



**Kingdom of Cambodia  
Nation Religion King**

**3**

**POSTAL LAW**

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**ROYAL KRAM  
WE  
ROYAL KRAM We PREAH BAT SAMDECH PREAH NORODOM SIHANOUK REACH  
HARIVONG UPHEAKTOSOCHEAT VISOTHIPONG  
AKEAKMOHA BOROS ROS ROTH,  
NIKARODOM DHAMIKA MOHA REACHEA THIREACH BOROMNEATH  
BOROMBORPITH  
PREAH CHAO KONG KAMPUCHEA THIPADEY**

**Pursuant to**

- The Constitution of the Kingdom of Cambodia.
- Royal Decree No. ns/rkt/1198/72 dated November 30, 1998 on the Appointment of the Royal Government of the Kingdom of Cambodia.
- Royal Kram No. 02/ns/94 dated July 20, 1994 promulgating the Law on the organization and functioning of the Council of Ministers.
- Royal Kram No. ns/rkm/0196/120 dated January 24, 1996 promulgating the Law on the establishment of the Ministry of Posts and Telecommunications.
- Remarks of Samdech Prime Minister of the Royal Government of Cambodia and the Minister of Posts and Telecommunications.

**IT IS HEREBY PROMULGATED**

The Postal Law that the National Assembly adopted on May 21, 2002, in the 8<sup>th</sup> plenary session of its second legislative term. The Senate approved the formality and content of the law on June 20, 2002 in the 7<sup>th</sup> plenary session of its first legislative term as herein stipulated.

**Chapter I  
General Provisions**

**Article 1:**

The purpose of the law herewith is to determine the postal services and business activities inside and outside the Kingdom of Cambodia.  
All types of postal services and business activities in the Kingdom of Cambodia shall be under the competence, leadership and management of the Ministry of Posts and Telecommunications.

**Article 2:**

The postal services and business activities shall serve all citizens, regardless of their race, color, political tendency and religion.

**Article 3:**

This law shall cover the following postal services:

- Letter Post
- Express mail service
- Postal payment service
- Postal service using telecommunications facilities
- Special services

**Article 4:**

Letter Post is divided in two categories: letters and small packets.

The letter category includes letters, postcards, periodicals, small packets and literature for the blind.

A letter is a written message (paper or small packet) for personal correspondence. It shall be enclosed.

A postcard is a kind of card made of hard paper with a limited size and space for writing on the back. It is used to send a short message and does not need to be enclosed in an envelope.

A periodical (printed paper) is a newspaper, magazine or publication. It is not used for personal correspondence and it is sent openly for the purpose of information dissemination.

-A .small packet is enclosed mail, which is of limited size and must weigh less than 2 kilograms.

Literature for the blind includes compact discs, recording tapes, special tools, created by the laboratory of a school for the blind and material in Braille, that are packaged.

A parcel is mail packaged with hard carton or in a box of a size and weight determined by the Ministry of Posts and Telecommunications.

**Article 5:**

Express mail service is a new postal service designed in a modern international service system. This service guarantees the safety of the mail and has priority over other mail services. It assures fast receipt, sending and distribution.

**Article 6:**

Postal payment service is the remittance of a client's money through the national and international postal and telecommunications services in the form of a postal money order or telegraphic money order.

**Article 7:**

Postal service using telecommunications facilities is a service provided through modem technology .in which mail or information is sent through the electronic or electromagnetic postal facilities.

**Article 8:**

In addition to the postal services stipulated in article 4, the Post Office shall provide special services such as:

- Air mail service
- Express mail
- Registered mail
- Advices of delivery
- Proposal of post office box rental and general delivery (poste restante)
- Insured items
- Cash on delivery mail
- Direct mail marketing
- Guarantee and maintenance of fragile or cumbersome mail
- Return to sender if mail fails to reach the destination.

## Chapter II

### Measures to Protect the Privacy of Mail

#### Article 9:

A postal item shall remain the property of the sender and shall be kept safe and confidential from the time of reception at the post office till the time of delivery to the addressee. This does not apply to mail that is prohibited by the law or linked to criminal activities.

#### Article 10:

The guarantee of the privacy of mail shall be insured by the following measures:

1. Prohibition against opening or doing anything else that may expose the contents of the enclosed letter.
2. Prohibition against informing of the mailing process or the contents of a letter to any person
3. Prohibition against enabling or assisting someone in the above actions.

The prohibition in Article 10, point 1, does not apply to scrap mail. Scrap mail is mail sent without a proper address indicating where it is to be delivered and from where it was sent. In this case, the post office has the right to open the mail.

#### Article 11:

The guarantee of the privacy of small packets and parcels shall be handled with the following measures:

1. Prohibition against opening the enclosed mail
2. Prohibition against informing of the mailing process or the contents of a parcel to any person
3. Prohibition against enabling or assisting someone in the above actions.

#### Article 12:

The prohibitions indicated in Article 11, point 1, do not apply if it is necessary for the post office to:

- A. Check the enclosed items to determine the service charge and tax payment.
- B. Make arrangements for fragile mail or repacking of damaged mail.
- C. Open in the case of scrap mail as stipulated in Article 10, point 2.

The prohibition in Article 11, point 2, does not apply if a criminal offense is suspected. The request to give out information concerning the mailing process or to hand over the mail shall not be complied with unless there is a warrant from the court specifying a postal item.

#### Article 13:

Divulging information about the postal payment service shall not be allowed without the consent of the mail owner. This does not apply to the special case in which the law or a court warrant, specifying a postal item, permits the divulging of information.

### **Chapter III**

#### **Competence of the Ministry of Posts and Telecommunications**

##### **Article 14:**

The Ministry of Posts and Telecommunications shall be responsible for determining postal service charges, printing stamps, aerogramme and postcards and for the use of postage meters in the postal services.

##### **Article 15:**

The Ministry of Posts and Telecommunications shall determine the service charges and settle the international service charges between other countries in the world, in accordance with the Universal Postal Convention by means of a monetary unit the exchange rate of which shall be determined. by the International Monetary Fund.

##### **Article 16:**

The Ministry of Posts and Telecommunications shall be the only institution empowered to issue licenses to private postal service businesses. A private postal service business may be established only if the Ministry of Posts and Telecommunications provides prior authorization in the form of a license. The provision of a license shall be dealt with specifically in Chapter V of this law.

The Ministry of Posts and Telecommunications shall design the postal sites and install permanent postal boxes along public thoroughfares.

##### **Article 17:**

The Ministry of Posts and Telecommunications shall arrange a separate postal channel to guarantee the safety of government mail and diplomatic mail.

##### **Article 18:**

To ensure the effective implementation of this law, the Ministry of Posts and Telecommunications. is responsible for determining the following standard documents concerning:

- Postal service charges, incidental postal service charges, various postal order service charges and compensation for lost mail.
- Exemption from postal charges and, entities entitled to this exemption.
- Technical procedures relating to and time spent for delivering, receiving, and distributing mail and relating to cases in which mail is undeliverable.
- Methods of packaging and determining the weight and size of each item of mail.
- Identifying scrap mail.
- Providing commissions and profits.

## **Chapter IV**

### **Postal Services**

#### **Article 19:**

The Ministry of Posts and Telecommunications shall arrange the provision of the various kinds of postal services for the public as stipulated in article 3 of the law herewith.

Clients may send all kinds of mail throughout the Kingdom of Cambodia and internationally with the following items being prohibited:

- A. Poorly packaged material likely to cause danger or damage to other-mail
- B. All kinds of illegal drugs and goods banned by law
- C. Explosive, inflammable or dangerous substances
- D. Obscene mail affecting social morality and other mail the content of which undermines State law, social security and order
- E. Items banned by recipient countries

The sending of living animals/creatures shall be prohibited except for bees, silkworms, leeches and other microorganisms. In this situation, a competent ministry must issue an official certification that it has inspected and permitted the mailing in accordance with the law.

Bank notes, currencies, gold, silver, diamonds and precious stones and valuable jewelry shall be sent only in the form of insured items.

#### Article 20:

All mail shall be packaged and put in a bag, parcel or container with the logo of the Post Office of Cambodia. All parcels, bags and containers shall be tied, closed and sealed with (sealing wax or lead clips) with the Post Office logo as well as a destination label.

#### Article 21:

Officials of the Ministry of Posts and Telecommunications shall check all mail in small packets or parcels before they are closed and accepted as postal mail.

Taxable goods shall require a certificate by the Ministry of Economy and Finance stating that they are properly taxed before being accepted as postal mail.

#### Article 22:

The Ministry of Posts and Telecommunications and the Ministry of Economy and Finance shall issue a joint declaration determining the procedures of the local postal payment service and the money transfer from the National Treasury to the departments of Posts and Telecommunications across the country. For international money orders, the Ministry of Posts and Telecommunications and the National Bank of Cambodia shall determine the procedures for money transfer from one country to another and the exchange rate to send and receive money orders.

## **Chapter V**

### **Postal Business License**

#### **Article 23:**

The Ministry of Post and Telecommunications may issue a license for any private postal business in addition to the existing government postal institutions in order to complement and sustain postal services for the public.

A Prakas of the Ministry of Posts and Telecommunications shall determine conditions for the issuance, modification, suspension, removal, or refusal of the license.

#### **Article 24:**

Neither a natural person nor a legal entity shall be able to operate a postal business without a valid license issued by the Ministry of Posts and Telecommunications.

A natural person or legal entity eligible for the above license shall be entitled to operate a postal business within prescribed limits and according to the content of the license.

**Article 25:**

The license shall be issued only to a person who meets the qualifications set by the Ministry of Posts and Telecommunications for operating the postal business and fulfilling the obligations and service conditions set forth in the license.

Each license bearer shall comply with the conditions set forth in his or her license and all standard documents of the Ministry of Posts and Telecommunications as well as other laws and regulations of the Kingdom of Cambodia.

**Article 26:**

The license bearer shall not be allowed to lease, sell or pawn his or her license to another person. Abandoning or transferring a license to another shall not be done unless there is a new authorization from the Ministry of Posts and Telecommunications.

**Article 27:**

The Ministry of Posts and Telecommunications shall authorize a natural person to become a postman in rural areas where no post and telecommunications office exists. This will facilitate the receipt and distribution of mail or items throughout the country .A postman is an official working for the Ministry of Posts and Telecommunications.

The conditions for the authorization and the status of the subcontract postman as well as his or her duties and benefits shall be determined by a Prakas of the Ministry of Posts and Telecommunications.

**Article 28:**

The Ministry of Posts and Telecommunications shall authorize a natural person to become a postal agent who will sell postage stamps and other postal products in order to facilitate the postal service in the whole country.

The conditions required for a natural person to become a postal agent shall be determined by a Prakas of the Ministry of Posts and Telecommunications.

## Chapter VI

### Cooperation between the Posts and Customs

#### Article 29:

Customs agents based at the international land, sea or air border crossing points shall cooperate with the Ministry of Posts and Telecommunications in order to facilitate the mailing process of parcels, bags and containers of all kinds that are sent to and received from foreign countries by providing priority service and restraining from customs declaration.

#### Article 30:

The Ministry of Posts and Telecommunications shall notify the customs agents, based at the International Office for Mail Exchange, of the schedule to close or open international bags for a joint examination in compliance with article 9 through article 13 of the law herewith. If no customs agent is available, postal agents shall open or close the bags of high-priority mail, and then send or forward them to the recipients.

#### Article 31:

Customs agents and postal agents shall cooperate to check mail 'parcels or normal packages that are sent out to and received from foreign countries in order to arrange the export and import customs procedures with the exception of re-forwarded items, missing mail and junk mail. Customs agents shall examine in the presence of postal agents and the sender or the receiver at the provincial/municipal department of posts and telecommunications.

#### Article 32:

Customs agents shall provide the list of banned goods, taxable goods, the export or import tax rate, and determine the quantity of taxable goods. These lists shall be posted on the notice board of each department of posts and telecommunications.

## **Chapter VII**

### **Transportation of Mail**

#### **Article 33:**

The transportation of mail by land, sea and air shall be divided into the following categories:

1. The transportation of postal items from post office boxes along public thoroughfares and from residences or offices to departments of posts and telecommunications
2. The transportation of postal items from one department of posts and telecommunications to another
3. The transportation of postal items to be delivered to addresses
4. The transportation of postal items from the Kingdom of Cambodia to other countries around the world.

The transportation of postal items can be done by means of the state or private transportation companies, on the basis of different agreements between the Ministry of Posts and Telecommunications and transportation companies. The transportation of mail shall be charged at a preferential rate.

#### **Article 34:**

Postal items shall be secured by the post office that sent them, shall be carefully protected while being transported and no agent shall be allowed to inspect, check or interrupt the transportation.

If a crime is suspected and an investigation is thereby required, the competent agents shall escort the transportation to the destination department of posts. Then, the persons responsible for the department of posts shall arrange an inspection of the suspected items in accordance with the provisions of the law and existing criminal procedures.

#### **Article 35:**

The delivering and receiving of mail sent to and from a foreign country shall be carried out immediately and directly between the transportation and postal agents.

## Chapter VIII

### Cooperation with International *Post Offices*

#### Article 36:

The Ministry of Posts and Telecommunications shall cooperate with postal networks of all other countries around the world and abide by the decisions made by the Universal Postal Union in order to ensure an international postal flow.

The Ministry of Posts and Telecommunications shall determine the areas of responsibility within the international framework to ensure high efficiency and unity worldwide.

#### Article 37:

After receiving a proxy from the Royal Government, the Ministry of Posts and Telecommunications has the right to sign bilateral or multilateral agreements on postal technologies with other countries in the world in accordance with the decisions of the Universal Postal Union and Regional Posts.

## Chapter IX

### Liabilities for Mail and Claims

#### Article 38:

The Post Office of Cambodia as well as legal entities and natural persons providing postal services as stipulated in Chapter V of the law herewith shall be liable for any damage caused by improper operation of services.

In case of loss or damage as stated above, the Post Office of Cambodia and the legal entity providing postal services shall be liable for compensation for the following only:

- Letter postal items sent in the form of registered items or express items
- Parcel post items
- Insured items
- Postal payment items

A postal item shall be considered lost only if it does not reach the addressee in due course and no one knows where it is.

A postal item shall be considered damaged only if the enclosed object is deformed and its original value is diminished.

The loss or damage shall be compensated for the sender or the addressee at the request of the sender.

The sender or the addressee shall have the right to file a complaint about the loss or damage or to claim the loss or damage, by submitting the complaint or claim to any post office. Such a complaint shall be filed within 6 months from the date of posting.

#### Article 39:

The liability of the Post Office of Cambodia as well as legal entities and natural persons providing postal services as stipulated in article 38 of this law, shall be waived if the loss or damage is not caused by intentional neglect during the performance of their duties. This applies in the following situations:

1. The mail is lost or damaged due to a case of force majeure.
2. The mail is linked to a criminal activity and is confiscated by the competent authorities.
3. If the sender or the addressee does not file a complaint to the Post Office within 6 months from the date of posting.

**Article 40:**

The Post Office of Cambodia, legal entities and natural persons providing postal services shall be liable for compensation to the sender if a postal letter sent in the form of registered or express mail is lost or damaged. A Prakas of the Ministry of Posts and Telecommunications shall determine the compensation rate. .

The Post Office of Cambodia, legal entities and natural persons providing postal services shall be liable for compensation to the sender if a parcel mail item is lost or damaged. The compensation shall be made according to the actual loss or damage, up to a maximum rate determined by a Prakas of Ministry of Posts and Telecommunications.

The Post Office of Cambodia and legal entities providing postal services shall be liable for compensation to the sender if an insured item is lost or damaged. The compensation shall be equivalent to the actual damage according to the declared price.

**Article 41:**

In case an item of lost mail is found after compensation is made, the found mail shall be delivered to the sender or the addressee at the request of the sender and compensation shall be reimbursed to the Post Office. If the sender or the addressee rejects the found mail, it shall be kept as a junk mail and the Post Office shall not reclaim the compensation.

**Article 42:** The Post Office of Cambodia and legal entities providing postal services shall not be responsible for any damage caused by:

- The nature of the mail
- Poor packaging of the mail by the sender
- No immediate complaint filed by the addressee
- After the due date that the Post Office asks the addressee to pick the mail or
- After the due date that the Post Office asks the sender to pick up the mail if it fails to reach the destination or the addressee rejects the mail.

**Article 43:**

Addressees have the right to reject mail.

In case of the rejection of normal letter mail, the addressee can return it to the Post Office so that it can be returned to the sender.

Rejection of letter mail sent in the form of registered or express mail as well as parcel mail and insured mail shall be made within 7 days after receiving notification from the Post Office or at the time of direct delivery of the mail,

,If the addressee refuses to accept the mail, the Post Office shall seal and certify it as Rejected Mail and return it to the sender. The postal charge for the returned mail shall be the responsibility of the sender. .

**Article 44:**

The Post Office of Cambodia and legal entities providing postal services shall be responsible for the receiving and delivering of money transferred via the postal payment service.

## Chapter X

### Penalties

#### Article 45:

Those found guilty of violating articles 9, 10, 11, 12 and 13 of the law herewith, shall be fined from 500,000 riels (five hundred thousand riels) to 2,000,000 riels (two million riels) excluding the civil compensation. In case of rejection on appeal, the amount of fine shall be doubled.

#### Article 46:

Those found guilty of violating article 19 of the law herewith shall be fined and/or punished according to the following actions and offenses below:

- A fine of 50,000 riels (fifty thousand riels) to 150,000 riels (one hundred and fifty thousand riels) for the actions specified in paragraph 2, items A
- or C or D, excluding the civil compensation for the damage of other mail and criminal punishment entailed by the incident.
- A punishment imposed according to the Law on the Control of Drugs for the offence as stipulated in paragraph 2, item B.
- A fine of 500,000 riels (five hundred thousand riels) to 1,500,000 riels (one million and five hundred thousand riels) for violating paragraph 4.

#### Article 47:

Those found guilty of violating article 34, paragraph I shall be liable to an imprisonment of 3 to 12 months and a fine of 1,000,000 (one million riels) up to 5,000,000 riels (five million riels).

Those who keep mail, a mailbag without prior authorization from the Ministry of Posts and Telecommunications for a secret purpose, or withdraw any item from the bag shall be liable to a term of imprisonment of 6 to 18 months. In case the offender is a postal official, he or she shall be liable to an additional administrative penalty.

#### Article 48:

Those individuals operating a postal business without a license as specified in paragraph 1 of article 24 of this law shall face a fine of 5,000,000 riels (five million riels) to 10,000,000 riels (ten million riels) and a Prakas of Ministry of Posts and Telecommunications shall immediately close the business. In case of appeal, a legal action shall be filed to the court.

Postal licensees who fail to abide by the provisions as stipulated in article 24, paragraph 2 and article 25, paragraph 2 of the law herewith, shall be liable to a fine of 1,000,000 riels (one million riels) up to 10,000,000 riels (ten million riels). In case of rejection on appeal, the Ministry of Posts and Telecommunications shall confiscate the license by a Prakas.

Postal licensees who fail to abide by the provisions as stipulated in article 26 of this law shall be liable to a fine of 5,000,000 riels (five million riels) up to 20,000,000 riels (twenty million riels) and their licenses shall be confiscated.

#### Article 49:

Those copying or counterfeiting postage stamps or other postal products shall be liable to a fine of 5,000,000 riels (five million riels) up to 20,000,000 riels (twenty million riels) or shall be liable to an imprisonment of 1 to 5 years.

Those operating a postal business using false stamps or seals or postal logos illegally shall be liable to a fine of 1,000,000 riels (one million riels) up to 5,000,000 riels (five million riels) or shall be liable to a term of imprisonment of 1 month to 1 year.

Materials and equipment used to produce counterfeit materials, shall be confiscated and destroyed according to the existing criminal procedures.

**Article 50:**

The Ministry of Posts and Telecommunications shall impose an administrative penalty, excluding civil compensation or criminal penalties, for any postal official who:

- Collects a service charge exceed the amount set in the Prakas of the Ministry.
- Illegally charges extra costs from addressees.

## **Chapter XI**

### **Final Provision**

#### **Article 51:**

All provisions that are contrary to this law shall be considered null and void.

Phnom Penh, July 11,2002  
**Royal signature and stamp**

**NORODOM SIHANOUK**

**BrI.02.07.00243**

Submitted to His Majesty for signature

**Prime Minister  
Signature**

**HUN SEN**

Submitted to Samdech Prime Minister for signature

**Minister of Posts and Telecommunications  
Signature**

**SO KHUN**

No: **161** c>l  
Copying for distribution

Phnom Penh, July 18,2002

**Secretary General of the Royal Government**  
*(Signature and stamp)*

**NA DYTAN**

**GLOSSARY  
OF  
POSTAL TERMS**

**Small packet**

A package or box in which an item is sent and that needs to be closed and sealed in the presence of competent officials. Personal letters that are enclosed in a small packet are also charged like other posted letters.

**Postman**

A postal agent who delivers postal items or advice notices to addressees requesting them to come and pick up item(s) at the post office.

**Rural postman**

Usually a clerk or assistant clerk in a remote village or commune who, on behalf of the post office, picks up or receives postal items from the post office and then delivers them to customers. Perishable

A type of postal item that cannot be kept for long or may be spoiled or damaged because of weather or delay in transit.

**Delivery to addressee in person**

A type of postal item that a customer is to receive in person at his or her residence. The item shall be charged at the registered item service rate.

**By air mail**

A special service provided according to the need of a customer who requests to have the item transported by air. 'BY AIR', 'AIR MAIL' or 'PAR A VION' shall be stamped on such an item.

**Acknowledgment of receipt**

A pink sticker printed with 'AR' affixed to the back of mail. Upon receiving the mail, the addressee signs show that he or she has received it and the Post Office returns it to the sender without any extra fee. This advice applies only to registered items, parcel post, money order transfers and express items, and the sender is notified of the date that an item has been delivered to the addressee. (It may also be applied to normal items if the customer wishes.)

**Exchange in closed mail**

Closing mailbags for exchange between relevant officials by attaching the dispatch number, weight and type of the item in order to exchange -them with other post offices.

**Using P .O.Box**

A request to use a post office box that the post office has built and keeps in a place under the control of the postal authority for holding postal items. Post office boxes have their own serial number and code number according to each area. Any customer who does not want personal mail home delivery or does not have a permanent address can rent a post office box as one's own address and has one's own key to open it in order to collect mail.

**International Transfer Office**

Office with the right to close and exchange postal items with other countries. The only international transfer office in Cambodia is the Phnom Penh Post Office. Large countries have many international exchange offices. The U.S.A. has such offices including SEATTLE, SAN FRANCISCO, HONOLULU, etc.

**Printed matter or**

Newspapers, magazines and printings that are not meant for personal

**Printed papers**

Correspondence. Used only for disseminating information and sent unsealed. If it is in book form, it shall not weigh more than 5 kilograms.

**International Postal Work-Flow**

The postal processing work of each country that includes work ranging from posting items to delivering them to addressees. This work requires continuous collaboration with other countries as well to ensure the smooth process.

**Dispatch**

Dispatch is used to note/identify items or to track lost or delayed items.

**Concessionary conveyance/duerate of mail**

The determination of postal service charges between the Universal Postal Union and International Civil Aviation Organization at a rate of O.439DTS/krn for the airline companies of member countries of the International Civil Aviation Organization. Compared to normal transportation service charge, it is far more concessionary.

**Postal franking machine impression**

A kind of machine used to stamp-the services charge on envelopes or special stickers of the post office, that are put on various postal items instead of using postage stamps. Postal charge

A list of service charges determined by the Ministry of Posts and Telecommunications for customers using postal services. For international postal charges, they are calculated in compliance with the International Postal Convention and transportation service charges of airline companies who are members of the International Civil Aviation Organization.

**Postal money order service charge**

Commission received from customer money order transfer, charged as a percentage according to the amount of money.

**Incidental postal service charge**

Extra charge for postal services requested by customers. It includes by-air service, registered items, insured value and express service.

**Postage stamps**

Small printed papers with or without notched borders containing various pictures and postal tax. Only the post office is authorized to print postage stamps.

**Date stamp**

A stamp used to indicate the name of the post office, date of the arrival and departure or to cancel postal items.

**Sealing wax**

A kind of round seal with an identity number for each exchange office used to seal in melted wax and attached to the ties to prevent breaking or opening of bags, packets or containers.

#### **Bank note**

A note such as a check issued by a bank payable to bearer on demand but without circulating as money Items

Any material sent through a post office

#### **Missent items**

Lost items sent to a wrong destination/address by distributors. Such items may vary in nature, some being sent to a wrong destination by transportation companies.

#### **Fragile items-Handle with care**

A special service at the request of the sender because the item is fragile. On the packet or box of such items, there is a picture of a glass or the word 'Fragile- Handle with Care'.

#### **Cumbersome**

A kind of irregular parcel post item that cannot be folded or broken to fit a certain size or put in a box or a bag. Such items need separate handling from other normal items and senders are required to pay an extra service charge.

#### **Transit dispatch**

-A transport plane that does not land for deplaning until it reaches its destination. Items are

enclosed in a postbag transiting a country.

-Small quantity of postal items sent in a bag to a destination inside or outside the country.

#### **Postage paid**

A kind of postal item whose sender prepays for the service charge and sent according to the type of service requested by the sender. Such items do not require postage stamps. They are stamped TP (Taxes pursue) or PP (Port payé) instead.

#### **Surface mail**

Mail received or delivered by vehicle, train or boat.

#### **Surface airlifted**

Mail transported by air to a distribution city, where it is deposited into the mail stream for final delivery via surface mail.

#### **Direct mail marketing**

Commercial promotion through a post office by distributing leaflets or through information technology facilities.

#### **Insured value**

A type of service in addition to other special services to guarantee transit items or parcel post items. A sender must declare the proper value of the item and the item is sent in an amount agreed by the sending and receiving post offices. The sender is required to pay (service charge) to the post office at an agreed percentage and according to the value declared by the sender. If the item is lost, the post office shall be responsible for compensation in full based on the value declared.

#### **Re-forwarded items**

Items sent through a post office for forwarding to a delivering post office.

#### **Insured items**

Items whose real value is declared to a postal agent for taxation and service charge. The higher the value declared, the more tax is charged, and compensation will also be made accordingly.

### **Cash on delivery**

This requires an agreement between the post offices of relevant countries to determine the payment. An addressee can request to purchase an item from another country by paying the cash when he/she receives the item. The post office will arrange the payment with the addressee.

### **Scrap**

An item that cannot be delivered to the addressee or has no address for the sender or no name of the original country from which the item has been sent. The sender informs the post office that he/she will abandon them if they are undeliverable and shall be kept as scrap. The contents of scrap shall be examined by a joint committee of Posts and Customs to determine kinds of materials that must be destroyed (such as stale- dated goods and other I1Jail or documents) and kinds of material that are still in good condition to be sold by auction, the income going to the state budget or distributed to orphans.

### **Government mail**

#### **and diplomatic mail**

Mail of the Ministry of Interior, Ministry of National Defense, judicial institutions and Ministry of Foreign Affairs, that require separate arrangements from other postal items of the Ministry of Posts and Telecommunications. The Ministry of Posts and Telecommunications is responsible for arranging a special postal network for this but the relevant ministry shall not use it for personal business. For other ministries and institutions, they shall. use normal postal network.

### **Express items**

A type of special service provided at the request of a sender or addressee who wants an item delivered urgently. This item is delivered through normal dispatch and the urgent delivery is applicable only once. When it cannot be delivered the first time, the item will become a normal item. .

### **Postage free**

A joint determination of service charge of the Universal Postal Union, by which service and discriminate service charge are not allowed for the following items from one country to another:

1. Sending of correspondence among post offices from one country to another.
2. An item sent to or by a war prisoner or his representative through a post office shall be exempt from postal service charge.
3. Literature for the blind is exempt from postal service charge. However, incidental service charges such as air transportation charge remains the same.

### **Letter post items**

There are five forms of letter post items:

1. Letter
2. Postcard
3. Printed matter or papers
4. Small packet
5. Literature for the blind

### **Registered items**

A type of special postal service where an item is recorded when it is received by the post office from the sender and delivered to the addressee with his signature and ID number. The post office is responsible for the loss of such items by compensating \$45, for an international registered item and 30,000 riels for a national registered item.

### **Air mail**

Mail sent and delivered to all destinations by air.

### **Postal inquiry / complaint**

Right enjoyed by postal service users to complain of poor service or of damaged items. The complaint must be filed within 6 months from the date of sending.

### **Prepaid postcard**

A kind of card with a picture of postage stamps printed by the Ministry of Posts and Telecommunications for customers to purchase and write a short message without using stamps. It can be sent directly through a post office or through a public post office box. **P .O. Box**

Mailbox installed at a post office for customers to rent and use as a place to receive various kinds of postal items. Customers without a permanent address or large estate or private organizations generally use P .O. boxes. A customer may rent a P .O. box and hold the key to open the box to pick up his/her mail at any convenient time.

Example: Mr.C  
P.O Box 1230  
Phnom Penh, Cambodia

### **Postcard**

A kind of card made of hard carton with a limited size, with or without pictures and space provided for writing a short message without using an envelope.

### **Regional post or restricted union**

Establishment of postal communities in a geographical region with similar conditions for smooth cooperation. The Regional Post is also part of the Universal Postal Union but it has its own favourable conditions and a separate constitutionality is required for each region. Today our country is part of the Asia-Pacific Postal Union with 28 member countries, called APPU.

### **Parcel post**

A parcel of 2 to 30 or 50 kilograms

### **Posting box**

A public postbox of orange color located in a populated area for depositing letters for delivery inside or outside the country .Customers put stamps on their mail before inserting them into a posting box along a public thoroughfare. Postal agents come to collect the mail every day for forwarding to the intended destination.

### **Letter box**

A post box installed in front of a private residence for receiving letters. The owner of the residence is the addressee.

### **General delivery (poste restante)**

Used for an addressee who does not live at a permanent place or who comes occasionally to visit a certain place. The addressee is required to show his/her passport or identity card when coming to receive personal mail at the post office where his/her general delivery mail has been received and pays the postal service charge. For example:

Mr.A,  
General Delivery / Poste restante,  
Phnom Penh Cambodia.

### **Monetary unit**

Currency not in the form of money determined by the International Monetary Fund used for international settlement.

### **Mail bag, package and container**

A bag or packet or box in which post items are put for delivery from one destination to another with a delivery warrant. Such bags, packets or boxes of goods shall be attached with destination labels sealed on the cover and closed with lead clips or sealing wax.

### **Post mark "logo"**

Post offices of each country have their own identity marks written in the Roman alphabet.

### **Postal network**

Postal business operation including the accepting of items from senders and packing and delivering them to addressees.

### **Postal products**

Generally include postcards, boxes for sending items and equipment for postal business operation.

### **Postal agent**

A person who submits an application to the Ministry of Posts and Telecommunications to be a sales representative for postage stamps or postal products in a populated area where there is no post office or, if there is a post office, the sales office is 500 meters away from the post office. The postal agent receives a commission proportional to the postal products that have been sold.

### **Franking machine**

A machine designed to print an approved postal franking impression including the postal value and other information required or allowed by postal administrations. A machine that prints postal indicia on pieces of mail, records the amount of postage given in the indicia, and subtracts it from a total amount which has been paid at a post office and for which the machine has been set.

A pre-taxed envelope inserted into a stamping machine, which shows the service charge. The use of such stamps is easy but it shall be at the Aerogramme .

A printed paper on which one can write a message and that can be folded into a pre-stamped envelope, with space provided for addressing to someone inside or outside the country .Additional postage is not required. However, nothing may be enclosed in an aerogramme.

### **Explosive substances**

A solid or liquid substance (or a mixture of substances) which is capable of exploding and causing damage to the surroundings, banned from conveyance through the post office.

### **Inflammable**

Any kind of substance capable of being easily ignited and of burning.

### **substances**

with extreme rapidity, banned from conveyance through the post office.

### **Content**

Items, goods or documents, .which are enclosed or packaged in envelopes, parcels or boxes by senders.

### **Universal Postal Union**

A world postal community established in 1874 in Berne, Switzerland. Currently, the UPU has 189 member countries. Its headquarter is in Berne, Switzerland. The Kingdom of Cambodia became a member of the UPU in December 21, 1951. The UPU is now a branch of the UN .

### **Refusal right of addressee**

Every citizen has the right to refuse to accept an item when a postal agent delivers it to him or her or when he/she comes to collect it at the post office. In this case, the item still belongs to the sender and the post office must return the item to the sender.

### **Postal service mail**

The two kinds of postal service, which include letter postal service and parcel postal service.

### **Express mail service**

A modern postal service established with an international system. This kind of service guarantees the safety and quick delivery and distribution of items. All items are recorded using information technology and items sent by this service are given the highest priority.

### **Postal service**

#### **payment**

Delivery of money through a post office and telegraph inside or outside the country in the form of a postal money order or telegraph money order or information technology.

#### **Postal service using telecommunications facilities**

Postal service of modern technology by which mail or information is delivered through electronic or magnetic facilities in the telecommunications sector. Generally, this service includes fax, telegram, and teletype. Electronic mail or mail sent through information technology .

#### **Special service**

Additional request for delivery of letters or packets such as registered items, insured value items, mail sent by air or other insurance for delivery of items.

#### **Postal service mark**

##### **lead**

Used to seal ties of postbags, packets or boxes of goods. The lead is pressed by the post office to mark the identity of each post office and to prevent from opening or cutting of the bags, packets or boxes of goods.

##### **Letter**

Message paper, message packet or handwritten message, typed or printed message for interpersonal communication, that are enclosed with a maximum weight of 2 kilograms for international delivery and or less than 3 kilograms for national delivery .

#### **Literature for the**

It includes compact discs, cassettes, special facilities created by school

##### **Blind**

laboratories for the blind and Braille material, which are enclosed in a packet.

##### **Label**

Used to identify a destination to which a postbag or a box of goods is delivered. The label is used to write or type the names of the post offices that send and receive the item, and the weight of the item.

**Universal Postal  
Union Convention**

Decision of member countries of the Universal Postal Union that meets every 5 years. Each nation member of this organization ensures that its post offices will follow the decision in operating international postal service.

**Private postal service operator  
and postal license**

An application by an individual or entity to operate a postal service. After ensuring that the individual or entity has the appropriate qualifications, the Ministry of Posts and Telecommunications issues a license for the applicant to operate his/her postal service.

**International money order**

Transferring of money from one country to another by customers who use this service. There are two types: 1) The sender comes to collect the money in person. 2) The post office makes the arrangement.

**Telegraph money order**

Money order delivered by means of telegraph or other telecommunication to ensure fast money transfer.

