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Post sector

Postal services are assigned to Post Company of the Islamic Republic of Iran. Procurement, execution, supervision over comprehensive programs of postal services, establishment, development of post units, stamp publication, post notes, licensing to use stamp design machines, private mailbox and other Jobs are the main duties of post.

The IRI Post Company includes 3 parts which are non-governmental subdivisions, Post-Bank and PAYAM Aviation Services Company.

■ Status of the sector concerning the twelve focal points of the fourth development plan

The situation of the post sector according to the twelve-fold subject matters of the programs of 4th national economic, social and cultural development plan is as follows:

Rapid, continuous & stable economic growth

- Relating factor of producers and costumers.
- Introducer and advertiser of the goods and services of the institutions, organizations and agents.
- Factor of reducing costs and public amortization.
- Factor of national efficiency growth.
- Reliable and fast output business.
- Increasing the Job opportunities.
- Gathering small savings and converting them to considerable financial resources.



Knowledge-based development

- Performing applicable and developing researches.
- Enjoying knowledge and experiences of domestic and foreign consultants.
- Performing short-term and long-term courses in general and specialized fields.
- Making relation between employees' training courses and the process of their job-benefits and their points.
- Collecting and providing comprehensive plan for electronic services to develop E-business.

Active elations with global economy

- Membership in Universal Postal Union (UPU) and two regional postal unions.
- To publish different types of stamps common with other countries post offices.
- Direct and indirect relation and cooperation with countries membering in UPU.
- Collaborating in performing the affairs of the organizations of the UPU.
- Following universal special rules.
- Transiting consigned and mailed and ability to increase them by creating regional HUB.
- Ability of exporting engineering and technical services in coding, networking and final pricing and using world experiences.
- Membership in World Saving Bank (WSBI).
- To supply types of services in the global level.
- Attracting foreign investment.
- Merging with global post companies to develop universal activities.



Creating a competitive economy

- To omit monopoly in doing activities through privatization.
- To accept the economic philosophy of market and to define and to establish tariff system based on supply and demand and final price.
- Essential support from active governmental and non-governmental companies specially the new ones.
- To make background of equivalent positions and opportunities to continue the activities.
- To use advanced technologies in the sector activities.

Improving human security and social equality

- Optimal distribution and establishment of facilities and ICT
- To inspect and ensure performing of the rules

National security

- To help the national security by preventing from disclosing communications and consigned.
- To design and establish a system for security of consigned, mailed, costumers, employees and properties.
- To perform technical and practical related training.
- To provide technical and specialized facilities and establishing them in entry and exit terminals for controlling mailed and consigned

Improving the health and life quality

- To ensure and provide basic services in the rural and urban regions of the country.
- To supply diverse services according to customers' needs.
- To reduce costs and increase leisure by receiving services of the sector.

Protecting environment

- Reducing the consumption and the pollutions.
- To recover substances basically.

Cultural development

- Distributing journals and types of books by using postal facilities in national and global levels.
- To publish types of stamps of nobles and luminaries, national and religious ceremonies and natural attractive locations.
- Holding and attending in domestic and foreign stamp exhibitions.

Increasing the effectiveness of interior affairs administration

- Changing references to correspondence.
- Having post position as the counter of people and government by the help of other communication and governmental positions.
- Making good relations among cultural, social and economic sectors.

Judicial development

- To ensure the execution of rights related to mailed and costumers rights.
- To accelerate post delivery of judicial communiqués, notifications and orders.

Land Development

- Decentralization and giving over the authorizations to provinces' managers.
- To ensure giving international postal services especially in undeveloped places.
- To establish access point on the basis of regional characteristics and partial priorities.



Possibilities, abilities and limitations

Internal and external possibilities, abilities and limitation of post sector are:

Internal possibilities and abilities

- Investing in post activities such as employment.
- To make an automatic responding system to costumers.
- To make a competitive environment in the activities of the post transportation network.
- Having a wide-spread transportation network in the country.
- Having more centers all over the country for postal services.
- Having the ability to give financial and bank services on location.
- Having the ability to give joint bank-post services.
- Ability to equip resources from small banking activities and conducting them for investment, especially in ICT.

External possibilities and abilities

- Post potential traffic and good post market in society.
- Good regional geographical position in the field of post mailed transit and existence of time difference with countries membering in UPU.

Internal limitation

- Problems in attracting and keeping experts especially in undeveloped regions.
- Payments to provide livelihood and welfare of employees are not sufficient.
- Lack of possibilities and equipment for arranging technical and specialized training.
- Absence of a mechanism to set the rules in post sector.
- Having a 888888 foundation instead of a flexible one.
- Most of the facilities are old.
- Continued changes of senior managers.

- Inefficient mechanism of post establishment and activities in entry and exit places such as airports, ports and free trade zones.
- Insufficient investment in postal services (governmental or nongovernmental)
- Limited and insufficient services with low quality of cash, draft and postal savings.
- Insufficient reliable data bases and disability in using facilities and ICT potentials.
- Lack of integrated software systems in giving postal and banking services.
- Being undeveloped in relation with world technology for giving postal services.

External limitations

- Lack of investment resources as the diffusion of rural and urban places.
- Delay in providing, approving and execution of the rules and provisions.
- Exerting obligatory tariffs and thus decreasing the postal incomes.
- Insufficient supporting policies and having no obligation for doing them.
- No interest in nongovernmental sector to give services in rural places which are not populated.
- Having only social approach to post subject by planners and decision-makers and no economical approach to this sector.
- Lack of knowledge on the postal services by the majority of people.
- Low enforcement and proper attention to foreign and domestic illegal non-governmental active members of the ICT industry.



FUNCTION AND POSITION OF SECTOR IN ACHIEVEMENT OF PERSPECTIVE GOALS

To reach the goals of the long-term vision of the country's development, the vision of the post sector is as follows:

"All people's enjoyment of postal services and a competitive post bank, based on developed technology and increase in country's proportion in the postal services market."

GLOBAL AIMS AND MASTER STRATEGIES IN ACHIEVEMENT OF LONG-TERM PROSPECT

Goals and strategies of postal sector in Iran's long-term vision are as follows:

Great qualitative goals

- Increase in access to basic and standard postal services.
- Development of small banking services.
- Promotion of standard service quality.
- Growth in country's proportion in the global postal services market.

Great strategies of development

- Coping with international changes in postal services.
- Growth of non-governmental proportion in post.
- Utilizing ICT and Internet services.
- Development in competition.
- Development in human resources.
- Development of regional and International cooperation.
- Productivity (efficiency) growth.



Executive policies of the sector

- Doing people's affairs in communication and ICT offices by attracting the cooperation of other organizations, institutions and cultural, social and economical agents in order to give the required services to citizens.
- Giving different postal services according to customers' needs, with emphasis on economic approach to post activities.
- Qualitative and quantitative evaluation of executive units and staff, according to customers' comments.
- Utilizing final price system and improvement in productivity and efficiency in postal services.
- Assistance from public resources to give basic services in undeveloped and rural regions.
- Growth in the livelihood and welfare satisfaction of the employees.
- Correcting the post special training system and making it efficient, and developing specialized, technical and vocational training courses related to post activities.
- Using part-time human resources in performing major and specialized jobs.
- Considering advanced criteria for building security, land layout, work environment health and giving entity to work environment.
- Amendment of the foundation of post organization and providing situations for establishing the regional companies.
- Merging and collaborating with domestic and global non-governmental organizations in giving postal services.
- Developing flexible post tariff system based on final price and postal services market of supply and demand system.
- Organizing mailed distribution by coordinating with related centers for fixing mail-boxes in buildings' entries.
- Increasing and optimizing post for doing obligation of quality management system.
- Improvement in international postal communications by extending mutual, regional and global collaborations.
- Promoting the postal culture and knowledge of society with the help of Ministry of Education.



- To publish different types of stamps with different subjects and considering stamp as a cultural and economical article with national and global value.
- Considering security and safety principles of post mailed, employees, costumers, properties and incomes.
- Supplying electronic postal systems for rendering diverse services to costumers.
- Expansion of small banking services specially in undeveloped regions.
- Extension of world cooperation in the field of post-banking.
- Utilizing advanced technologies in giving post-bank services.
- Promotion and use of the authorities for electronic credit-cards in the country.
- To establish and develop postal HUB in order to transit mailed and articles.
- To develop Payam Special Economic Zone by organizing non-governmental investment.
- Responding to costumers and informing them by using modern technologies and post-internet connection station.
- Continued public informing by multimedia in order to promote the culture of using postal services and introducing the specifications and the abilities.
- Emphasis on rendering international postal services in the cities and towns.

IMPORTANT AND FUNDAMENTAL EFFORTS

- To develop and improve post-networking.
- Optimizing and promoting post operations technology.
- Preparing national comprehensive development plan for the post by the end of the first year of plan.
- To update, strengthen and develop the post code database as the only information system of country's addresses
- To establish and to form post rules setting position
- Developing postal HUB
- To supply electronic credit card services

Quantitative goals

Quantitative goals in the base-year (1383) and goal-year (1388) are as follows:

Quantitative goals			
Goal	Unit	From	to
Access to mailed per capita	Mailed	10.4	20.7
Growth in number of mailed	Million mailed	700	1500
Coverage area per post unit	Square Kilometer	171	41
New offices for ICT		800	2500
Opening savings account per 1000 person		11	40
Establishing urban access point (post-bank)		1033	2500
Establishing rural access point (post-bank)		250	10000
Transaction growth	Million	25	100
Growth in balanced accounts	Billion Rials	400	2000
Reduction in defective mailed	Million	1.7	1
Increased customer satisfaction	Percent	75	85
Usual time needed for mailed	Day	D+3	D+1
Average mailed number per post unit	Mailed	72539	36913
Growth in mailed number per employee	Mailed	40423	48379
Non-governmental investment proportion to total investment	Percent	-	40
Growth in Iran's mailed proportion to world mailed	Percent	0.18	0.30
Growth in mailed by plane	1000 tons per kilometer	18360	34600
Growth in giving airport services		1.170	2.000
Growth in mailed replacement by postal HUB		10.621	17.100