

Law No. (15) of 2023

Promulgating the Law Regulating Postal Services

We,

Tamim Bin Hamad Al Thani,

Amir of the State of Qatar

After having perused the Constitution,

Law No. (14) of 1990 on the Regulation of Postal Services, as amended by Law No. (4) of

1994,

Customs Law promulgated by Law No. (40) of 2002, as amended by Law No. (10) of 2023,

Law No. (25) of 2005 on the Commercial Register, and the amending laws thereof,

Law No. (19) of 2006 on Protecting Competition and Preventing Monopolistic Practices,



Telecommunications Law promulgated by Decree-Law No. (34) of 2006, as amended by
Law No. (17) of 2017,
Law No. (8) of 2008 on Consumer Protection, and the amending laws thereof,
Decree Law No. (16) of 2009 on Transforming the General Postal Corporation into a Qatari
Shareholding Company,
Electronic Transactions and Commerce Law promulgated by Decree-Law No. (16) of 2010,
Commercial Companies Law promulgated by Law No. (11) of 2015, as amended by Law No.
(8) of 2021,

Law No. (13) of 2016 on Privacy and Protection of Personal Data,

Law No. (24) of 2017 on the National Address,

Amiri Decree No. (42) of 2014 on Establishing the Communications Regulatory Authority,

Amiri Decree No. (47) of 2022 on the Organizational Structure of the Ministry of Communications and Information Technology,

Amended Postal Agreement of the Gulf Postal Authority, as ratified by the issued Decree No. (16) of 1984,

Decisions and Recommendations of the Twelfth Conference of the Arab Postal Union, as ratified by the issued Decree No. (1) of 1987,

The Agreement Establishing the World Trade Organization and the Multilateral Trade Agreements attached thereto, ratifying the accession of the State of Qatar thereto, issued

by Decree No. (24) of 1995,

On the documents resulting from the Twenty-second Congress of the Universal Postal

Union, as ratified by the issued Decree No. (38) of 2001, and

Proposal of the Council of Ministries, and



The approval of the Shura Council,

Have decided to ratify the following law:

Article (1)

The provisions of the Law Regulating Postal Services, attached to this Law, shall be applicable.

Article (2)

The concession conferred to Qatar Postal Services Company shall continue according to the provisions of the aforementioned Decree-Law No. (16) of 2009, until the expiration or cancellation of the concession period.



Article (3)

All postal Service Providers existing at the time the provisions of this Law come into force shall adjust their situations in accordance with the provisions of the attached Law, within six months from the date of its entry into force.

The Minister of Communications and Information Technology may extend such period for another similar period or periods.

Article (4)

The Minister of Communications and Information Technology and the President of the Communications Regulatory Authority, as the case may be, shall issue the decisions, regulations, rules and procedures necessary to carry out the provisions of the attached Law, and till the issuance thereof, the existing regulations and decisions shall remain in force, provided that they do not contradict the provisions of this Law.



Article (5)

The aforementioned Law No. (14) of 1990 shall hereby be repealed, as well as every provision that contravenes the provisions of the attached law.

Article (6)

All competent authorities, each within the competencies thereof, shall implement this Law, and it shall be published in the *Official Gazette*.



Tamim Bin Hamad Al Thani

Amir of the State of Qatar

Issued at the Amiri Diwan on: 25/02/1445 (H)

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Postal Services Regulation Law

Chapter One

Definitions

Article (1)

In applying the provisions of this Law, the following terms and expressions shall have the meanings assigned thereto hereunder, unless the context requires otherwise:

The Minister : Minister of Communications and Information

Technology.

The Authority : Communications Regulatory Authority.

The President : President of the Authority.

Department : The competent department of the Authority.

Postal Services : Collecting, transporting, receiving, clearing, sorting, distributing and delivering postal items inside or outside the State's borders in various appropriate ways and means, issuing, printing and marketing stamps, installing and removing postal boxes and letter boxes, and any other postal services specified by the Authority.

Postal Items : Letters, postcards, publications, postal parcels, and anything else that can be transported by post.

Letters : Any written form having the nature of correspondence, including local and international letters, and reinforced



envelopes that cannot reveal what is inside due to their thickness.

Postcards

: An illustrated piece of cardboard, the right or upper part of which is designated for writing the address of the addressee, postal clearance procedures and labels, and the left or lower part of which is designated for the phrases written by the sender, and which are sent unfolded.



Publications

: Newspapers, magazines, brochures, books, pamphlets, commercial advertisements, sheet music, printing drafts, imprint papers, photographs, hand-made photographs,



albums, congratulatory and condolence papers,

advertisements written in raised or engraved letters, and

other similar items.

Postal Parcels

: Every parcel, box, or bag containing goods and things

that do not have the characteristics of letters, postcards,

publications, or goods, for the purpose of transporting

and distributing them, provided that its weight does not

exceed thirty kilograms or its weight or dimensions

exceed the specifications specified by the Authority.



Postal Code and : A set of numbers and symbols that specify the place of

Address receipt or delivery of postal items according to the provisions of this Law.

Postal Label : The postal identifier or postal mark registered with the Authority which belongs to the service provider.

Letter Box : A box or container installed in a public or private place, for the purpose of depositing postal items from beneficiaries of postal services or delivering it to them.

Postal Box : A box or container carrying a set of numbers or distinct symbols, prepared by the service provider to be rented to one person to receive postal materials therethrough.



Service Provider : Every person licensed to provide postal services in accordance with the provisions of this Law, and which includes the public postal operator, international courier companies, and domestic courier companies.

Postal Services : The financial fee charged by the service provider for

Tariff each postal service it provides.

Fees : Amounts owed to the Authority in exchange for a license to provide postal services.

Industrial Fee : The fee charged for the net annual profits resulting from licensed activities.



Public Postal : The provider of exclusive postal services in exchange for

Operator providing comprehensive services, designated in

accordance with the provisions of this Law.

Control : Any person's control over the decisions of another person in any way, whether directly through ownership of shares or bonds, or indirectly through any contracts or agreements.

Strong Position in : The strong economic position in the market of the

the Market service provider, which allows it to work independently from customers or competitors or to control market(s)



related to postal services, by working alone or in
partnership with others.

Clearance

: Paying the postal tariff due or imposed on the postal
service in cash or through postage stamps affixed or
printed on its cover or with the stamps of the clearance
machines authorized to be used by the Authority or by
any other method specified thereby.



Chapter Two

Competencies Specification

Article (2)

The Minister shall assume the powers stipulated in this Law, in particular the following:

1. Preparing the general policy for the postal sector in the State, presenting it to the Council of Minister for approval, and following up on the implementation thereof.
2. Developing the necessary plans and programs to develop the postal sector to keep pace with the requirements of comprehensive development in the State.
3. Specifying the structure of postal markets and finding ways to encourage investment in the postal sector.



Article (3)

The Authority shall undertake the regulation and supervision of the postal sector, and in order to achieve such, it shall exercise all the necessary powers, and in particular the following:

1. Regulating and monitoring the postal sector in accordance with the approved general policy and the provisions of this Law.
2. Developing an organizational strategy to execute the general policy of the postal sector.
3. Developing a consumer protection policy, monitoring Service Providers' compliance with it, monitoring the mechanism for applying service terms between Service Providers and customers, and specifying the fair and appropriate solutions required of Service Providers and the provision thereof to Customers.



4. Proposing controls and conditions for granting licenses to Service Providers, issuing these licenses, monitoring service providers' compliance with their obligations according to the provisions of this Law and its implementing decisions, and taking the necessary actions therefor.
5. Proposing and collecting fees.
6. Developing a mechanism to settle disputes that result between Service Providers or between service providers and other parties, according to the provisions of this Law.
7. Protecting the rights and interests of the public, receiving their complaints, and deciding on them with a final decision.
8. Monitoring and ensuring fair and legitimate competition between Service Providers.
9. Ensuring access and connectivity between various postal facilities and systems.



10. Representing the State in regional and international organizations, bodies and unions concerned with postal affairs, upon coordination with the Minister.

Chapter Three

Licensing

Article (4)

No person shall provide any postal services only after obtaining a license therefor in accordance with the provisions of this Law, and the licensed person shall not assign the license to third parties except after obtaining written approval from the Authority.

The Authority shall undertake the issuance of the license to provide postal services, and it may renew, suspend, amend or cancel the license, according to the provisions of this Law.

The conditions and controls for licensing the postal services provision shall be specified by a decision of the Minister, upon the proposal of the President.

Article (5)

An application for a license to provide postal services or its renewal shall be submitted to the department on the form prepared for this purpose, accompanied by the supporting documents specified by the Authority in this regard.

The Authority shall decide on the application to obtain or renew the license within sixty (60) days from the submission date thereof. If the rejection decision is issued, it shall be reasoned. The concerned party shall be notified of the decision at the national address thereof. The expiry of the aforementioned period without a response shall be considered an

implicit rejection thereof.

Article (6)

The Authority has the right not to renew the license, in any of the following cases:



1. Non-payment of the prescribed fees for renewing the license or any other financial consideration due in accordance with the provisions of this Law and the decisions issued in the implementation thereof.
2. Assigning the license without obtaining written approval from the Authority.
3. Demise of the legal person, or the expiration of a legal entity for any of the legally prescribed reasons for expiration.
4. If the public interest requires so.



Article (7)

The Authority may amend the license according to the requirements of the public interest.

It may amend it upon a written request from the Service Provider, based on the justification reasons thereof.

The license shall be amended as follows:



1. Adding any postal services to the services licensed to be provided.
2. Amending or canceling one or more of the conditions specified in the license.
3. Cancelling any postal services licensed to be provided.

Article (8)

The license shall be canceled if it is obtained upon incorrect, forged, or misleading information or documents.

The Authority may suspend the license for a period not exceeding one month or cancel it, as the case may be, after warning the licensee at the national address to adjust the situation

thereof, as the case may be, within the period it specifies therefor, in any of the following

cases:

1. If the Service Provider no longer fulfills one of the license conditions.



2. If the Service Provider violates any of the provisions of this Law or the decisions issued in the implementation thereof, or any of the conditions specified in the license.
3. If the Service Provider stops practicing the postal services, it is licensed to practice.
4. If the Service Provider provides the Authority with incorrect, forged, or misleading information that could harm third parties.
5. If the Service Provider threatens the interests of customers or exposes them to danger, because of the way in which they manage the services affairs they provide.
6. If one of the reasons for termination stipulated in the Commercial Companies Law or other applicable laws is established regarding the Service Provider if being a legal entity, or if the licensed legal person dies.



7. If the Service Provider voluntarily begins to take any of the actions related to bankruptcy, dissolution, or liquidation, or if a judgment is issued declaring the bankruptcy thereof.
8. If the Authority deems that the public interest or the public order requirements so require.

Article (9)

In the event that the Authority rejects the license application or renewal application, or the expiry of the period prescribed for deciding on the application without a response, or a decision is issued to suspend or cancel the license, the concerned party may file a grievance to the President, within thirty (30) days from the date of notification of the decision to the national address thereof, or from the expiry date of the period referred to, as the case may be.



The President shall decide on the grievance within thirty (30) days from the date of its submission. The concerned party shall be notified of the decision to decide on the grievance at the national address thereof. The lapse of this period without a response shall be considered an implicit rejection of the grievance, and the decision to decide on the grievance shall be final.

Article (10)

The Authority shall publish the decisions issued to grant, non-renew, cancel, suspend, or amend licenses on its official website. The Authority may also publish such decisions by any

other knowledge-proving means.

Article (11)

The licensee wishing to stop practicing the works thereof as a postal Service Provider shall be committed to notifying the Authority of such in writing at least three (03) months before

the specified date to stop, along with stating the justification reasons thereof. The licensee shall deliver the postal items in the possession thereof to the destinations and addresses directed thereto before or after the cessation thereof, within a maximum of five (5) working days from the date of cessation, and shall be committed to taking any other action to be determined by the Authority in this regard.

Article (12)

The fees related to licenses shall be specified by a decision of the Minister, based on the proposal of the President, and these fees shall include in particular the following:

1. License application, issuance, renewal and amendment fees.
2. Annual License fee.
3. Annual Industrial fee.
4. Concession fee.



The license to provide postal services does not exempt the service provider from fulfilling any requirements, licenses, approvals or fees imposed by other government bodies or stipulated by any other law in the State.

The Qatar Postal Services Company shall be excluded from the fee stipulated in Item (3) of this Article, and it shall be committed to paying the concession fee stipulated in Decree-Law No. (16) of 2009 referred to, until the expiration of the concession granted thereto.

The service provider shall be exempted from taxes imposed thereon under any other law, if it is decided that an annual industrial fee to be imposed thereon.



Article (13)

A register to record the licensed Service Providers shall be established in the department, and a decision shall be issued specifying its data by the President.



Chapter Four

Postal Services and Items

Article (14)

Taking into account the concession granted to the Qatar Postal Services Company according to the provisions of the aforementioned Decree-Law No. (16) of 2009, the designation of the public postal operator shall be by a decision issued by the Minister, taking into account the conditions and procedures specified by the Authority, in accordance with the provisions of this Law.



Article (15)

The public Postal Operator shall be committed to providing the following comprehensive services:



1. Postal services on the basis of a unified tariff among all regions within the State,
while ensuring that all persons in the State receive postal services on a fair basis.

2. Providing a home delivery service.

The Minister may specify or amend the scope of the comprehensive services referred to,
based on the President's proposal.

Article (16)

If the public Postal Operator incurs huge financial losses when providing all comprehensive
services, public Postal Operator may submit an application for financial compensation to

the Authority for such losses. The Authority shall study the application and submit a report
thereon to the Minister including a recommendation for acceptance or rejection.



A decision shall be issued by the Council of Ministers, based on the Minister's proposal, specifying the conditions and procedures for submitting the aforementioned compensation application, and the calculation mechanism and payment methods thereof.

Article (17)

The public Postal Operator has the exclusive and sole right to provide the following exclusive services:

1. Postal services, where the origin and destination of the postal item are within the State.

2. Producing, issuing and selling postage stamps bearing the word "Qatar", in any language, or any Qatari symbol or emblem.

The Minister may specify or amend the scope of the aforementioned exclusive services, based on the President's proposal.

Article (18)

The Service Provider shall be prohibited from receiving or delivering the following:

1. Items that may expose the employees of the Service Provider and the Authority to danger, depending on their nature or the way they are parceled or packaged, or may contaminate or damage other postal materials or postal equipment, or may impede the provision of postal services.
2. Explosive or flammable items, and other hazardous materials.
3. Radioactive materials, unless they are prepared for transport in accordance with the standards of the International Atomic Energy Agency (IAEA), or they are sent by persons or entities legally authorized to deal therewith.
4. Items that violate morals, ethics, or public order.



5. Narcotic substances, hazardous psychotropic substances, and other toxic substances prohibited under applicable laws and regulations, and items sent for medical or scientific purposes to legally authorized parties shall be excluded therefrom.
6. Animals and living organisms, except for the following:
- (a) Bees, cupping worms and silkworms.
 - (b) Parasitic organisms that kill harmful insects and are designed to combat them and are exchanged between officially recognized universities, colleges, institutes or research centers. They must be placed in a way that prevents damage and helps to easily inspect the organisms without the need to open the containers thereof.
 - (c) Animals and other living organisms specified by a decision of the President.



7. Platinum, gold, silver, jewelry, or any other valuable items, except for what is sent or imported by post at the value thereof.

8. Items prohibited to be imported, exported or traded, or items not decided upon by the Authority, or the competent authorities, according to the provisions of applicable laws, prohibit to import or export them by post.

The Authority shall prepare a list of prohibited postal items in coordination with service providers and competent authorities in the State, updates it on a regular basis, and publishes it on its website.



9. Any other materials specified by the Authority.



Article (19)

The competent bodies in the State shall undertake the specification of the postal code and address, along with providing the public Postal Operator with data related thereto, upon the request thereof.

Service Providers may propose mechanisms and procedures related to specifying, executing and developing the postal code.

The controls, standards, mechanisms and procedures related to such shall be issued by a decision of the President, in coordination with the competent bodies in the State.

The public Postal Operator shall undertake the specification, implementation and development of the postal code in the State, according to the provisions of the decision referred to in the preceding paragraph.



The public Postal Operator shall create a special register called the “State Postal Code Register,” which includes all data related to the postal code, and updates it regularly.

The Authority shall define the specifications of the register, the procedures for registration therein, and the conditions for the viewing thereof.

The public Postal Operator shall be committed to making the register available to those wishing to use it, in accordance with the conditions specified by the Authority.

The Minister, when the public Postal Operator breaches the obligations thereof set out in this Article, may exempt it from performing them, and appoint another party to carry them

out.

Article (20)

Every Service Provider must have a postal label registered with the Authority.



The Authority shall set the conditions for the design and use of postal labels, as well as the conditions, procedures, and fees for their registration.

The Service Provider shall be committed to placing, engraving or printing on the postal item, after receiving it, with the postal label thereof.

Article (21)

The Service Provider shall undertake to establish and manage letter boxes according to the provisions of this Law, and the Authority shall set out the specifications and requirements that shall be met by letter boxes.



The owner of the building or any existing unit shall be responsible for installing the letter box within the building boundaries, and in accordance with the specifications and requirements specified by the Authority.



The building owner or the person responsible for its management shall ensure that Service

Providers have permanent access to the letter box.

Article (22)

The Service Provider shall undertake to install, manage, and rent mailboxes according to

the provisions of this Law.

Article (23)

The Authority shall undertake to specify and monitor the quality standards of postal

services provided by Service Providers, in coordination with the competent authorities.

Reports related to monitoring postal service quality standards shall be published by any

means the Authority deems appropriate, including publication on the website of the

Authority.



Chapter Five

Service Provider Obligations and Liabilities

Article (24)

The Service Provider shall commit itself to the following:

1. Terms and conditions of the license issued thereto and payment of the prescribed fees therefor.

2. Non-discriminatory provision of postal services to all against the prescribed tariff.

3. Not issuing postage stamps bearing the word "Qatar" in any language, considering

the rights of the public postal operator stipulated in Article (17) of this Law.

4. Providing detailed information about the postal services it provides, their level of

quality, the service tariff prescribed therefor, updating that information on a regular



- basis and publishing it through available means and in the manner decided upon by the Authority.
5. Informing the Authority of any amendment it makes to the method of practicing and providing postal services.
 6. Taking into account the limits of weights, dimensions, sizes and packaging conditions specified by the Authority.
 7. Keeping accurate and updated registers for all postal services.



The Authority may specify the types of registers that shall be kept by service

providers, the data that shall be included, the period of keeping each of them, and

other relevant provisions, and it may request access to any register or document in

the possession of the service provider for the purposes of inspection and

investigation.



8. Enabling the Authority's employees to enter all post offices and related places, and to review all papers, documents, registers and other systems related to work.
9. Adherence to security and safety conditions while transporting postal materials.
10. Submitting the information requested by the Authority according to the mechanism, procedures, and deadline it specifies.
11. Complying with the confidentiality of postal items, and not disclosing information thereabout in cases other than those authorized by law.



Article (25)

The Service Provider shall be liable for the loss or damage of registered postal items deposited therewith, and for any delay or error in the delivery thereof.

The right to file a case for compensation shall lapse upon the expiration of one year from the day following the date on which the Service Provider receives the postal item.

Chapter Six

Postal Services Tariff and Accounting System

Article (26)

The Authority shall specify the rules and procedures that service providers are required to follow and adopt in the specification of the postal service tariffs.

The Service Provider shall undertake to specify and collect the tariff for the postal services thereof in a fair and non-discriminatory manner and collect a unified tariff for transporting postal items in proportion to the weight and type of the postal item, taking into account the rules and procedures specified by the Authority.

The Service Provider must notify the Authority of the postal services tariff it adopts, and the Authority may issue a decision to amend the tariff if it deems it inappropriate, provided that the issued decision shall indicate the new value.



The Public Postal Operator shall obtain prior approval from the Authority before applying any tariff for comprehensive and exclusive services.

The Service Provider with a strong market position shall obtain prior approval from the Authority before applying any postal service tariff.

The Authority shall issue a list of items exempted from postal service tariffs.

Article (27)

The Authority, when necessary, may request any Service Provider with a strong market position, including the Public Postal Operator, to prepare, at its expense, or participate in

preparing, a cost study or establish an accounting system specified by the Authority for the postal services it provides.



Chapter Seven

Confidentiality of Postal Items

Article (28)

The confidentiality of postal materials is guaranteed, and it shall not be viewed except in the following circumstances:

1. Issuing an order or decision to that effect from a judicial authority in the State.
2. Abandoned postal items, in accordance with the decisions issued by the Authority in this regard.

3. Circumstances prescribed by other laws.

Viewing may only be granted to those to whom a decision has been issued by the competent authority, the employees of the Authority, or persons legally authorized to do so.



It shall be considered a violation of the confidentiality of postal items to deliberately access, by any means and without permission, the content of postal items in violation of the provisions of this Article, and to disclose the content of any postal item deposited with the Service Provider.

Article (29)

The Authority, in coordination with the competent authorities, may specify the rules and procedures for dealing with suspected postal items. It may also, upon suspicion of a violation of the provisions of this Law or the decisions in the implementation thereof, issue written orders to Service Providers to deliver or seize any postal items.



If the Service Provider suspects that the aforementioned violations have occurred, Service Provider shall keep the violating postal item or postal content and notify the Authority and the competent authorities immediately thereof.

The Authority may delegate any of the judicial enforcement officers to prove the incident of examining or opening the content of the postal item if necessary, or to conduct any material intervention on the postal content, along with noting the examination, the date and reason thereof.



Article (30)

If a postal item cannot be delivered to the addressee for a reason beyond the control of the Service Provider, such as the non-availability of the addressee at the specified address despite repeated attempts to be reached, or as a result of the absence thereof or lack of clarity or deficiency in the name or address, the Service Provider may open the postal item

and examine its contents to identify the name and address of the sender, along with noting the incident of opening, its date, and the name of the employee who carried out this mission or supervised such.

The Authority shall undertake to specify mechanisms, procedures, and rules for preserving, opening, and returning postal items that cannot be delivered to the addressee or the disposal thereof.

The Service Provider shall create a register called the “Register of Undeliverable Postal Items” in which the postal items that cannot be delivered, the reason for the failure to

deliver, the date of the delivery attempt, any defects inflicted on the name or address of the sender, a description of the postal item, the date of opening, the name of the employee supervising the opening, the date the postal item was returned to its sender, the date it was stored, and the date it was disposed of shall be recorded therein.



Judicial enforcement officers, at any time, may verify the data of the Register of Undeliverable Postal Items, the extent of commitment of the Service Providers to list the necessary data therein, and following the mechanisms, procedures and rules issued by the Authority.

Article (31)

Anyone who finds a postal item, or it was delivered thereto by mistake shall keep it, not harm its content, and return it to the Service Provider without delay.



Article (32)

No person shall falsify the data of any postal item to make it appear that it has been sent at a time or from a place other than the time or place therefrom it has been sent.



Chapter Eight

Competition

Article (33)

Without prejudice to the provisions of the aforementioned Law No. (19) of 2006, the Authority, according to the provisions of this Law, shall undertake to issue decisions including specifying the standards and rules therethrough the market is determined, identify service providers enjoying a strong position in the market, and the procedures that are followed in this regard.

The Authority may decide to consider that the Service Provider has a strong position in one or more markets related to postal services, and to impose one or more measures thereon, and commensurate with the practices the Service Provider has undertaken and the degree of risks and potential harm to competition in that market or in other relevant markets.

Article (34)

Control shall not be transferred from any Service Provider except with prior approval from the Authority.

The Authority, when considering any request to transfer control to the Service Provider, may approve that request, issue conditional approval, or reject the request.

Chapter Nine

Access

Article (35)

In order to install, operate and maintain postal facilities associated with the letter box and provide postal services, the Service Provider may enter private property, in accordance with the rules specified by the Authority after coordination with other relevant parties, and carry



out all necessary works to inspect, install, operate, maintain, repair and replace postal facilities located on that property.

Article (36)

The Service Provider shall not enter into an agreement that allows it solely to access property, or harm other Service Providers.

The owner of a facility that can be used to provide postal services shall not enter into an agreement granting preferential treatment to a particular Service Provider over other Service Providers.



Article (37)

The Authority may specify the terms and conditions of access to main facilities, after coordination with other relevant parties, and taking into account the legitimate interests of the owner having such facilities located on the property thereof or interspersed therewith.

Chapter Ten

Information Provision

Article (38)

The Authority may request the Service Provider or any other relevant person to provide it with specific information or periodic reports necessary to carry out the tasks assigned to it according to the provisions of this Law.

The person who is required to provide information may inform the Authority of any reasons that may prevent him from providing all the required information, and he may request the

Authority not to disclose all or part of the information provided due to its confidentiality or for reasons of a commercial nature.

This information shall be submitted to the Authority in the form it specifies upon request.



Chapter Eleven

Dispute Settlement

Article (39)

The Authority shall undertake to settle disputes resulting between Service Providers and from among them and others when applying the provisions of this Law.

The rules and procedures related to the settlement of these disputes shall be specified by a decision of the President.

The Authority, upon receipt of a request to settle the dispute, may invite the parties to negotiate to settle their dispute, and when the parties accept such, the Authority shall issue a decision to stop the procedures for the period it specifies. If the parties reach a settlement of their dispute within that period, the Authority shall issue a decision approving the agreed-upon settlement outcome, and its decision in this regard shall be final.



If it is not possible to agree on a settlement between the parties, the Authority shall return to consider settling the dispute starting from the procedure following the cessation, after setting a date to notify the parties to the dispute. The Authority shall issue its decision on the subject of the dispute within four (4) months from the date of receiving the request to settle it. It may, for reasons related to the nature of the dispute or the requirements of expert work, extend this period for an additional period or periods, provided that their total does not exceed six (6) months from the date of receiving the request, and the decision issued by the Authority to settle the dispute shall be final.

The case shall not be admitted before the courts competent to hear the dispute except after a decision is issued thereon by the Authority or the lapse of sixty (60) days from the date of its submission to it without initiating any of the procedures for settling the dispute.



The Authority shall publish its final decisions to settle disputes presented thereto, and it may delete what it deems necessary from the data related to the dispute to protect commercial secrets or the interests of the State.

Chapter Twelve

Financial Sanctions

Article (40)



Without prejudice to the penalties stipulated in this Law, the Financial Sanctions

Committee established under the aforementioned Telecommunications Law may, in the event that one of the licensed Service Providers violates the provisions of this Law or the implementing decisions thereof, impose a financial sanction as indicated in the schedule of violations and financial sanctions prescribed for them, attached to this Law.

None of these sanctions shall be imposed except after the violator is notified at the national address thereof to correct or remove the causes of the violation, as the case may be, within the period specified by the committee, provided that this period does not exceed thirty (30) days.

The decisions of the Committee shall be reasoned, and the Committee shall notify the violating Service Provider of the decision to impose the sanction on the national address thereof, and its decision shall be final.

The sanction imposed on the violator shall be doubled in the event of repeating the violation.



Chapter Thirteen

Crimes and Penalties

Article (41)

Without prejudice to any more severe penalty stipulated by another law, the penalties stipulated in this Law shall be applied to the crimes stated therein.

Article (42)

Anyone committing one of the following acts shall be punished by imprisonment for a period not exceeding five (5) years and a fine not exceeding (500,000) Five Hundred Thousand

Riyals, or one of these two penalties:

1. Imitating or forging postage stamps with the intention of using them in circulation.
2. Using postal clearance machines without a license from the Authority, or cheating

or attempting to cheat in using these machines or imitating their fingerprints.

3. Imitating or forging a seal or trademark belonging to one of the Service Providers

with the intention of using it.

4. Using a counterfeit or forged seal or trademark belonging to one of the Service

Providers, while knowing thereof.

Article (43)

Anyone violating the provisions of Article (4/First Paragraph) of this Law shall be punished

by imprisonment for a period not exceeding three years and a fine not exceeding (500,000)

Five Hundred Thousand Riyals, or by one of these two penalties.



Article (44)

Every Service Provider, employee or worker working therefor, violating the confidentiality

of postal materials or facilitates such for others or hiding, destroying, or tampering with the

postal items or facilitating such for others, shall be punished by imprisonment for a period

not exceeding three (3) years and a fine not exceeding (500,000) Five Hundred Thousand

Riyals, or one of these two penalties.

Article (45)

Anyone committing one of the following acts shall be punished by imprisonment for a period

not exceeding two (2) years and a fine not exceeding (50,000) Fifty Thousand Qatari

Riyals, or by one of these two penalties:

1. Tampering with letter boxes, mailboxes, or the contents of postal materials with the

intention of destroying or stealing their contents.

2. Stealing a postal item or any of its contents after depositing it in the mail and before

delivering it to its owner.

3. Accepting or disposing of a postal item or its contents with the knowledge that it is

stolen.



4. Placing a prohibited item inside any postal item.
5. Dealing in counterfeit or forged postage stamps in any way, with the knowledge thereof.

Article (46)

Whoever uses a postage stamp that has previously been used, with the knowledge thereof, shall be punished by imprisonment for a period not exceeding six (6) months and a fine not exceeding (50,000) Fifty Thousand Riyals, or by one of these two penalties.



Article (47)

In all counterfeiting or forgery crimes, all counterfeiting or forgery items, machines, tools, and materials used in the counterfeiting or forgery process shall be ruled upon to be confiscated.



Article (48)

The person responsible for the actual management of the violating private legal person shall be punished with the same penalties prescribed for acts committed in violation of the provisions of this Law if it is proven that he was aware of the violation, or if his failure to fulfil the duties imposed on him by the department contributed to the occurrence of the crime.

The legal person shall be jointly responsible for paying the fines and compensation imposed if the violation was committed by one of its employees or in his name, or for the benefit

thereof.



Article (49)

The penalty shall be doubled in the case of recidivism, and anyone who commits any of the crimes stipulated in this Law within three (3) years from the date of executing the previous penalty shall be considered a recidivist.

Article (50)

The President, or the authorized representative thereof, may conciliate the crimes stipulated in this Law, before initiating a criminal case, and in whatever state the case may be, and before deciding on it with a final judgment, in exchange for the violator paying half

the maximum fine prescribed for each of them, and removing the causes of the violation.

The reconciliation shall result in the inadmissibility of initiating the criminal case, or its expiration, as the case may be.



Article (51)

The employees of the Authority, who are authorized to have the capacity of judicial enforcement officers by decision of the Public Prosecutor in agreement with the Minister, shall have the right to seize and prove crimes that occur in violation of the provisions of this Law.

For such purpose, they may enter the relevant places and review the required registers, documents, information, and data, regardless of the storage means thereof.



The Schedule of Violations and Financial Sanctions Prescribed to them Attached to the Postal Services Regulation Law Promulgated by Law No. (15) of 2023.

SN	Violation	Maximum financial Sanction in QAR	Maximum daily financial Sanction in QAR
1	Violating instructions related to protecting the beneficiary of postal services issued by the Authority.	1,000,000	10,000
2	Violating instructions regarding anti-competitive practices.	1,000,000	5,000
3	Violating instructions regarding access and connectivity.	1,000,000	10,000
4	Providing false or misleading information or data to the Authority.	1,000,000	10,000
5	Violation of the monopoly right or concession granted exclusively to the public Postal Operator.	5,000,000	50,000
6	Late payment of fees prescribed under this Law.	5,000,000	2,000
7	The Service Provider violates the obligations to provide comprehensive service.	1,000,000	10,000
8	Non-compliance with the quality standards of postal services issued by the Authority.	1,000,000	10,000

