



Authority for Info-communications Technology Industry  
of Brunei Darussalam

**REPORT**  
**CONSULTATION ON REGULATORY DOCUMENTS FOR**  
**THE POSTAL SECTOR IN BRUNEI DARUSSALAM**

**ISSUED BY**  
**THE AUTHORITY FOR INFO-COMMUNICATIONS TECHNOLOGY INDUSTRY OF BRUNEI DARUSSALAM**  
**(AITI)**

**17 October 2025**

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## **PART 1: INTRODUCTION AND BACKGROUND**

### **1. Introduction**

1.1 On 10 December 2024, the Authority for Info-communications Technology Industry of Brunei Darussalam (“AITI”) issued a Consultation Paper to seek views on the following regulatory documents:

1.1.1 Service Code for the Public Postal Licensee (“PPL Service Code”).

1.1.2 Code of Practice for Mail Integrity in the Postal Sector (“Mail Integrity Code”).

1.2 At the close of the consultation on 27 January 2025, two (2) responses had been received from the following respondents that are identified as both Postal licensees<sup>1</sup>:

1.2.1 Alvy Forwarding; and

1.2.2 ASDS Sdn Bhd.

1.3 This report summarises the responses received to this consultation and confirms the position for the Regulatory Documents listed in paragraph 1.1. above.

## **PART 2: CONSULTATION AND FEEDBACK ON THE POSTAL REGULATORY DOCUMENTS ON THE POSTAL REGULATORY DOCUMENTS**

### **2. Service Code for the Public Postal Licensee (PPL Service Code)**

2.1 AITI will issue the PPL Service Code which specifies Quality of Service (QoS) standards which are only applicable to the Public Postal Licensee (PPL) with the following intended objectives:

2.1.1 to promote the welfare of consumers of Postal Services in Brunei Darussalam; and

2.1.2 to ensure the provision of universal service standards for consumers in Brunei Darussalam.

2.2 The PPL is designated by AITI under **Section 9 of the Postal Services Act (Cap. 271)**. The PPL has the primary responsibility to carry out Universal Service Obligations and carries the reserved rights in **Section 46 and 47 of the Postal Services Act (Cap. 271)** respectively.

2.3 AITI invited views and comments on the proposed provisions of the PPL Service Code, the headings of which are set out below:

2.3.1 Universal Service Obligations.

2.3.2 Access to Postal Article Delivery.

2.3.3 Access to Postal Infrastructure.

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<sup>1</sup> Both respondents are holders of valid postal licences as of 19 May 2025.

- 2.3.4 Collection and Delivery Frequency.
  - 2.3.5 Quality of Service Standards.
  - 2.3.6 Enforcement and Dispute Resolution.
- 2.4 AITI received two responses to the consultation. One respondent shared that, as the context of the regulatory document consultation is related to PPL, it was outside of their scope of operations and therefore had no further comments. Another respondent had no further comments.
- 2.5 AITI will not to make any amendments to the PPL Service Code based on the responses received as mentioned in paragraph 2.4 above. **The PPL Service Code is attached as Annex 1.**
- 3. Code of Practice for Mail Integrity in the Postal Sector (Mail Integrity Code)**
- 3.1 AITI will issue the Mail Integrity Code for the purposes of ensuring the integrity of mail handled by Postal Licensees, including the following:
- 3.1.1 To establish requirements on handling procedures to improve the general security of mail and Postal Articles and to reduce the risk of loss, theft, damage and interference of such items;
  - 3.1.2 To establish requirements on the handling of dangerous and suspicious items;
  - 3.1.3 To establish requirements on the reporting of incidents affecting the integrity of Postal Articles;
  - 3.1.4 To promote the welfare of consumers of Postal Services; and
  - 3.1.5 To promote the efficient conduct and inter-operability between Postal Licensees so as to ensure that mail is delivered in a timely and efficient manner and safeguarding the integrity of mail delivered.
- 3.2 The Mail Integrity Code applies to all postal licence holders i.e. the PPL, International Courier, Express Mail and Parcel (CEP) Licence holders, and Domestic CEP Licence holders. They must comply with the Mail Integrity Code in addition to the obligations under other regulations, licences or codes of practice issued by AITI and establish reciprocal arrangements with other Postal Licensees to address the requirements in the Mail Integrity Code.
- 3.3 AITI invited views and comments on the proposed provisions of the Mail Integrity Code, the headings of which are set out below:
- 3.3.1 Security of Mail.
  - 3.3.2 Handling Procedures.
  - 3.3.3 Identifier Marks.
  - 3.3.4 Sharing of Postal Code Information.
  - 3.3.5 Letter Redirection Services.
  - 3.3.6 Dangerous and Suspicious Postal Articles.
  - 3.3.7 Opening of Postal Articles.
  - 3.3.8 Reporting of Incidents.

3.3.9 Enforcement.

- 3.4 Two (2) responses were received with both respondents indicating that there are no comments on the draft Mail Integrity Code.
- 3.5 AITI will not to make any amendments to the Mail Integrity Code based on the responses received as mentioned in paragraph 3.4 above. **The Mail Integrity Code is attached as Annex 2.**

### **PART 3: NEXT STEPS**

#### **4. Recommendation**

- 4.1 AITI has considered the responses to this consultation and no further changes will be made to the proposed Regulatory Documents for the Postal Sector. As a result, AITI will publish the PPL Service Code and the Mail Integrity Code on AITI's website.
- 4.2 The Service Code for the Public Postal Licensee (**PPL Service Code**) will be issued under Section 25 of the Postal Services Act (Cap. 271) to take effect from 1 December 2025. This will be effective for compliance by the designated Public Postal Licensee when so designated. The designation will also be published on AITI's website.
- 4.3 The Code of Practice for Mail Integrity in the Postal Sector (**Mail Integrity Code**) will be issued under Section 25 of the Postal Services Act (Cap. 271) to take effect from 1 December 2025. This will be effective for all Postal Licensees.
- 4.4 AITI will continue to exercise its duties in ensuring that postal services are reasonably accessible to all Bruneians, ensuring high quality and reliability in postal delivery and promoting and maintaining fair and efficient market conduct.

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