Article 49**

##### **The transport of postal deliveries**

49.1. The transporting of any postal delivery from the Postal Transit Center, to the postal office and vice versa and the transportation of the postal deliveries by the postal offices is done with the vehicles of PTK (Post Telecommunication of Kosovo). With special agreements the transport of the postal deliveries can be done also with other vehicles but

on condition to be applied the requirements of this administrative directive and the special requirements determined in agreement.

49.2. As a rule the transporter of the postal deliveries all the postal deliveries delivers to the employee of post office loaded with this duty which is obliged to sign and stamp with postal dated stamp the receipt of delivery for the postal deliveries. The signing and stamping is done in the last column of the list of delivery the form "P-11". But for special cases when the transporter arrives in the post office with delay or in the late hours for justified reasons the deliveries are delivered to the supervisor of service and he delivers them at the next day to the employee of service as foreseen in this administrative directive.

49.3. The transport vehicle of the postal deliveries of any kind during the trip to the destination, when it suffers a heavy technical breakdown, the driver gets ill, it is ascertain there is a street's block for different reasons or other causes, the driver of the vehicle is obliged to:

- a. With the communication tools that he possesses , to inform the responsible person for transport and also the employees of the nearest post office where he is.
- b. As fast as possible to contact with the organs of the order protectors or the traffic police.
- c. To act as fast as possible to stop the vehicle in a safe place if he has no possibility to arrive at the nearest post office.

For the cases determined in the points a, b, c, the managers of the sector of transport take immediate measurements to help the driver of the vehicle by sending another vehicle in that direction. At the same time the managers of the sector of transport for the cases determined in the points a, b, c, inform also immediately the Postal Directorate of Kosovo.

## **CHAPTER IV**

### **RECEPTION IN DELIVERY AND ELABORATION OF ARRIVED DELIVERIES**

#### **Article 50**

##### **Assumption in delivery of arrived postal deliveries**

50.1. Arrived postal deliveries delivers to Post appointed employee directly from authorized transporter of postal deliveries.

50.2 Post employee charged for reception in delivery of postal deliveries after getting sure for regularity and exactness of arrived deliveries, will take in assumption from transporter signing and stamping with dated stamp in appointed place in delivery list , form "P-11".

50.3 During reception in delivery of postal deliveries from transporter when post employee ascertains that discrepancy between delivery list: P-11” and deliveries factual state, it is kept one form sampling “P-12’ in which are given detailed explanation for what is ascertained. Sampling draws in three copies and it is signed by transporter and acceptor in delivery of postal deliveries, one copy is send to post office which has send the delivery, one copy is send to regional center where is office of the post which has send the delivery and one copy is saved in the post office where is drawn sampling. Post employee charged for assumption in delivery of deliveries immediately informs responsible person or office controller and this last informs office of sent post by telephone, telegram or by any other communication mean.

50.4. During assumption in delivery of postal deliveries from transporter, post employee ascertains that exists livid bags, suspects in manner of tying, misses stamps, it broken off plastic link. exists dilapidated bags etc. than this bags must be open in the presence of transporter of postal deliveries , and is checked contain of bag and it is done equality of following list in the form “P-9” with deliveries ascertained in the bag.

50.5. When during checking is ascertained irregularity as a lack of the deliveries, dilapidated deliveries etc. immediately it is drawn sampling, form “P-12” where are described all the ascertained irregularities in a presence of transporter.

When the transporter of postal deliveries refuses to sign sampling , than it is signed by one other employee of post office which was present by the time of refuse , noting in sampling “TRANSPORTER X.Y. DOES NOT ACCEPT TO SIGN “whereas in delivery list , form “P-11” it is placed notice “VIEW SAMPLING number \_\_\_\_\_ date \_\_\_\_\_”.

First copy of the sampling is sent to post office from where has arrived the delivery, one copy will be sent to regional center where its activity office of delivery post has and one copy will be saved in the post office where it is drawn delivery.

50.6 For deliveries with declared value must be shown special care and must be checked in details all the problems treated in paragraph 3 and 4 of this article.

## **Article 51**

### **Opening of postal deliveries**

51.1. Postal deliveries are opened from two employees of post office whereas in small postal offices where is only one employee, are opened only by this employee and the transporter.

Deliveries are opened by order without damaging the bag, closing stamps, etiquette, cord, link from plastic and all other closing elements. In the beginning of opening when bags are closed by cord and are stamped , cord is cut in such a manner to have a cut and the cord, etiquette and a stamp to be joined which are saved till the verification of the delivery contain. When bags are closed by the plastic link, it is cut in one place in that manner that link from plastic and the etiquette stay together. They also are saved till the end of postal deliveries verification.

51.2 By deliveries opening initially is requested following list form "P-9" in which is registered one of all requested postal deliveries.

First it is done verification of range number of plastic link, with the range number registered in the requested deliveries following list form "P-9". When range number in the plastic link does not correspond with the range number registered in requested deliveries following list, form "P-9" than the bag is considered opened. After the verification and equalization from state of deliveries registered in the following list with the, form "P-9" with the deliveries state in the postal delivery and also it is done their equalization one by one with distinctive mark. It is done and total verification of registered deliveries including those with declared value and those of simple value. When everything is in accordance with the provisions of this administrative directive, following list, form "P-9" it is firmed by the two employees charged with opening of postal deliveries, and it is stamped with post dated stamp. In the end for discrepancy between the plastic links range number and range number registered in requested postal deliveries following list, form "P-9" it is drawn one form sampling "P-12" and it is acted as it is foreseen in article 64 of this administrative directive. When are ascertained different irregularity, as an absence of postal deliveries, not registered postal deliveries or opened etc. it is acted as it is foreseen in paragraph 4 of this article.

51.3. Following list form "P-9" of requested postal deliveries is saved in a special file placed according to their range number. If it is ascertained pass of any range number immediately it is informed office of delivery post by telephone, telegram, or by any other faster communication manner.

Office of acceptable post immediately must certify if this pass is done wrong or the delivery with the last number has not arrived in destination post office. Office of acceptable post immediately has to solve this ascertainment by informing post office of delivery destination.

51.4. In the moment of opening postal delivery, in case that following list of requested postal deliveries form "P-9" is not in bag, post employees charged for delivery opening draw one following list form "P-9" in two copies registering one by one all requested postal deliveries and the number in total of simple postal deliveries and everything else that is in post bag and also the range number of plastic link when bag is closed in this manner. In the end of requested postal deliveries registration and in the end of simple postal deliveries verification form "P-9" it is firmed by the two employees charged for postal deliveries opening, and it is stamped by dated stamp of destination post office.

After fulfillment of the following list, form "P-9" post employees draw an sampling model "P-12" in three copies where is prescript everything from ascertained irregularity following to it and one copy of the following list of requested postal deliveries, and it is acted as it is foreseen in article 64 of this administrative directive.

51.5 If during the opening of postal delivery are ascertained different irregularities, as one requested postal delivery is found not registered in following list, one requested postal delivery is not found in delivery, are ascertained requested postal deliveries that belongs to another postal office, are found simple postal deliveries in total unregistered, are found postal deliveries opened or damaged etc. of this administrative directive. For all

this irregularity post employees who have opened postal delivery draw one sampling, form "P-12" in three copies, where prescript in detail all ascertained irregularities. Sampling is treated as it is foreseen in article 64 of this administrative directive,

## **Article 52**

### **Regularity verification of the post deliveries of letters in arriving**

51.2. After opening of postal deliveries and ascertainment of regularity it is done physic verification of the postal deliveries state for all categories that contains delivery. For all irregularity ascertained in delivery contain it is acted as it is foreseen in article 51.5 of this administrative directive.

52.2. From physic verification of all postal deliveries that contains postal delivery , when are ascertained damaged postal deliveries , whose damage impede sending and delivery has to be done recovering of this postal deliveries. Recovering can be done with glassy envelopes, glassy plastic bags that can be done reading of receiver address or in simple envelopes.

In every case independently from recover choice post office where it is done recovering must be placed notice "RICOVERED IN POST OFFICE \_\_\_\_\_" to not damage more fulfilling the form "CP14" for recovering. This notice has to be signed by the post employees and stamp by post dated stamp. When the recovering is done with simple envelope and is not possible to be read receiver address, than it is placed accurate receiver address above envelope that will be done recovering writing the notice as above. For all deliveries cases ascertained with damage and that are recovered it is done a sampling to acceptable office as it is foreseen in article 51.4 of this administrative directive and are treated as it is foreseen by article 64 of this administrative directive.

52.3 For every irregularity ascertained in deliveries with declared value is acted as it is foreseen in 2 of this article, but it is informed immediately by fastest communication mean office of acceptable post.. If the case is for one easy damage or for a partly damage of the closing stamp it is enough to re stamp delivery with declared value to ensure contain. This is done with the condition that from all ascertainments contain is not damaged and is not detract in tare and value.

Existed stamps must be respected. When it is necessary delivery with declared value must be recovered saving as much as possible recruit recover.

In case that the state of postal deliveries with declared value is such that the contain can be taken of, post office must act by official opening of the delivery and do the contain verification .Result of verification becomes sample object of an special record, in two copies where is prescript in detail state and contain of postal deliveries with declared value.

This record must be signed from two post employees, from the checker or post supervisor and also must be stamped by post dated stamp... This delivery must be recovered. In all the cases tare of postal delivery with declared value in arriving, and tare after recovering must be verified and notice above envelopes. This must be followed by the notice "RECOVERED" and with the form "CP-21" with the sign of the employees which have done the recovering and it is stamped with post dated stamp.

52.4. During the postal deliveries checking can be ascertained simple postal deliveries or requested postal deliveries with no tariff or with less tariff. In this cases is acted as below:

- a. Requested postal deliveries are fulfilled with postage stamp which miss according to tariff .Value of this postage stamps is requested from acceptable post by one form sampling “P-12” as it is foreseen in article 64 of this administrative directive. Office of acceptable post returns postage stamps to destination post office or the postage stamps value which takes from acceptance employee.
- b. Simple postal deliveries also are fulfilled with the postage stamp value that misses which is requested from receiver. In the case when receiver refuses to pay postal delivery than it is not delivered to him but is returned in acceptable post office.

52.5. When are ascertained devious postal deliveries than not belong to the post office that has received delivery, those postal deliveries are sent for in destination or otherwise are return to acceptable post office.

52.6. In neither case ascertained irregularity can not be the reason for not delivery of postal deliveries or for their return to the sender.

### **Article 53**

#### **Stamping of the postal deliveries in arkival**

53.1. All the post deliveries of letters in arrival , are stamped by post office dated stamp from the back side except of arrived printing for delivery or transition also the post card that arrive for transition are not stamped.

53.2. Picture postcard or panoramas that arrives to be delivered, are stamped in the front side where is written the correspondence .They are not stamped in transit.

53.3. Deliveries of the arrived letters post without postage stamps are not stamped with the dated stamp of post office of destination in arrival. They are annulled by two horizontal lines of red color.

## **CHAPTER V**

### **THE DELIVERY AND DISTRIBUTION OF THE DELIVERIES OF LETTERS POST**

#### **Article 54**

##### **Elaboration of letters in arrival and their delivery to distributors**

54.1. After it is finished opening of the deliveries , verification, checking and deliveries stamping with the dated stamp of the post office of destination, it is done separation of postal deliveries in:

- a. Simple postal deliveries.
- b. Requested postal deliveries.
- c. Postal deliveries with declared value.

54.2 Simple postal deliveries takes in delivery for further elaboration the post employee charged for their elaboration and separates them in this way:

- a. Simple postal deliveries that are for distribution, are placed in appointed places according to distributors directions.
- b. Simple postal deliveries that are for transition, places in respective separations according to post office of destination.
- c. Simple postal deliveries that are delivered in post boxes places to the respective post boxes of every receiver that has post box.

54.3. Requested postal deliveries, juridical communications ,infractions and administrative, draught that are for distribution takes in delivery the post employee charged for their elaboration. All this postal deliveries the employee takes in delivery across his sign from arrival sector and that from acceptance registered in postal deliveries register book inside the sector form “P-13”.

Requested postal deliveries that are for distribution ,including here and juridical communication, infractions and draught post employee does their separation according to distributors directions and register them one by one in delivery book form “P-14” in two copies for each distributor.

In the same book post employee register for each distributor the number of deliveries in total. Requested postal deliveries and simple postal deliveries are delivered to distributors across their signs and together with that and a copy of delivery list form “P-14”.

54.4. Requested postal deliveries, juridical communication, infractions and administrative that are for transition or to be sent to the other post offices after are registered for every post office , in following list of requested deliveries form “P-9’are placed in respective separations for post offices of destination.

54.5 Announcement for draughts after being fulfilled from draughts employee are delivered to requested postal deliveries elaboration employee across assignment in the form “P-13” which acts as it is foreseen in paragraph 3 and 4 of this law.\

All registered and unregistered postal deliveries that are given to distributors to deliver them to the receivers , are registered from post employee and in the distributors charge book the form “P-21” in part charge.

## **Article 55**

### **Delivery of the postal deliveries hereby postal boxes**

55.1 The users of postal services even if they are physical persons or juridical persons can request that the deliveries of the simple letters and announcements for arrival of other registered deliveries that arrives in their addresses to be placed in one postal box prepaying according to tariffs fixed in postal tariffs.

Exist two kinds of postal boxes :

- a. Postal box with key that is given to interested persons and that are placed to postal service halls with the possibility that the accorder in every time to enter in the

- post within the time work of post employees and to have possibility to open his postal box and to draw postal deliveries arrived in his address.
- b. Opened postal boxes are given mainly to the institutions , organizations, different associations, etc. This postal boxes are placed in internal environment of postal services.. In this case postal deliveries can be taken only by authorized person of possessor of postal box. Authorized person must present every time authorization , form P-15” for drawing postal deliveries.

55.2. User of services that request to accord for one postal box must confirm his identity by any official document .Request to get one postal box is presented in the form “P-16” . By acceptance of the request subscriber it is delivered to him the key of postal box. For postal boxes with key, postal offices keep register in which are registered subscribers one by one noting and a duration with condition to not pass one calendaring year.

## **Article 56**

### **Delivery of postal deliveries to the receiver**

56.1. Distribution and delivery of postal deliveries to the receiver is done in this manner:

- a. Post distributor deliver to receiver registered deliveries arrived in his address after ensuring for his identity.
- b. Simple postal deliveries and requested express , that are delivered to addressed in post office , announcements for their arrival are sent to receivers as soon as possible and with special distributors if the distributions is organized .
- c. Simple and requested postal deliveries also the announcement for arrival and delivery of the different postal deliveries are delivered to receiver in hand whereas in their absence to one of the family participators that lives together with the receiver , employee in the office or enterprise respective leaving the announcement for delivery arrival.
- d. Requested Postal deliveries that contains the notice “TO BE DELIVERED IN HIS SELF HAND” are delivered to receivers in hand except those which draw postal deliveries in postal offices by their authorized persons.
- e. Postal deliveries that contains notice “IT IS CEPT IN POST” and “POSTE RESTANTE” are delivered to post employee charged for this service and he saves it till the receiver present for their draw.
- f. Package with different printing , dependently from their weight , are delivered by post distributors.
- g. Simple postal deliveries postage or partly postage are delivered to receiver from post distributor if they accept to pay the value postage less . In case they do not accept to pay the difference paid less , postal deliveries are not delivered to them and with distributor sign that the receiver does not accept to pay are returned to the office of acceptable post.



- h. When the receiver of one postal delivery is not found on the address written on the delivery , distributor of the post leave the announcement for the arrival of the delivery , form "P-17" with the notice that has one postal delivery (it is shown type of delivery), which will send by second distribution next working day. This delivery is delivered next day of post working day. In case that and the next day is not found the receiver in that address than the distributor of post leaves one second announcement with the notice to present in the post office to draw postal delivery arrived in his address . In this case in the arrival announcement post distributor appoints post office and the time when he has to present be to take assumption in delivery of postal deliveries. In this manner is acted and for postal deliveries that contains the notice "For delivery in the hand" When receiver is not found on his address written in postal delivery.
- i. For delivery of postal delivery requested with announce assumption , receiver confirms assumption in delivery of postal delivery arrived in his address with assignment in delivery book form "P-14" and in assumption announce , form "P-3" when postal delivery is of internal postal service , and in the assumption announcement, form "CN-07" when the postal delivery is of international postal service.

When postal delivery is delivered to one other authorized person from receiver or to one family participator in the form "P-3" and "CN-07" before the assignment of receiver it is noticed the quality or family relation ship with the receiver. Assumption announcement form "P-3" it is signed from the receiver and the distributor of the post and it is stamped with the dated stamp of office post in appointed place. In assumption announcement , form "CN-07" it is placed date of distribution , assignment and dated stamp of the post office.

56.2 Assumption in delivery of requested postal deliveries is confirmed with the full and clear assignment of the receiver in delivery book of requested deliveries , form "P-14". Assumption in delivery of 1 or 2 requested deliveries can be confirmed by one only sign . with the condition that the receiver to notice by handwriting number of requested postal deliveries that takes in delivery.

Announcement for all types of postal deliveries is delivered to receivers across their assignment placing and the date of announcement receiving.

56.3. Post distributor after has passed all region of distributing and in the end of working time returns immediately in the post office . By arriving in the post office distributor runs down with undelivered deliveries at the post employee.

- a. Simple and requested postal deliveries and announcements and undelivered assumption announcement.
- b. Copy of the delivered deliveries register in form "P-14".
- c. Assumption announcement form, "P-3" and "CN-07".
- d. Receipts of announcements form "CP-11"

- e. Other announcements taken from postal service and all other documents that confirm the end of working time .

Distributor of post for all postal delivery . announce or assumption announce not delivered explains shortly the reasons of not delivering of postal delivery.

56.4. Distribution of postal deliveries with the authorized it is done as below :

- a. All postal deliveries that arrives in address of the institutions , organizations and different associations , army departments or units etc. that have postal box open in postal offices , distribution of this postal deliveries is done to receivers by their authorized persons which draw everyday in post offices , postal offices arrived in their address.
- b. All requested postal deliveries are delivered to their authorized persons in the same manner also to the post distributors as it is determined in paragraph in paragraph 3 of this administrative directive.
- c. Return of un delivered postal deliveries from the authorized is done as it is determined in paragraph 3 of this article.

56.5. Distribution and delivery of juridical communications, infranctive and administrative are delivered personally to the receivers. In the cae when the receiver is not at home , it can be delivered to one of his family members and for which post employee is convinced that hi is his closed family member .Receiver in delivery confirms assumption of juridical communications or administrative signing in appointed place of return paper .In case when the receiver is not found in appointed address and his close family member does not accept to take in delivery the communications, post distributor shortly writes down the reasons of refuse . In cases when post employee does not found the receiver and even any other member of his family than it is left to him the announcement for the arrival respectively time of second attempt to deliver the letter with juridical or administrative communications. Postal delivery with the return paper of white or blue color that contains juridical, infranctive or administrative communications is taken in delivery from this(receiver) in return paper , writes there date,month, and confirms by his sign , whereas when this is taken in delivery from one of receiver family member than the post distributor has to write his family relationship with the receiver. In the case that the receiver and any of his family members do not accept to take in delivery the letter that contains the notice “It is refused to be received in delivery” and the letter that contains juridical, infranctive or administrative communication is return to the sender by the first post.

#### **Article 57**

#### **Verification of post employee about the regularity of postal deliveries delivery**

57.1 Post distributor by finishing his full pass in his region and by the end of working time is presented to the post office to deliver working documents and undelivered postal deliveries.

57.2. Post employee takes in delivery from post distributor different postal deliveries as it is foreseen in paragraph 3 of article 56 of this administrative directive.

For postal deliveries taken in delivery, post employee signs in the copy of requested postal deliveries book form "P-14" of distributor that delivers working documentations after the working time. Post employee does the regularity verification of delivery of the requested postal deliveries if they are delivered across receivers assignments. Announcement assumptions form "P-3" for postal deliveries of internal service and "CN-07" for postal deliveries of international service, are signed from receivers and post distributor. If they are signed, post employee stamps them with dated stamp of the post office. Announcement assumptions "P-3" and "CN-07" register them in the book of delivery of postal deliveries inside the sectors form "P-13" and delivers them to in the sector of consignment post, to return them in destination according to acceptable post offices.

For undelivered postal deliveries request explanations from post distributor and verifies that how many announcement are left for the next day and which postal deliveries will be delivered by receiver presentation in the post office.

57.3. Systematize pages of delivery book of the requested postal deliveries, that are delivered from the post distributors and from the authorized of different institutions, ranging them according to distribution date. For undelivered postal deliveries, of one day before that will be delivered next working day delivers to post distributor page of the delivery book of the requested deliveries "P-14" of the preliminary day together with other postal deliveries.

57.4 Undelivered deliveries for which is not done any more attempt for delivering to the receiver, are delivered to the respective sector to be drawn from receiver itself that are declared in the consignment post to return them back in the office of origin post to deliver to the sender. Postal deliveries returned to origin are tagged an etiquette "E-9" in internal service and one etiquette "RETURN" "CN-15" in international postal service, where is fulfilled one of the column that etiquette contains, to explain to the sender why is not delivered postal delivery. None of any other notice can be done above postal deliveries returned in the origin. In the end of working time post distributor run down from postal deliveries delivered in form "P-21" part discharge.

## **Article 58**

### **Registration and delivery of the letter with declared value**

58.1. Letters with declared value arrived in destination to be delivered are registered in arrival book and in the envelopes and deliveries with declared value delivery book form "CP-10" fulfilling all the columns of this book.

For all letters with declared value is fulfilled an announcement of delivery assumption, form "CP-11" as it is foreseen in article 88 of this administrative directive. In cases when the receiver is not presented within the 5 days from the day announcement delivery, it is sent one second announcement and after 5 days from the next day after the first announcement must pay tax of storage if the delivery is more than 500 grams. Announcement receipt are saved in the destination post office till in delivery.

58.2 Delivery of postal deliveries with declared value is done after that the post employee becomes ensure for receiver identity, after he has presented legally known official documents . Receiver of one delivery or of the letter with declared value , before getting the receipt in his address , has to sign in the form “CP-10” and in the form “P-3” when the delivery or the letter is in announcement assumption.

58.3 When the receiver of one value letter presents a reserve in the moment of assumption in delivery for not good state of the delivery is acted in this manner:

- a. Receiver of the delivery or of letter with value after has signed in the delivery register “CP-10” for assumption in delivery of the deliveries or of the letter with declared value open it in the presence of post employee and of the responsible or of the postal office checker carefully without causing any damage of covering and of polish stamp and self stick etiquette .
- b. From the control that is done if results that delivery with declared value has a lack in contain it is kept one record in three copies in which are described in detail the reasons why the receiver had reserves , means, value things that contains delivery, their weight and the weight of the cover. Record is signed by post employee, supervisor or the checker of the post office and by the receiver of the delivery. One copy of the record is delivered to the receiver , one copy is delivered to acceptable post office , and one copy is saved in the office of the destination post together with all the other bag closing elements where is transported letter with value and also the self closing elements of letter with declared value. For every such a thing post directory is obliged to investigate the matter till the end and to determine the damage reasons , to find the responsible and to order restitution according to determined provisions in article 11 and 12 of this administrative directive.
- c. If from the control that is done results that delivery or letter with declared value does not have any lack , delivery is considered regular and is not kept a record.

## **Article 59**

### **Delivery with authorization of postal deliveries**

59.1 Every physical or juridical person can request that postal deliveries arrived in his address , to draw from the post office with maximum three persons authorized from him according to form “P-15” “Authorization”. Authorized person is obliged to show his identity with legally officially document , known by law.

59.2 Issued authorizations for drawing requested postal deliveries, of letters with declared value and of envelopes with or without declared value, issued by juridical persons must be signed from their main supervisors.

Issued authorizations from private persons, are signed only by persons that issued authorization. Authorization recognition is done by sign of post employee which register

it in authorization book according to form "P-18" that keeps every post office in two copies, one is saved in the office and the other is given to authorized person.

59.3. Authorizations for post drawing are of three types:

- a. Single authorization for one drawing.
- b. Valuable authorization for drawing for one determined period.
- c. Valuable authorization for one long period but not more than one calendaring year.

## **CHAPTER VI TREATMENT OF UNDELIVERED DELIVERIES**

### **Article 60 Undelivered postal deliveries**

60.1 Are considered undelivered all deliveries of simple letters post, requested and with declared value, that with all done efforts from post employers was not possible to be delivered to the receivers or senders.

60.2 Undelivered registered deliveries is drawn one list in which are shown all the deliveries data also the number and the date of postage, name and surname of the receiver and sender, declared value and are saved in post office.

60.3 Undelivered deliveries after fulfillment of the determined schedule are sent to regional directories followed by one list where are written one by one all the registered deliveries and a quantity in peace of simple letters followed with one following list form "P-9". In one special list are written and the letters with declared value followed by form "CP-5".

60.4. Regional postal directories, undelivered postal deliveries save for one time period not more than 2 months. By expiry of this schedule is formed a commission from three members under direction of region post director to check their contain with the aim to find possibility of their delivery to the receivers or senders. In the end of checking postal deliveries, commission keeps one record in which is written the value and things with value that can be found in their content. Deliveries that do not contain important things when the receiver and their sender are left unknown things are eliminated by the commission burning or land filling.

Money and things with value also the other important documents that can not be delivered to the persons that belongs to, are saved in receiver and sender disposition till one year. In the end of this schedule the money are cashed in Kosovo post budget whereas documents are eliminated by the commission in the record.

### **Article 61 Term of postal deliveries savings in receiver disposal**

61.1. All the deliveries of letters post and letters with declared value that can not be delivered for a reason that is not known the receiver or is not found in sent address and that have passed the term of saving in their disposal are returned immediately to the acceptable post office. Postal deliveries with printing that are came from other states when it is not possible to be delivered to the receiver for mentioned reasons in point 1 of this article, are not return to the acceptable post office when they are accepted as simple.

61.2 Letters post deliveries and letters with declared value are saved in receiver disposal to 15 days, starting from following day of arrived day.

Even so , deliveries that belongs to unknown persons , gone or dead are return immediately to the senders without waiting to pass the term of postal deliveries in receiver disposal.

### **Article 62**

#### **Return of undelivered deliveries from the authorized**

62.1 Postal deliveries drawn from the authorized can be return to acceptable post office if it was not possible to be delivered to the receivers with the condition that for every returned delivery the authorized writes the reason and the date of return confirmed by his sign.

62.2. Term of postal deliveries saving returned from their authorized are those determined in article 61 of this administrative directive.

### **Article 63**

#### **Return in origin of letters post deliveries**

63.1. All postal deliveries that fulfills determined conditions in articles 61 and 62 of this administrative directive are returned to acceptable post offices.

63.2. All postal deliveries that are returned to acceptable post offices must have placed in the direction of sender address, etiquette "E-9" inside the Kosovo and the etiquette "C-15" for out Kosovo. In this etiquette are determined possible reasons of return of the postal deliveries in the origin, therefore post employee is obliged to put one cross in one of the mailboxes that contain this etiquette. In this cases notices above delivery are not allowed.

63.3. Requested postal deliveries and letters with declared value that are returned to acceptable post office as un delivered , are registered in following list of the requested deliveries "P-9" together with its requested deliveries doing in comment column of the following list the notice "Kthehet" for inside Kosovo and "Retur" for out Kosovo.

63.4 When postal deliveries returned to acceptable post offices can not be delivered to sender for different reasons, is acted as it is determined in article 60 of this administrative directive.

**Article 64**  
**Sampling fulfilling and their treatment**

64.1. Samplings form “P-12”, are drawn (kept) for all the irregularities that are ascertained during accomplishment of postal services, for all categories and types of services and also for irregularities that are ascertained in implementation of this administrative directive. Sampling are drawn (kept) from the post offices employees in the moment of the ascertaining of every irregularity and must be signed at least by two service employees and when the problem is for parcel post and for letters with declared value it is confirmed and from the checker or responsible of post office. Sampling are drawn in three copies, one copy is delivered to the acceptable post office, one copy to the regional directory where post office train its activity and one copy is saved in post office which has drawn the sampling.

Sampling are sent in directions determined above, with the first delivery of ranged post, as delivery requested post , registered in the following list of requested deliveries form “P-9”, and it is registered in the book of sent sampling form”P-20”.

64.2. All the arrived sampling in the post office , form “P-12” are delivered to the checker or to the post office responsible. Arrived sampling are registered in the book of arrived sampling form”P-19”. Sampling must be treated very carefully, and investigated in detail for all irregularities and the problems that are requested in its content. After they are treated and verified all the problems, it is signed and stamped by post office dated stamp, and within the 7 days from the day of arriving in sampling, sampling acceptable post office must respond to the post office that has sent the sampling.

64.3. In case that the sampling form “P-12” is not return to sampling sent post within 7 days from sampling acceptable post office with needed clarifications and explanations, than acceptable post office is left responsible for all ascertained irregularities from sent post office and keeps the responsibility for all consequences that can come from that.

**Article 65**  
**Responsibility of post employees**

65.1 Post employees are responsible for the lost of postal deliveries of all categories, for partly losing or damaging of deliveries with declared value that are caused from irresponsible and careless work of postal service employees , those employees are responsible and are obliged to pay for compensation as it is determined in article 11 and 12 of this administrative directive.

**Article 66**  
**Exclusion from post employees responsibility**

66.1. Post employees do not keep any responsibility:  
a. For simple postal delivery loss.

- b. When the delivery of letters post deliveries and letters with declared value have done by full accordance with this administrative directive.
- c. When the loss or the damage is caused by not foreseen forces or unusual situations.
- d. When the caused damage has come from the self nature of delivery content.
- e. When for damaged postal delivery can not be given any explanation for a reason of archive document damaging to which has past the legal deadline of their saving or are damaged from not foreseen power force.
- f. When the covering of postal deliveries did not ensure it s content and its damage has caused damaging and of the other postal deliveries.
- g. When declared value is bigger than real value that contains delivery with declared value.
- h. When damage of one postal delivery is caused as for it is determined in article 5 of this administrative directive.

66.3 Investigation and judgment of responsibility of the postal service employees is done on support of legal provisions determined in the law „For postal services” and of provisions determined in this administrative directive.

66.4 When the supervisors of postal services employees commit penalty action , their investigation is done according to legal provisions determined in Kosovo penal code.

### **Part three**

#### **Regulations of parcel post servile**

#### **First chapter**

#### **Article 67**

#### **Definitions**

67.1 Every user of postal services as for inside and out Kosovo has the right to send by post wares and different things in limited quantity as it is determined in postal universal services.

67.2. Postal deliveries that contains wares and different things that are allowed to be sent by postal services are called parcel post.

#### **Article 68**

#### **Parcel post categorization**

68.1 According to type of service parcel post are classified:

- a. Simple parcel post
- b. Parcel post with declared value



- 68.2. Based in their treatment speed parcel post are classified:
- a. Priority parcel post that are transported by air ways or by earthy ways.
  - b. Parcel post that will be treated by priority are followed by one etiquette "PRIORITARE" or "PAR AVION" attached above cover of parcel post. This etiquette must be placed in the written side of receiver address , possibly in the left top side or under sender address.
  - c. Not prior parcel posts that are transported in usual way without requested any special treatment. In this case is not needed to attach any special etiquette.
  - d. Parcel posts S.A.L Are simple parcel post that are transported by air ways with reduced priority. Above this parcel post must be written notice S.A.L.

68.3. Every service user has the right to determine by self ways how to send parcel posts by paying according to postal service approved tariffs.

### **Article 69**

#### **General conditions of parcel post covering**

69.1. Every parcel post must be covered and closed in such manner that is responsive to weight, content nature, and to the manner of transport and to its duration. Directory of Kosovo post in accordance with UE standards can ensure boxes production for covering parcel posts, using its logo with acceptable prices for users of this service. By covering and closing of parcel posts must be saved the content, in the manner that the parcel post not damages from pressure or from further manipulation and to make impossible to touch the content without leaving visible marks of its damage. Covering and closing of parcel posts must be done in that manner that is not threat employees health and also to be evidenced every damage in case they content things that can damage post employees, contaminate, or damage other parcel posts or postal equipments that has in use postal service.

69.2 Every parcel post accepted for transport , above its cover must have the necessary and adequate space to place service notices for placing of frank postage- stamps or of other service etiquette.

69.3 Are accepted as parcel post without covering things that contains from only one thing from wood or metal that usually are not covered and in market, things that can be collected or united by one strong link equipped by stamp or plastic link in the manner to form one only parcel post to not dismount during transport and their elaboration till the moment of delivery.

69.4 Parcel posts special covering are used when the content of parcel post contains wares and things from glass or different material .This parcel posts have to cover by boxes of strong paste board or from one skinny board , inside to be filled with papers or any other material to ensure as much that they not slam between each other. Fluids or things and different wares that link up fast must be input in one secure dish and good closed which has to be input in one second dish. Space between two dishes is filled with

one absorbent material in such quantity that can absorb all quantity of the matter closed in the first dish.

### **Article 70** **Proportions and weight of parcel post**

70.1. Parcel post dimensions must not pass 1.5m in every its side and 3m for length sum, amplitudes and biggest compass in one other direction from that of length. Parcel posts should not have smallest proportions than minimal proportions foreseen for letters.

Parcel post (kaba) is considered:

- If any dimension pass over 50cm,
- If any of two taken dimensions self by self pass throw 30cm,
- If because of special form can not be flatten with the other parcel posts,
- If has a weight more than 10 kg.

70.2 Parcel posts with universal postal services , are accepted with weight till 20 kg, in internal service and in international service if it is not determined differently by agreement. For postal service in general, limit of parcel post acceptance to be sent and delivered is till 31,5kg.

### **Article 71** **Forbidden wares to be sent by parcel post**

71.1 Are forbidden to be accepted content of parcel posts with wares and things as below:

- a. Wares and things that from their nature or cover, can present a risk for post employees life , that contaminate or damage other parcel posts or postal equipments in use.
- b. Narcotic matters or psychotic substances
- c. Live animals when it is not possible to ensure their transport as for in and out Kosovo.
- d. Explosive materials, burning or other harmful matters,
- e. Radioactive matters,
- f. Shameful and immoral deliveries
- g. Wares and other things determined in the law for customs.
- h. Wares and other things which are forbidden to be imported or to circulate in places of destinations out Kosovo.

71.3 Is forbidden to input inside parcel posts without declared value in and out Kosovo:

- a. Part of coins and different coins card .
- b. banc cards, payable.
- c. Platen things, gold or elaborated silver or not elaborated
- d. precious stones , jewelry or every other precious thing.

71.3 Parcel post wrong accepted that contains thing or wares determined in points a,b,c,d of paragraph 2 of this article, in neither case are not sent for destination , are not delivered to receivers and also are not return to the senders , but is acted according to legal provisions determined for the treatment of this wares.

## **CHAPTER II**

### **SPECIAL SERVICES**

#### **Article 72**

##### **Parcel posts with declared value**

72.1. Parcel posts with declared value are called all those parcel post that the sender requests to declare their value in accordance with things or wares nature that has content of parcel post.

72.2 Maximum value of parcel posts acceptance is:

- a. In internal service 1000euro.
- b. In international service, value of parcel posts with declared value is determined in signed agreement between postal administrations that reach an accordance for fulfill this service, but not more than 4000 DTS for parcel post.

#### **Article 73**

##### **Express parcel posts**

73.1 When the sender of one parcel post in the moment of acceptance requests that his parcel post is delivered immediately after arrival in destination post office , than it is used express service by payment according to approved tariffs .

73.2 Express parcel post is accepted by sender request when this service is organized within the Kosovo territory, and are accepted for out Kosovo when the place of destination has organized this type of service.

73.3 Above parcel post accepted by express service is placed etiquette of service "EXPRESS"

#### **Article 74**

##### **Parcel posts with announcement assumption**

74.1 In the moment of acceptance, when the sender of parcel post requests to be informed for the delivery or not delivery of the parcel post, is used service with" Announcement assumption " as for inside Kosovo and for out Kosovo.

74.2 Service with "Announcement assumption" as for inside Kosovo and for out Kosovo and for parcel posts is treated as it is foreseen in article 33 of this administrative directive.

**Article 75**  
**Parcel post kaba and delicate parcel post**

75.1 Parcel post kaba is every parcel post proportions of which outreach limitations determined in paragraph 1 of article 70 of this administrative directive and whose proportions do not allow to be done easily loading and unloading with other parcel posts.

75.2 All the parcel posts that contains things and that can be broken easily and that their elaboration and transport must be done carefully are called “Delicate parcel posts “that is why their treatment must be special.

**Article 76**  
**Additional tariffs**

76.1. For all special services that are requested from the sender of parcel post in the moment of its acceptance, are rated with additional tariffs approved by the government.

**CHAPTER III**

**ACCEPTANCE AND ELABORATION OF PARCEL POSTS**

**Article 77**  
**Acceptance of parcel posts**

77.1. By the presentation of one sender which requests to send by post one parcel post, employee of acceptance post, before accepts parcel post he checks it if the parcel post fulfill the conditions foreseen in view of cover, proportions, weight and content as it is foreseen in articles 69,70,71 of this administrative directive.

77.2. When the employee of parcel post acceptance is convinced that the parcel post fulfills the foreseen conditions , and verifies that address of the receiver and of the sender is full written in one side of parcel post that is foreseen for placing of a documents and of service etiquette, accepts parcel post offering to the sender documents that he has to fill to send the parcel post in destination.

**Article 78**  
**Documents that are to be filled by sender**

78.1. Parcel posts that are accepted in destination for one post office inside Kosovo territory, to the sender of parcel post is given from acceptance employee one following paper form”CP-2”. In the form “CP-2” sender must write his full address and receivers full address and is obliged to determine treatment that must be done in case of its not delivery by filling one of the columns below:

- To be returned to me
- To be delivered to the receiver in this address \_\_\_\_\_  
(is placed the other address of receiver)
- To be delivered to \_\_\_\_\_ (one other receiver)
- TO be informed by announcement the not delivery
- To eliminate

78.2 For the parcel posts that will be accepted for transportations and delivery out Kosovo, parcel post senders is given from acceptance employee one following page of parcel post form "CP-71", which is obliged to fill as it is foreseen in point 1 of this article, but in column "To be returned to me" must determine by air way or earthy way.

78.3 For parcel posts that will be accepted for a transport and a delivery out Kosovo, sender must sub serve to Kosovo Customs check. Sender of one parcel post has to fill one customs declaration, form "CN-23" that is followed to every parcel post as a special form. In this declaration sender has to tell in details the content of parcel post. This customs declarations is stick above parcel post. Also the sender of one parcel post can stick above cover of one parcel post and other documents as bills, export license, import license, origin certificate, health certificate, documents that are requested from the receiver etc.

78.4 Address of the sender of one parcel post and that of the receivers, that are written above parcel post from the sender, must be the same with those written as above parcels post following page and custom declaration. In cases of changes, are valid addresses written above parcel post.

## **Article 79**

### **The fulfillment of the documents from acceptance employee**

79.1. Acceptance employee after has verified and other documents fulfilled from the sender. Does the parcel post registration in the acceptance receipt, form "CP-1" Which contains:

- a. Name of acceptance post office
- b. Number of parcel post
- c. Date of parcel post acceptance
- d. Address of sender
- e. Address of sender
- f. Destination of the parcel post
- g. Special services requested from the sender
- h. Weight in kg/gr
- i. Tariffs of acceptance in euro

- j. Name, surname and assignment of the acceptance post office
- k. Post dated stamp

This receipt is fulfilled in two copies , one copy is given to the sender and second copy is left in acceptance book in the post office.

79.2 Acceptance employee weight of parcel post in kg. and gr. notices above parcel post from address of the receiver and above parcel following page , form"CP-2" for inside Kosovo and form "CP-71" for out Kosovo.

Parcels following page as for inside Kosovo and for out Kosovo is stamped by dated stamp of acceptance post office.

79.3 Acceptance employee is obliged to stick above every parcel post from the side of written address of the receiver of parcel post, and also above parcels following page etiquette" CP-3" for inside Kosovo and etiquette "CP-73" For out Kosovo. Etiquettes "CP-3" and "CP-73" tells in a visible manner number of parcel post and the name of acceptance post office. The same acceptance post office can not use in the same time one number for two or more parcel parts.

79.4. In case that the sender requests that his parcel to be sent by air way, acceptance employee places above parcel and above parcels following page one etiquette "PAR AVION" cashing and super tax for this service according approved tariffs.

## **Article 80**

### **Acceptance of parcel post by special serviles**

80.1. Acceptance of parcel post with declared value . When the sender of one parcel post want to ensure its content , he can request that it is accepted as " Parcel post with declared value". In this cases sender determines sum of declared value , value of which must not be more than the content of self parcel post, but never must be more than 1000 euro. Acceptance employee for every accepted parcel post with declared value , fulfills one acceptance receipt , form "CP-4" as it is foreseen in paragraph 2 of article 31 of this administrative directive. Except such as requested in article 69 of this administrative directive, For parcel posts with declared value is requested special covering.. Except as such as requested in article 69 of this administrative directive must be linked cross by cord without hitch whose bottom after getting linked , are stink in self cover of parcel with red polish which is stamped by the sender personal stamp. A such stamp can be done and in different points of cord in the manner that can not be done hurting of parcel post without leaving marks and without damaging personal stamps of the senders. Mark of sender personal stamp is exposed by tampon color and above parcel post where it is written receivers address , and in the acceptance receipt, form"CP-4". For security and protection of parcel post with declared value can be used and the self stick etiquette according to model approved from Kosovo Post Directory.

80.2 Sum of the declared value is written by the sender above parcel post covering and above following page , form"CP-2" by cipher and letters, without correcting, also and

weight in kg is written above parcel post and above following page. The same actions are done and for the parcel posts with declared value for out Kosovo in international service.

80.3 Every parcel post with declared value and its following page must be equipped by one rose colored etiquette, form "VD-5" for the service inside Kosovo and the form "CP-74" for the service out Kosovo. Form "VD-5" must have written the letter "V", name of acceptance post office, serial number and must be stick above parcel with declared value from the left top side of the receivers address.

80.4 Every parcel post that is requested with express service and its following page must be equipped by one red etiquette with the inscription "Express" as for inside and "Express" for out Kosovo. Conditions of acceptance, covering, weight and proportions are the same as for simple parcel posts foreseen in article 69 and 70 of this administrative directive.

80.5 Parcel post with announcement assumption, are accepted as it is foreseen in article 69, 70 and 71 of this administrative directive. Every parcel post for which the sender has requested to be announcement for its delivery or for his not delivered parcel post, as for inside and for out Kosovo must write very clearly the notice "With announcement Reception" or the abbreviation "LM" for inside Kosovo and for out Kosovo "AVIS DE RECEPTION" or the abbreviation "AR" above cover in following page of parcel post. Every parcel must be followed by one avis de reception, form "P-3" for inside Kosovo and "CN-07" for out Kosovo. Treatment of announced receptions and for parcel posts is done as it is foreseen in article 33 of this administrative directive.

80.6 Kaba parcel posts foreseen in paragraph 1 of article 75 of this administrative directive, and their following page must have written clearly the inscription "Kaba" for inside Kosovo and "Encombrant" for out Kosovo.

80.7. Delicate parcel posts foreseen in paragraph 2 of article 75 of this administrative directive and their following page must have written clearly the inscription "ETHYSHME" for inside Kosovo and "COLIS FRAGILE" for out Kosovo.

## **Article 81**

### **Formation of deliveries by simple parcel posts**

81.1. Employee of parcel elaboration before starting to form deliveries by parcels, verifies implementation of the regulations of their acceptance and positively:

- a. Weight of every parcel post.
- b. Proportions and conditions of parcel covering
- c. Rating of every parcel post according to type of accepted services
- d. Placing of etiquettes according to requested services by the parcel post sender.
- e. Following document is it in accordance with the notices done above every parcel post.

In case that during verification employee of parcels elaboration ascertains irregularity in acceptance, he returns it to acceptance parcel post employee to do needed corrections.

81.2 Parcel post deliveries with and without declared value are formed according to authorized post offices from the Kosovo Post Directory and are exchanged direct in closed transits and opened transits. Exchange of parcel post deliveries between Post Transit Center and post offices is done by closed bags but in case of transportation of kaba parcels that can not be input in bags and in case of delicate parcels that requests special treatment during their transport and elaboration can be done and with out bags.

81.3 Employee of parcels elaboration after is ensured for parcels full regularity he register them one by one in the parcels and letters with declared value following list form "CP-5" according to columns that contains this list. In the column comment of following list of the parcels and letters with declared value form "CP-5", are written parcel categories according to type of service as express with announcement reception, kaba, delicate, with declared value etc. Following list of parcels and letters with declared value, form "CP-5" starts with range number 1 with first delivery started from from 1 st January of every year and ends with the last delivery of year and that shows that has ended number of deliveries for that year. Number of the last delivery must be written in the first following list of the next year.

81.4 By the end of registration of all parcels and letters with declared value in the following list is collected the number of parcels in all and according to service category, is registered the number of bags that contains delivery, is written serial number of plastic links, and it is signed from two employees of parcel elaboration by dated stamp of the post office.

81.5 Following documents of all parcel posts as a general rule are stick above parcel, when this is not possible they all together are stick to the following list, form "C-5" and are input in an service special envelope.

When the delivery contains and parcel with declared value they are closed in an special bag input inside common bag with the other parcels. Envelope with the following list, form "C-5" and other documents of all parcels are link out internal bag lip with the parcels with declared value.

81.6 To close one parcel delivery can be used and some bags. Maximum weight of one bag for parcel post must not be more than 31,5kg. When the parcel delivery is closed by some bags, in the bag etiquette that contains envelope with documents is written within the visible manner letter "F".

81.7. Manners to close bags with parcels are those foreseen in points a,b paragraph 9 article 45 of this administrative directive. Etiquette of closing bags with parcel has yellow color "CP-6" and "CP-6/1. Etiquette "CP-6" is used for closing the parcel deliveries from Postal Transit Center with Kosovo Post offices inside Kosovo. Etiquette "CP-6/1" is used for closing the delivery parcel from Postal Transit center with postal offices and between post offices.



81.8 Etiquette “CP-6” and “CP-6/1” contains:

- a. Number and date of parcel post delivery.
- b. Name of acceptance office post.
- c. Name of destination post office.
- d. Weight of every bag.
- e. Number of parcels for every bag
- f. Dated stamp of Sent post Office

81.9. In case that inside the bag are input parcels with declared value above bag etiquette where are input parcels with declared value, is placed in visible manner latter “V”. When in the bag are input express parcels, bag above etiquette where are input parcels ”express”, is placed etiquette “express”. When in the bag are input delicate parcels above bag etiquette where are input parcels “delicate” is placed etiquette “CP-7”

## **Article 82**

### **Formation of deliveries by parcels with declared value**

82.1 Elaboration employee of parcel with declared value before forming the delivery by parcel with declared value are obliged to check in details all regulations of their acceptance . Except that is foreseen in paragraph 1 of article 81 of this administrative directive they are obliged to verify one by one every parcel with declared value , accuracy of senders stamps , if the stamp used with red polish is equal with stamp placed with tampon color in following documents are they whole, weight in gram is it in accord with real weight placed in following documents of parcel with declared value. Confirmed irregularities are reflected in one special record and together with parcels with declared value are returned to the acceptance employee to make the needed changes.

82.2 All the parcel posts and deliveries with declared value are registered one by one in parcels and letters with declared value following list form “CP-5”. In the comment column of “CP-5” is placed mark ”V”. In the end of registration is collected the number of parcels and declared sum is assigned from both employees of elaboration of the parcel with declared value and is stamped by dated stamp of the post office. Following documents of parcel with declared value are input inside the delivery as it is determined in paragraph 5 and 6 of article 81 of this administrative directive. To the bag etiquette in this case except the data foreseen in paragraph 8 of article 81 must be placed the mark ”V”. Closing of bag lip and in this case is done as it is foreseen in paragraph 9 of article 45 of this administrative directive.

82.3. When parcels with declared value for a reason of small number are closed in the delivery with the simple parcels , is acted as it is determined in paragraph 5 and 9 of article 81 of this administrative directive.

### **Article 83**

#### **Delivery of the deliveries of parcel with or without declared value to the transporter**

83.1. Delivery of the deliveries with parcels , parcels with or without declared value is done as it is foreseen in article 48 of this administrative directive.

### **Article 84**

#### **Transportation of the deliveries with parcel**

84.1. Transportation of the deliveries with parcels with and without declared value is done as it is foreseen in article 49 of this administrative directive.

## **CHAPTER IV**

### **RECEPTION IN DELIVERY AND ELABORATION OF PARCEL DELIVERIES IN ARRIVAL**

#### **Article 85**

##### **Reception in delivery of the parcel posts from transporter**

85.1 Parcel posts delivery with and without declared value by arriving in the destination post office are delivered to the post employee which is charged for reception in delivery of parcel deliveries from the authorized transporter.

85.2 Post employee charged for reception in delivery of parcel deliveries with and without declared value after is ensured for their regularity and accuracy in special manner of those with declared value takes in delivery them signing and stamping with dated stamp of the post office in delivery book form "P-11".

85.3 During reception in delivery of parcel deliveries with and without declared value from transporter , post employee ascertains that is not an accordance between delivery list and form "P-11" and parcel deliveries with and without declared value misses any delivery or any bag of deliveries immediately is kept one sampling , form" P-12", in which are described in detail ascertained irregularity. This sampling is treated as it is foreseen in article 64 of this administrative directive. For made sampling, post employee which is charged for reception in delivery of parcel posts with and without declared value immediately informs office supervisor or checker which by telephone, telegram or any other manner informs acceptance post office for ascertained irregularity.

85.4. Every irregularity ascertained during reception in delivery of parcel post deliveries with and without declared value is not return object or not reception object in delivery of this deliveries but must be implemented provisions of this administrative directive.

85.5 During reception in delivery of parcel post deliveries with and without declared value from transporter, post employee ascertains that exist not livid bags or without links from plastic, suspects in the manner of bag closing, miss livid stamps or polish stamps or link from plastic is too free and can be taken parcels from bags ,is not in accordance weight of the bag with the weight of registered bag in bag closing etiquette “CP-6” or “CP-6/1” In this cases bags with parcels with or without declared value are opened in the presence of the transporter. It is done checking of the bags content and it is done equality of following list of the parcel and letters with declared value, Form “CP-5”with parcels with or without value that are in bags. When it is not ascertained irregularity parcel deliveries are taken in delivery and in following list of deliveries and of parcel posts and letters with value, form “CP-5”, it is written “OPENED IN THE PRESENCE OF TRANSPORTER”

85.6 During checking of parcel post deliveries with and without declared value when it is ascertained irregularity as in paragraph 5 of this article and thus are changes in delivery content , immediately post employee draws the sampling , form”P-12”, where are prescript in detail all ascertained irregularity. This sampling is signed and stamped by dated stamp of post and from the transporter.. When the transporter does not accept to sign than it is signed by one other post employee that has been presented in the moment of delivery acceptance checking writing in the sampling ”TRANSPORTER X.Y. DOES NOT ACCEPT TO SIGN” whereas in delivery list form “P-11” it is placed the notice “READ THE SAMPLING n \_\_\_\_\_ date \_\_\_\_\_”.

Sampling is treated as it is foreseen in article 64 of this administrative directive. For ascertained irregularities in deliveries with declared value except the sampling is done and an immediate inform to acceptance office by telecommunications means.

85.7When it is ascertained that have come wrongly parcel deliveries of one other post office , post employee in the delivery list, form “P-11” register bags that are return to acceptance post office. This delivery list is signed and from the transporter with condition that the weight of every bag is equal with the weight written above etiquette of bag closing “CP-6”or “CP-6/1”.

## **Article 86**

### **Manner of parcel post deliveries opening with and without declared value**

86.1Parcel deliveries with or without declared value are opened at least by two post employees that are charged for this aim and they keep responsibility. Post employees before opening of the parcel deliveries with or without declared value do one more time the verification of deliveries physic state equaling them with the delivery, list form “P-11”, verify name of sent post office and name of reception post office.

86.2Regulations of bags opening with or without declared value are those foreseen in article 51 of this administrative directive.

86.3 Opening of the parcel deliveries with or without declared value starts with opening of the bag in whose etiquette is written letter "F" where are input every documents that follow every parcel post. Initially is taken following list of parcel posts and deliveries with declared value, form "CP-5" where are registered all the parcel posts one by one and is verified number of delivery and range of arrival which is saved in the special file. In case that is ascertained pass of range number of the parcel delivery is acted as it is foreseen in article 51 of this administrative directive.

86.4 By opening of the parcel delivery with or without declared value is done verification of plastic link serial number with serial number registered in the following list of parcels and deliveries with declared value form "CP-5"

When plastic links serial number is not in accordance with the serial number registered in the following list of parcels and deliveries with declared value, the delivery is considered opened and is acted as below:

- a. it is done verification and equality of parcels with or without declared value registered in the following list of parcels and deliveries with declared value, form "CP-5", with state of parcels with or without declared value that contains delivery.
- b. from verification and equality results that the state of parcel with or without declared value is in accordance with the provisions of this administrative directive, following list of the parcels and deliveries with declared value, form "CP-5", is signed by from two employees charged for opening of this deliveries and is stamped by dated stamp of the post office.
- c. from verification and equality results that are irregularities and inconsistency of parcels following documents with the state of parcel that contains delivery and it is acted as it is foreseen in paragraph 7 of this article.
- d. In the end for inconsistency of plastic link serial number with the serial number registered in the following list of the parcels and deliveries with value, form "CP-5" is drawn one sampling, form "P-12", and is acted as it is foreseen in article 64 of this administrative directive.

86.5 By opening of the parcel delivery with or without declared value is done verification of the state of the parcel with or without declared value with following list of the parcels and deliveries with declared value, form "CP-5" one by one, and when they correspond so they are equal, is done distribution of the parcels following documents that are in envelope as parcel following list, form "CP-12", customs declaration, form "CN-23" when the parcels have arrived from outside, and other following documents of parcels.

86.6 After the distribution of following documents one by one for every parcel with or without declared value is done verification and equality of parcels with following documents as weight, receivers address, covering, physic state etc. For parcels with declared value is applied the same procedure but with special care verifying accurately closing stamps by red polish, secure self stick etiquette of every parcel if they are harmed or no, are equal sender stamps placed above every parcel and in following documents also verification of weight in gram and kg. for every parcel post with declared value.

86.7 In the opening of parcel delivery with or without declared value if are ascertained different irregularity is acted as below:

- a. When in deliveries is not found following list of arrived parcels with or without declared value , form"CP-5", posts employees draw one new following list in three copies fulfilling it with all needed data for every parcel post with or without declared value.
- b. When are ascertained parcels with or without declared value unregistered in the following list of parcels and letters with value, form "CP-5", or registered in formCP-5" but have not arrived, are missing following documents of parcels with or without declared value etc, for irregularities of this nature post employees make the possible regulations but in neither case must not lose original notices about parcels with or with out declared value the same and for their following documents.
- c. When it is ascertained that the parcel post with or without declared value has a change in weight , than the real weight is written above parcel post and above its following documents placing two lines crosswise above written weight from acceptance post office.
- d. When it is ascertained parcel post with or without declared value that its cover is damaged but real weight does not differ from that written above parcel post and following documents this parcel is recovered writing above recovering all notices done by acceptance office post, and also the notice "RECOVERED IN THE POST OFFICE \_\_\_\_\_" that is confirmed by the sign of two post employees that have done the recovering stamped by dated stamp of the post office.
- e. When are ascertained parcels with or with out declared value with the cover partly or full damaged, with lack on weight etc, post employees made the parcel recovering and acts as it is foreseen in the point "d" of this paragraph.
- f. When are ascertained parcels with or without declared value that are fully damaged and that can not be written neither of acceptance post office notices, wares and things that contains the parcel post can be withdrawn freely from it and in with the lack in weight post employees made the parcel recovering writing above it notices that have its following documents and also write left real weight. Further is acted as it is foreseen in point "d" of this paragraph.
- g. During verification of parcels with declared value , lack in weight above 5 grams becomes object of an special record where is being known to acceptance post office.

86.8. For all irregularities foreseen in points a, b, c, d, e, f, g of paragraph 7 of this article, post employees are obliged that for every parcel post with or without declared value fulfill one record form, "CP-8", and for every recovering form "CP-14", signed from them and stamped by dated stamp of the post office.

86.9. For all irregularities foreseen in points a, b, c, d, e, f, g of paragraph 7 of this article, post employees are obliged to draw one sampling, form “P-12”, where must prescript in details all ascertained irregularity.

Sampling is treated as it is foreseen in article 64 of this administrative directive.

86.10. Component elements of bags closing (cord, etiquette “CP-6” and “CP-6/1”, internal covering, bags and plastic links) are saved in the destination post office till the end of verification and full explanation of irregularities ,responsible determining .

In cases when bags must be closed by livid , cord , etiquette, and seal must left united. In counter case responsibility is left direct above employees of destination post office that have opened deliveries with or with out declared value.

## **CHAPTER V**

### **PARCEL POST DELIVERY**

#### **Article 87**

##### **Parcel registration in the arrival and delivery book**

87.1. All the arrived parcels in the office of destination post after their verification and checking must be registered in the arrival and delivery book, where their delivery is done as above:

- a. Simple parcels without declared value are registered in the arrival and delivery book of simple parcels , form”CP-9”, one by one fulfilling carefully all the columns that contains this book.
- b. Parcels with declared value are registered in the arrival and delivery book of the parcels and deliveries with internal declared value, form “CP-10” one by one fulfilling carefully all the columns that contains this book.

#### **Article 88**

##### **Receiver annunciation for parcel post delivery**

88.1. Post employee after has finished the parcel posts registration in the delivery books, for every registered parcel fulfills each “ANNOUNCEMENT” for deliveries arrival, form “CP-11” which is consisted from two parts . First part ”A” is fulfilled by the post employee registering name and surname of address receiver, number of parcel post and place from where is coming. Signs and stamp it by dated stamp of the post office in the day of announcement fulfillment. Second part ”B” is fulfilled by the receiver of parcel post in the presence of the post distributor and confirms the date of announcement reception by his sign.

88.2. Post employee fulfilled announcement registers one by one in the book of postal deliveries inside sectors, form “P-13”, and delivers it to employee of elaboration post . Employee of elaboration post all the announcements for parcel delivery registers in the book of requested post deliveries form “P-14” according to post distributors directions.

88.3. Post distributor after signs reception in delivery of the announcements is presented next receiver and requests from him to signs date of announcement delivery in part "B" of the announcement , form "CP-11". After the assignment of the receiver ,part "A" is left to the receiver whereas part "B" is taken from post distributor which in the end of the day delivers it to the sector of post elaboration.

88.4. Employee of the sector of post elaboration after takes in delivery from the distributors all parts "B" of the announcements returns to post employee appointed for delivery of registered parcel posts in the form "P-13". This last one all announcement receipts part "B" is followed to every registered parcel post.

88.5. When the receiver of parcel post is not presented within 5 days it is done to him one second announcement for parcel reception same with the first one and after 5 days of this announcement receiver is not presented to take the parcel post than the parcel post is considered undelivered and is acted according to sender instructions determined in the parcel following list, form "CP-2" when the parcel is accepted inside Kosovo and form "CP-71" when has came from out Kosovo.

88.6 For every parcel with or without declared value that is withdrawn after the following day from the first day of the announcement to the receiver before getting it in delivery is obliged to pay storage tax for every day late not calculating days when it is not working, according to approved tariffs.

88.7. Delivery of parcels with or without declared value is done after post employee gets insure for receiver identity presenting official documents approved by law for identification.

88.8 Delivery of parcels with or without declared value is confirmed by the receiver assignment in the delivery book , form "CP-9" or "CP-10", in the parcel following page, form "CP-2" of internal service and in reception announcement , form "P-3" If is with reception announcement.

88.9. When the receiver of one parcel with declared value present reserves in the moment of reception in delivery for the parcel not good state, is acted as it is foreseen in points a, b, c paragraph 3 of article 58 of this administrative directive.

88.10. For the parcel that have arrived recovered , damaged or with other irregularities , post employee is obliged to inform the receiver before delivery for documented irregularity of parcel. In this cases the receiver has the right to decide for parcel reception or no.

88.11 In the case when the receiver refuses to take the parcel in delivery he must sign the refuse as in parcel delivery book, form "CP-9" or "CP-10" also in parcel following page, form "CP-2" in the internal service.

For the parcels that are refused to be taken from the receiver , post employee must implement sender instructions determined in the following page , form “ CP-2” when it is accepted inside Kosovo and in the form “CP-71” when the parcel has come from out in Kosovo.

88.12 For every payment that the receiver must make before it is delivered the parcel, to him is given one payment receipt according the form “CP-13”.

### **Article 89** **Implementation of sender instructions**

89.If the parcel was not possible to be delivered even if are done all the efforts , than are implemented sender instructions determined in the parcel following list, form “CP-2” and “CP-71”. Parcel post is returned to the sender:

- a. immediately after two announcements that are done to the receiver, if the receiver refuses parcel reception when the sender in his instructions has written “To be returned to me immediately”
- b. Immediately after the deadline of saving in disposal of the receiver when the sender has not requested any other action in his instructions.

In both foreseen cases in points a, b, paragraph 1 of this article, in the parcels delivery book is made the notice “ Returned to the sender on date \_\_\_\_\_” and to mark the returns reasons.

89.2. In his instructions sender has requested “ To be delivered to the receiver in the new address \_\_\_\_\_” When this address is in the same housing center, to the receiver in his new address is sent an announcement , form “CP-11”. When the new address is in one other housing center , address written above parcel and following list is deleted by lines and in its place is written the new address and the notice” RESENT FROM the post office \_\_\_\_\_” where and stamps with dated stamp of the post office that has done resent .In this case in the delivery book is written the notice “Resent in \_\_\_\_\_ date \_\_\_\_\_”.

89.3 In his directive sender has requested “ To be delivered to one other receiver in address \_\_\_\_\_”, is acted as it is foreseen in paragraph 2 of this article.

89.4When the sender has requested in his instructions to be informed by one announcement of not delivery , office of post destination after has done all the efforts and was not possible to deliver the parcel post prepares for the sender one announcement for not delivery as below:

- a. When the parcel has arrived from out Kosovo it is drawn one announcement for not delivery form”CP-76”. There has to be placed all the notices that are requested in the forms “CP-74” and “CP-73”
- b. When the parcel has arrived from one internal post office is drawn one announcement for not delivery, form “CP-12”.There must be fulfilled all the



notices that figure in forms “CP-1” and “VD-5, date of deposit and other requests of respective form.

For both cases letters a and b, announcement for not delivery are closed in envelopes and are sent to acceptance office as a requested delivery by fastest way.

89.5 Announcements for not delivery are drawn by the destination post office :

- a. In case of not delivery for every parcel that the sender has requested to be informed for not delivery, is fulfilled form “CP-12” for inside Kosovo and “CP-76” for out Kosovo.
- b. For all parcels that are kept in the destination post office for a reason of damage or demolition of parcel content.

89.6. In case that the sender by reception of announcement for not delivery within one month from the day of sending has not sent new instructions, the parcel is returned immediately by making and respective notices in the parcel book of arrival and delivery form “CP-9” “Returned to the sender date \_\_\_\_\_”.

89.7 In case that the sender has sent new instructions which are not accepted others except those prescript in the parcel following list form “CP-2” or “CN-23” is acted according to senders new instructions and every new request is treated as it is foreseen in paragraph 1,2,3,4 and 7 of this article.

89.8. When the sender in his new instructions has requested to give up from the parcel and can not be delivered to the receiver, destination post office by the commission makes its elimination. In this case in the simple parcel book of arrival and delivery form “CP-9” and in the parcel following page, form “CP-2” or “CN-23” is written “Eliminated by the commission date \_\_\_\_\_”.

## **Article 90**

### **The term of parcel saving**

90.1. Every parcel for which arrival is informed the receiver, is saved in his disposal 10 days or maximum one month starting from the following day of announcement delivery in international traffic, Term can be renew when the sender has requested duration of parcel stand.

90.2 When for parcel arrival was not possible to be inform the receiver by postal service mistake the term can be renew till 3 months from the day of parcel arrival in the destination post office. The same terms are respected and for parcels arrived by address “POSTE RESTANTE”.

**Article 91**  
**Return of the parcel to sender**

91.1. Return of the parcel to the sender is done after are finished all the efforts for delivery, foreseen in this administrative directive.

91.2. Return of the parcel to the sender is done by destination post office .Post office that makes return of one parcel determines and the reasons of not delivery and writes them above parcel covering in parcel following page, form “CP-2”and in the parcel following list and letters with value , form “CP-5”. Above parcels that will be returned out Kosovo, is stick etiquette “CN-15”, whereas above parcels that will be returned in the internal service is stick etiquette “E-9”.

91.3. Parcels are returned to the sender with their firs covering and are followed by their followed page fulfilled from the sender. When the parcel is necessary to be recovered, name of acceptance post office, number of parcel, acceptance date must be written above new covering and above parcel followed letter.

91.4. For the parcels that are returned to the sender , return expenses are in the sender account according to competence price.

**CHAPTER VI**

**RESPONIBILITIES AND RECLAMATIONS**

**Article 92**  
**Responsibility of post employees**

91.1.Post offices employees are response to the sender for every accepted parcel post till it is not delivered to the receiver in regularity as it determined in this administrative directive.

92.2. Post employees are responsible for lost and damage of every kind of parcels , compensate the senders according to approved compensate tariffs when it is confirmed that lost or damage have happened for careless of post employees.

**Article 93**  
**Exclusion from responsibility of post employees**

- 93.1. Employees of post offices do not keep responsibility:
- a. For the parcel lost or damage that are comings of natural forces and as it foreseen in article 5 of this administrative directive.
  - b. For the lost or damage of one parcel when they can not give explanations for the reason of service documents elimination , for one big reason or when they are eliminated because it has pass their saving legal term.

- c. For the impediment of the parcels or of one part of parcel content from the customs authority that are in counter with Kosovo customs legislations
- d. When the damaged is caused by senders mistake or negligence as a consequence of a condition not fulfillment of the parcel covering.
- e. When the sender have not done any reclamation within the deadline of 1 year for internal service and for international service 6 month starting from the following acceptance day from the post office.

#### **Article 94**

#### **Relations with customs Authority**

94.1. In the international service of parcels ,post employees do not keep any responsibility for customs declarations in any form that they are done and also for given decisions from Kosovo customs Authority during parcels checking.

94.2Kosovo post service employees are interested that all parcel posts that are submissive to Customs checking to pass as soon as possible in respective procedures of this checking inside the environment of post services in agreement with Kosovo Customs Authority.

94.3 Employees of postal service have for obligation to explain to the senders . fulfillment of customs declaration in the correct manner for the parcels that are submissive to customs checking as in depart place and in that of destination.

#### **Article 95**

#### **Restitutions and payments**

95.1For parcels lost or damaged for careless of postal service employees, mass of restitution are determined:

- a. For simple parcels according to restitutions tariffs approved from the Government.
- b. For the parcels with declared value restitutions is equal with declared value with condition that real value is not more that the declared value. In this cases is compensate real value.

95.2. Restitution is paid by the employees of that post office that are not in condition to justify by documents parcel lost or damage. In this case are charged by responsibility employees of this post office.

95.3.For every case of restitution , to the sender are paid and service tariffs that he has paid in the moment of parcel delivery in the acceptance post office.

#### **Article 96**

#### **Reclamations and their treatment**

96.1. Every sender has a right to request information to learn if the parcel that he has sent has been delivered to the receiver according to his instructions. Also all the receiver

signaling for not delivery or term excess for the parcel delivery consists reclamation object.

96.2. For the reclamation of one parcel with or without declared value, sender in every case must present next postal office acceptance receipt, form "CP-1" when the parcel is without declared value and the receipt, form "P-4" when the parcel is with declared value.

96.3. For the reclamations that are done for the parcels in internal service is fulfilled the reclamation form "P-5", whereas for reclamations in international service is fulfilled the reclamation, form "C-8".

96.4. Further procedures of reclamations treatment are those foreseen in article 42 of this administrative directive.

## **Article 97 ADDITIONAL SERVICES**

### **Request for withdraw, change or correction**

97.1. Sender of one parcel with or without declared value after its delivery in the acceptance post office, has the right to be presented next office that has done parcel acceptance, and request to withdraw it or to make any change or correction of receiver address.

97.2. Further procedures are those foreseen in the article 39 of this administrative directive

## **Article 98 Investigation and judgment of the responsibilities**

98.1. For cases when the responsibility is left to postal services and consist administrative breaking is investigated and judged from Kosovo Post directory.

98.2. When the responsibility pass all the limits of administrative breaking it is investigated and judged from competent organs according to legal provisions foreseen in civil procedure code or penal code according to the case.

## **FOURTH PART**

### **SERVICE REGULATIONS OF THE MONEY ORDERS**

**Money orders service is done by all post offices authorized from Kosovo Post Directory**

## **CHAPTER I**

## **KATEGORISATION ,EMMISSION AND ACCEPTANCE CONDITIONS OF MONEY ORDERS**

### **Article 99 Categories of money orders**

- 99.1. Money orders are classified in some categories:
- a. Postal money orders
  - b. Telegraphic money orders
  - c. Postal discharge order in the profiteer current account

### **Article 100 Postal money orders**

100.1. Sender delivers the money in the post office reception and requests the payment of delivered sum to receiver. Money orders are conveyed by postal ways.

### **Article 101 Telegraphic money orden**

101.1. Sender delivers the money in the post office reception and requests payment of sent sum from receiver in telegraphic way. This payment order are conveyed by fastest telecommunications means by faxes installed in the post offices or by other possibility of their electronic transmission.

### **Article 102 Postal discharge order in receivers current account**

102.1. Sender delivers the money to the post office reception and requests that the sum pass in the current account credit of the receiver.

### **Article 103 Emission of payment order**

- 103.1. Emission of payment order is done as follows:
- a. Emission of payment order is done from Kosovo Post Directory expressed in euro.
  - b. All post office authorized from Kosovo Post Directory can accept and pay all the categories of payment orders
  - c. Value of emission of the payment orders and service tariffs are approved from the Government.
  - d. During acceptance of payment orders of all categories is not necessary confirmation of sender identity except of any special case where is judged necessary from acceptance post office employee.

- e. Telegraphic payment orders are submissive and to regulation provisions of telecommunication service.

## **CHAPTER II**

### **ACCEPTANCE OF POSTAL, TELEGRAPHIC PAYMENT ORDERS AND OF DISCHARGES IN RECEIVER CURRENT ACCOUNT**

#### **Article 104**

##### **Forms in use for service fulfillment**

102.1 For acceptance of payment orders are used respective forms:

- a. Form of the postal payment order "MP-1";
- b. Form of telegraphic payment order "MP-2";
- c. Form of general cash page ( for acceptance of discharges in current account) "MP-3" or respective form of institution;
- d. For registration of the cash documents are used cash day books form "MP-4" and of payments form "MP-5";
- e. Arrived payments order before are paid they are registered in arrival register form "MP-6";

#### **Article 105**

##### **Form of postal payment orders**

105.1. Form of internal postal payment order is consisted from four parts:

- a. Receipt
- b. Checking coupon
- c. Payment order
- d. Announcement

105.2. After the reception of postal payment orders from the employee of acceptance post office, receipt is delivered to the sender, checking coupon is sent by post to the office of payment orders in the Kosovo Post Directory whereas payment order together with announcement payment are sent to destination post office to make the payment to receiver.

#### **Article 106**

##### **Form of the telegraphic payment order "MP-2"**

106.1 Form of telegraphic payment order is consisted from three parts;

- a. Receipt;
- b. Checking coupon;
- c. Confirmation of telegraphic payment order;

106.2 After acceptance of telegraphic payment order, receipt is delivered to the sender, checking coupon is sent payment orders office of Kosovo Post Directory whereas confirmation is sent to destination post office.

106.3 Employee of payment orders acceptance fulfills text of telegram and delivers it across his sign to employee of service and transmission of telegrams to be transmit to destination post office. In the post offices authorized for fulfillment of acceptance service and payments of telegraphic payment orders where are installed faxes or the means for telegram transmission , telegram together with the form of telegraphic payment order are transmit from acceptance post office in direction of destination post office, where will be made the payment. After transmission by fax or other transmission means , telegraph payment orders are sent to destination post office by first post. Telegraphic payment orders destined for the post offices inside the towns must be paid within 24 ours from the moment of arrival.

### **Article 107** **General cash page"MP-3"**

107.1 General cash page "MP-3" is consisted from three parts:

- a. Receipt;
- b. Announcement of account person;
- c. The original for registration

107.2 Form "MP-3" is fulfilled from self sender of the money. Post employee charged for this service fulfillment has forbidden to fulfill this cash page.

### **Article 108** **The press and use of service forms with payment orders**

108.1 Form of acceptance service and payment service of payment order are produced and administrated from the Kosovo Post Directory

108.2 Supply of post office with the notice forms with payment orders is done according to written request, regarding that the post office have formed state for service fulfillment for an period not more less then three month.

108.3 Post office is obliged to save this forms closed by the locker:

- a. cash day book
- b. Payment diary.

108.4 Forms of the service of acceptance discharge in the receiver current account and also that of acceptance , postal and telegraphic payment order pay can not be used for other aims except those that are determined.

## **CHAPTER III**

### **FULLFILLMENT OF POSTAL PAYMENT ORDERS**

#### **Article 109**

##### **Fulfillment of internal postal payment orders**

109.1. Form of postal payment order must be fulfilled from the sender with clear writing by ball-pen or by typewriter.

109.2. Is forbidden fulfillment of postal payment orders by employees of payment orders service of acceptance post office.

Employees of payment orders acceptance are obliged to give the necessary explanations to the senders for fulfillment of payment orders.

109.3. Postal payment order is fulfilled in this manner:

- a. Sum that it is sent is written by ciphers and by letters in the receipt above checking coupon and above postal payment order whereas value in cent is written by ciphers and letters.
- b. To the right and to the left of written sum by ciphers and letters must be drawn visible horizontal lines.
- c. Address of the sender and the receiver is written clearly and full as all other parts of postal payment order.

109.4 In the back side of the part "announcement" that is delivered to the receiver, sender can write small explanations without paying. Above postal payment order is not allowed to be done corrections, scratching or deleting.

#### **Article 110**

##### **Fulfillment of internal telegraphic payment orders**

110.1. Form of telegraphic payment orders is fulfilled by the sender in the same manner as postal payment orders foreseen in the article 109 of this administrative directive.

110.2. In case that the sender of telegraphic payment order wants that by the telegram of telegraphic payment order informs receivers by any announcement, than he delivers by writing this announcement to the employee of acceptance payment order, which includes this announcement in the telegram text and is paid together with the telegram text.

110.3 The sender has the right to request that the telegraphic payment order is sent urgent with text equality with paid response and with announcement reception by paying and additional tariffs of this services.



110.4. Supporting in telegraphic payment order, employee of payment orders acceptance, above telegram special acceptance form formulates telegram text for the destination post office as follows:

Telegraphic payment order no. \_\_\_\_\_ To post(\_\_\_\_\_),

Value(€) \_\_\_\_\_ and by letters, street \_\_\_\_\_.

110.5. After has finished formulating the telegram text in its footnote in the left side, employee of telegraphic payment orders acceptance stamps it by dated stamp of post office, signs it and in appointed place of telegram writes the senders full address and delivers it to the employee of telegram sending for transmit to the destination post office to make the payment.

Assignment of the employee of telegraphic payment orders acceptance is not transmit. Receipt of telegram reception is delivered to the sender.

110.6. In case that the telegraphic payment order is transmit by fax, telegram together with telegraphic payment order form is transmit from acceptance post office to the destination post office where will be made the payment. After, telegram form together with telegraphic payment order is sent by post to the destination post office. In the telegram text except others must be written and the time of acceptance of this payment order. Telegram that is transmit must be clearly written. Clean and without mistakes and corrections.

## **Article 111**

### **\Fulfillment of general cash page**

111.1 General cash page must fulfill the sender of money by ball-pen or type writing and if it is possible and by computer. Employee of payment orders acceptance has forbidden to fulfill general cash page, except that must give the necessary explanations.

111.2. In the three parts must be written in the appointed place name and surname of responsible person of current account and cashed sum by ciphers and letters, whereas value in cent only by ciphers. Empty place to the right and left must be fulfilled with horizontal lines for preventing sum increase with the aim of profit.

111.3. In the cash page, sender of money must write his name and surname, full address and date which must be the same with the day in which is made the cash and also the name of post office that makes the cash. In the part "Announcement to the account person" is allowed to be exposed after the tariff, notice that refers to cash sum. In the cash page is not allowed any correction, scratching or deleting. Writings must be clear and readable, cash page must not be decrepit and dirty. Cash pages that not fulfill above notices are not accepted. Whereas in the all three parts of general cash page the sender writes the number and the person of the current account.

111.4 Acceptance employee has for obligation to ask the sender if he has fulfilled carefully number and the person of the current account and in the same time to make him known the damage that can come in case that he does not have accurate this data, this means that the charge it can be not made for the reasons of general cash page wrong fulfilling.

## **CHAPTER IV**

### **SPECIAL SERVICES**

#### **Article 112**

#### **Assumption receptions above payment fulfilling**

112.1 The sender of the payment order was it of every type can request to be informed for the service by requesting payment order with assumption reception for fulfillment of the payment.

112.2 Payment order must contain in the top of front side by very visible letters the notice "ASSUMPTION RECEPTION". Together with the payment order is fulfilled and model form "P-3" as it is foreseen in article 33 of this administrative directive. Which the sender can request to be returned to him as requested postal delivery. Assumption reception can be requested and after the emission of payment order.

112.3. The treatment of assumption reception and in this case is done as it is foreseen in article 33 of this administrative directive.

#### **Article 113**

#### **Delivery "EXPRESS"**

113.1. The sender of one payment order can request that the delivery of the money or announcement of payment to be done "EXPRESS" by arrival of payment order. In this case above payment order is placed the service etiquette "EXPRESS"

113.2. The treatment of service "EXPRESS" and for payment orders is done as it is foreseen in article 30 of this administrative directive.

#### **Article 114**

#### **Payment orders directed "Stands in post"**

114.1. Sender of one payment order can request that the payment order is kept in the post till the receiver is presented next to the postal office to do withdraw of the money.

114.2. Payment order must have written by Capital letters under name of the receiver the notice: "POSTE RESTANTE" or "STANDS IN POST" and is treated as it is foreseen in articles 34 and 56 of this administrative directive.

**Article 115**  
**Payment in the hand of self receiver**

115.1. The sender of one payment order can request that the payment is done to him in the hand directly to the receiver. Acceptance of this payment orders is done as it is foreseen in the article 35 of this administrative directive.

115.2. Delivery of this payments order is done as it is foreseen in the article 56 of this administrative directive. The payment can be done and to one charged appointed especially according to competence judicial regulations when the receiver is in impossibility to move or to give his sign.

**Article 116**  
**Communications that belongs to receiver**

116.1. Front page of the coupon or one appointed place of the back side can be used for one special communication with the payment order receiver.

116.2. In case that the post office has informed the payment order treatment, she can limit this communication till 80 marks

**Article 117**  
**Payment order of postal service**

117.1. Service payments order that are used from postal service for its need must have written from the front side the notice "THE POSTAL SERVICE".

117.2. Regulation of acceptance of the service payment order is done the same as other payment orders in the users service.

**CHAPTER V**

**ACCEPTANCE OF PAYMENT OR ORDERS**

**Article 118**  
**Acceptance of payment orders**

118.1. Employee of acceptance of the telegraphic or postal payment orders accepts from the sender form of payment order together with the money after is insured for correct fulfillment of payment order by checking all its sides. Immediately after this action acceptance employee makes money counting in the presence of the sender. Payment

orders that are not responsive to regulations determined in this administrative directive are not accepted .

Employee of acceptance of the payments order can not do any correction or deleting above accepted payment order.

118.2. The sender of postal or telegraphic payment order pays the tariff in cash according to approved post tariffs . Except this for telegraphic payment order the sender pays and respective tariff of telegram. For special services that the sender has requested to be done to payment order he pays and approved additional tariffs.

118.3. Accepted payment order must be registered immediately in the day book of cash form “MP-4”.

118.4. It is forbidden the delivery of the accepted payment order receipt to the sender before registration in the cash diary form “MP-4”.

118.5. In the column “Comment” of the cash diary, form “MP-4” are put visible marks shorted for type of payment order and for special services that can be requested from the sender as below:

- a. For postal payment orders is placed the notice “UPP”.
- b. For telegraphic payment orders is placed the notice “UTG”
- c. For express payment orders is placed the notice “EXPRESS”.
- d. For the payments orders with assumption reception is placed the notice “AR”
- e. For payments orders directed with the notice” Stands in post” is placed the notice” Stands in post”.

118.6. After accepted payment order is registered in the cash diary form “MP-4”, employee of acceptance of the payment order registers cash range number, signs it in the appointed place of payment order and stamps it by dated stamp of the acceptance post office.

118.7. Service tariff paid from the sender of payment order is written above receipt and above coupon of checking.

118.8. After the registration and cash of the tariff of the requested service, acceptance employee detach the receipt and delivers it to the sender as a confirmation of the cash sum.

118.9. After closing of the cash diary, form “MP-4” In the end of working time, coupon of checking of the postal payment order is detach from payment order and is followed to the cash diary and is sent to finance service of Post Directory, and this last one in the office of payment orders of the Kosovo Post Directory.

118.10. Part of payment order with the part of stick announcement as it is, is sent to the destination post office where will be done the payment to the receiver.

### **Article 119**

#### **Acceptance of general cash page in receiver account**

119.1. Employee of acceptance of the payment order takes from the sender the cash page, form "MP-3", the money and is insured if it is used the right form and is it fulfilled correctly and also the sum of money and the date if they are in all parts equal.

In case that the cash page is not fulfilled correctly, the sender of the money is obliged to fulfill one other cash page by annulling the first one. After this acceptance employee count the money in presence of sender.

119.2. Cash pages that are not responsive to requests determined in this administrative directive are not accepted. Employee of acceptance of the payment orders is not allowed to make any corrections or deleting in cash pages.

119.3. Only when cash page is fully responsive to determined regulations in this administrative directive, acceptance employee locks the money in cashbox and cash page registers in the cash diary "MP-4".

119.4. For the cash done in assignee current account the sender pays the tariff in money according to approved tariff. Are excepted from the postal service tariff only cashes that are done by the post office for the service needs. Post employee registers cash tariff from the sender in the respective column of cash diary, form "MP-4".

119.5. After the cash page is registered in the cash diary, form "MP-4" and the money are placed in the cashbox, post employee writes in the receipt sum of cash tariff. In the same time writes as in the receipt and in the original, cash diary range number, puts in three parts of cash page dated stamp of the post office.

Signs as in the receipt and in the original, detach the receipt and delivers it to the sender, whereas two other parts sends to finance office of the Kosovo Post Directory.

### **Article 120**

#### **Sending of payment orders in destination (Transmission of payment orders)**

120.1. After the exception of postal payment order, receipt is delivered to the sender as a confirmation above payment whereas coupon of checking is sent to finance office of the Kosovo Post Directory which then is sent in the office of payment orders of Kosovo Post Directory, whereas third and fourth part of the form of postal payment order, form "MP-1" (part of payment order and that of announcement is sent by post to the destination postal office by registering in the following of the requested deliveries, form "P-9").

120.2. Postal payment orders can not be sent in neither case as simple deliveries.

Payment orders that arrives in the destination post office as a simple deliveries and that are brought by self interested are not paid. They are returned to acceptance post office with one regular sampling according to form "P-12" and in this case is treated as it is foreseen in article 64 of this administrative directive.

120.3. For telegraphic payment order receipt is delivered to the sender as a confirmation of payment whereas coupon of checking is sent to finance office of Kosovo Post Directory.

Finance office sends to the office of payment orders of the Kosovo Post directory , whereas third part of telegraphic payment order, form "MP-2"(confirmation) is sent by post to the destination post office by registering it in the following list of requested the requested deliveries, form "P-9" together with other requested deliveries.

Telegram is transmit by fax or other transmission means of the destination post office.

### **Article 121**

#### **Request for annulment after acceptance of one payment order**

121.1 Sender of one any type of payment order after its acceptance from the post employee has the right to request the annulment of the cash that has made in the receivers current account by the general cash page, respectively annulment of one postal or telegraphic payment order.

121.2. In the case of order discharges when the cash page is still in the acceptance post office in the moment of annulment request, post employee takes the original receipt draws one line to respective registration in the cash diary, except the column "Tariff", and the column "Comment" writes " **Amount returned to the sender, receipt withdrawn**". After this action post employee after the identification returns to the sender the money except of service tariff that is not returned to the sender. Sender withdrawn receipt is left to the acceptance office archive , which after annuls it by two horizontal lines follows it to cash diary of respective day. Second and third part of cash page annuls post employee.

121.3. The sender of one postal payment order can request the annulment of accepted payment order for as time that the money are not delivered to the receiver.

121.4. If the annulment request is presented before the initiate of postal payment order or before the transmission of the telegraphic payment order telegram, is acted as below:

a. In case of the annulment of one postal payment order, acceptance employee withdraw from the sender acceptance receipt, checks if it is sent or no in the destination post office. If results that it is still not sent to the destination post office he is insured for the identity of person that requests the payment orders annulment if he is the sender than registers the payment order in the payments diary, form "MP-5", and takes the sign of the sender in the payment order and in the payment diary and than returns to the senders the money that belong to. Receipt of payment order is annulled by to drawn lines writing above it "The money are returned to the sender...". In the column "Comment " of the opening of

cash diary, form “MP-4” is written “Paid to sender by date \_\_\_\_\_” following to this receipt of accepted payment order receipt.

b. In case of the annulment of one telegraphic payment order, acceptance employee takes from the sender acceptance receipt after is insured for his identity, is informed if the telegram of payment order is transmit or no and in case that not results that is transmit is requested annulment of its transmission according to regulations of telegraphic service.

After the annulment of the telegram , from the sender is taken one regular receipt for sum withdrawing cash from him in which is written number and the date of payment order, name and surname of the receiver and destination post office , than are paid the money to the sender. Receipt is registered in the payments diary, form “MP-5” for the sum that contains , than it is followed to it and receipt and is sent together with the other documents. Acceptance receipt is annulled by two lines and above it is written “The money are returned to the sender ...date \_\_\_\_\_”, By following to this and the acceptance receipt.

121.5. When the annulment request is presented after the initiation of the postal payment order or after the transmission of the telegram of telegraphic payment order, for their return of the destination post office to the acceptance post office is acted as it is foreseen in article 39 of this administrative directive.

## **Article 122**

### **Stamping of payment orders**

122.1. Postal and telegraphic payment orders are stamp by dated stamp of the acceptance post office on the day of acceptance and by dated stamp of the destination post office on the day of the payment.

122.2. Dated stamp of the post as in acceptance also in the payment must be input carefully in the manner that the date and name of the office are very clear in all places where is placed dated stamp of the post.

122.3. Dated stamp is placed and in the fourth part of the announcement of postal payment order , to form “MP-1” from the destination post office in the part that is delivered to the receiver.

122.4. Postal and telegraphic payment orders arrived in destination are stamp by dated stamp of the destination post office in the back side independently that is registered in the arrival book, form “PM-6”.

## **Article 123**

### **The actions of destinations post Office**

123.1. Before every action, payment orders arrived in the destinations post office must be checked accurately to get insure if they are valuable to be paid and if they are fulfilled according to provisions foreseen in this administrative directive .

123.2. In the special manner must be shown care that above payment order are to not be scratching , deleting or corrections . Payment order must be stamp by dated stamp of acceptance post office, number of cash, assignment of the employee that has accepted the payment order, to be used respective form in the manner to not be left any suspicion for its regularity and also the postal tariff.

123.3. In case that during the checking is ascertained that the tariff of the payment order is cash less than must be, part that miss can be taken from the receiver. For ascertained difference destination post office keeps sampling form “P-12” and send it to the acceptance post office. Sampling is treated as it is foreseen in article 64 of this administrative directive.

123.4. When the place that is left empty to the left and to the right of the payment order with ciphers and letters , is not filled by lines from the sender or from the acceptance post office in case that and the destinations post office does not make this action it is left responsible together with acceptance post office for all not foresees that can happen.

#### **Article 124**

##### **Irregularities in the payment orders arrived in destination**

124.1. Are considered irregularity and are not paid the payment orders that that present one by one this lacks.

- a. When above payment order is missing the dated stamp or the sign of the office employee of acceptance post or when it can not be written name of the acceptance post office and the date of payment order acceptance.
- b. When the payment order is drawn above one unofficial form or above one form that is not in use for this type of service or is not a form determined in this administrative directive.
- c. When the sum of the payment order is not clear or when the sum with ciphers and letters is not equal.
- d. When the elements of payment order are corrected except of the case when it is sent to the receiver in the new destination or is returned to the sender.
- e. When the payment order is dirty so much that can not be visible characteristic notice as sum in euro, dated stamp, name of the acceptance office, date of acceptance etc.
- f. When the payment order has not arrived registered in delivery list with other requested deliveries or when it has arrived by not posts side.
- g. When the payment order is accepted with the bigger sum than of allowed maximum sum for acceptance of one payment order.
- h. When one other payment order with the same number ,date, sum , destination and acceptance office has arrived early.

124.2. All the irregularity payment orders office of the destination post returns to the acceptance post office with the aim to be verified and correct the ascertained lacks. The return of payment orders from the destination post office to the acceptance post office is



followed by the sampling, form “P-12” and is treated as it is foreseen in article 64 of this administrative directive .

124.3. Acceptance post office must correct immediately the ascertained lacks from the destinations post office , by informing destinations office after is insured before if the acceptance is made according to provisions that are foreseen in this administrative directive.

#### **Article 125**

##### **Payments order registration in the arrival book “MP-6”**

125.1. Payment orders arrived in the destination to be paid , fulfilled as it is foreseen conform with the provisions if this administrative directive before they are paid they are registered in the arrival book “MP-6”.

125.2. Registration is made according to arrival range with the range number that starts from number 1 in the beginning of month and ends in the end of each month, by placing the range number in the payment order appointed place.

#### **Article 126**

##### **Announcement of receivers for payment order withdrawing**

126.1. All the arrived payment orders in the destination must be registered in the arrival book, form “MP-6”. For every registered payment order must be sent to the receiver by post distributor the part of the announcement that is detach from the payment order and is delivered to him across his sign that puts in the announcement receipt part.

126.2. The receipt of announcement delivery fulfilled by the receiver sign and by date of the delivery, is followed to respective payment order for as time as stands paid next to destination post office. When the receiver is not found from the post distributor than it is sent to him one second announcement , form “P-17”. After this is acted as it is foreseen in the article 127 in the points 6 and 7 of this administrative directive.

### **ARTICLE VI**

#### **PAYMENT OF THE PAYMENTS ORDER**

##### **Article 127**

##### **Payment of internal payments order**

127.1. When the receiver of one payment order is presented in the post office to withdraw sum arrived in his direction, employee of payments of the destination post office according to made announcement or by the request of interested finds payment order and after it is insured for the receiver identity by legal documents of identification registers the payment order in the payment diary, form “MP-4” and presents it to the receiver for signing.

127.2. Receiver of the money signs in the appointed place of payment diary and in the payment order , by writing and the date of the money withdraw.

When the payment order is with announcement reception , the receiver is obliged to confirm the money withdraw and by signing in the appointed place of form of the assumption reception.

127.3. Before it is paid payment order must be compared in the arrival book to get insured with as follows:

- a. If the payment order figures registered in the arrival book;
- b. If the payment order has been changed ;
- c. If the payment order has been paid before;
- d. If the same telegraphic payment order is twice formulated wrongly from the acceptance post office;
- e. If the payment order contains any of irregularities determined in the article 124 of this administrative directive.

127.4. Payments employee of destinations post office after has finished the checking and needed verification and is insured that the confirmation of the money withdraw by receiver sign is done in accordance with the provisions of this administrative directive makes the payment in the favor of the receiver.

127.5. Payment employee of the destinations post office every day in the end of working time writes in the arrival register date of the payment and range number of payments diary for every payment order paid in the receivers favor.

127.6. Form of assumption reception fulfilled regularly with all needed notices and with receiver sign is delivered to the employee of depart post for returning it to the acceptance post office.

When the receiver does not accept to sign assumption reception , payment order is not paid but together with the assumption reception is returned to the acceptance post office with the notices of the returns reason.

127.7. Returned Payment orders from the destinations post office to the acceptance post office are paid to the sender as all other payment orders. In the payments diary as a receiver is written the name and surname of the sender and it is signed by him.

## **Article 128**

### **The payment of telegraphic payment order**

128.5. When the telegram of telegraphic payment order arrives in the office of destination post, after is checked its regularity , is made one arrival announcement form “CP-11”, to inform the money receiver to be presented immediately in the post office. This announcement is registered in the delivery book of requested deliveries form, “P-14” and is delivered to the receiver across his sign that is taken in the receipt.

Telegram of telegraphic payment order fulfilled with the notice “Has been informed” and the announcement is delivered to the employee of payments post office.. Announcement delivery receipt is followed to telegraphic payment order.

128.2. When the post distributor could not deliver to the receiver the announcement of the telegraphic payment order for the reason that he is unknown , has left etc. the announcement fulfilled with the not delivery notes delivers it to authorized postal employee. This receipt is followed to telegraphic payment order.

128.3. Before the registration in the arrival book form”MP-6”, telegram of telegraphic payment order must be submissive to one full checking from the post employee as below:

- a. If the telegram of telegraphic payment order has arrived in the regular manner.
- b. If the telegram of telegraphic payment order is formulated according to this administrative directive.
- c. If the sum in ciphers and letters is equal.
- d. If the telegram is fulfilled with the notice of telegraphic service by the sign of the acceptor , by the dated stamp of acceptance post office and also with the notices of announcement made.
- e. If the telegram of this payment order has not arrived before as a result of any mistake of origin post office.
- f. In case that during the checking are ascertained foreseen irregularities in the paragraph 3 of this article , the payment of telegraphic payment order is made same as for postal payment orders with the only change that the correction is requested by official telegram. Mistakes determined in the paragraph 3 of this administrative directive must be corrected immediately from the origin postal office by official telegram.
- g. The payment of telegraphic payment order can not be done in neither case according to the confirmation.

128.4. Registration of the telegraphic payment order in the arrival book is done in the same manner as for postal payment order.

128.5. After the registration in the arrival book, telegram of telegraphic payment order is flatten lengthily in the manner that the text can not be read .

In the frontal half of back side to be noticed in the above left corner registration range number in the arrival book and to be stamped by the dated stamp of the post office.

Under this notices from the money receiver will be done this confirmation “ I receipt the sum of \_\_\_\_\_euro” and under this notices receivers signs .

128.6. Receiver confirms the acceptance of the money above telegraphic payment order as it is mentioned in paragraph 5 of this article by putting in appointed place except the sign and date of payment .

128.7. The payment of telegraphic payment order is done in the same manner as for postal payment orders , paid sum is registered in the payments diary by writing in the telegram right side range number of diary .

The telegram is followed to the diary together with the payment order and other documents .

128.8. When arrives confirmations of telegraphic payment order to this is made one checking by equaling their contend with telegram data as sum , destination , post office , number of payment order etc. In case that telegraphic payment order is sent to finance service of Kosovo Post Office as paid then the equalization will be made by the data of arrival book , form “ MP-6”. For every confirmation that arrives in a destinations office in the column comment of arrival book is written confirmations date of arrival .

128.9. Confirmations after equalization and after the payment of telegraphic payment orders are saved in separate archive for every month separately and are eliminated according to saving rules and the service documents administration approved from Kosovo Posts Directory .

128.10. When the confirmation of one telegraphic payment order does not arrived within the deadline of two days from the day of telegrams arrival , employee of destination post office must request the confirmation by official telegram . The office of acceptance post within the day is obliged to response also by official telegram to the destination office .

128.11. When after made reclamation from destination post office results that the confirmation is lost , origin post office according to original of telegram prepares one duplicate and closed in official envelope sends it to destination post office .In this case above the confirmation of telegraphic payment order must be written by capital letters the notice “DUPLICAT” .

128.2. When results difference between telegrams sum and the payment order , the money are not paid but it is informed immediately origin post office and according to the response that will get from this last is made the payment by doing necessary corrections . In case that payment order is paid before confirmations arrival is acted as it is determined in article 130 of this administrative directive .

128.13. When arrives the confirmation of telegraphic payment order and telegram of this payment order has not arrived in destination office , this last immediately informs origin post office by official telegram. Office of origin post is obliged to respond to the telegram and in the same time requests by telephone next to post office to which is transmit telegram , with the aim to be found post office that did not made the transmission and to take masses for fast transmission of not transmit telegram.

128.14. When the sum in money of telegraphic payment order is paid late more then five days for careless of employees of this services , sender has the right to request return of paid tariff for transmissions of telegram of the telegraphic payment order . This tariff is

paid from the employees which from their careless in work have brought delay in the money payment to the receiver.

### **Article 129**

#### **Payment of payments order to the authorized persons**

129.1. Delivery and payment of payments order that are directed to the authorized persons in army departments , schools , hotels or other institutions are withdrawn from the authorized of this institutions which must be their effective employees and must be equipped with the authorization according to form “ P-15”.

129.2. Before it is done the payment to the authorized are delivered announcements of all postal and telegraphic payments orders arrived across their sign in delivery receipt of the announcement by writing in it and the date of announcement delivery . The money of arrived payments orders , the authorized withdraw next time when are presented in the post office after they have verified that the payments orders receivers are effective in they institutions . For the persons that in the meantime are released , transferred , gone or results unknown , announcements of payments orders are returned to post office with the respective notices .

129.3. For the money destiny of payments orders withdrawn from the authorized keeps responsibility the institution that has issued authorization .

129.4. Authorized persons must confirm their identity with the identifications legal documents .

129.5. Authorizations issued from army departments , schools , hostels , hotels etc. Must be signed and stamped by respective institutions , according the form “ P-15” .

### **Article 130**

#### **Overmuch payment or less payment**

130.1. When it is seen that one payment order is paid overmuch immediately are taken needed masses , by requesting according to case from the destinations post office to do the immediate withdrawing of paid money sum of the money paid overmuch to the receiver , or employee that has made the mistake .

130.2. When it is ascertained that the payment order is paid less , the employee of destination office , calls immediately the receiver and pays to this difference paid less across one regular receipt that is signed from the receiver , by writing on it and characteristics of payment order for which is made the payment of difference . The receipt after is confirmed and from the supervisor or the checker of post office , is registered in the diary of payments orders and is saved in the destinations post office together with the other documents .

**Article 131**  
**Registration of the cash documents and of payments**

131.1. Every postal , telegraphic payment order and accepted current account , is registered immediately in the acceptance moment , in the cash diary , form “ MP-4”.

131.2. After it is done payment to the receiver , payments orders that are to be paid are registered in the payment diary , form “ MP-5” in the moment of receiver presentation for withdrawing the money .

**Article 132**  
**Keeping of cash diaries and of payments**

132.1. Diaries of cash and payments are connected in block , every page is print in original and copy . One new block can be started only then when the previous block is used fully .

132.2. In case that in one post office are more than one reception of cash and payments orders payment , to every reception is given in use one diary .

132.3. The diary of cash and payments must that every working day before is put in use, to be stamp from the above side to the right of every page by dated stamp of post office . Registration in the diary is made by ball-pen in two copies by using copy letter or diaries with self copy letters .

132.4. Cashes are registered according to range of their presentation from the sender of the money . Day number in the diary starts every day from number one . Also and payments are registered in the same manner.

132.5. Unused diaries are saved in safe places closed by key and their putting in use is done carefully in case that any of diary pages can not be used or it is made a mistake from post employee that page is annulled by two horizontal red lines and it is left there.

**Article 133**  
**Closing of the cash diary and of the payments**

133.1. Closing of the cash diary is done every working day after is finished official time determined for cashes and payments . When it is closed cash diary , are add sums in the columns “ Cash sum “ and “ Tariff” , whereas in the payment diary are add sum of the column “ Paid sum” .

133.2. Convey from one page to other is done only by column sum convey . To the empty place that is left in diary after the close of the actions of working day , must be put throw ,one line and after is add sum of cash and daily payments , and the sum is . for cashes by adding in all in the end of working day .

133.3. First original page of diary is detach from the block than general sums of cashes and payments are registered in the respective column of cash box state. Copy of payments orders is left in the block of the diary which is saved from the post office that has done the cash or the payment whereas original is sent to finance services of Kosovo Posts Directory.

#### **Article 134** **Statement of the cash**

134.1. Cash statement is main account of post office in which is shown daily movement that it has done in the money.

134.2. Statement of cash is printed in pages , form “ MP-7”, their quantity in the post offices is saved in secure places and locked by key.

134.3. Statement of the cash in the first part keeps in the beginning title and in the end the place for dated stamp of the post office and also the appointed place for the sign of the employee and of the post office checker .

Statement of the cash is separated in two parts

- a. Payment ,
- b. Cashes .

134.4. First part has the columns of the payments whereas second part columns of cashes

In the back side of cash statement are specifications according to points of the coins and banknotes according to statement coinage in cash box.

Part “ Payment” contains:

- Number of reception;
- Quantity of payment documents in parts ;
- Payment sum in euro.

Part “ Payment” contains:

- Number of reception;
- Quantity of payment documents in parts ;
- Payment sum in euro.

#### **Article 135** **Keeping and closing cash statement**

135.1. Cash statement is drawn in two copies every working day after closing of the day actions from all postal offices and even if it was not cash actions .

Original copy is sent to finance office of Kosovo Post Directory , whereas second copy is saved in the post office .

135.2. In case that the post office has more than one payment or cash reception which keep special diaries than the total of each payment and cash diary is registered one by one in cash box statement in the part payment or in the part cashes according to reception range number .

135.3. After the closing of statement of the cash box post employee counts the money overmuch in cash box and makes registration in the back side of form of the cash statement by writing the type of the money separately for banknotes and separately metallic coins according to apoená . Sum of register money must be in accordance with the position “ Money statement according to closed accounts “. Is forbidden in the cash box statement is made any kind of correction . In case that any action is wrongly registered , must be fulfilled new form of cash box statement .

135.4. After closing of cash box statement , original copy of cash box statement is sent to the finance lodge of Kosovo Post Directory , as requested postal delivery together with first diary copies of the payments and cashes of the same day .

### **Article 136** **Deficits and overages**

136.1. In case that in the day account closing results cash box overage , post responsible is obliged to register it in the cashes diary , by adding this to the cash box statement . In the appointed place are given explanations for overhang overage .

136.2. In case that results deficit in the cash box , it is fulfilled immediately from the respective employee in the place determined for notices , it is shown the ascertainment of the deficit of \_\_\_\_\_ euro and the fulfillment from the post employee.

136.3. Ascertained overmuch and deficits in the cash box state must be evident in the special book which must be supervised from every postal office. In the case of irregularity non presentation post employee keeps responsibility.

136.4. After it is brought out final statement of the cash box, sum is transferred as a beginner sum of the next working day.

### **Article 137** **Corrections of ascertained mistakes in documents**

137.1. The diaries of the cashes and the payments and also the state of the cash box for every postal office is checked by finance service of Kosovo Post Directory.

137.2. When the finance service during the checking of documents ascertains mistakes and different lacks they are corrected and regulated in this manner:

- a. In case when are ascertained wrong registrations of the sums in the diary, twice registration , changes of ciphers and wrong sums transfer, from correction of



which are created cash differences, finance service immediately informs office of respective post for the ascertained mistake and for fulfillment of the deficit.

- b. Post office by getting this announcement takes immediate masses for deficit fulfillment from the responsive person, except in when by convinced proofs does not accord with the ascertained mistake and requests the state investigation.

137.3. In case that in the diary and respective documents are ascertained mistakes and lacks prescribed in the point of paragraph 2 of this article, and their correction creates cash box deficits, finance service immediately informs office of respective post about ascertained changes and in the same time authorizes it to make the correction and the payment, to the person to which belongs by postal payment order, payment turnovers, or any other suitable form.

137.4. When the overmuch is not known to whom belong and in the cash box state is not written ascertainment of any deficit and fulfillment of post employee, this sum is left in disposal of finance service.

137.5. When the finance service ascertains that the ciphers of shown sums in the state cash box are not in accordance with the diary data and other correlated documents,

137.6. The post office with the receipt of such notification does the corrections in the respective documents by writing in the corrected document also the date of notification which was made with an official document or telegram and it joins the notification to the condition of cash-box.

The ciphers are corrected by drawing a horizontal line on the ciphers which are to be corrected and on or under these ciphers are written the exact ciphers. The person who does the correction, signs in the corrected document.

137.7. The service of finance the notification for the correction of the sums in the journals or in the condition of cash-box does with an official document or with a telegram. For simple corrections the notification can be done also by phone.

137.8. When after the sending of journals and the condition of cash-box from the service of finance, the employee of the post office ascertains any mistake in these documents, he can not do any corrections in their copies, which remain in the office without receiving the approval from the service of finance.

## **Article 138**

### **The maximum of cash-box**

138.1. The maximum of cash-box is that sum of money which the post office can regularly keep in the cash-box. The maximum of the money in cash-box is appointed by the service of finance of the Postal Directorate of Kosovo.

138.2. In a case of closing of the condition of chest, the post office is obliged to send all the money which escalate the maximum of the cash-box to the bank in the account of the

Postal Directorate of Kosovo. These are called excess of money. When the excess of money does not escalate the limits in appointed euros from the service of finance, this condition is kept in the cash-box.

### **Article 139** **A request of funds**

139.1. In a case when the post office does not have enough money in the cash-box for the payments which she will do and it has no possibility until the next day to have enough collection, she will request from the service of finance the necessary sums. This money is called funds.

139.2. The requests for fund is done in written, it is signed by the employee of the post office and by the responsive or the instructor of the post office.

139.3. The request for funds in pressing cases can be done also by a telegram or telephone. In this case is send the request in written during the day in which is written the date and the hour of request done by telegram or telephone.

139.4. The post office can require funds also for the next day, if it is required from the circumstances of communication or other pressing or special circumstances.

139.5. The post office can not require funds from another post office, but always the request should be done to the service of finance of the Postal Directorate of Kosovo.

139.6. The service of finance of the Postal Directorate of Kosovo sends funds to the post office with one of the deliveries service of the post of letters, but more secure is the sending of funds in the postal delivery with declared value by applying the rules of the acceptance of the postal deliveries with declared value as it is foreseen in the article 31 of this administrative directive. When the funds are sent by mail as deliveries with declared value and are transported with postal deliveries then are applied the foreseen rules in the article 49 of this administrative directive. When those are withdrawn from the responsive or the instructor of the post office or any other authorized worker, the delivery of funds is done by the payment order toward the signing of the authorized worker.

139.7. When the funds arrive in the post office as postal delivery with declared value, the reception in their delivery is done as foreseen in the article 58 of this administrative directive. For all the ascertained irregularities during the receipt in delivery and the opening of the deliveries with declared value with consist funds, is acted as foreseen in the article 58 and 64 of this administrative directive.

139.8. In the condition of cash-box is registered the general sum of fund arrived in the post office.

### **Article 140** **The cashing of the excess in money**

140.1. The preparation of the excess in money is done by the rule in the end of working hours and it is sent to the service of finance of the Postal Directorate of Kosovo, as postal deliveries with declared value.

140.2. Within the postal delivery with declared value except the money is complied a joining list of the parcels and deliveries with value in three copies, two first copies are inserted in the content of the deliveries with declared value and one copy remains in the post office and it is joined to the condition of cash-box.

140.3. The delivery of these postal deliveries with declared value, the transport, and their opening is done as foreseen in the articles 31, 49, 58, and 64 of this administrative directive.

### **Article 141**

#### **The conditions of preservation of money in cash-box**

141.1. Money which is saved in the post offices should be preserved in every case in safe box, especially for the preservation of money till the appointed limit.

141.2. The environments of post offices where are saved the money should fulfill these conditions:

- a. The walls, floors and the ceilings to be strong and secure to handle the intervention from outside and from fire.
- b. The windows of the environment should be secured with thick net of iron, the doors should be ironed and with secret element of opening.
- c. The safe boxes should be made from a thick iron (sheet metal) more then 4mm, closed with elements of security and with secret codes, those are kept in an environment not exposed from the users of service.
- d. To increase the speed of service and the security of money during the working hours, can be used special safe-boxes with the rotative wheel.
- e. the keys of the safe-boxes in use are kept by the worker loaded with them. The reserve copies are used only by the order of the director according to the conditions appointed with special directive.

### **Article 142**

#### **The transport of the values in money**

142.1. The transport of the values in money closed in parcels or postal deliveries with declared value is done as foreseen in the article 49 of this administrative directive.

142.2 When the postal service have big movement of the values in money, can contract with a security company which take care of the preservation and the transport of the values in money according to the special rules appointed in the written contract for this purpose.

The transport and the movement of the values in money it is forbidden at night.

**Article 143**  
**The verification of identity**

143.1. The receiver of payment order of the all kinds is obliged to verify his identity by means of official documents know by laws for the person's verification. The number of the document of identity is registered in the back part of the payment order.

**Article 144**  
**The resending of the payment order in a new destination**

144.1. In a case that the receiver of a payment order has changed the residence and when the postal office of destination has received a notification for a new residence, in a case that the sender has requested this then the payment order is resend in the new destination if the service of payment order functions.

144.2. Every payment order can be resend with postal or telegraphic ways.

144.3. The tariffs of the service of resending are paid by the sender respectively the receiver in the case of the request's presentation.

**Article 145**  
**The acts of the office of destination in the case of the resending of the payment order**

145.1. When the payment order will be resend from the postal office of destination in one new direction will postal ways, is acted as below:

- a. The previous destination, with the exclusion of name and surname which are not deleted it is canceled with red lines but in such way to remain readable.
- b. In the free place or with a letter which is stick to payment order is written the new direction of the receiver.
- c. The ordinal number of the book of arrival of the payment order is canceled with red lines, but in such way to remain readable.
- d. In the book of arrival should be written the date and the name of post office to which will be sent the payment order.
- e. The accepted payment order "express", with "announcement of receipt" are sent to the new destination as a simple payment order.
- f. When the telegraphic payment order is resend to the new destination with postal ways, is accepted before the arrival of verification and then are sent together.
- g. With payment order which are resend in a new destination, the post office of the new destination acts same as for those payment order which arrive directly from the post office of acceptance.

**Article 146**  
**The payment of the payment order to the authorized persons**

146.1. One payment order is paid to the authorized, in a case when the identity of the authorized is verified with legal documents of the acknowledgment of identity.

**Article 147**  
**The unpaid payment order**

147.1. Every payment order refused from the receiver, or when the receiver is away or unknown, is away in a destination where can not be done the resending of the payment order, it is returned to the post office of origin after is registered in the book of arrival, the form "MP-6", by placing also the etiquette of return "E-9".

147.2. Every unpaid payment order for any reason is paid to the sender.

**Article 148**  
**The duplicate issue of the payment order**

148.1. Every deformed payment order, lost or destroyed, before being paid, should be substituted with a request of the sender or the receiver with an authorization of payment from the post office of origin.

148.2. The service of finance can issue a duplicate payment of order in a case when from a regular reclamation is verified that the payment order is lost in the post office of destination. The duplicate of the payment order is verified from the responsive worker of the service of finance.

148.3. On the issued payment order is written in big evident letters the annotation "DUPLICATE". Also on the payment order should be written the number of the series of cash box and the date of acceptance of the original lost payment order.

148.4. The service of finance issues duplicate of payment order also in the cases when it is damaged that much that it can not be read and is not considered a valuable document anymore.

148.5. The deadline of the validity of a duplicate of the payment order is same with the one of the original payment order.

148.6. In the case of when the lost original payment order is found after the issue of the duplicate, she is canceled and is immediately annihilated. In the case that the duplicate is not paid, then it is canceled and the payment is done according to the original payment order.

**Article 149**  
**The treatment of the irregular payment order**

149.1. Will be considered irregular the payment order which consist the following irregularities:

- a. inaccurate indication, insufficient, suspicious, the absence of name and surname of the receiver, or of the residence;
- b. different differences of money in euro;
- c. the escalation of the allowed maximum sum to be paid in a payment order;

- d. removal or corrections;
- e. absence of the dated stamp of the post office and the signature;
- f. the indication of the sum to be paid in foreign currency;
- g. the use of the irregular forms

**Article 150**  
**The declaration of payment**

150.1. For every paid payment order, if required from the sender, the receiver is obliged to issue a declaration on the receipt of money, and in its absence the post office of destination should do a justifiable annotation of payment.

**Article 151**  
**The entry in power**

This administrative directive enters in power on 20.04.2005

**Qemajl Ahmeti**

**The minister of Transport and Post-Telecommunication**