

Statutory Instrument 238 of 2001

Postal and Telecommunications (Postal Services) Regulations, 2001

SI 238/2001, 82/2004, 164/2008

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IT is hereby notified that the Minister of Transport and Communications has, in terms of section 99 of the Post and Telecommunications Act [*Chapter 12:05*], made the following regulations after consultation with the Authority:—

PART I
PRELIMINARY

1. Title

These regulations may be cited as the Postal and Telecommunications (Postal Services) Regulations, 2001.

2. Interpretation

In these regulations —

- “aerogramme” means a form which complies with the requirements specified by the UPU Constitution and Convention;
- “air company” means any body corporate which, by agreement with the Authority, conveys mails by air within Zimbabwe;
- “airway letter agency” means any office established by an air company within Zimbabwe as an airway letter agency for the purposes of Part IX;
- “domestic service”, in relation to a postal service or commercial courier service, means any such service performed within Zimbabwe;
- “householder circular” means any printed paper or packet addressed merely to “The Householder” or “The Box Renter”, with or without specifying a place of delivery, for delivery within Zimbabwe from a post office;
- “insured”, in relation to a postal article, means insured in terms of Part X;

“international service”, in relation to a postal service or commercial courier service, means any such service performed in respect of postal articles posted within Zimbabwe to an address outside Zimbabwe, or received from a place outside Zimbabwe for delivery within Zimbabwe;

“letter” means any form of written communication or other document, article or object that is directed to a specific person or specific address and is to be conveyed other than by electronic means; and includes a packet, package or wrapper containing any such communication, document, article or object;

“library” means any lending library within Zimbabwe which is not conducted for private gain

“post” means any system for the collection, dispatch, conveyance, handling and delivery of postal articles by or through a postal licensee;

“postcard” means a card recognized as a postcard in accordance with the terms of the UPU Constitution and Convention;

“prescribed”, in relation to a fee or charge for postal services rendered to a customer, means prescribed in terms of the Postal and Telecommunications (Charges for Reserved Services) Regulations, 2000, published in Statutory Instrument 319 of 2000, or any regulations that amend or repeal and replace those regulations;

“private bag” means a bag in respect of which arrangements have been made for the use of the private bag service in terms of Part XI;

“private box” means a box at a post office hired from the Corporation or the successor postal company in terms of Part XVII;

“registered article” means a postal article registered in terms of Part XII;

“Returned Letter Office” means the office referred to in section 103;

“Special Drawing Rights” means the International Monetary Fund accounting unit;

“successor postal company” means the company licensed in terms of section 106 of the Act to provide the postal services previously earned on by the Corporation;

“undelivered postal article” means a postal article which for any reason has not been claimed by addressee;

“UPU” means the Universal Postal Union, a specialised agency of the United Nations concerned with postal services;

“UPU Constitution and Convention” means the Constitution and Convention concluded between the members of the Universal Postal Union and any modifications or revisions of such convention.

3. Application

(1) Except where any provisions of these regulations expressly apply to the successor postal company, these regulations shall apply to all postal licensees:

Provided that a postal licensee, other than the successor postal company, may depart from any of the provisions of these regulations to the extent permitted, on good cause shown, by the Authority in writing.

(2) Where in these regulations a charge or fee for postal services rendered to a customer is said to be prescribed—

- (a) the successor postal company shall not impose a charge or fee of more or less than that prescribed; and
- (b) a postal licensee other than the successor postal company or the holder of a commercial domestic courier service licence shall not charge less than the amount prescribed in respect of any postal article whose mass is less than 500 grammes.

PART H

POSTAL LICENCES

4. Classes of postal licence

An application may be made for any one of the following classes of postal licence, namely—

- (a) a postal service (general) licence; or
- (b) a commercial international courier service licence; or
- (c) a commercial domestic courier service licence.

5. Licence application procedure

(1) An application for a commercial international courier service licence or a commercial domestic courier service licence shall be made in form PR1 set out in the First Schedule and accompanied by the application fee referred to in paragraph (a) of section 6.

(2) An application for a postal service (general) licence shall be made in the manner prescribed in subsections (3) to (5).

(3) The Authority shall prepare specifications for a postal service to be provided in terms of a postal service (general) licence, and cause a notice to be published in the *Gazette* and in such newspaper as the Authority thinks appropriate—

- (a) indicating where copies of the specifications may be obtained; and
- (b) calling upon proposed applicants for the relevant licence to submit an application in the form of a project document complying with the requirements of the specifications, together with the application fee referred to in paragraph (a) of section 6 within the period specified by it in the notice.

(4) The Authority shall, within 14 days of receiving an application in terms of subsection (3), publish a notice in the *Gazette* and in at least two consecutive issues of a national newspaper inviting representations on the application from members of the public.

(5) After considering any representations received pursuant to a notice published in terms of subsection (4), the Authority may award one or more postal service (general) licences and notify the successful applicants in writing accordingly.

(6) If an application for a postal service (general) licence, commercial international courier service licence or commercial domestic courier service licence is granted by the Authority, the Authority shall forthwith issue to the successful applicant the appropriate licence in a form determined by it.

6. Licence fees and contributions

An applicant for a postal licence and a licensee shall pay to the Authority the following fees and contributions—

- (a) US\$100 for Domestic Licences and US\$250 for International Licences. Indigenous companies shall pay the applicable licence fees in Zimbabwe Dollars at the applicable exchange rate whilst foreign owned companies shall pay the initial fees in foreign currency proportionate to the shareholding;
- (b) an annual licence fee of two *per centum* of gross turnover, payable monthly on or before the 10th of the following month, for 12 months or part thereof. Final payment, being balance of two *per centum* of annual gross turnover less monthly payments already made, payable within 90 days of the financial year end to be authenticated by an audit certificate;
- (c) an annual contribution of two *per centum* of monthly gross turnover as a direct contribution to the Universal Services Fund payable monthly on or before the 10th of the following month for 12 months or part thereof. Final payment, being balance of two *per centum* of annual gross turnover less monthly payments already made, payable within 90 days of the financial year end to be authenticated by an audit certificate.

[Section substituted by s.i 82 of 2004 and amended by 164 of 2008]

7. Terms and conditions and duration of postal licence

(1) A postal licence shall be in written form and shall, in the case of—

- (a) a postal service (general) licence, be valid for 20 years;
 - (b) a commercial courier service licence, be valid for 10 years.
- (2)

[Subsection repealed by s.i 82 of 2004]

(3) Without limitation to any other conditions that may be so specified or otherwise applicable, a licence may specify—

- (a) guidelines, in accordance with the UPU Constitution and Convention and other international agreements on postal services, to be adopted in the operation of the service;
- (b) universal service obligations to be undertaken by the licensee;
- (c) performance specifications to which the licensee shall conform.

8. Material breaches of postal licence

(1) Without limiting any other grounds on which the Authority may cancel a postal licence the following events, whether specified in the licence or not, shall constitute material breaches of the postal licence justifying the cancellation of the licence concerned—

- (a) failure by the postal licensee to offer services within six months of the issue of a licence;
- (b) failure by the postal licensee to meet any quality of service targets prescribed by the Authority in the licence or by notice in the *Gazette*;
- (c) where a licensee is declared bankrupt or insolvent or is liquidated under any laws in force in Zimbabwe or any other country;

- (d) failure by a postal licensee to obtain insurance cover for indemnity purposes as prescribed by the Authority in the licence or by notice in the *Gazette*;
- (e) failure by a postal licensee to pay any fees or contributions prescribed by these regulations or any penalty imposed by the Authority in terms of the section 43 of the Act.

9. Renewal of postal licence and notice of termination or renewal

- (1) The Authority may renew a postal licence upon the written request of the postal licensee.
- (2) A postal licensee shall, at least two years before the expiry of the licence, submit to the Authority—
 - (a) a written request for renewal of his licence; or
 - (b) written notice of the licensee’s intention to terminate the licence.

10. Amendment of postal licence

- (1) A postal licensee may submit to the Authority a written request for amendment of his licence at any time.
- (2) Where the Authority proposes to amend a postal licence the Authority shall notify the licensee in writing accordingly and shall in its notice specify—
 - (a) the proposed amendment; and
 - (b) the reasons for the proposed amendment; and
 - (c) the date on which the Authority intends to effect the amendment, not being earlier than 30 days from the date on which the Authority serves the notice on the postal licensee.
- (3) The postal licensee shall respond to a notification in terms of subsection (2) within 30 days from the date on which the Authority serves the notice on the licensee.
- (4) If the postal licensee does not respond the Authority within the period required under subsection (3), the Authority shall amend the licence in the manner specified in the notice.
- (5) Where the postal licensee responds within the period required under subsection (3), the Authority may amend or refrain from amending the licence taking into consideration the representations made by the licensee.

PART III

TRANSMISSION OF POSTAL ARTICLES

11. Transmission of foreign post

The transmission of postal articles addressed to or received from any country outside Zimbabwe shall be subject to the provisions of—

- (a) UPU Constitution and Convention and any other convention or agreement in regard to the transmission of such articles for the time being in force between the Government of Zimbabwe and the postal authority of such country; and
- (b) any contract for the conveyance of mails for the time being in force between the Government of Zimbabwe and any person.

12. Postal articles subject to customs and excise laws

Postal articles handed in for transmission to or received from any place outside Zimbabwe shall be accompanied by such forms, duly completed by the sender or receiver, as may be required by the postal licensee, acting on the instructions of the Director of Customs and Excise referred to in the Customs and Excise Act [*Chapter 23:02*].

13. Packing of postal articles

- (1) The contents of every postal article shall be packed and secured in such a manner as will afford adequate protection to the contents thereof, to other postal articles in the course of transmission, and to employees of the postal licensee.
- (2) The sender of a postal article shall be liable, to the same extent to which the postal licensee would be liable in terms of subsection (2) of section 58 of the Act, for any damage caused to other postal items as a result of the dispatch of articles not acceptable for conveyance or by the non-observance of the conditions of acceptance, provided there has been no fault or negligence on the part of the postal licensee. The acceptance by the office of posting shall not relieve the sender of his liability.
- (3) A postal licensee may refuse to transmit any postal article which, in his opinion, does not comply with the requirements of this section.
- (4) A postal licensee shall not transmit a postal article at the rates of postage prescribed for printed papers unless it is made up in such a manner as to be capable of a ready inspection of the contents.

14. Limits of mass and size

(1) Except with the express permission of the Authority, no postal article shall be transmitted which does not conform to the limits of mass and size specified for that class of postal article in the Second Schedule.

(2) Articles not conforming to the limits of mass and size prescribed in the Second Schedule shall be returned to the sender or forwarded to the Returned Letter Office in terms of Part XVI.

15. Irregular enclosures

(1) A postal article directed to one address shall not contain any article addressed to a different address.

(2) Any postal article found by an employee of the postal licensee to contain an enclosure in contravention of this section may, on delivery, be surcharged with the charge prescribed.

16. Transparent or panel envelopes

(1) Articles in envelopes with a transparent panel shall not be transmitted unless they comply with the following conditions—

- (a) the transparent panel shall be parallel to the length of the envelope so that the addressee appears in the same direction and the application of the date stamp is not interfered with; and
- (b) the transparent panel—
 - (i) shall be sufficiently transparent for the address to be perfectly legible even in artificial light; and
 - (ii) shall take writing in ink; and
 - (iii) shall not reflect artificial light; and
 - (iv) shall be at least—
 - 40 mm from the top edge of the envelope; and
 - 15 mm from the right-hand edge; and
 - 15 mm from the left-hand edge; and
 - 15 mm from the bottom edge; and
 - (v) shall not be bordered by a coloured band or frame;and
- (c) only the name and address of the addressee shall show through the panel and the contents of the envelopes shall be so folded that the address cannot be obscured, wholly or partly, through slipping; and
- (d) the address shall be legibly indicated in ink, by typewriting, or by a printing process in a deep colour.

(2) Articles in envelopes with an open panel shall not be transmitted.

(3) Articles in envelopes entirely transparent shall only be transmitted with the prior approval of the postal licensee.

17. Transmission of restricted articles

(1) A person authorized under any law in force in Zimbabwe to import opium, morphine, cocaine or any narcotic may, subject to the provisions of that law, send such articles by post.

(2) A noxious or deleterious substance or fluid may be sent by post on condition that—

- (a) it is sent in the interest of public health; and
- (b) it is sent at the rate of postage prescribed for the transmission of letters; and
- (c) liquids, oils and substances which easily liquefy are enclosed in a receptacle hermetically sealed and such receptacle is placed in a special box of metal, strong wood or strong corrugated cardboard containing sawdust, cotton or spongy material in sufficient quantity to absorb the liquid in the event of the breakage of the receptacle, and the lid of the box is fixed in such a manner that it cannot easily become detached.

18. Householder circulars

Householder circulars shall not be transmitted unless—

- (a) the postage in respect thereof is prepaid in money in accordance with section 52; and
- (b) in the case of printed papers, each article does not exceed a mass of 50 grammes; and
- (c) in the case of packets, each article does not exceed a mass of 150 grammes nor a size of 150 mm by 100 mm by 40 mm.

19. Air mail

(1) Subject to payment of the postage prescribed, the following classes of postal articles may be transmitted by air mail to the extent specified—

- (a) letters, aerogrammes and postcards may be transmitted by air mail within Zimbabwe or to any other country:

Provided that letters, aerogrammes and postcards transmitted within Zimbabwe may, at the discretion of the postal licensee, be transmitted either by air mail or surface mail, whichever is more expeditious; and

- (b) printed papers and small packets may be transmitted by air mail to any country; and
(c) subject to section 30, parcels may be transmitted by air mail within Zimbabwe and to any country with which there is for the time being in existence an agreement providing for an air mail service in respect of parcels.

(2) Correspondence, other than aerogrammes, intended for transmission by air mail to any place not within Zimbabwe shall bear in the top left-hand corner an air mail label supplied by the postal licensee.

- (3) An aerogramme in which any article whatsoever is enclosed shall be transmitted by surface mail.

20. Articles which may be sent as postcards

(1) Any card which complies with the requirements specified in this section may be transmitted as a postcard.

- (2) A postcard shall—

- (a) be made of cardboard or paper thick enough to be easily handled and shall conform to the limits of size specified for postcards in the Second Schedule; and
(b) bear on the address side the heading “Postcard” or the equivalent of this heading in another language:

Provided that this heading shall not be obligatory in respect of postcards of private manufacture; and

- (c) not bear any writing on the right-hand half of the address side other than the name and address of the addressee and any postal directions recognized by the UPU Constitution and Convention.

- (3) Nothing whatsoever shall in any manner be attached to a postcard except—

- (a) postage stamps in prepayment of the postage or of sums payable for registration or advice of delivery; and
(b) illustrations, photographs, stamps of any kind, address labels or slips to fold back for address purposes, or labels or cuttings of any kind.

(4) The articles mentioned in paragraph (b) of subsection (3) shall be of such nature as not to alter the character of the postcard and shall consist of paper or other very thin substance and shall adhere completely to the postcard, and with the exception of address labels or slips which may occupy the whole of the address side these articles may be affixed only to the back or the left-hand half of the address side of the postcard:

Provided that stamps of all kinds liable to be mistaken for postage stamps may only be affixed to the back of the postcard.

- (5) A postcard shall not be folded, cut or altered in any way.
(6) A postcard shall be sent unenclosed, that is to say, without wrapper or envelope.

21. Articles which may not be sent as postcards

Cards of which the whole or a part of the address side has been marked off into several divisions intended to receive successive addresses shall not be transmitted as postcards.

22. Treatment of postcards not eligible for transmission

Postcards which do not comply with the requirements specified for this class of postal article shall be treated by the postal licensee as letters, unless they are eligible for transmission as printed papers.

23. Articles which may be sent as printed papers

- (1) Any postal article consisting of—

- (a) reproductions on paper, cardboard or other materials commonly used in printing produced in several identical copies by means of a mechanical or photographic process, involving the use of a block, stencil or negative or
(b) letters and postcards exchanged between pupils of schools, provided that these items are sent through the principals of schools concerned; or

- (c) pupils' exercises in the original or with corrections but without any note which does not relate directly to the performance of the work; or
 - (d) manuscripts of-works or for newspapers; or
 - (e) musical scores in manuscripts; or
 - (f) photocopies; or
 - (g) cards bearing the heading "Postcard" or the equivalent of this heading in any language, which comply in all respects with the requirements for printed papers; or
 - (h) waybills, bills of lading, consignment notes, accounts, receipts and invoices within Zimbabwe;
- may be transmitted as printed papers.

(2) Several copies obtained by admissible processes may be sent together in a single printed papers item provided that they do not bear the names and addresses of different senders or addressees.

24. Articles which may not be sent as printed papers

The following articles may not be transmitted as printed papers—

- (a) documents produced on a typewriter of any type, except as provided in section 25;
- (b) copies obtained by means of tracing and any kind of handwritten or typewritten copies;
- (c) copies obtained by means of stamps with or without movable type;
- (d) articles of stationery proper bearing reproductions, when the printed part is not the essential part of the article;
- (e) films and sound and video recordings on disc, tape or wire;
- (f) punched paper tapes and ADP cards bearing perforations, marks or signs which could constitute annotations;
- (g) stamps or other forms of prepayment whether obliterated or not;
- (h) all printed papers representing a monetary value.

25. Writing, etc which may be added to printed papers

(1) It shall be permissible, outside or inside a packet of printed papers—

- (a) to indicate by any process—
 - (i) the name and address of the sender and the addressee with or without showing the title, profession and style; and
 - (ii) the place and date of dispatch of the item; and
 - (iii) the serial or registration number referring solely to the item;
 and
- (b) to correct printing errors; and
- (c) to delete, mark or underline certain words or certain parts of the printed text.

(2) It shall be permissible, outside or inside a packet of printed papers, to indicate by any process—

- (a) in forms of order, subscription or offer for publications, books, newspapers, engravings or musical scores—
 - (i) the works and the number of copies required or offered and
 - (ii) the price of these works; and,
 - (iii) notes representing essential elements of price, the method of payment, the edition, and the names of the authors and publishers; and
 - (iv) the numbers of the catalogue; and
 - (v) the words "paper covers", "stiff covers" or "bound";
 or
- (b) in the forms used by lending libraries—
 - (i) the titles of the works; and
 - (ii) the number of copies asked for or sent; and
 - (iii) the names of the authors and publishers; and
 - (iv) the numbers of the catalogue; and
 - (v) the number of days allowed for reading; and
 - (vi) the name of the person desiring to consult the work in question; and
 - (vii) a short note referring to the works concerned;
 or
- (c) on pictorial cards, printed visiting cards and Christmas and New Year cards, good wishes, congratulations, thanks, condolences or other formulas of courtesy, expressed in not more than five words or five conventional initials; or
- (d) in proofs of printing—
 - (i) alterations and additions concerned with corrections form and printing; and

- (ii) notes such as “passed for press”, “read-passed for press”, or any similar note concerned with the execution of the work, whether made on the same or separate sheets;
- or
- (e) on books, pamphlets, newspapers, photographs, engravings musical scores, and, in general, on all literary or artistic productions printed, engraved, lithographed, or stencilled—
 - (i) a dedication consisting simply of an expression of regard; and
 - (ii) in case of photographs or engravings, a very concise description and a short note referring to the photograph or engraving; or
 - (f) on cuttings from newspapers and periodicals, the title, date, number and address of the publication from which the article is extracted; or
 - (g) in advices of change of address—
 - (i) the new address of the sender and the date on which the change is to take place; or
 - (ii) the old address and the date on which the change came into force.
- (3) It shall be permissible in a packet of printed papers—
- (a) with proofs of printing, whether corrected or not, to enclose the relative copy; or
 - (b) with articles of the categories mentioned under paragraph (a) of subsection (2), to enclose the relative open invoice, reduced to its essential elements; or
 - (c) to enclose a card, envelope, or wrapper bearing the address of the sender of the packet, stamped for the purpose of its return by means of postage stamps of the country of destination of the packet.

26. Mode of wrapping and addressing printed papers

(1) Printed papers shall be either placed in wrappers, upon rollers, between boards, in open cases, or in unclosed envelopes furnished, if necessary, with clips easy to raise and replace and not dangerous, or secured with a string easy to untie:

Provided that—

- (a) printed papers in the form of a card or folded in such a way that they cannot become unfolded during transmission may be transmitted unenclosed without wrapper, envelope, or fastening; and
- (b) any resealable envelope may, upon submission of specimens thereof to the Authority for testing and approval be approved by the Authority for use for the transmission of printed papers to destinations within Zimbabwe if such envelope complies with the following conditions—
 - (i) the envelope bears in the top left-hand corner of the address side the words “Printed Paper Rate. This packet may be opened in the post for examination of content”; and
 - (ii) the envelope bears on the reverse side, on or near the flap, printed instructions for the opening and resealing of the envelope and with a reference to the Authority’s approval; and
 - (iii) the envelope is not more than 250 mm in length and not more than 180 mm in width; and
 - (iv) the flap of the envelope has a gummed surface which extends unbroken along the whole length of the flap, and the adhesive used in the gummed surface is such that the envelope may be opened and closed readily a number of times without any deterioration of the adhesive or tearing of the envelope.

(2) Printed papers shall be made up in such a manner that there is no risk of their entrapping other postal articles in the course of transmission.

(3) The right-hand half at least of the address side of cards transmitted as printed papers shall be reserved for the address for indications relating to the postal service, and for official labels.

(4) Postage stamps and postal franking machine impressions shall be placed on the address side and, as far as possible, on the right-hand half of every card transmitted as a printed paper.

27. Literature for the blind

(1) Any postal article consisting of periodicals, books and papers of any kind including unsealed letters, impressed in Braille or other special type for the use of the blind shall be sent free of postage:

Provided—

- (a) that the packing and make-up conform to the specifications applicable to printed papers; and
 - (b) the words “Literature for the blind” are clearly marked on the upper left-hand corner of the address side; and
 - (c) the postal article conforms to the mass and sizes specified in the Second Schedule.
- (2) The following articles are also admitted free of postage as literature for the blind—

Plates for embossing blind literature, discs, tapes or wires bearing voice recordings and special papers intended solely for the use of the blind:

Provided that they are sent by or addressed to an officially recognized institute for the blind.

28. Method of addressing parcels

The sender of a parcel shall write clearly on the parcel the names and address of the addressee, and affix or attach thereto such labels and forms as the postal licensee or Authority shall require.

29. Methods of packing parcels

(1) Parcels shall be packed in accordance with the following provisions—

- (a) hats, millinery and similar articles shall be packed in rigid boxes of thick wood or other unbreakable material, protected externally if necessary by cross-bars of wood consisting of two frames placed at right angles to one another and fastened together where they cross at the top and bottom; and
 - (b) weighty articles, such as iron castings, shall be packed in some soft material, such as straw-roping or hay-roping; and
 - (c) musical instruments shall be enclosed in thick cases, with sufficient soft internal packing to prevent movement and damage through jolting; and
 - (d) pictures in frames shall be protected on the front and back by stout wooden boards each larger than the frame. Soft packing shall be placed firmly between the corners of the frame and the boards, but not so as to press on the glass; and
 - (e) sharp instruments shall have the edges and points carefully covered; and
 - (f) umbrellas, walking sticks, fishing rods and other similar articles shall be enclosed in thick cases made of wood at least 10mm thick, and soft interior packing shall be used in all cases where the handles are made of brittle or fragile substances; and
 - (g) raw celluloid which has been seasoned or freed from volatile solvent and cinematographic film shall be packed in a tin case enclosed in a strong wooden box, and any other articles composed wholly or partly of celluloid shall be enclosed in a strong wooden box. If the lid or bottom or any of the sides of the box is composed of more than one piece of wood, the pieces shall be jointed together by means of tongues and grooves. A lining of suitable material shall be placed between the upper edges of the box and the lid shall be firmly screwed down. A white label bearing the word "Films" or "Celluloid", as the case may be, in plain black letters shall be affixed to the parcel; and
 - (h) suit, attaché, dressing and similar cases shall be protected by wooden boards covering the sides; and
 - (i) liquids and substances which easily liquefy shall be enclosed in two receptacles of which the outer shall be of strong wood or metal, and the space between the outer and the inner receptacles shall be filled with bran, sawdust or other absorbent material in sufficient quantity to absorb all the liquid contents in the event of breakage; and
 - (j) powders shall have an inner covering securely closed and a strong outer covering of metal, wood, or leather; and
 - (k) china, crockery and glass shall be firmly packed in rigid metal or wooden boxes, with ample soft packing between the article and the top, bottom and sides of the box; and
 - (l) food and other articles attractive to rodents shall be packed in receptacles which are rodent-proof.
- (2) Liquid celluloid or raw celluloid containing volatile solvent may not be transmitted.

30. Time for posting parcels

Every parcel for transmission shall be handed in at a post office during such hours as may be determined by the postal licensee.

31. Parcels posted in post boxes and private bags

(1) A parcel posted in a post box shall be surcharged on delivery with the additional charges prescribed.

(2) Parcels received at a post office in a private bag shall be deemed to have been handed in in accordance with section 30.

32. Certificate of posting

The sender of a parcel shall be entitled, upon application at the time of handing in such parcel, to receive from the postal licensee a certificate of the posting thereof on payment of the charges prescribed.

33. Compensation

(1) Subject to Part XIV, compensation shall be paid for the loss of, or damage to, an uninsured parcel sent to, or received from, a country outside Zimbabwe if the loss or damage was sustained in Zimbabwe:

Provided that the amount of compensation shall not, unless the postal licensee concerned has fixed a higher amount of compensation, exceed—

- (a) in the case of a parcel of five kilograms or less, 29,40 Special Drawing Rights;
- (b) in the case of a parcel of more than five but not more than ten kilograms, 44,10 Special Drawing Rights;
- (c) in the case of a parcel of more than ten kilograms but not more than fifteen kilograms, 58,80 Special Drawing Rights;
- (d) in the case of a parcel of more than fifteen kilograms but not more than twenty kilograms, 73,51 Special Drawing Rights.

PART IV

DELIVERY OF POSTAL ARTICLES

34. General modes of delivery

The delivery of a postal article—

- (a) at the address specified thereon; or
- (b) according to the usual manner of delivery to the person to whom the postal article is addressed, at his house or office or to his servant or agent or other person considered by the postal licensee to be authorized to receive the postal article; or
- (c) into a private box or private bag leased or used by the person to whom the postal article is addressed or, with the consent of the lessee or user thereof and of the person to whom the postal article is addressed, into any other private box or private bag;

shall be deemed to be delivery to the person to whom the postal article is addressed.

35. Postal articles addressed to minors

Where directions as to the delivery of any postal articles addressed to a person under sixteen years of age have been given to the postal licensee by a parent or guardian of such person, delivery of such articles in terms of those directions shall be deemed to be delivery to the person to whom the postal article is addressed.

36. Postal articles addressed to dissolved partnerships or firms

When a partnership or firm is dissolved and any member of the late partnership or firm gives notice to the postal licensee not to deliver to any person other than himself any postal articles addressed to the partnership or firm, the licensee may refuse to deliver any such articles until an agreement is reached between the persons interested as to their delivery, and if no agreement is reached within a period of thirty days, the licensee may forward the postal articles to the Returned Letter Office for disposal in terms of Part XVI.

37. Postal articles addressed to deceased persons

(1) Postal articles addressed to a deceased person may be delivered to the executors or administrators of the estate of the deceased person or the Master of the High Court:

Provided that—

- (a) until letters of administration relating to the estate of the deceased person have been exhibited to the postal licensee, such postal articles shall be delivered to the last known address of the deceased person;
- (b) registered articles with respect to which the charge prescribed for an acknowledgement of receipt has been paid, shall be returned to the sender.

38. Power of postal licensee to require provision of receptacles or letter boxes

(1) A postal licensee may, by notice in writing, require the owner or occupier—

- (a) of any building which is more than one floor in height, to provide on the ground floor of such building suitable receptacles or letter boxes;
- (b) of any building which is more than twenty metres distant by a recognized pathway from a street, to provide at the street entrance to the premises a suitable receptacle or letter box;
- (c) of any building which is less than twenty metres distant by a recognized pathway from a street, to provide either—
 - (i) a slot in the front door of such building or
 - (ii) a suitable receptacle or letter box at the street entrance to the premises;

for the purpose of the delivery of mail.

(2) A notice issued under subsection (1) shall clearly inform the owner or occupier of the consequences of non-compliance with the notice as specified in subsections (3) and (4)

(3) If, three months after the date of delivery of a notice issued under subsection (1), the owner or occupier of a building has not provided the facilities required by the postal licensee in terms of that subsection, the licensee may, without further notice, cease to deliver mail matter to that building.

(4) Any mail matter which in terms of subsection (2) has not been delivered by the licensee to the building to which it is addressed shall be retained at the post office from which delivery is normally made for a period of one month and if, at the expiration of that period, it has not been claimed by the person to whom it is addressed, it shall be sent to the Returned Letter Office for disposal in terms of Part XVI.

(5) In this section "mail" means any postal article other than a parcel, a registered article or an insured article.

39. Street number of premises to be displayed

It shall be a condition of the delivery of postal articles to a street address that the premises in a named street shall have the number of such street prominently displayed at the entrance to the premises:

Provided that a postal licensee may, in his discretion, deliver postal articles to a street address notwithstanding that the provisions of this section have not been complied with.

40. Postal articles addressed to a poste restante

(1) A postal article addressed to a *poste restante* or to a post office and endorsed "to be called for" may be delivered—

- (a) to any person claiming it at the post office if such person satisfies the officer on duty of his identity as the person to whom the postal article is addressed; or
- (b) at the addressee's place of business or residence; or
- (c) if the addressee is the renter or user of a private box or private bar: into that box or beg.

(2) Any postal article referred to in subsection (1) shall—

- (a) if addressed to initials or a fictitious name, be sent to the Returned Letter Office for disposal in terms of Part XVI; or
- (b) if it bears on the cover a request for its return within a specified period and it is not claimed within that period, be returned to the sender; or
- (c) if it does not bear on the cover a request for its return and it is not claimed within a period of two months, be sent to the Returned Letter Office for disposal in terms of Part XVI.

41. Delivery of parcels and insured letters

(1) A postal licensee shall not be obliged to deliver parcels or insured letters to the address specified thereon, but may notify the addressee that the parcel or the insured letter, as the case may be, has been received at a post office and will be detained there pending collection by the addressee.

(2) A person to whom a parcel or insured letter is delivered shall give to the officer delivering it a receipt on a form supplied by the postal licensee.

(3) The addressee of a parcel or insured letter may be required to provide identification before delivery is effected.

(4) A parcel which cannot be delivered at the address specified thereon, or which, after a notification has been sent to the addressee in terms of subsection (1) is not claimed, shall—

- (a) if it is endorsed with the words "if not deliverable as addressed, abandon", be sent to the Returned Letter Office for disposal in terms of Part XVI; or
- (b) if it is endorsed with the words "if not deliverable as addressed, deliver to", be tendered for delivery at that address, or a notification sent to that address in terms of subsection (1); or
- (c) if it does not bear either of the endorsements mentioned in paragraphs (a) and (b), be returned to the sender at his expense.

(5) If, after a period of ten days from the date of a notification sent in terms of this section, a parcel is still unclaimed, the demurrage charge prescribed shall be charged and collected—

- (a) on delivery of the parcel to the addressee; or
- (b) on delivery to any alternative addressee; or
- (c) on return of the parcel to the sender.

42. Postal articles liable to customs duties, etc.

A postal article which contains or consists of goods liable to customs or excise or any other duty or tax shall not be delivered until the duty or tax payable thereon has been paid.

PART V

SALE AND USE OF POSTAGE STAMPS

43. Licence to sell postage stamps

(1) Subject to the conditions specified in subsection (2), the successor postal company may, in its discretion and without charge, grant to any person, in this section called “the licensed vendor”, a licence to sell postage stamps.

(2) Any licence granted by the successor postal company under this section shall be subject to the following conditions—

- (a) the licensed vendor shall, in some conspicuous place in front of the premises licensed, exhibit a notice with the words “Licensed to Sell Postage Stamps” displayed thereon in letters at least 25 mm in height and of proportionate breadth; and
- (b) all postage stamps purchased by the licensed vendor from the successor postal company shall be paid for in cash and shall total not less than five hundred dollars in value (or such other amount as maybe prescribed by the Authority from time to time by notice in the *Gazette*) in respect of any one purchase; and
- (c) the successor postal company may, in its discretion, allow the licensed vendor a commission, not exceeding five *per centum*, on purchases of stamps; and
- (d) any commission allowed under paragraph (c) shall be paid in postage stamps; and
- (e) the licensed vendor shall not use postage stamps for other than postal purposes; and
- (f) the licensed vendor shall not offer to any member of the public any consideration with the object of inducing that person to purchase postage stamps at his place of business; and
- (g) any licence granted under this section may be revoked at the pleasure of the successor postal company.

44. Perforated postage stamps

(1) Subject to the approval, in writing, of the Authority, postage stamps may be perforated with initials, and such perforated stamps shall, if the holes of the perforation are not larger than those dividing one stamp from another in a sheet of stamps, be available for any purpose of the Act.

(2) Perforated postage stamps shall not be repurchased or exchanged for other stamps by any employee of successor postal company.

45. Refunds on postage stamps, postage embossed stationery and postage franking machine impressions

(1) Subject to subsection (3), the successor postal company may make a refund in respect of any postage stamp, postage embossed stationery or postage franking machine impression which has been inadvertently spoiled or rendered unserviceable for use, if—

- (a) the successor company is satisfied that it has not served or been made available in any manner whatsoever for postage purposes; and
- (b) it has been delivered to the successor postal company for disposal:

Provided that in the case of a franking machine impression, no refund shall be made if more than twelve calendar months have expired since the date shown on such impression.

(2) Whenever a refund is made in terms of this section the successor postal company shall deduct from the amount to be refunded an administrative charge calculated at the rate of five *per centum* of that amount, but no such charge shall exceed five dollars (or such other amount as may be prescribed by the Authority from time to time by notice in the *Gazette*).

(3) No refund shall be made if the amount thereof, after the deduction referred to in subsection (2), is less than one dollar (or such other amount as may be prescribed by the Authority from time to time by notice in the *Gazette*).

46. Mutilated postage stamps

Postage stamps mutilated or soiled so as to make it a matter of doubt whether such stamps have been previously used for any purpose whatsoever shall not be accepted in payment of any postal charges.

PART VI

GRANT BY SUCCESSOR POSTAL COMPANY TO OTHER POSTAL LICENSEES OF AUTHORITY TO SELL POSTAGE STAMPS

47. Grant by successor postal company to other postal licensees of authority to sell postage stamps

(1) The successor postal company shall, at the request of any other postal licensee, enter into negotiations for an agreement with such postal licensee on the terms and conditions subject to which the successor postal company will authorise the postal licensee to sell postage stamps.

(2) An agreement in terms of this Part shall not assign to any postal licensee the right of the successor postal company to grant to any person a licence to sell postage stamps in terms of Part V.

48. Failure to conclude agreement

(1) In the event of a dispute resulting from the failure of the parties to conclude an agreement in terms of section 47 within two months of a request by a postal licensee to conclude such agreement, either of the parties to the negotiations may petition the Authority providing relevant documentation concerning—

- (a) the unresolved issues; and
- (b) the position of each of the parties with respect to these issues; and
- (c) the areas of agreement between the parties.

(2) The other party to the dispute shall respond to the petition and provide any other information which may assist in the resolution of the dispute.

(3) If the Authority declines to settle the dispute itself, it will facilitate the engagement of an independent arbitrator at the parties' expense.

49. Application of Part V to agreements concluded under this Part

Part V (other than paragraphs (b) and (g) of subsection (2) of section 43) and section 119 shall apply, subject to the substitution of the words "authority" and "authorised" for "licence" and "licensed" respectively and other necessary modifications, to the sale and use of postage stamps in terms of an agreement concluded under this Part.

PART VII

PREPAYMENT OF POSTAGE

50. Methods of affixing stamps

Stamps in prepayment of postage or other charges upon any postal articles shall be affixed upon the face of such articles in the top right-hand corner thereof, above the name and address written thereon, and a postal licensee shall not be obliged to take notice of any stamps which are affixed elsewhere on the postal article.

51. Postage franking machines

A licensee or the Authority, subject to such conditions as it may deem necessary, may license the use of approved postage franking machines for impressing upon postal articles the sign of postage stamps values.

52. Prepayment of postage in cash

(1) At such post offices as may be determined by the successor postal company or in case of any other postal licensee approved by the Authority, prepayment of postage may be in money instead of postage stamps in respect of any of the following classes of postal articles—

- (a) letters;
- (b) postcards;
- (c) newspapers registered at the Post Office;
- (d) printed papers;

handed in for transmission at the same time by any one person, on condition that—

- (i) the number of each class of postal article handed in is not less than one hundred; and
- (ii) the articles are made up in bundles of not less than one hundred articles of the same class, with the addresses in the same direction; and
- (iii) each article is within the limits of mass and size prescribed for that class of postal article in the First Schedule.

(2) An employee of a postal licensee receiving any sum of money in prepayment of postage shall issue a receipt therefor and shall cause every postal article in respect of which the postage is prepaid to be printed or hand-stamped with the words "postage paid" in the place where the postage stamp would ordinarily be affixed.

(3) Prepayment of postage under this section shall not be made partly in money and partly in stamps.

53. Business-reply service

(1) A postal licensee may, on application and without charge, issue a permit to any person permitting such person, subject to this section, to distribute internal and international business-reply envelopes, cards or folders.

(2) Business-reply envelopes, cards or folders for the distribution of which a permit has been issued and which comply with this section may be transmitted without prepayment of postage.

(3) Any permit issued by a postal licensee under this section shall be subject to the following conditions—

- (a) the permit holder shall deposit such amount as may be fixed by the postal licensee in each case; and
- (b) within fifteen days of receiving an account showing the amount due, the permit holder shall pay to the postal licensee, in respect of each business-reply envelope, card or folder which the permit holder has received and on which no postage has been prepaid, the charge prescribed; and
- (c) the permit holder shall distribute only envelopes, cards and folders of which a printed-proof has been approved by the postal licensee and which conform to the specifications set out in the Third Schedule; and
- (d) the permit shall remain valid until—
 - (i) it is returned to the postal licensee by the permit holder; or
 - (ii) the postal licensee revokes it by written notification to the permit holder.

54. Unpaid and insufficiently prepaid postal articles

(1) Subject to this section, any postal article on which the postage is not prepaid or is insufficiently prepaid shall either be returned direct to the sender or forwarded to the Returned Letter Office in terms of Part XVI.

(2) Letters and postcards addressed to any country on which the postage is unpaid or insufficiently prepaid shall be surcharged with the additional charge prescribed and forwarded for delivery.

(3) Correspondence addressed to a place within Zimbabwe on which the postage is unpaid or insufficiently prepaid shall be surcharged with the additional charge prescribed and forwarded for delivery.

(4) Correspondence intended and eligible for transmission by airmail—

- (a) on which less than two-thirds of the postage is prepaid, shall be transmitted by surface mail; or
- (b) on which two-thirds or more but not the whole amount of the postage is prepaid, shall be surcharged with the additional charge prescribed and transmitted by airmail.

55. International reply coupons

International reply coupons received from countries which are parties to the Universal Postal Convention may be exchanged at any money order office for stamps representing the postage on a single rate letter transmitted from Zimbabwe to a destination within such countries.

PART VIII

RAILWAY LETTER POST

56. Where letters may be handed in

At any railway station or siding within Zimbabwe, letters may be handed—

- (a) to the official in charge of the parcels office; or
- (b) if there is no parcels office, to the guard on any train;

for the conveyance by railway letter post under the conditions specified in this Part.

57. Postage and fees

A postal licensee may transmit letters or postal articles at any railway letter post at a tariff rate approved by the Authority.

58. Conditions of acceptance

(1) No letter shall be accepted for conveyance by railway letter post which—

- (a) does not bear postage stamps of the requisite value; or
- (b) is addressed to a place outside Zimbabwe; or
- (c) bears any inscription or mark which may reasonably be assumed to indicate that it was the intention of the sender that such letter should be registered; or
- (d) contains jewellery, coin or other articles which, if sent through the post, unregistered, would be subject to registration by a postal licensee; or

- (e) contains any article which it is unlawful to send by post.
- (2) Any letter found by an employee of a postal licensee officer to have been accepted contrary to the provisions of—
 - (a) paragraph (c) or (d) of subsection (1), shall be surcharged on delivery with the charges prescribed for the compulsory registration of a postal article;
 - (b) paragraph (e) of subsection (1), shall be sent to the Returned Letter Office for disposal in terms of Part XVI.

59. Manner of addressing letters

- (1) Letters sent to a person by railway letter post shall be addressed either—
 - (a) to a railway station or siding with the direction that the letter is to be called for; or
 - (b) to a residence or post office, specifying the name of the railway station or siding at which the letter is to be posted.
- (2) Letters addressed in the form specified in paragraph (a) of subsection (1) and not claimed within a period of thirty days shall be endorsed “not called for” and sent to the nearest post office for return to the sender through the Returned Letter Office.

60. Times of dispatch

A letter handed in for conveyance by railway letter post shall be conveyed by the next available train, unless handed in less than twenty minutes before the advertised time of departure of that train.

PART IX

DOMESTIC AIRWAY LETTER POST

61. Delivery of letters for conveyance by domestic airway letter post

At any airway letter agency, letters may be delivered to the airway letter agent for conveyance by airway letter post under the conditions specified in this Part.

62. Domestic airway letter post tariff

A postal licensee may transmit postal articles by domestic airway letter post at a tariff rate approved by the Authority.

63. Conditions of acceptance

- (1) No airway letter agent shall accept a letter for conveyance by airway letter post which—
 - (a) does not bear postage stamps of the requisite value; or
 - (b) is addressed to a place outside Zimbabwe; or
 - (c) bears any inscription or mark which may reasonably be assumed to indicate that it was the intention of the sender that such letter should be registered; or
 - (d) contains jewellery, coin or other articles which, if sent through the post, unregistered, would be subject to registration by the postal licensee; or
 - (e) contains any article which it is unlawful to send by post.
- (2) Any letter found by an employee of a postal licensee to have been accepted for conveyance by airway letter post contrary to—
 - (a) paragraph (c) or (d) of subsection (1), shall be surcharge upon delivery with the charges not exceeding the amount prescribed for compulsory registration of a postal article;
 - (b) paragraph (e) of subsection (1), shall be sent to the Returned Letter Office for disposal in terms of Part XVI.

64. Manner of addressing letters

- (1) A letter intended for conveyance by airway letter post shall—
 - (a) if the address of the person to whom it is sent is that of an airway letter agency, specify that the letter is to be called for;
 - (b) if the address of the person to whom it is sent is not that of an airway letter agency, specify the name of the place at which the letter is to be posted.
- (2) If a letter addressed to a person at an airway letter agency is not claimed within a period of thirty days, the airway letter agent shall endorse on it the words “not called for” and send it to the nearest post office for return to the sender through the Returned Letter Office.

65. Times of dispatch

A letter delivered to an airway letter agency for conveyance by airway letter post shall be conveyed by the next available aircraft operated by the air company which established that agency.

PART X

INSURANCE F POSTAL ARTICLES

66. Postal articles which may be insured

Subject to this Part—

- (a) any parcel which is addressed to an address within Zimbabwe; and
- (b) any letter or parcel which is addressed to a country with which there is for the time being in force an agreement for the exchange of insured postal articles;

may be insured with the postal licensee against loss or damage.

67. Maximum amount of insurance

(1) The maximum amount for which postal articles may be insured shall—

- (a) be maximum amount fixed by the Authority by notice in the *Gazette*; or
- (b) the maximum amount fixed by the postal authority of the country to which the postal article is addressed;

whichever is the lesser amount.

68. Postal articles which may be insured against loss only

Postal articles containing—

- (a) liquids and substances which easily liquefy; or
- (b) perishable articles, such as eggs, butter, flowers, fruit and confectionery; or
- (c) fragile articles, such as china, glassware, millinery and disc, tap; or other sound or film recording;

may be insured against loss but not against damage.

69. Insurance of certain postal articles compulsory

(1) Any postal article which is insurable under this Part and which contains coin, bullion, watches, precious stones, jewellery or any article of gold, silver or platinum shall be insured by the sender for at least part of its value.

(2) Any parcel which is required to be insured in terms of subsection (1) but which is not insured may, upon detection by an officer, be registered and surcharged upon delivery with the charge prescribed for compulsory registration.

70. General conditions of insurance

(1) In this section, “packaging” means—

- (a) in the case of a letter, the envelope; or -
- (b) in the case of a parcel, the outermost packaging.

(2) The insurance of a postal article under this Part shall be subject to the following conditions—

- (a) the packaging shall be strong, shall not be transparent in whole or in part and, in the case of an envelope, shall be in one piece; and
- (b) no label, other than a label supplied by the postal licensee shall be affixed to the packaging; and
- (c) the article shall be sealed by seals which—
 - (i) are all of wax of the same type, of lead or of another suitable material; and
 - (ii) bear an identical, distinctive design or make of the sender; and
 - (iii) adhere completely to the packaging; and
- (d) no postage-stamp or label affixed to the packaging shall be folded so as to cover any edge thereof, and
- (e) seals, postage-stamps and labels shall not be placed so close together as to suggest that they may be serving to conceal damage to the packaging; and
- (f) the make-up of the article shall be such that no tamper in with the contents can occur without obvious damage to the packaging or the seals; and
- (g) the amount for which the article is insured shall be written by the sender, both in words and figures, at the top of that side of the packaging in which the address is written; and
- (h) the prescribed charge, in addition to the postage, shall be prepaid; and
- (i) the addressee shall not be designated by initials, the address shall not be written in pencil and no erasure or correction shall appear in the address or in the inscription of the amount for which the article is insured; and
- (j) where the packaging is a box, such box shall—
 - (i) be of wood, metal or plastic; and
 - (ii) have sides at least eight millimetres in thickness; and

- (iii) be covered on the top and bottom with white paper to take the address, the declaration of the insured value and the impression of the official stamps; and
- (iv) be tied with string, unknotted string, the two tied ends of which are covered by a wax seal bearing that design or mark, which appears on the other seals.

71. Advice of delivery

The sender of an insured article may, on application at the time of posting and on payment of a fee prescribed require to be furnished with an advice of delivery of the article to the addressee.

72. Inquiry into loss or non-delivery

The sender of an insured postal article may, on application within one year of the date of posting, and on payment of the charge prescribed, require the postal licensee to institute an inquiry as to the loss or non-delivery of the article.

73. Insurance of postal articles in any other manner invalid

The insurance of any postal article with a postal licensee in any manner which is not in accordance with this Part shall be invalid.

PART XI

PRIVATE BAGS

74. Arrangement for use of private bag service

- (1) Subject to this Part, a postal licensee may enter into an arrangement with any person (in this Part called “the user”) for the use by the user of a private bag service for the transmission of postal articles—
 - (a) from the residence of the user or other place to a post office convenient to the postal licensee; or
 - (b) from a post office convenient to the postal licensee to the residence of the user or other place.
- (2) Applications for the use of the private bag service shall be submitted through the postmaster of the post office from which the service is desired.

75. Conditions of use

- (1) Any arrangements entered into in terms of this Part shall be subject to the following conditions—
 - (a) the user shall pay in advance to the 31st December in each year the charges prescribed for the use of the private bag service; and
 - (b) suitable bags with locks and keys may be supplied by the postal licensee at such charge as may be prescribed and shall be kept in repair at the user’s expenses; and
 - (c) if the user resides—
 - (i) on a postal route, the postal licensee shall convey the bag by mail, motor-vehicle or other means, as circumstances permit; or
 - (ii) off a postal route he shall make his own arrangements for the conveyance of the bag to and from such route or to and from a post office convenient to the licensee; and
 - (d) the user shall provide for the reception of the bag on its arrival at the appointed place and for the return bag being handed to the appropriate employee of the postal licensee on the return journey, and in no circumstances shall the means of conveyance be kept waiting at any point en route, nor shall a detour from a recognized route be made to deliver or receive the bag; and
 - (e) if permission, in writing, to the user is given by the postal licensee, the bag may be used for the transmission of postal articles addressed to persons in the neighbourhood of the user’s residence, and in such a case the user shall be responsible for the payment of any charges which may be due on such postal articles and for the return to the post office of—
 - (i) any receipt for a registered article or parcel, duly signed by the addressee; and
 - (ii) articles which cannot be delivered to the addressee within a reasonable period; and
 - (iii) mis-sent articles, and
 - (f) parcels and registered articles may be delivered in a bag if the user indemnifies the postal licensee, in writing, against all liability in respect of loss or damage to such parcels or articles and undertakes to return the receipts by the first return post.

PART XII V

REGISTRATION OF POSTAL ARTICLES

76. Postal articles which may be registered

- (1) Subject to this section, any fully prepaid postal article complying with these regulations and bearing the prescribed charge may be registered.

- (2) The following articles shall not be registered—
- (a) business-reply envelopes, cards or folders; or
 - (b) parcels; or
 - (c) any article of which the cover is not in sound condition or which bears the appearance of having been opened and resealed.

77. Manner of addressing registered articles

(1) The address of every postal article for registration shall be written in ink or indelible pencil, and initials, figures, Christian names or first without surnames, fictitious names or conventional marks shall not be used.

(2) Every postal article for registration shall be conspicuously marked “registered” at the head of the address side.

(3) The value of the contents of any postal article intended for registration shall not be indicated on the outside of a registered article unless required for customs purposes.

78. Method of posting

(1) Postal articles for registration shall be handed in at a post office during such hours as may be determined by a postal licensee and shall not be posted in a post box.

(2) Any postal article for registration received at a post office in a private bag shall be deemed to have been handed in accordance with this section.

79. Registration for specified value

(1) The sender of a postal article addressed to a place within Zimbabwe may have it registered for a value specified by him, being not more than five hundred dollars and, if the value so specified exceeds one hundred dollars (or such other amount as may be prescribed by the Authority from time to time by notice in the *Gazette*), being not more than its actual value.

(2) Where a postal article is registered for a value specified by the sender which exceeds one hundred dollars (or such other amount as may be prescribed by the Authority from time to time by notice in the *Gazette*), the employee if the postal licensee registering the postal article shall enter the value so specified on the receipt issued for the postal article.

(3) A person to whom a registered article is delivered shall give to the officer delivering it a receipt on a form supplied by the postal licensee.

(4) The addressee of a registered article may be required to provide identification before delivery is effected.

80. Acknowledgment of delivery

(1) The sender of a registered article may, upon application at the time of registration of the article and upon payment of the charge prescribed, require to be furnished with an acknowledgement by the addressee of the receipt of such article.

(2) Any registered article for delivery within Zimbabwe, the acknowledgement of the receipt of which has been applied for at the time of registration, shall not be delivered until such acknowledgement has been obtained by the postal licensee.

81. Inquiry as to loss or non-delivery

The sender of a registered article may on application made within twelve months after the registration of the article and on payment of the charge prescribed require the postal licensee to institute an inquiry as to the loss or non-delivery of a registered article.

82. Compulsory registration

Any postal article which is not registered by the sender and which—

- (a) bears any inscription or mark which may reasonably be assumed to indicate that it was the intention of the sender that such article should be registered; or
- (b) is reasonably believed to contain jewellery, money, an uncrossed bearer cheque or warrant or a traveller’s cheque, coupons having a marketable value, a blank uncrossed postal order exceeding one dollar in value, or any other enclosure exceeding one dollar in value (or such other amount as may be prescribed by the Authority from time to time by notice in the *Gazette*);

may, upon detection by an employee of a postal licensee, be registered and surcharged upon delivery with the charge prescribed for compulsory registration.

83. Return of undeliverable articles

(1) Every registered article which cannot be delivered to the person to whom it is addressed shall be returned to the sender, if known, by registered post without further charge for the postage or registration.

(2) Any unregistered postal article which cannot be delivered, and the contents of which are found to be of intrinsic value, may be returned by the postal licensee to the sender, if known, by registered post, and such sender shall be liable in respect of such article for the charge prescribed for compulsory registration.

PART XIII

COMPENSATION FOR LOSS OF REGISTERED OR INSURED POSTAL ARTICLES

84. Terms and conditions of compensation

The terms and conditions on which a postal licensee may pay compensation in respect of the loss of any postal article which is registered in terms of the Act, or the loss of the contents of any such postal article while the postal article is in the custody of the licensee shall be as prescribed in this Part.

85. Application for compensation

(1) Any person applying for compensation under this Part shall, when required by the postal licensee, produce—

- (a) the receipt given to the sender at the time the postal article was registered; and
 - (b) the envelope or cover of the registered article in as nearly as possible the condition in which it was delivered by the postal licensee.
- (2) An application for compensation under this Part shall not be entertained—
- (a) unless the sender and the addressee make such affidavits or affirmations as may be required by the licensee;
 - (b) if made after the expiration of one year from the date of registration of the postal article.

86. Compensation not payable in certain cases

(1) No compensation shall be given in respect of mere damage to the contents of a registered article not involving loss or partial loss of such contents.

(2) No compensation for loss shall be given in respect of—

- (a) any postal article which has been posted unregistered and had been subjected to compulsory registration by the postal licensee;
- (b) any postal article containing anything which may not be lawfully sent by post;
- (c) money, whether coin or paper money, unless sent by letter post, and then only if—
 - (i) the money has been enclosed in a registered letter envelope issued by the postal licensee;
 - (ii) any coins enclosed in the letter have been packed in such a way as to move about as little as possible;
 - (iii) the number, amount, bank or issue and date of any bank note enclosed be supplied to the postal licensee when required;
 - (iv) the amount, number and date of issue of any money order or postal order enclosed is supplied to the postal licensee when required;
 - (v) particulars sufficient to identify the document are supplied to the postal licensee in the case of any bill of exchange, bond, coupon or other order or authority for the payment of money or security for money enclosed in the letter; or
- (d) a registered postal article lost as result of *force majeure*; or
- (e) a registered postal article which cannot be traced because of the loss of the relative documents through *force majeure*.

(3) In no case shall compensation be given where it appears that the loss has arisen as a result of any act of negligence or omission on the part of the sender.

87. Amount of compensation

The amount of compensation which the postal licensee may pay in respect of the loss of a registered postal article or the contents thereof shall not exceed—

- (a) in the case of a registered postal article addressed to a place within Zimbabwe, the actual value thereof or the value for which it was registered whichever is the less; and
- (b) in the case of a registered postal article addressed to a place outside Zimbabwe, the actual value thereof or the maximum compensation payable therefor under the Universal Postal Convention, whichever is the less.

88. Articles may be made good

A postal licensee may, in any case, reinstate or make good in kind, the contents of any registered postal article which has been lost instead of giving pecuniary compensation.

89. Disposal of compensated articles

Where compensation has been given in respect of any registered postal article and such article subsequently comes into the hands of the postal licensee he may retain or dispose of it as he deems fit.

PART XIV

COMPENSATION FOR DAMAGE TO OR LOSS OF POSTAL ARTICLES

90. Interpretation in Part XIV

In this Part—

“postal article” means—

- (a) an insured article
- (b) a parcel to which the provisions of section 33 apply.

91. Damaged postal article to be retained for inspection

In any application for compensation which relates to damage to a postal article, or to damage to, or loss of, any article contained therein, the postal article shall be retained for inspection as nearly as possible in the state in which it was delivered.

92. Verification of contents when damage apparent

Where a postal article at the time of delivery is found to have signs of damage, the recipient shall call attention to the fact of such damage and, if possible, open the article in the presence of an employee of the postal licensee, and, in such a case, the contents of the article shall be verified and entered in an inventory, which shall be prepared in duplicate and signed by the addressee.

93. Limit and amount of compensation payable

Any compensation given for the loss of, or damage to, a postal article shall not exceed the amount of the actual loss or damage to the article, and shall not be given in respect of indirect loss of profit caused as a result of the loss of, or damage to, the article.

94. No compensation payable in certain cases

- (1) No compensation, either for loss or damage, shall be given in respect of—
 - (a) a postal article which has been delivered without external trace of damage and accepted without protest by the addressee; or
 - (b) a postal article lost or damaged as a result of *force majeure*; or
 - (c) a postal article containing any article which may not lawfully be sent in the post; or
 - (d) loss or damage caused by the fault or negligence of the sender, or arising from the nature of the postal article; or
 - (e) loss or damage due to the postal article not being properly or securely packed; or
 - (f) a postal article which has been fraudulently insured for a sum above the real value of the contents, or in respect of which there has been any other fraud on the part of the sender or addressee; or
 - (g) a postal article which cannot be traced in consequence of the destruction of the relative documents through *force majeure*.
- (2) No compensation shall be given in respect of damage to—
 - (a) a postal article containing any article of an exceptionally fragile character or an article which from its nature, cannot, with reasonable safety be sent by post; or
 - (b) a postal article containing a fragile article which is not marked “FRAGILE, HANDLE WITH CARE”; or
 - (c) any perishable article.

95. Person to whom compensation is given

Compensation given under this Part shall be given to the sender of the postal article in respect of which compensation is claimed:

Provided that compensation may be given to the addressee of a postal article upon his furnishing proof that the sender has waived any claim to compensation.

96. Repayment of postage charges

Where the whole of a postal article is lost or its contents are completely destroyed and compensation therefore is given, the sender shall be entitled to repayment of any charge for postage paid on such article.

PART XV

REDIRECTION OF POSTAL ARTICLES

97. Instructions for redirection

(1) Subject to this section, and on payment of the charge prescribed, any person about to change his residence may furnish the post office for the area in which he is living with written instructions regarding the redirection or disposal of all or any class of postal articles addressed to him.

(2) An instruction given in terms of this section shall lapse three months after the date of its receipt or on such date as may be specified in the instruction, whichever is the earlier date.

(3) Redirection of postal articles in terms of this section shall not be undertaken in the case of postal articles addressed—

- (a) to a person leaving home temporarily, unless the house be altogether closed; or
- (b) to hotels, clubs, boarding-houses, or care of business firms, or to flats where delivery is effected to caretakers or through the medium of a common letter box; or
- (c) to a private box unless the box be temporarily or permanently closed; or
- (d) to a private bag, unless the service of the bag be either temporarily or permanently discontinued.

98. Postal articles redirected free of charge

The following redirected postal articles shall be transmitted without payment of any additional charges for postage—

- (a) letters, postcards, newspapers and packets, whether redirected by an employee of the postal licensee before delivery or by an agent of the addressee after delivery, on condition that such articles—
 - (i) do not appear to have been opened or tampered with; and
 - (ii) are re-posted not later than the day following delivery, or, if such day is a Sunday or public holiday, on the day following such Sunday or public holiday.
- (b) parcels redirected by an agent of the addressee to an address within the delivery area of the same post office on condition that—
 - (i) they are handed in at a post office; and
 - (ii) they are re-posted not later than the day following delivery, or, if such day is a Sunday or public holiday, on the day following such Sunday or public holiday.

99. Redirection of registered articles

(1) Registered articles redirected by an employee of the postal licensee may be transmitted without payment of any additional charges for postage or registration.

(2) Registered articles redirected by an agent of the addressee may be transmitted without payment of additional charges for postage but shall be subject to the charge prescribed for the registration of such article.

(3) If a registered article, when redirected, is posted in a post box instead of being handed in at a post office, it shall be surcharged with the compulsory registration charge prescribed.

100. Redirection by airmail

Airmail letters and airmail postcards redirected in terms of this Part, or returned to origin shall be transmitted by the quickest route.

101. Postal articles not redirected free of charge

Save as otherwise provided in this Part, a redirected postal article shall be liable to the same charges for transmission and delivery as would be payable if the article were posted for the first time.

PART XVI

DISPOSAL OF UNDELIVERED POSTAL ARTICLES

102. Application of Part XVI

The requirements of this Part shall be additional to the requirements specified in section 55 of the Act.

103. Returned Letter Office

Every postal licensee shall establish a Returned Letter Office for the purpose of the redirection of postal articles, the return of any postal article to the sender and the disposal of undeliverable postal articles in terms of section 55 of the Act.

104. Articles bearing name of sender

(1) Any postal article other than a newspaper which cannot be delivered and bears on the cover thereof the name and address of the sender shall be returned direct to such sender.

(2) A newspaper shall be returned to the sender only if a request to do so appears on the wrapper.

105. Articles not bearing the name of sender

Any postal article which cannot be delivered and which does not bear on the cover thereof the name and address of the sender shall be forwarded to the Returned letter Office.

106. Disposal of articles by Returned Letter Office

(1) Postal articles received by the Returned Letter Office shall be disposed of in the following manner:

- (a) Every postal article from a place outside Zimbabwe which cannot be redirected or returned to the sender unopened or if opened for the purpose of determining the identity of the addressee in terms of section 55 of the Act resealed with a written explanation of the reasons and authority for opening the postal article enclosed in or appended to the article, shall be returned to the Returned Letter Office of the country of origin;
- (b) Every letter or postcard which cannot be redirected or returned to the sender shall be retained for a period of six months and then destroyed;
- (c) Every packet containing trade circulars, price-lists, and other printed papers obviously without value, shall be disposed of forthwith by being sold as waste paper or destroyed;
- (d) Every packet, other than a packet mentioned in paragraph (c), which cannot be redirected or returned to the sender shall be retained for a period of six months and then disposed of by being sold, destroyed, or used for any public purpose;
- (e) Every postal article not subject to customs duty which contains any valuable or saleable article which cannot be redirected or returned to the sender shall be pre serve for twelve months and then destroyed, sold, or otherwise disposed of, as the Postmaster-General may direct;
- (f) Every postal article subject to customs duty which has been abandoned or cannot be redirected or returned to the sender shall be delivered to the Controller of Customs and Excise for disposal.

(2) The proceeds of any sale of articles under this section shall be paid into and form part of the revenue of the postal licensee.

107. Articles in respect of which payment of postage, etc., is refused

Any postal article in respect of which any person has, in terms of section 54 of the Act, refused to pay the postage or any other sum which is payable thereon shall be sent to the Returned Letter Office.

PART XVII

PRIVATE BOXES

108. Arrangements for hire of private boxes

(1) Subject to this Part, a postal licensee may enter into an arrangement with any person (in this Part called “the renter”) for hire to the renter of a private box at a post office for the delivery of postal articles addressed to the renter.

(2) Applications for the hire of private boxes shall be submitted through the postmaster of the post office at which the lease of the private box is desired.

109. Conditions of hire

Any arrangement made in terms of this Part shall be subject to the following conditions—

- (a) the renter shall pay in advance to the 30th December in each year the rental prescribed for the hire of a private box; and
- (b) the box may not be hired in a fictitious name or for an improper purpose; and
- (c) the right to the use of a box may not be transferred from the renter to another person, or from one post office to another post office, without the approval of the successor postal company; and
- (d) the postal licensee shall be under no obligation to deliver to a box any postal article which does not bear on the cover the words “P.O. Box” and the number of the box; and
- (e) a person other than the renter may obtain a postal article addressed to him at a box only by means of the key of the box or through the renter, and

- (f) any postal article delivered in error to a renter's box or accidentally addressed to a wrong box, shall be immediately endorsed, by the renter with the words "not for box ..." and reposted; and
- (g) two keys shall be supplied to the renter, both of which shall be returned in good order to the postmaster of the post office at which the box is situated on the termination of the arrangement, and if a key is lost, the renter shall immediately inform such postmaster in order that a new lock may be fitted, for which the renter shall pay the charge prescribed; and
- (h) no lock may be placed on a box other than a lock supplied by the postal licensee, no repairs to a box may be executed except by the postal licensee, and the renter may not have extra keys to a box made; and
- (i) the renter shall defray all expenses for damage to a box or to the lock or keys thereof which is caused by or due to the negligence of such renter, his servants, or employees; and
- (j) in the event of the loss of the key to a box or any other exceptional circumstances, and subject to paragraph (k), postal articles deposited in a box may be delivered temporarily at the counter of the post office; and
- (k) unless the renter is well known and is identified by a person known to a responsible employee of the postal licensee, the only proof of identification shall be the receipt for the rent of the box; and
- (l) postal articles may not be re-addressed from one box to another box except with the permission of the postal licensee; and
- (m) a renter shall not place in a box a postal article already delivered or any other postal article whatsoever, and
- (n) on the expiration of any period in respect of which rental has been paid, the postal licensee may refuse to re-let a box to a renter without assigning any reasons for such refusal; and
- (o) the postal licensee may terminate the arrangement at anytime—
 - (i) on giving three months' notice, in writing, if the renter has a residential address served by a postal street-delivery service; or Postal and Telecommunications (Postal Services) Regulations, 2001
 - (ii) on giving notice, in writing, if any of the conditions specified in this section are not complied with by the renter and, if he does so, no refund of any charge paid by the renter shall be made.

PART XVIII

COURIER SERVICES

110. Interpretation in Part XVIII

In this Part—

“contract service” means the use by a sender of courier service on the basis of a contract between the sender and the postal licensee providing for the posting and dispatch of an article in terms of a previously fixed timetable;

“on demand service” means the use of a courier service by a sender without a previously fixed timetable.

111. Extent of service

(1) Subject to the Act and to the payment of the charges prescribed, business papers and merchandise, or other articles which a postal licensee may accept, may be sent from designated places within Zimbabwe and to any country with which there is for the time being in existence an agreement providing for the exchange of courier services.

(2) Courier service articles shall be transmitted on the basis of—

- (a) contract service; or
- (b) on demand service.

112. Contract service

A postal licensee may enter into contracts for the posting and dispatch of articles by expedited mail service and the contracts shall, subject to such terms as may be contained therein, provide for the collection of articles at the sender's premises.

113. On demand service

Subject to such conditions as the postal licensee may determine, the postal licensee may accept articles for posting and dispatch by expedited mail service from any person who has not entered into a contract in terms of section 112.

114. Conditions of acceptance of courier service articles

Courier service articles may be accepted if—

- (a) in the case of contract service, the sender has complied with all the terms of the contract entered into in terms of section 112;
- (b) in the case of on demand service, the postal article—
 - (i) is handed in at a designated place on such days or during such hours or at such times as the postal licensee may fix; and
 - (ii) does not exceed 900 mm in length, breadth and depth combined, and 600 mm in its greatest single dimension;
Provided that if the article is in the form of a roll, it shall not exceed 1 040 mm in length plus twice the diameter, and 900 mm for the greatest single dimension; and
 - (iii) does not measure less than 90 mm by 140 mm in size; and
 - (iv) does not weigh more than 20 kg;
 - (v) bears or has affixed or attached thereto such labels and forms as the postal licensee shall require; and
 - (vi) is packed stoutly enough to withstand the pressures and friction to which postal articles are normally subjected in the course of transmission.

115. Application of Part III to courier service articles

Sections 11 to 15 and 17 shall apply to articles accepted by the postal licensee for posting and dispatch by courier service.

116. Articles which may not be sent as or enclosed in, courier service articles

The following articles shall not be sent as, or enclosed in, courier service articles—

- (a) coins;
- (b) bank notes;
- (c) currency notes;
- (d) negotiable instruments payable to bearer;
- (e) platinum, gold, silver, whether manufactured or not;
- (f) precious stones, jewellery and other valuable articles;
- (g) postage stamps, whether obliterated or not;
- (h) narcotics and psychotropic substances;
- (i) explosives, flammable or other dangerous substances;
- (j) obscene or immoral articles.

117. Application of Part XIII to courier service articles

Part XIII shall apply to courier service articles for which compensation for damage or loss is claimed:

Provided that—

- (i) liability for damage or loss shall be accepted only in respect of articles posted within Zimbabwe unless there is in existence an agreement with a foreign country to the contrary;
- (ii) an application for compensation in terms of Part XIII shall be made within two months from the date of the posting of the article.

PART XIX

GENERAL

118. Procedure in making certain inquiries

Whenever any inquiry is instituted by a postal licensee at the request of either the sender or the addressee of any registered or insured article or any parcel said to have been posted, the licensee may require the person at whose request such inquiry is made—

- (a) to make a declaration in support of the information furnished by him in such form as may be determined by the licensee within one year of the date of posting; and
- (b) to pay the charge prescribed for the making of such inquiries, unless such person has already paid for an acknowledgement of delivery.

119. Sale of stamps

(1) A licensed postage stamp vendor shall not sell postage stamps out of series or normal sequence nor permit the public to examine their stocks of postage stamps in search of stamps of special interest:

Provided that officers of the Philatelic Bureau may sell, on written request, postage stamps with edging bearing—

- (a) the sheet number;
- (b) the colour code;
- (c) the printer's name and address and the plate number.

120. Affixing of postage stamps, giving of change and weighing of postal articles

Employees of a postal licensee shall not, in the course of their duties, affix postage stamps to postal articles brought to a post office, or be bound to give or demand change or to weigh for the public, postal articles other than parcels, registered articles and insured articles.

121. Surcharges and to pay labels

(1) When any sum due to be collected upon delivery of a postal article is paid, the delivering officer shall, before effecting delivery, affix to such article a special label provided by the postal licensee for the purpose, equal in value to the sum received, and shall forthwith cancel the label in such manner as may be directed by the licensee.

(2) In the event of any dispute as to the amount of a surcharge, the matter shall be represented to the postmaster of the post office of delivery, to whom the article surcharged must be produced before it has been opened.

122. Repeals

The Regulations specified in the Fourth Schedule are repealed.

FIRST SCHEDULE (Section 4)

POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE

Application for Licensing as a Commercial International/Domestic Courier

1. Name of applicant: (include company Certificate of Incorporation):

.....
.....
.....
.....

2. Address and telephone number of applicant:

- (a) Postal address.....
- (b) Physical address.....
- (c) Telephone
- (d) Fax
- (e) E-mail

3. Postal service applied for:

- (a) Commercial International Courier Service Licence;
- (b) Commercial Domestic Courier Service Licence.

[Delete inapplicable]

4. Company profile (list shareholders, shareholding and directors, including nationalities and addresses):

Shareholder	Nationality/Address	Shareholding
.....
.....
.....
.....

Directors	Nationality/Address
.....
.....
.....
.....

5. Shareholding (state level of foreign ownership in the company):

.....
.....
.....

6. Name, address, nationality, qualifications and experience of chief executive officer

.....
.....
.....

7. Names, addresses, nationalities and qualifications of senior managers who would be involved in the project if application is successful:

.....
.....
.....

8. Names, addresses and qualifications of auditors and lawyers in Zimbabwe:

.....
.....
.....

9. Indicate applicant’s shareholding (if any) of 10% or more in another postal licensee:
.....
.....

10. Indicate level of insurance cover for customer services:
.....
.....

11. Provide your project proposal, typed or printed, written in English, bound and in 10 copies. The proposal must include, without limitation the following:
(a) The specifications, including:
 (i) description of postal services to be offered;
 (ii) detailed roll out plan which includes, time-scales, type of facility (i.e. post office, sub-post office or postal agency) and community services proposals.
(b) The business plan, including:
 (i) market analysis and projections;
 (ii) particulars of financial resources to be applied to project;
 (iii) tariff proposals;
 (iv) cash flow projections for 3 years;
 (v) experience in the provision of similar services.

12. Has the applicant or any of its associate ever been censured, disciplined, penalized, suspended, prosecuted, convicted, warned as to conduct, investigated or subjected to proceedings by or at the instance of any governmental agency, regulatory authority or professional association within or outside Zimbabwe, whether in connection with its banking activities or otherwise? YES/NO. If yes, provide details.

13. Has the applicant or any of its associates ever been or is now the subject of any litigation, in Zimbabwe or elsewhere, which may have a material effect on its resources?

14. Has the applicant or any of its associates failed to satisfy within one year any judgment debt issued in Zimbabwe or elsewhere? YES/NO. If yes, provide details.

15. Has the applicant or any of its associates ever: been adjudged insolvent by a court, in Zimbabwe or elsewhere? (YES/NO); been served with an insolvency petition or petition for its compulsory winding-up within the last 10 years in Zimbabwe or elsewhere? (YES/NO); made any compromise with its creditors? (YES/NO); had any liquidator, receiver of property or judicial manager (final or provisional) appointed in relation to its property? (YES/NO); instituted proceedings for its voluntary winding up within the last 10 years in Zimbabwe or elsewhere? (YES/NO). If the answer to any of the questions is yes, provide details.

16. Declaration:

We, the undersigned chief executive officer and members of the Board of Directors of the applicant, do hereby certify that—

- (a) all information given in response to and in support of the questions of this application is true and correct to the best of our knowledge and belief;
- (b) this application is made in good faith with the purpose and intent that the affairs and business of the applicant will at all times be honestly conducted in accordance with good and sound business principles and in full compliance with all applicable laws and lawful directives from the Authority.

We further certify that to the best of our knowledge and belief there are no other facts or information relevant to this application of which the Authority should be aware, and we pledge to promptly inform the Authority of any changes material to this application which may arise while it is being considered by the

Authority We hereby authorise the Authority and any of its authorized staff to make an inquiry or obtain any information from any source for the purpose of determining the correctness of all representations made in connection with this application or of assessing its merits.

Chairman of the Board (print name)
.....
(Signature)

.....
Chief Executive Officer (print name)
.....
(Signature)

.....
Director (print name)
.....
(Signature)

SECOND SCHEDULE (Sections 14, 20 and 52)
LIMITS OF MASS AND SIZE FOR POSTAL ARTICLES

<i>Item</i>	<i>Class of postal article</i>	<i>Limit of mass</i>	<i>Limit of size</i>
1.	Letters	2 kg	Maximum: 900 mm in length, breath and depth combined, the greatest dimension not to exceed 600 mm, if in the form of a roll, the length and twice the diameter shall not exceed 104.0mm nor the greatest dimension 900 mm. Minimum surface area measuring not less than 90 mm by 140 mm. In roll form the length and twice the diameter 170 mm, but the greater dimension shall not be less than 100 mm
2.	Postcards		Maximum: 105mm by 148 mm. Minimum: as for letters
3.	Newspapers	2 kg	As for letters
4.	Printed papers	2 kg	As for letters
5.	Literature for the blind	7 kg	As for the letters
6.	Parcels	10 kg	Maximum: 200 mm in length and girth combined: maximum length 1 050 mm. Minimum: As for letters.

THIRD SCHEDULE (Section 53)

SPECIFICATIONS FOR INTERNAL BUSINESS-REPLY ENVELOPES, CARDS AND FOLDERS

1.The envelope, card or folder shall be printed in black type in the following form—

Postage will
be paid by
addressee

BUSINESS REPLY SERVICE PERMIT NO.
.....

No postage necessary if
posted in Zimbabwe

2. The name and full postal address of the permit holder shall be printed parallel to the length of the envelope, card or folder, and below the panel containing the permit number.
3. A space of not less than 35 mm and not more than 50 mm shall be left between the top edge of the envelope, card or folder and the top of the panel containing the permit number.

4. The envelope, card or folder shall be not less than 144) mm in length and 90 mm in width.
5. A card shall be made of cardboard or paper stout enough to be easily handled.
6. No wording other than that specified in this Schedule shall appear on the face of the envelope, card or folder.

SPECIFICATIONS FOR INTERNATIONAL BUSINESS-REPLY ENVELOPES AND CARDS

1. Only two types of international reply items shall be acceptable, namely—
 - (a) postcards; and
 - (b) envelopes weighing up to 50 grammes.
2. The envelope or card in dark blue or black with a contrasting white background shall be in the following form—

By air mail
 Par avion
 IBRS/CCRI No:

Ne pas affranchir

[bold diagonal line]

No stamp required

REPLY PAID/RESPONSE PAYEE
 ZIMBABWE

3. The top right hand corner of the envelope or card must contain the symbol of a postage stamp with a bold diagonal line superimposed and the words “*Nepas affranchir*” (NO STAMP REQUIRED).
4. Two thick horizontal lines, as shown in the design, at least 3 mm thick, 80 mm in length and 14 mm apart from their inside edges and 15 mm from the right-hand edge of the item must be printed, with the words “REPLY PAID” (RESPONSE PAYEE) and “ZIMBABWE” printed between the two horizontal parallel lines.
5. The name and full address of the permit holder must be printed below the two horizontal lines.
6. An animal indication stating the words “By air mail” and “*Par avion*” must be printed in the top left-hand corner and below this indication should appear the words IBRS/CCRI No.:”.
7. The envelopes or cards should be not less than 140mm in length and 90 mm in width and not more than 235 mm in length and 120 mm in width.
8. The card shall be made of cardboard or paper stout enough to be easily handled.
9. No wording other than that specified in this Schedule shall appear on the face of the envelope or card.

FOURTH SCHEDULE (Section 121)

REPEALS

<i>Title</i>	<i>Statutory Instrument</i>
Postal and Telecommunication Services (Postal) By-laws, 1986	125 of 1986
Postal and Telecommunication Services (Postal) By-laws, 1986 (S.I 125/86 republished with corrections)	175 of 1986
Postal and Telecommunication Services (Postal) (Amendment) By-laws, 1986 (No. 1)	358 of 1986
Postal and Telecommunication Services (Postal) (Amendment) By-laws, 1987 (No. 2)	93 of 1987
Postal and Telecommunication Services (Postal) (Amendment) By-laws, 1989 (No. 3)	33 of 1989
Postal and Telecommunication Services (Postal)(Amendment) By-laws 1992 (No. 4)	89 of 1992