Currently the postal network of the Republic of Belarus consists of more than 4 000 postal objects

At present the postal market of the Republic of Belarus is fast growing. License for public postal services for forwarding of postal items and subscription to printed media and its delivery is provided to **31** postal operators, including 24 of them to forwarding of postal items, 7 to subscription to print media and its delivery.

For the first time, according to the Integrated Index for Postal Development 2021 of the Universal Postal Union, the Republic of Belarus led its regional group and has been ranked 14th place among 168 countries of the world (in 2020 Belarus took the 20th place among 170 countries). This ranking provides overview of postal development at any country or region based on four dimensions: reliability, reach, relevance and resilience.

Modern forms and methods of public service in the field of postal services continue to be introduced in the Republic of Belarus. Thus, in order to expand the range of postal services provided to users, to ensure state guarantees of accessibility and quality of universal postal services, the development and promotion of the **National Postal Electronic System**. The number of registered users in the National Postal Electronic System amounted to **2 504** users (109 legal entities, 33 individual entrepreneurs and 2 362 individuals).

Currently, the following functionality is implemented in this system: reception and delivery of simple and registered letters in electronic form, simple and registered hybrid shipments (electronic to paper); integration with the system of payment for services by users via bank payment cards; organization of interaction with the AIS of the republican certification center when using electronic digital signature tools.

The provision of postal services to users through the **«Mobile Postman»** service makes it possible to provide settlements, including in rural areas, with modern services based on information and communication technologies and reduce digital inequality. In 2021 access of the population in rural areas to postal services provided by RUE Belpochta through the service «Mobile Postman», provided in the amount of 100 percent. Currently **5 845 units** operate in the Republic of Belarus.

To develop an additional 24-hour channel on access to postal services, increase the level of customer service and reduce the waiting time for receiving registered postal items, the network and functionality continue to expand (issuance and reception of domestic items by entering address data, declared value amounts, cash on delivery, the ability to print an address label on adhesive tape) of parcel lockers (self-service devices). The network of parcel lockers of the Republic of Belarus currently consists of **62 units**.

In order to distribute the flows of users of postal services and speed up the process of their service in postal objects, the introduction of an **automated system of customer flow management** continues. Currently, this system operates in **208** postal objects with two or more counters.

Source URL: *https://www.xn--b1akbcqh2a7i.xn--90ais/news/20-07-2022-7983*