

On approval of “Rules of Provision of Postal Services”

In order to ensure the implementation of the 2nd part of Decree No. 938 of the President of the Republic of Azerbaijan dated July 8, 2013 on the application of Law No. 713-IVQ of the Republic of Azerbaijan dated July 2, 2013 “On approval of the Migration Code of the Republic of Azerbaijan, its entry into force and legal regulation in this regard”, in accordance with subparagraph 3.1.36 of the “Regulations on the Ministry of Communications and High Technologies of the Republic of Azerbaijan” approved by Decree No. 185 of the President of the Republic of Azerbaijan dated June 19, 2014, the Ministry of Communications and High Technologies of the Republic of Azerbaijan

DECIDES:

1. To approve “Rules of Provision of Postal Services” (amended).
2. To assign the Legal Department to ensure the submission of the present Resolution to the Ministry of Justice of the Republic of Azerbaijan for inclusion in the State Register of Legal Acts of the Republic of Azerbaijan within 3 days.
3. Part 1 of Order No. 131 of the Ministry of Communications and High Technologies of the Republic of Azerbaijan on approval of “Rules of Postal Services” dated 14.06.2006 shall be annulled.
4. To assign the Department for Work with Documents (Z.Mehdiyev) to ensure the delivery of the present Resolution to the structural units of the Ministry of Communications and High Technologies of the Republic of Azerbaijan, its structural bodies and non-structural subordinate bodies .

Minister

Ramin Guluzade

Approved by Resolution No. 0001 of
the Ministry of Communications and
High Technologies of the Republic of
Azerbaijan dated February 6, 2016

RULES

of Provision of Postal Services

1. General provisions

1.1. The Rules have been prepared in accordance with subparagraph 3.1.36 of the “Regulations on the Ministry of Communications and High Technologies” approved by Decree No. 185 of the President of the Republic of Azerbaijan dated June 19, 2014, and determine conditions of providing postal services as well as regulate mutual relationship between operators and users of postal services.

1.2. These Rules have been prepared in accordance with the Law of the Republic of Azerbaijan “On Mail” and acts of the Universal Postal Union (hereinafter - UPU) and other relevant legal acts.

1.3. These Rules shall not apply to special services in the postal service.

1.4. Following key definitions are used in these Rules:

1.4.1. post office - structural unit for the provision of postal services to customers by postal operator;

1.4.2. postal network - a collection of postal facilities and postal routes ;

1.4.3. mailbox - permanently installed device for collection of ordinary postal items;

1.4.4. address box - a device owned by a recipient for receiving of letters, periodic printed publications and notices;

1.4.5. subscription box - installed at post offices and rented by addressees for receiving of letters;

1.4.6. mailing address - sender and recipient’s address in a specially designed place on mail items . Showing of mail addresses as well as names and surnames of a sender and recipient on mailings is a major sign of postal items;

1.4.7. postal code - postal address code given to post offices marked with letters and figures conditionally (including rural settlements having no post office) ;

1.4.8. “Poste restante” address - postal service address where the post office retains mail until a recipient calls for it (usually 30 days), special post address which provides for retention at the destination of post office mailing address;

1.4.9. address side of mail item - side intended for indicating name, surname of a sender and addressee and postal addresses ;

1.4.10. public postal services - a type of postal service, which provides mail network to all users in the territory of the Republic of Azerbaijan on the basis of the agreement using a certain quality of the provision of postal services (mail receiving, processing and delivery, payment of pensions and benefits, delivery of periodicals, etc.);

1.4.11. additional service - mail communication service and services provided on the basis of additional payments;

1.4.12. sender - natural or legal person presenting mail item to the postal operator for shipment (directly or through an authorized representative) with his name and surname shown on the mail;

1.4.13. addressee - natural or legal person whose name and surname are shown on a mail item;

1.4.14. recipient - addressee or a person who is granted authority to receive a mail item;

1.4.15. subscriber - natural or legal person who rented subscription box at the post office;

1.4.16. user - a sender or recipient;

1.4.17. mailing of postal items - a complete technological process which covers receiving of a mail item from a sender (collection), sorting, transport and delivery to a recipient;

1.4.18. receiving of postal item - industrial process carried out regarding shipment of postal items presented ;

1.4.19. processing of mail items - production technological operations providing shipment of mail items;

1.4.20. mail delivery (handing) - production operation related to mail delivery (handing);

1.4.21. period of provision of postal services - set of standards of period and guidelines that are components of specific postal services and designed for the implementation of individual technological operations;

1.4.22. domestic posting - mail items accepted, sent and delivered in the territory of the Republic of Azerbaijan;

1.4.23. international mailing - postal item accepted for shipment outside the territory of the Republic of Azerbaijan within the framework of international mail exchange, incoming from other countries through the territory of the Republic of Azerbaijan;

1.4.24. letter-post mail - postcards in all categories, letters, wrappers and small packets, "M" sacks and secogrammes;

1.4.25. postcard - postal item with clearly written information on a special list;

1.4.26. letter - postal item with written information or content, size and weight of which defined in accordance with these Rules;

1.4.27. wrapper - postal item with printed publications, business papers and other things in it, whose content, weight and packaging are defined in accordance with these Rules;

- 1.4.28. small packets - registered postal items that contain samples of items or little things , whose content, weight and packaging are defined in accordance with these Rules;
- 1.4.29. “M” sack - international registered mail item (special sack) submitted for shipment and addressed to a recipient with printed publications (books, newspapers, magazines, etc.) in it;
- 1.4.30. parcel - a mail item containing goods and items for shipment whose content and dimensions, weight and packaging are not prohibited by these Rules;
- 1.4.31. simple parcel - parcel presented for shipment without declaring its value;
- 1.4.32. express mail item - registered postal item containing documents and (or) goods whose reception, transport and delivery are carried out by means of the fastest method;
- 1.4.33. notification on mail delivery (information on delivery) - transmission of information to a sender or his authorized representative on registered mail delivery by showing the posted date of presentation and recipient's name in paper or electronic form (in physical information recipient's signature);
- 1.4.34. notification on mail delivery (notice on delivery) - information deliver to the recipient on arrival of mail to post office via address box, subscription box , e-mail or SMS by indicating the type of dispatch and its presented place ;
- 1.4.35. category of postal dispatch - set of attributes determining terms and conditions of receiving of mail, processing, transport and delivery (simple, registered, insured, simple);
- 1.4.36. registered postal dispatch - accepted for shipment by giving a receipt, sent by writing in accompanied documents and delivered to the recipient against signature of receipt;
- 1.4.37. insured postal item - registered mail item provided that its actual value is not exceeding the value estimated by sender;
- 1.4.38. cash on delivery mail - insured mail sent to the recipient on the terms of cash on delivery (COD) providing that upon its delivery the amount of value is returned to the sender via money transfer;
- 1.4.39. grouped mail dispatch - five or more domestic registered mails presented by the sender for shipment simultaneously;
- 1.4.40. international grouped mail items marked with “Consignment” - several registered mails presented to send beyond the territory of the Republic of Azerbaijan or presented by a sender for shipment to the country from another country simultaneously;
- 1.4.41. defective postal item - postal mail which is noncompliance with its weight shown or lack of its content for external signs, alteration, damage or deterioration (damage of cover, coil, seal, adhesive tape etc.);
- 1.4.42. undeliverable mail item - mail that cannot be delivered to the recipient and return to the sender;

1.4.43. mailing envelope - prepared in accordance with the standards specified by the UPU Acts, and in accordance with these rules, packing intended for sending of other contents;

1.4.44. postmarked envelope (postmarked postcard form) - postage envelope (postcard form) prepared according to the UPU Acts

1.4.45. guidance on international mail acceptance (hereinafter - "Guidance") - set of documents in paper or electronic form developed on the basis of the UPU International Bureau and determining terms and conditions of acceptance and delivery of international mail by countries;

1.4.46. international reply coupon - special symbol prepared by UPU International Bureau and used as a means of payment in postal services;

1.4.47. identification barcode - built on UPU's S10 mail technical standard and labeled barcode intended for automatic identification of registered mail items;

1.4.48. postmark device - device which is used for official registration of postal items, accompanying and other postal documents, as well as containing country's name, post office name, postal code and date and time of postal operation;

1.4.49. mail privacy - information on correspondence content and mail circulation of a specific person;

1.5. Other terms are used in the meanings specified in the law of the Republic of Azerbaijan "On Mail" and other legislative acts.

1.6. Public postal communications services include:

1.6.1. universal postal services;

1.6.2. other postal services, including:

1.6.2.1. express mail services;

1.6.2.2. communication services on remittances;

1.6.2.3. courier services;

1.6.2.4. additional services.

1.7. National operator provides universal postal services throughout the territory of the Republic of Azerbaijan.

1.8. Universal postal services include:

1.8.1. domestic and international letters weighing up to 2 kg, parcel and small packets (simple and registered);

1.8.2. domestic and international ordinary parcels weighing up to 10 kg.

1.9. Following services are provided free of charge by national operator:

1.9.1. shipping of domestic and international secogrammes weighing up to 7 kg;

1.9.2. official mail sent by postal facilities.

1.10. Tariffs for universal postal services are defined by the Tariff (Price) Council of the Republic of Azerbaijan.

1.11. Tariffs for other postal services are freely determined by postal operators.

1.12. Main functions of postal operators are as follows:

1.12.1. providing postal services at the quality level determined in accordance with normative legal documents and under the terms of agreements;

1.12.2. shipment of mailings related to the universal postal service in specified periods determined by the Ministry of Communications and High Technologies of the Republic of Azerbaijan (hereinafter - MCHT) ;

1.12.3. shipment of mailings not related to universal postal services and money transfers in periods set independently by them under the law;

1.12.4. ensuring safety of mailings and remittances;

1.12.5. protect the security of mail during provision of postal services;

1.12.6. Provide users' access to information in accordance with law;

1.12.7. to assist law enforcement agencies in carrying out search operations and legal proceedings in cases determined by law.

1.13. Guidelines of deployment of national operator's post offices in urban and rural areas are prepared by taking into account provision of users' universal access to postal services and approved by MCHT.

1.14. Mail exchange points and their places are determined jointly by the State Customs Committee of the Republic of Azerbaijan and the Ministry of Communications and High Technologies of the Republic of Azerbaijan.

1.15. Customs clearance of goods sent by international mail and customs control over them are carried out in accordance with international treaties backed by the Republic of Azerbaijan, the Customs Code, "Preferential and simplified rules for goods that are not intended for production or commercial purposes at the customs border by individuals" approved by decision No. 305 of the the Cabinet of Ministers of the Republic of Azerbaijan dated 14 October 2013 and "Rules of customs clearance of goods sent by international mail accompanied by documents specified in the UPU Acts" approved by decision 100/02/004 dated 22 July 2014 of the Board of State Customs Committee.

1.16. Goods sent by international mail are under the control of the customs officials until the end of the customs control and customs clearance and issuance of an official permission on their release.

1.17. A plaque is installed at the entrance of a post office which indicates its name and working hours. If a postal facility operates on a shift schedule (lunch break and rest day), it is obliged to

give information in writing about the location of the nearest postal facility operating on a different working hours. Working hours of a post office are determined by postal operator.

1.18. Following information is available in the lobby of a post office:

1.18.1. list of postal services provided by postal operator;

1.18.2. mail addressing guidelines ;

1.18.3. reference book on postal codes and addresses ;

1.18.4. size and weight limits of postal items;

1.18.5. tariffs of postal services;

1.18.6. list of goods and items shipment of which is prohibited and restricted;

1.18.7. shipping periods of postal items;

1.18.8. retention periods of mailings at post offices;

1.18.9. postal operator's liability before the user;

1.18.10. user's liability before postal operator;

1.18.11. list of addresses and phone numbers of higher authorities and agencies protecting user rights ;

1.18.12. suggestions , applications and complaints book given upon the user's first demand ;

1.19. Rules and "Guidance" is given to the user at his request for acquaintance;

1.20. However, as mentioned in paragraph 1.18 of these Rules and if electronic version of customer information is unavailable in the lobby, in this case relevant information on addresses of sites and links should be placed in the lobby.

1.21. Postal operator provides an opportunity for tracking the received and delivered postal items in its network on its official web page , which is considered the official website and online. By entering barcode number in the receipt on mail received the user gets interactive information on current status of the item in the network.

1.22. Rented post-office boxes are installed at post offices to provide addressees with notification on incoming ordinary mails, periodic printed publications, as well as registered mails.

1.23. Natural or legal persons who rented subscription boxes can direct ordinary mails, periodicals and notifications addressed to him to this box based on box number.

1.24. Subscription box is given to a natural or legal person on the basis of an application written to the name of the head of post office in accordance with tariffs determined by postal operator. Period for use of subscription box and user's address data are shown in the application.

1.25. One subscription box cannot be given to several persons, as well as the person who rented the subscription box is not allowed to give it to another person.

1.26. Natural or legal person may be given several subscription boxes.

1.27. Postal worker makes notes in the application about handing over the key to subscription box and the note is confirmed by subscriber's signature. When expiry date for use of subscription box finishes or subscriber refuses to use it in future the key is returned to the post office.

1.28. Installation of a new lock on subscription box or replacement of its key at the wish of the subscriber, in cases of damage through the fault of the subscriber or repair of the box is carried out at the expense of the subscriber by post office.

1.29. When expiry date for use of subscription box finishes or subscriber refuses to use it in future it may be given to another subscriber at the best within a month. Mail items and money transfers came in on his name are returned to the sender, and in case of lack of such an address they are classified as undeliverable mail items and stored at postal operator within the period specified in Article 13 of the law "On Mail".

1.30. National operator has exclusive authority to deploy and use letterboxes in the territory of the Republic of Azerbaijan in accordance with guidances set by MCHT.

1.31. Letterboxes are installed by national operator at entrances of post offices and in agreement with local executive authorities or local self-government bodies on the walls of residential buildings and office buildings, residential areas, railway stations, airports and sea ports, bus terminals and other places that are convenience for users.

1.32. National operator's symbol (trademark), box number, postal code and specific times and days for taking letters out of the box are noted on letterboxes.

1.33. National operator uses postmark devices for clearance of acceptance, processing, transport and delivery of mail items.

1.34. Postmark devices cannot be given to other postal operators, individuals and legal entities for use.

1.35. Postmark devices used by other postal operators for postal services must be different from national operator's devices.

1.36. Type of postal services provided by post offices are determined independently by postal operators taking into account users' needs, state orders, as well as relevant guidances approved by MCHT.

2. Types of postal items and their technical characteristics

2.1. Postal items are divided into 3 main classes:

2.1.1. letter-post mail;

2.1.2. mail parcels;

2.1.3. express mail

2.2. Postcards, letters, wrappers, secogrammes, small packets and “M” sack (or simply “mailing” all together are called mail items.

2.3. Depending on directions postal items are divided into domestic and international postal items.

2.4. Domestic postal items include:

2.4.1. postcards - ordinary, registered;

2.4.2. letters -ordinary, registered, insured;

2.4.3. wrappers - ordinary, registered;

2.4.4. secogrammes - ordinary, registered;

2.4.5. small packets - registered;

2.4.6. postal parcels - ordinary, insured;

2.4.7. express mail - containing documents, goods.

2.5. International postal items include:

2.5.1. postcards - ordinary, registered;

2.5.2. letters - ordinary, registered, insured;

2.5.3. wrappers - ordinary, registered;

2.5.4. secogrammes - ordinary, registered;

2.5.5. small packets - registered;

2.5.6. "M" sacks - registered;

2.5.7. postal parcels - ordinary, insured;

2.5.8. express mail - containing documents, goods

2.6. Registered and insured letters, ordinary and insured parcels, express mail items are related to registered mail items

2.7. Depending on reception, processing, transportation and delivery (handing) technology, postal services are divided into ordinary, registered and insured categories.

2.8. During postal services (except for universal postal services) postal operators have the right to determine other types and categories of postal items in their networks, as well as other size, weight, content and other characteristics.

2.9. Domestic mail items should have following parameters:

Type of postal item	Maximum weight, kg	Dimensions, mm
Postcard	0,020	minimum: 90x140 maximum: 120x235
Small ("P" format) letter	0,100	minimum: 90x140 maximum: 165x245x5
Big ("G" format) letter, wrapper and small packet	0,500	minimum: 90x140 maximum: 305x381x20
Large-size ("E" format) letter, wrapper and small packet	2,000	minimum: 90x140, maximum: the biggest size 600, sum size in three dimensions 900; in roll shape:
Secogramme	7,000	minimum: length 100, sum of length and double diameter 170 maximum: length 900, sum of length and double diameter 1040
Small-sized parcel	3,000	minimum: 150x240x20 maximum: length 300, sum of three dimensions 500
Standard parcel	10,000	minimum: 150x240x20 maximum: length 1050, combined length and girth (perimeter of a cross-section) of 2000
Bulky, heavy and / or fragile parcel	30,000	minimum: 150x240x20 maximum: length 1500, combined length and girth (perimeter of a cross-section) of 3000
Express mail delivery	30,000	minimum: 90x140

		maximum: length 1500, combined length and girth (perimeter of a cross-section) of 3000
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2.10. International mail items should have following parameters:

Type of postal item	Maximum weight, kg	Dimensions, mm
Postcard	0,020	minimum: 90x140 maximum: 120x235
Small ("P" format) letter	0,100	minimum: 90x140 maximum: 165x245x5
Great ("G" format) letter, wrapper and small packet	0,500	minimum: 90x140 maximum: 305x381x20
Large-size ("E" format) letter, wrapper and small packet	2,000	minimum: 90x140, maximum: the biggest 600, sum of size in three dimensions 900;
Secogramme	7,000	in roll shape: minimum: length 100, sum of length and double diameter 170 maximum: length 900, sum of length and double diameter 1040
"M" sack	30,000	
Standard parcel	10,000	minimum: 150x240x20 maximum: length 1050, length and girth (perimeter of a cross-section) of 2000
Bulky / or heavy parcel	30,000	minimum: 150x240x20

		maximum: length 1500, combined length and girth (perimeter of a cross-section) of 3000
Express mail delivery	30,000	minimum: 90x140 maximum: length 1500, combined length and girth (perimeter of a cross-section) of 3000

2.11. Domestic registered mail items can be sent with simple, registered or electronic notification

2.12. Domestic postal items marked with “Hand over personally” and “Judicial notice” are accepted for shipment only with registered notification.

2.13. Domestic insured letters and domestic insured parcels can be sent by making the list of its content and (or) payment.

2.14. Provision of express postal services are carried out by postal operators on the basis of a special permit (license) granted by the Ministry of Economy in accordance with “Licensing Rules” approved by Decree No. 713 of the President of the Republic of Azerbaijan dated 21 December 2015.

2.15. International registered mail items can be accepted for shipment with ordinary notification.

2.16. International mail items can be accepted for shipment marked with “Express”. These mailings are delivered to addressees by courier immediately after they came in post office.

2.17. International registered mail items marked with “Hand over personally” are accepted only for sending with notification on delivery.

2.18. Registered international mail items, as well as international mail items marked with “Express” and “Hand over personally” are accepted for shipment to certain countries as defined in “Guidance”.

2.19. Sending of a group of international mail items marked with “Consignment” is carried out on the basis of contract concluded between postal operators of Azerbaijan Republic and other countries.

2.20. International mail items with cash on delivery are accepted for shipment to certain countries on the basis of relevant agreement signed between postal operators.

2.21. Postal items concerning postal operator are sent free of charge in its network formally. Notes “Official” (in internal mail) or “Service des Postes” (in international mail) are made with a special stamp or by hand in the right top corner of the address.

2.22. Mail item and money transfer are considered sender’s property until it is delivered to the recipient.

3. Goods and items allowed for shipment in mail items

3.1. Correspondence, business documents, photographs, art postcards, advertising-information materials, drawings and manuscripts are sent in domestic ordinary and registered letters .

3.2. Securities or documents, lottery tickets, photographs, postage stamps, manuscripts, court cases, and other documents that are valuable for the sender and (or) addressee are sent in domestic insured letters and express mail containing documents. Correspondence is also sent in express mail containing documents.

3.3. Only mass-circulation printed products (forms, brochures, posters), periodic printed publications, fiction and other literature are sent in domestic ordinary and registered wrappers.

3.4. Household appliances and industrial goods, business documents, printed publications, fiction and other literature, sound recordings, herbal and medicinal plants, seeds, food products which can be stored for a long time and other valuables are sent in domestic small packets.

3.5. Letters written in secographic style and presented in a clear manner, print publications with convex fonts for the blind, cliché for secographic writing, sound recordings and special papers designed for the blind are sent in internal secogrammes only by organization for the blind and (or) delivered to their address.

3.6. Goods containing articles of cultural and social nature and industrial purpose, food products which can be stored for a long time, plants, printed products, medicines, fruits, vegetables and other items are sent in domestic parcels and express mail.

3.7. Correspondence, business documents, photographs, bills, receipts and other documents are sent in international ordinary and registered letters and express mail.

3.8. Documents and notarized copies of documents and references , payment documents in foreign currency, securities and other valuable documents and items are sent in international insured letters.

3.9. Printing products, maps, samples, catalogs, brochures, paper, cardboard or other materials used for book publications are sent in international ordinary and registered wrappers.

3.10. Mass media publications, books and other printed matters , as well as other information carriers that are an integral part of publications addressed to the same recipient by the same sender and to the same destination are sent in "M" sack.

3.11. Letters written in secographic style and presented in a clear manner, print publications with convex fonts for the blind, clichés for secographic writing, sound recordings designed for the blind and special papers are sent in international secogrammes only by organization for the blind and (or) delivered to their address.

3.12. Samples of goods and small items of a gift nature, low-value things are sent in international small packets. Documents containing current or personal correspondence may be placed in small packets , but these documents must relate to only the addressee.

3.13. Goods containing domestic appliances and items of industrial purpose, food products which can be stored for a long time, printed products, plants, medicines, as well as other objects and items whose import to the destination country is permitted under the law are sent in international parcels and international express.

4. Prohibited goods and items and those that are allowed for shipping on a special permission

4.1. Goods and items that are prohibited for sending in domestic mail items are determined in accordance with the law of the Republic of Azerbaijan “On the list of items whose civil circulation is not permitted (removed from civil circulation)” and “The list of items and goods whose shipment is prohibited” approved by Decision No. 191 of the the Cabinet of Ministers of the Republic of Azerbaijan dated December 9, 2004.

4.2. A special permission is required for shipment of goods and objects in domestic mail as stipulated in the Law of the Republic of Azerbaijan “About the list of items that may belong to certain parties of civil circulation and circulation which is allowed only on the basis of a special permission (with limited civil circulation)”.

4.3. All type of correspondence and documents exchanged between those persons who are not sender and addressee is not allowed for shipment in domestic wrappers, secogrammes, small packets, insured letters, as well as in parcels.

4.4. Any postal item accepted and made clearance for shipment by other postal operator of the Republic of Azerbaijan cannot be placed into domestic mail.

4.5. In case prohibited items and substances are found in domestic mail, the postal operator returns them to the sender or takes measures for taking them in a specified manner.

4.6. Postal items containing prohibited items and substances, conducting their registration, providing their safety and protecting them from interference of other persons are temporarily stored at the post office where they are revealed.

4.7. In the event if mail firearms and their ammunition, edged weapons and other items specifically designed for attack and defense, narcotic drugs, psychotropic substances and their precursors including medicinal products containing such substances, potent, toxic, flammable, explosive, radioactive, biological, infectious and other hazardous substances are revealed in domestic, the postal operator immediately notifies relevant law enforcement agencies on the fact. The authorized representatives of these bodies with the participation of officials of the post office draw up an appropriate act for removing the items whose shipment is prohibited under the law.

4.8. National and foreign currency discovered in the domestic mail is returned to the sender or the addressee via money transfer. Foreign currency taken from postal item is converted on the current exchange rate of the Central Bank of the Republic of Azerbaijan. Shipping fee for

money transfer is charged from the taken funds based on shipping rates defined by the postal operator.

4.9. Poisonous animals and plants discovered in the domestic mail are handed over to the veterinary authorities or authorities carrying out phytosanitary control by drawing up a relevant act.

4.10. Perishable food products, as well as postal items which could cause damage to the life and health of employees of the postal operator and third parties for its characteristics and packing and cause pollution or damage to other postal items or postal equipment are taken by the postal operator and destroyed if danger cannot be eliminated by other means. Acts are drawn up in connection with the removal and destruction of such items and the sender or addressee are notified about it within ten days except for cases when law enforcement authorities decide to conduct search operations.

4.11. Goods and items that are prohibited for shipping in international mail are determined in accordance with the law of the Republic of Azerbaijan “On the list of items whose civil circulation is not permitted (removed from civil circulation)”, Article 214 of the Customs Code of the Republic of Azerbaijan and “The list of goods and items whose shipping in mail is prohibited” approved by Decision No. 191 of the Cabinet of Ministers of the Republic of Azerbaijan dated December 9, 2004 and the UPU Acts.

4.12. A special permission is required for shipment of goods and items through the customs border in international mail as stipulated in the Law of the Republic of Azerbaijan “On the list of items that may belong to certain parties of civil circulation and circulation which is allowed only on the basis of a special permission (with limited civil circulation)”.

4.13. Shipment of items that are liable to customs duties in international ordinary and registered letters is not allowed.

4.14. Shipment of documents on current and personal correspondence, postage stamps, payment forms and securities in international wrappers, "M" sacks, secogrammes and parcels is not permitted.

4.15. Shipment of documents on current and personal correspondence, as well as all types of correspondence (except for disclosure of bill and comment on content of an item) exchanged between those persons who are not sender and addressee in international mail is not allowed.

4.16. Any postal item accepted and registered officially for shipment by other postal operator of the Republic of Azerbaijan cannot be placed into domestic mail.

4.17. In case prohibited items and substances discovered in international mail, postal operator immediately informs the customs authorities about it. Authorized representatives of customs authorities with the participation of employees of the post office draw up an appropriate act for returning, taking and destroying items and substances prohibited for shipment under the law.

4.18. The list of prohibited items and substances to be sent to the country of destination is noted in “Guidance” (on postal operator’s official website).

4.19. Money transfers from the Republic of Azerbaijan to other countries are implemented on the basis of bilateral agreements.

4.20. International mail to be transported through the customs border of the Republic of Azerbaijan are submitted to the the customs authorities for customs control and customs clearance by postal operators.

4.21. Customs clearance of audio-video recordings, magnetic and other data carriers is implemented after customs control conducted through the use of special technical devices.

4.22. Restrictions may be imposed on delivery of goods to the customs area and taking from those areas by the Cabinet of Ministers in accordance with international agreements for fulfillment of obligations defined under international agreements, protection of economic interests of the country, in terms of protection of the domestic market, as well as in response to the discrimination and other economic policy measures of foreign countries and their allies causing damage to the interests of residents.

4.23. If restrictions are imposed in accordance with Article 215 of the Customs Code, release of those goods is carried out by customs authorities only in conformity with the requirements set under legislation and international agreements.

4.24. If there is reasonable suspicion regarding prohibited items or substances during the acceptance the postal operator has the right to demand the sender to submit the mail openly. If the sender explicitly refuses to submit the postal item, at that time the postal operator has the right to refuse to accept it.

5. Packing of postal items

5.1. Packing of mail items first of all, must be chosen by their content nature, in accordance with shipping conditions and timing, should not cause damage to life and health of employees of postal operator, cases of content damage (deterioration), damage to cover (seal, stamp, tape) and other postal items.

5.2. Envelopes and boxes used for packing of mail must comply with these Rules and standards specified by the UPU Acts.

5.3. The following are used for packaging of postal items:

5.3.1. for ordinary and registered letters- envelopes;

5.3.2. for insured letters - envelopes or strong paper, fabric, plastic envelopes and materials ensuring the safety of its content;

5.3.3. wrappers small packets - polythene packets, envelopes, strong paper, fabric, cardboard or wood (plywood) boxes;

5.3.4. for parcels - parcel boxes (cardboard, wood, plywood and polymer) or soft covers.

5.4. Packaging of international mail should not cause trouble for customs authorities to quickly and easily check them.

6. Addressing procedure of mail and money transfers

6.1. Addresses of sender and addressees are written on postal items, accompanying documents of parcels, in forms of notification on delivery and remittances by sender. These services may be done by postal worker at the request of sender on the basis of relevant payment for additional service.

6.2. Mailing address must be accurate and complete. Indicating abbreviated names and signs not relating to the address is not permitted.

6.3. Addressee's address is written in the lower right side of mail address without leaving space between letters of lines and words.

6.4. Sender's address is written in the upper left side of mail address.

6.5. Addressee's name, surname and mailing address are noted in a special place of accompanying address form and money transfer form in the mail with address label.

6.6. Addressee's mailing address data is written on domestic mail in Azerbaijani in the following sequence:

6.6.1. for individuals – addressee's name, surname, patronymic, for legal entities – full name of enterprise, institution and organization, recipient's name and surname. Only addressee's name and surname may be shown in ordinary and registered postcards, letters and wrappers (except for items marked with "Poste restante"). Addressee's name, surname and patronymic are noted in full in mail items addressed to residential areas having no street and house numbers.

6.6.2. street name, house and apartment numbers; name of settlement; postal code; name of the region; name of the autonomous republic (for items addressed to Nakhchivan Autonomous Republic). When mail item is addressed to a city postal code is written before city name.

6.7. When domestic and international mail and money transfer are addressed to poste restante or subscription box, following information is indicated after addressee's name, surname and patronymic:

6.7.1. note "Poste restante" ("Subscription box");

6.7.2. name of settlement, region;

6.7.3. name of post office of destination;

6.7.4. postal code;

6.7.5. country of destination (for international mail).

6.8. ID card number may be written on mail item marked with “Poste restante” instead of addressee’s name, surname and patronymic.

6.9. Address information on postal item should be written or typed clearly in ink or with a ballpoint pen (except for red, yellow, green colours). Hand-written or typed address label can be stuck on the postal item.

6.10. Recipient’s name, surname and his mailing address on the international mail are written in Roman script and Arabic numerals. Recipient’s address must be accurate and complete. When mailing address is written in the language of destination country, name of the settlement and destination country are repeated in Azerbaijani (capital letters) under it.

6.11. Sender’s name, surname and mailing address are written in Azerbaijani or Roman script and Arabic numerals. When postal address is written in Azerbaijani, under it the names of settlement and country are written in Roman script (capital letters).

6.12. Registered mail items and money transfers having no sender’s address are not accepted for shipment.

6.13. In addition to legal entity’s name and postal address, his bank details are also indicated in forms of money transfers sent by legal persons or addressed to them.

6.14. Natural person’s bank account number and his bank details are indicated in forms of money transfers sent to the bank’s address to transfer to personal account of natural persons.

6.15. Names of sender and addressee and their postal addresses are indicated in the forms of international money transfers should be indicated in the language defined under bilateral international agreements or Roman script and Arabic numerals.

6.16. The amount of money sent via money transfer should be written clearly and without corrections, deletion of letters and figures.

6.17. Declared value of mail should be indicated in AZN (manat) with whole number. The amount of the declared value and payment terms are indicated in numbers and letters.

6.18. Sender of the parcel should give directions in accompanying address form what to do with it, in case it is not possible to deliver it to the recipient. In international parcels this direction is noted in a special label affixed to the front side of the parcel.

6.19. Sender may address a domestic postal item to a few addressees residing at the same address (except for items addressed to “Poste restante” or subscription box). In such cases, the postal item is given to one of the addressees.

6.20. Postal code on domestic letters and postcards is written in a special place in a defined style in letters and numbers in black or blue ink.

6.21. Specification of postal address of a recipient and sender is not included in postal operator’s obligation.

7. Acceptance of mail, money transfers

- 7.1. 120x235 mm postcards and 165x245 mm standard letters are dropped into postal boxes for shipment to destination.
- 7.2. Ordinary postal items that are not possible to drop in mail boxes because of their size, ordinary mail items marked in franking machines of legal entity and all types of registered postal items and money transfers are submitted to post offices for shipment.
- 7.3. Mail items of servicemen in active military service and persons in penitentiary establishments are submitted by authorized representatives of military units and penitentiary establishments at post offices providing services to them .
- 7.4. Postal items having additional writings and signs in address side which is designed for registration, as well as packaging is untidy and not meeting necessary rules are not accepted for shipment and returned to the sender. Such items taken out of mail boxes, as well as postal items whose value is not paid or partially paid are returned to the sender at the first stage. The reason for sending such items back is shown in an attached reference and the reference is confirmed with signature of postal worker or postmark. In case of absence of sender's address these items are classified as undeliverable mails and temporarily kept at postal operator.
- 7.5. Postal items whose addressing procedure does not meet the requirements of these Rules are not accepted for shipment.
- 7.6. The amount of declared value of a postal item should not exceed actual cost of its content. The amount of declared value of postal item containing documents should not exceed the amount of possible costs to be required for restoration of documents in case of its loss.
- 7.7. The amount of the quoted price of international mail should not exceed the amount specified in "Guidance".
- 7.8. Domestic insured parcels and domestic insured letters are submitted for shipment clearly by compiling the list of its composition (marked as "With the list").
- 7.9. During the acceptance of these items for shipment two copies of standard list forms are filled out by the sender. Postal worker must check the compliance of content with the list, and by putting his signature to both copies must approve it with postmark. Marked "With the list" is written on the item and in the accompanying form. One copy of the list is put in the mail, the second one is given to the sender. Postal worker notes the shipment number in the copy given to the sender.
- 7.10. When registered mail item is submitted for shipment with notification on delivery, the sender fills out a notification form and shows the address for sending a notification when the item is delivered (sender's address or another person's address).
- 7.11. Court notifications are accepted only in registered letters and registered notification on delivery . "Judicial notice. With a registered notice" is marked on a registered letter with court notification by the sender.

7.12. The sender fills out a money transfer form for each mail item submitted for shipment with “Cash on delivery”. In this case, the name, surname and postal address of the addressee of “Cash on delivery” money transfer must correspond to the name, surname and postal address of the sender of “Cash on delivery” mail item . The amount of payment on cash on delivery determined by the sender should not exceed the amount of the quoted price for the mail item.

7.13. Postal items cash on delivery sent from individuals to addresses of legal entities are not accepted.

7.14. Domestic and international parcels, insured letters, small packets and express mail parcels containing goods sent by individuals are submitted openly.

7.15. Domestic and international parcels, insured letters, small packets and express mail parcels containing goods sent by legal entities may be submitted for shipment in an open or closed manner. Mail items submitted in a closed manner should be sealed by legal entity or sealed in a specified manner or implemented with adhesive tape containing sender’s logo (trademark). However, postal items presented in a closed manner can be opened and checked by postal employee. If a prohibited item is found, all mail items are returned to the sender or measures are implemented according to paragraph 4.7 of these Rules.

7.16. Postal items presented for shipment in an open manner can be packed by postal employee on the basis of additional payments for service rates defined by postal operator and is stuck with sealing tape containing postal operator’s logo (trademark) .

7.17. Domestic money transfers are carried out only in national currency after the amount designed for transfer and shipping fee is paid in cash by the sender.

7.18. Money transfers from legal entities are accepted after the amount intended for transfer and money on its shipping fee included into the account of current money transfer operations of post office.

7.19. International money transfers are carried out in foreign or local currency between postal operators as specified in bilateral agreements. Shipping fee for international money transfer is paid only in the national currency.

7.20. In cases the amount presented for money transfer liable to financial monitoring in accordance with Article 7 of the Law of the Republic of Azerbaijan “Combating against legalization of criminally obtained funds or other property and financing of terrorism” the postal operator informs the financial monitoring agency.

7.21. During shipment of grouped mail items and money transfers the sender makes their list. If the number of postal items or money transfers grouped by same species, category and shipment type is more than five pieces in this case these items are included into one list, the number of copies of lists and need for their submission in electronic form is determined by the postal operator.

7.22. The list is signed by the sender, if the sender is a legal entity, it is also approved with a relevant seal.

7.23. One receipt is given to the sender for acceptance of one list of grouped postal items and money transfers. At the same time, one copy of the list for acceptance is signed and postmarked by postal worker and returned to the sender.

7.24. Weighing of grouped mail items, sticking of postage stamps on them, calculation of tariffs for them and money transfers, functions of making special notes on them should be carried out by sender. These services can be done by the postal operator at the sender's request by paying additional fee on the basis of service rates defined by the postal operator.

7.25. While sending of international insured letters, international parcels, small packets, "M" sacks and express mail the sender fills out customs declarations in the number of copies the destination country determined in "Guidance" according to the customs legislation. Postal operator provides information to the sender how to fill in the customs declaration in an appropriate manner.

7.26. Customs clearance of goods in international mail submitted by individuals for shipment is carried out in the manner set forth in paragraph 1.15 of these Rules.

7.27. A list is made for international registered mail submitted by legal entities regardless of their number and the list is documented in the manner prescribed for internal mailing. When international mail accompanying with customs declaration submitted for shipment, signatures verifying the list must be the same with signatures affixed in the customs declaration.

7.28. When post-letter mail is accepted for shipment the address side of each postal item is postmarked.

7.29. Date as per postmark must correspond to the date of submission of postal item for shipment. If the post-letter mail is not postmarked by marking machine or the date on the post-letter mail does not correspond to the submission date, at that time it is returned to the sender for proper registration.

7.30. Mail item taken out of mail boxes whose payment was made by franking machine or proof of payment marked with any other record keeping is not sent to its destination and at the first stage is returned to the sender. Reason for the return of these items is shown in an attached reference and it is confirmed by the signature of the postal worker and postmarked. If the sender's address is not shown the items are classified as undeliverable mail item and stored at the postal operator temporarily.

7.31. Paid post-letter mail is not postmarked by using franking machine.

7.32. Postal items can be accepted at the sender's address at his request (at home, at work, etc.) by making additional service fee in accordance with additional service rates defined by the postal operator. The postal worker gives a receipt to the sender for accepting the postal item at home.

8. Payment for postal services

8.1. Fee for provision of postal services, unless otherwise is provided by agreement between the postal operator and user, during the acceptance of mail and money transfers, is charged to the sender in the national currency based on the existing rates.

8.3. State postal payment symbols are applied for service payments for shipment of ordinary and registered letters (except for small packets and international "M" bags). State postal payment symbols include:

8.3.1. stuck on post-letter mail or postage stamps marked on mail envelopes and postal cards;

8.3.2. state postal payment symbols stamped by using franking machine.

8.4. State postal payment symbols are marked in the right top corner of the address. Face value of a postage stamp is indicated with Arabic numerals or Roman script and represents the value of the postal service. Postage stamps cannot be stuck on each other. Sticking a postage stamp in the amount of value of the postal service includes the sender's duties. The service can be done by a postal employee on the basis of an additional fee in accordance with service rates defined by the postal operator.

8.6. Replacement and refund of postage stamps sold is not allowed. Those removed from circulation, spoiled (contaminated, damaged, etc.) as well as postage stamps of foreign countries cannot be used as means of postal services payment.

8.7. The sender may submit international reply coupons issued by the UPU International Bureau for paying for shipment service of international post-letter mail.

8.8. International reply coupon submitted during the acceptance of postal item is changed with a postage stamp in line with shipment of international simple airmail tariff weighing up to 20.

8.9. Postage stamps and international reply coupons can be used as a means of payment only by National operator when providing services for shipment of post-letter mail.

8.10. Franking machines can be used by legal entities only with the permission of National operator on the basis of a contract signed after payments made.

8.11. Postal items for which payments made through the use of legal entity's marking machine may be submitted only after the payment for the service is included in the current account of the latter at the post office.

8.12. The procedure of preparation of state postal payment symbols, their circulation and withdrawal from circulation is defined by MCHT.

9. Mail delivery (handing), payment of money transfers

9.1. Handing of ordinary mail items marked with "Poste restante" and handing over all types of registered mail, as well as payment of money transfers are handed over to the addressee (his authorized representative) by submitting one of the documents confirming his identity by the law.

9.2. The addressee can give a letter of attorney to another person to receive postal item or funds addressed him via the money transfer.

9.3. Mail items, money orders are delivered/ paid to addressees at postal addresses or post offices by postal operators. Money transfers addressed to personal accounts of individuals and legal entities are transferred to their bank accounts.

9.4. Postal items to be delivered to recipients at postal addresses include:

9.4.1. registered letters, postcards and secogrammes weighing up to 2 kg;

9.4.2. registered notifications on delivery of postal items;

9.4.3. registered mail, repeated notifications on receipt of money transfers;

9.4.4. express mail (except for items liable to customs duties).

9.5. Postal items delivered to recipients through subscription boxes and address boxes include:

9.5.1. ordinary letters, ordinary postcards and ordinary wrappers;

9.5.2. periodic printed publications;

9.5.3. simple notifications on postal delivery;

9.5.4. preliminary notices on receipt of registered mail, remittances at post offices;

9.5.5. Repeated notices on receipt of registered mail;

9.5.6. preliminary notices on receipt of ordinary postal items that are not possible to drop in subscription boxes or address boxes because of their size ;

9.5.7. repeated notices on receipt of registered mail, money transfers that cannot be delivered to the addressee or his adult family member on receipt.

9.6. In cases it is not possible to ensure the safety of postal item because of lack of address box or its uselessness , they are delivered directly to homes (apartments) on the place of residence. In case of absence of addressee the mail is returned to the post office by leaving a notice. In this case the mail item is handed over to the addressee at the post office.

9.7. Ordinary and registered post-letter mail addressed to military units and their personnel, notifications on delivery of registered mail, notices on receipt of registered mail are handed over to an authorized representative of the military unit on the basis of a letter of attorney.

9.8. Parcels, small packets and insured postal items addressed to military units are handed over to an authorized representative of the military unit on the basis of a letter of attorney at the post office.

9.9. Parcels, small packets and insured postal items addressed to the personnel of the military unit are handed over to the addressee at the post office to a person given a letter of attorney by addressee or an authorized representative of the military unit on the basis of a letter of attorney

- 9.10. Money transfers addressed to the military units are paid by transferring the funds to the current (settlement) account of the military unit.
- 9.11. Money transfers addressed to the personnel of a military unit are paid to the addressee, to a person given a letter of attorney by the addressee or by transferring the funds to the current (settlement) account of the military unit.
- 9.12. Procedure of delivery of postal items, money transfers and periodic printed publications to the legal entity is determined under these Rules or agreement signed between the legal entity and postal operator or on the basis of a written application of the legal entity.
- 9.13. Notifications on delivery of ordinary and registered letters, postcards, postal items and money transfers addressed to legal entities, notices on receipt of postal items and money transfers, periodic printed publications, unless otherwise is provided in the agreement signed between postal operator and legal entities (businesses), is delivered at the office, expedition division on the first floor of the legal entity's building or at post office office to the authorized representative of the legal entity on the basis of letter of attorney.
- 9.14. The above-mentioned postal items addressed to natural persons or educational institutions, as well as their places of temporary stay (dormitories, boarding-houses, boarding schools, hotels, penitentiary facilities, health care institutions) are delivered to recipients in the same manner.
- 9.15. These postal items (except for registered letters marked with "Judicial notice") can also be delivered through (rented) mail boxes installed on the first floor of the building by legal entity (business).
- 9.16. In cases of registered mail, registered notifications and registered notices are delivered through address box the date of their handing over is the date when they dropped in the box in accordance with the agreement signed.
- 9.17. Postal items addressed to workers working at places far from settlements or persons at penitentiary facilities, they are delivered at the post office to authorized representatives of relevant agencies, institutions and organizations.
- 9.18. Handing over postal items to the addressee directly is carried out by heads of these institutions.
- 9.19. Express mail items addressed to legal entity are handed over to his authorized representative at his address.
- 9.20. In cases if legal entity has no address box or it is useless, its installation requirements are not fulfilled, and lack of agreement between legal entity and postal service operator on mail delivery, postal operator should inform the legal entity on refusal of delivery of postal items and periodic printed publications addressed to him.
- 9.21. Registered mail addressed to a legal entity (except for certified mail) is handed over to the authorized representative of the legal entity at the post office on the basis of a letter of attorney. Letter of attorney or ID card confirming the identity of the person is introduced every time when receiving a mail.

9.22. Registered mail addressed to natural person, registered notifications on postal delivery, repeated notices on receipt of registered mail, money transfers (except for repeated notices on receipt of certified mail) is handed over to the addressee, in case of his absence to his adult family member at the address by submitting ID card.

9.23. In case of absence of addressee or his adult family member, a notice is placed in the address box on receipt of registered mail, money transfer, registered notification.

9.24. These items (except for letters marked with “Judicial notice”) can be delivered through natural person’s address box at his official request. In this case, date of handing over the mail is considered the date when it was dropped in the box in accordance with the agreement reached.

9.25. Registered mail marked with “Judicial notice. With registered notification” addressed to individuals are handed over to the addressee in person. In case of his absence, the mail is handed over to one of adult family members living with him at the same address, if they are absent, to local executive authorities, local self-governing bodies in his place of residence or the manager in his workplace. In this case, a person receiving the letter on behalf of addressee should note his name, surname, patronymic, his attitude to the addressee or his position in the registered notification.

9.26. Postal items marked with “Handing over personally” addressed to individuals are handed over only to the addressee in person or his authorized representative.

9.27. Registered letters marked with “Handing over personally” or “Judicial notice” addressed to officials of state authorities, local self-governing bodies, departments, institutions, organizations, as well as to individuals on their workplace are implemented at central and local executive authorities on the basis of relevant instructions on clerical work.

9.28. Mail item with notification is handed over to the addressee in person, in case of his absence to adult family member. Person receiving the postal item signs the notification by showing his name, surname, patronymic as well as his attitude to the addressee.

9.29. When handing over mail item with notification to the legal entity the official of postal operator notes information on the recipient.

9.30. Money transfers addressed to legal entities are paid through transfer of funds to legal entities’ current account (settlement).

9.31. Money transfers addressed to individuals living in boarding-houses, orphanages and penitentiary facilities are paid through transfer of funds to the organizations’ current account (settlement). In this case, to deliver these funds directly to addressees is carried out by these organizations.

9.32. Notices on money transfers addressed to natural persons’ workplaces, educational institutions as well as places of temporary stay (dormitories, boarding-houses, orphanages, hotels, health care institutions) are handed over to the officials of these organizations. Money transfers are paid directly to the addressee at the post office.

9.33. In case it is impossible to notify the addressee on the receipt of registered mail by phone indicated in the postal address by sender, a notice on receipt of a mail item or money transfer is placed in his address box.

9.34. Postal items handed over to recipients at post offices include:

9.34.1. ordinary postal items that cannot be placed in subscription box or address boxes because of their size;

9.34.2. postal items marked with "Poste restante";

9.34.3. registered mail which was not possible to hand over at the time of delivery;

9.34.4. postal items addressed to military units and penitentiary facilities;

9.34.5. registered wrappers;

9.34.6. small packets;

9.34.7. insured mail items;

9.34.8. cash on delivery mail;

9.34.9. "M" sacks;

9.34.10. money transfers;

9.34.11. parcels;

9.34.12. express mail liable to customs duties;

9.34.13. secogrammes weighing more than 2 kg;

9.34.14. mail items for which acts were drawn up on their state of being defective (except for express mail) ;

9.35. Domestic and international registered mail to be handed over at the post office (except for defective postal items) can be delivered to the addressee's mailing address at his request provided paying delivery fee in accordance with additional service rates determined by postal operator.

In case of damage to casings of ordinary and registered mail items and wrappers, necessary measures are taken by postal workers to eliminate it and "Received damaged" is marked on the mail, postmarked and signed by postal employee.

9.37. In case of any difference or damage to the packing of these items discovered in the actual weight of parcel, insured letter, small packet with the weight indicated in accompanying documents, on postal items, in accompanying address form, a relevant act is drawn up by postal worker and it is signed by the head of post office and the addressee.

9.38. Remittances, parcels, insured letters, express mail, small packets, "M" sacks are handed over to the addressee or his authorized representative by introducing a document confirming his identity or letter of attorney.

9.39. Notice form is filled out at the post office to receive registered mail and money transfers and signed by recipient by showing details of ID card (name of document, serial number, date of issue, name of the issuing authority) and date of receipt of postal item and money transfer. When receiving registered mail marked with “Poste restante” addressed to subscription box or workplace, as well as in cases if address on the mail is inappropriate with recipient’s registration place, the actual address of the recipient is also indicated in the notice in addition to the data of ID card.

9.40. When handing over the registered mail with notification to individuals and paying funds for money transfer, postal employee notes recipient’s name in the notification form on the basis of ID card introduced by him.

9.41. Recipient puts his signature in person and writes his surname in the notification form on delivery of registered mail marked with “Handing over personally” and “Judicial notice”

9.42. Domestic registered mail marked with “Judicial notice” addressed to legal entity or natural person on workplace, the authorized person to receive this mail puts his signature and writes his surname in the notification form on delivery.

9.43. Postal worker inspects the conformity of the actual weight with the weight on the mail, completeness of packing, stamps and seals during acceptance of registered postal items containing goods (small packets, "M" sacks, parcels and express mail) and insured postal item. By putting his signature the addressee confirms receipt of the mail, compliance of its weight, completeness of packaging, stamp and seal. At the request of the recipient the mail may be opened at the post office in his presence.

9.44. Mail items (except for domestic certified mail) marked “With a list” and received in defective shape may be opened at the request of recipient in his presence by postal worker.

9.45. In case of no shortage, damage and change found in the content of the mail while opening it, its handing over is carried out in accordance with the defined rules. If shortage, modification, partial or full damage and corruption are revealed in the content of a postal item while opening it, an act is drawn up by postal worker in triplicate and signed by head of the post office and recipient. One copy of the act is given to the recipient with postal item, the other copy is returned to the sender, and the third copy is stored at the post office for internal investigation.

9.46. In case recipient refuses to open the mail marked with “With a list” , it is handed over to the recipient by only inspecting its weight and marking a note “Refused to open” . In this case, further claim on the mail is not accepted.

9.47. Postal items marked with “Cash on delivery” are handed over to the addressee, unless otherwise is provided in bilateral agreements, after the amount on cash on delivery and fee for the shipment of the amount through money transfer is paid by the addressee.

9.48. The addressee has the right to obtain data on sender’s name and address until the amount on the cash on delivery is paid.

9.49. In accordance with these Rules, mail item delivered to the recipient on cash on delivery is not returned, as well the amount of cash on delivery and transfer fee is not refunded.

9.50. Postal item marked with “Cash on delivery. With a list” as well as “Cash on delivery” mail on which act was drawn up for its difference in weight and (or) damage may be opened in recipient’s presence without paying in advance and shipping fee for this amount. If shortcomings are not revealed and the content of the shipment corresponds with the list, no act is drawn up. After the amount on cash on delivery and shipping fee for this amount is paid postal item is handed over to the recipient.

9.51. In case recipient refuses to accept postal item when it is opened because of shortage, replacement, damage or corruption discovered inside, the postal worker draws up an act in triplicate, and it is signed by him, head of the post office and recipient. One copy of the act is given to the recipient, the other copy is returned to the sender with the mail, the third copy is stored at the post office for carrying out internal investigation.

9.52. In case recipient failed to come to receive postal item, repeated notices on receipt of a postal item are delivered to him in the following period and order:

9.52.1. after three business days from the date of first notice delivered on money transfers and certified letters marked with “Judicial notice. With registered notification” against recipient’s signature;

9.52.2. for other certified letters by putting in the address box after five business days from the date when first notice is delivered;

9.52.3. for other registered items after five business days from the first notice is delivered against recipient’s signature.

9.53. repeated notices on receipt of registered postal items addressed to “Poste restante” and subscription box are put into card-index box of “Poste restante” and addressee’s subscription box.

9.54. Postal items addressed to minors or incapacitated persons approved by court are handed over to legal representatives of those persons by introducing ID card and a document confirming their relationship with the addressee (birth certificate, marriage certificate, etc.) or decision of guardianship authorities on appointment of a guardian or trustee.

9.55. Registered postal items and money transfers addressed to minors living in boarding-houses, orphanages and medical and health care institutions are handed over to authorized representatives of these institutions in established order for legal entities.

9.56. Recipient who is incapable of signing a receipt on registered postal item and money transfer because of physical disabilities has the right to ask another person to do it for him. In this case, ID card details of the recipient and the person signing to receive the mail are indicated in a relevant form.

9.57. International postal items with estimated customs payments for its content are handed over to the recipient only after these payments are made on the basis of “Rules of transfer of customs payments on debt to the account of customs authorities by postal operators” approved by decision No 100/04/001 of the Board of State Customs Committee of the Republic of Azerbaijan dated 14 October 2014.

9.58. Recipient may lodge an application to the customs authorities for making amendment in the amount calculated on customs payments. In this case, international mail is returned to international mail exchange point to introduce to the customs authorities to implement measures without delay in accordance with paragraphs 3.9-3.11 of the “Rules of transfer of customs payments on debt to the account of customs authorities by postal operators” approved by decision No 100/04/001 of the Board of State Customs Committee of the Republic of Azerbaijan dated 14 October 2014.

9.59. In international mail exchange point, during acceptance (submission) of items or international mail containing goods liable to customs control (except for express mail) at the post office fee is charged to the sender (recipient) for this operation based on actual costs in accordance with rates defined by postal operators.

9.60. Recipient has the right to refuse to accept the mail or money transfer came in for him. In this case, relevant notes are made on the mail, in the form of money transfer or in notice on receipt of postal item and money transfer and the note is confirmed against recipient's signature. It is also confirmed by signatures of the authorized representative of the legal entity, as well as the seal of the legal entity. In case the addressee refuses to sign it is implemented by postal operator. The refused mail and money transfer are returned to the sender.

9.61. Sender has the right to refuse to accept the mail returned to him. In this case, the mail is documented in the manner set forth in paragraph 9.60 of these Rules and it is classified as undeliverable mail item and stored at the post office temporarily.

9.62. Domestic money transfers addressed to natural persons are paid in the national currency, international money transfers are paid in accordance with bilateral agreements.

10. Retention (holding) period of mail items, money transfers, their returning, sending to a new address

10.1. In case the mail cannot be delivered to recipients, their retention period starts from the next day after it came in to the post office:

10.1.1. for express mail - 10 calendar days;

10.1.2. for letters marked with “Judicial notice. With registered notification” - 7 calendar days;

10.1.3. for other postal items and domestic money transfers - 30 calendar days;

10.1.4. for international money transfers - in accordance with agreements signed.

10.2. retention period may be extended according to written application of the addressee or sender as follows:

10.2.1. for express mail - 30 calendar days;

10.2.2. for other mailings (except for letters marked with “Judicial notice. With registered notification”) and domestic money transfers - 60 calendar days;

10.3. After five calendar days from the date of arrival of post-letter mail of all categories weighing more than 500 grams (except for secogrammes) and all parcels regardless of their weight (for mailings marked with “Poste restante”- 20 calendar days) to the post office, the recipient is charged for retention of mail at post office for each day in accordance with additional service rates defined by postal operator. In this case, the day of submission of the postal item is not taken into account.

10.4. in the following cases, mail items and money orders are returned to the sender by post office:

10.4.1. when retention period expires;

10.4.2. upon sender’s written application;

10.4.3. when addressee refuses to accept mail item;

10.4.4. if addressee does not live at the indicated address;

10.4.5. if addressee is dead;

10.4.6. in case recipient’s address is not indicated on the mailing fully or accurately as well as deleted, broken off or damaged;

10.4.7. if addressee does not require the mail item.

10.5. Undelivered international mail items are returned to international mail exchange point.

10.6. In case of lack of sender’s address on the mail, it is included in the list of undeliverable mail items.

10.7. In case it is not possible to hand over the returned mailing to the sender or he refuses to accept it at that time the returned mail item is included in the list of undeliverable mail items and stored at postal operator temporarily.

10.8. Mail items (except for express mail), remittances are delivered to another address based on sender’s (addressee’s) application by making additional payment in accordance with rates defined by postal operator.

10.9. Certain tariffs are applied for re-shipping international mail, money orders out of the country.

10.10. When retention period expires domestic ordinary post-letter mail not received by recipients are included in the list of undeliverable mail items.

10.11. When domestic registered mail and money orders not received by addressees are returned to the sender, unless otherwise is provided by an agreement between postal operator and the user, shipping fee for return is charged to the sender in accordance with additional service rates defined by postal operator. In case the sender refuses to accept the returned mail

item or money transfer and pay shipping fee at that time the mail is included in the list of undeliverable mail items and is taken for temporary storage.

10.12. Additional shipping fee is charged to sender for returning of international parcel outside the country or sending it to a new address under provisions of the UPU Acts.

10.13. Fee is charged for returning (re-sending) of registered mail and money transfers to a new address in accordance with rates defined by postal operator.

10.14. If returning of a postal item does not occur through sender's fault, returning fee is not charged to the sender (sender's address is deleted, broken off and unreadable for some reasons).

10.15. If ordinary mail item taken out of postal boxes and cannot be shipped on the indicated address on it or returned to the sender at that time they are included in the list of undeliverable mail items and taken for temporary storage.

10.16. Undelivered mail accepted for shipment is stored at postal operator for the next six months from the date of its receipt, undelivered remittances received for shipment are stored at postal operator for the next three years from their date of arrival.

10.17. During this period, the sender or addressee may apply postal operator to receive the undeliverable mail item or funds sent via money order.

10.18. Similarly, postal items that cannot be shipped to the destination or returned to the sender for other reasons (addresses became illegible while processing and carrying etc.) are stored at post office for the next six months.

10.19. Opening of undeliverable mail item is carried out after the expiry of six months from the date of its acceptance for shipment in accordance with Article 13 of the "Law on Mail" of the Republic of Azerbaijan and "Rules of storage, unwrapping, sale and destruction of mail items" approved by decision No. 191 of the Cabinet of Ministers of the Republic of Azerbaijan dated December 9, 2004.

11. Obtaining information on mail items and money transfers, making request, giving directions

11.1. The user has the right to obtain information on rules for provision of postal services, tariffs for postal services, rendered postal services, periods of mail delivery, prohibited and restricted items and goods, special permit (license) number of postal operator for postal activities and its validity period, postal operator's working hours, postal operator's responsibility before the user, as well as other information not prohibited by law.

11.2. Data on mail items, money transfers and other services provided by postal operators, as well as data on address information of users of postal services and information regarding specific person's mail circulation are considered confidential and this data may be given only to senders (addressees) or their legal representatives.

11.3. Without introducing a receipt or a list provision of information on sender's (addressee's) mail circulation to the sender (addressee) or his legal representative does not include in postal operator's obligation.

11.4. Mail item belongs to the sender until it is delivered (handed over) to the addressee.

11.5. The sender has following rights:

11.5.1. to submit an application for search of registered mail or money transfer by introducing a receipt of acceptance or listing (when five or more mail items are sent) ;

11.5.2. to take back the registered mail , money transfer upon a written application by introducing ID card and returning the receipt while it is still at the acceptance point and not shipped to the destination. In this case shipping fee paid by the sender (except cost for used postage stamps and additional services rendered during acceptance) is returned to him;

11.5.3. to give directions on how to treat with a parcel when it cannot be handed over to the addressee by indicating in the accompanying form;

11.5.4. to refuse to accept the returned mail.

11.6. Sender has the right to dispose of the following in writing at the reception place on the basis of additional payment in accordance with additional service rates set forth by postal operator until the moment when mailing is handed over to the addressee.

11.6.1. to return mail item belonging to him;

11.6.2. to change recipient's address;

11.6.3. to hand over mail item to another person;

11.6.4. to extend its retention period;

11.6.5. to hand over the mail item to addressee without requiring payment in cash on delivery;

11.6.6. to reduce or increase cash on delivery amount (provided no more than quoted price).

11.7. Addressee has the right to dispose of the following in writing on the basis of additional payment in accordance with additional service rates set forth by postal operator:

11.7.1. to extend the retention period of postal item and money transfer addressed to him (except for certified letters marked with "Judicial notice");

11.7.2. to deliver the mail and money transfer addressed to him (except for certified letters marked with "Judicial notice") at another address and re-sending it to a new address (addressee's directions is implemented by postal operator within one month from the date when it was given);

11.7.3. to search for a registered mail and money transfer addressed to him by introducing a receipt of acceptance ;

11.7.4. to deliver the mail at his address which is to be handed over at post office (except for postal items received in defective form).

11.8. Addressee has the right to refuse postal item received on his name.

12. Asserting claims, rules and periods of their consideration

12.1. In case obligations for provision of postal services are not performed or performed partially, postal services user has the right to assert a claim against postal operator until a legal action is taken in court (including a claim for reimbursement of damage caused).

12.2. Complaints regarding non-delivery of domestic mail items, non-delivery on time, damage and loss, as well as non-payment of money transfers and non-payment on time are made within the next six months from the date of acceptance of postal items and money transfers.

12.3. Claims against postal operators may be made for acceptance or destination of postal items, money transfers.

12.4. Complaints on international mail, money transfers are accepted in the manner and within a time of period as specified in the UPU Acts and bilateral agreements and considered within 3 months and users are notified in writing.

12.5. Claims are put forward in writing. User shall introduce his/her ID card with the claim.

12.6. Claims on registered mail are accepted by introducing the receipt of acceptance (copy of receipt) and the list (when sending five or more mail items).

12.7. Claims on non-delivery of ordinary domestic mail on time are accepted by introducing the envelope with date stamp confirming the dates of receipt and delivery of postal items.

12.8. Following information is added to the claim:

12.8.1. applicant's name, surname, pronymic and ID card number, date and place of issuance;

12.8.2. type of mail item;

12.8.3. receipt number of postal item, money transfer;

12.8.4. date of acceptance of mail item and its place;

12.8.5. destination of postal item;

12.8.6. weight of postal item, its quoted price;

12.8.7. names, surnames and addresses of addressee and sender.

12.9. Type of packaging, detailed list of mail items and their value are additionally indicated in complaints regarding loss of mail containing goods.

12.10. Registration and consideration of claims are determined by postal operator.

12.11. Claims concerning internal postal items and money transfers should be considered by postal operator and the applicant should be notified in writing within 15 business days from the date of its registration.

12.12. In following cases claims are not accepted and returned:

12.12.1. When shipping period of postal items is not expired;

12.12.2. if applicant sender or addressee is absent;

12.12.3. after more than six months elapsed from the date of acceptance;

12.12.4. in case a receipt on acceptance of mail (copy of receipt) and the list (when five or more mail items are sent) are not introduced.

12.13. In case of refusal to grant the claim or if the claim is partially satisfied, by indicating the reason the postal operator should notify the applicant about it and return the documents attached to the claim.

12.14. In the event that the claim is rejected by postal operator or it is partially allowed, as well as in case of failure to receive an answer from postal operator within a specified period of time the user has the right to take an appeal to a court.