

Interim Regulations on Express Delivery of the PRC

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Chapter I — General Provisions

Article 1 — These Regulations are formulated for the purpose of promoting the sound development of the express delivery industry, safeguarding the safety of express delivery, protecting the lawful rights and interests of users of express delivery services, and strengthening the supervision and administration of the express delivery industry.

Article 2 — The term "express delivery" as used in these Regulations refers to the delivery activity of collecting, sorting, transporting, and delivering letters, parcels, printed matter, and other articles within a promised time limit to a designated recipient or designated place, and providing the sender with inquiry services. The term "express delivery enterprise" refers to an enterprise lawfully established to engage in

express delivery business.

Article 3 — The postal administration department of the State Council shall be in charge of the supervision and administration of the express delivery industry throughout the country. The postal administration departments of provinces, autonomous regions, and municipalities directly under the Central Government and the postal administration agencies established in accordance with law shall be in charge of the supervision and administration of the express delivery industry within their respective regions. The relevant departments of the State Council and of the local people's governments at or above the county level shall, within the scope of their respective functions and duties, coordinate in the work of supervision and administration of the express delivery industry.

Article 4 — The State shall encourage the innovative development of the express delivery industry, support the application of new technologies and new models, and promote the quality and efficiency of express delivery services.

Article 5 — Express delivery enterprises shall operate in accordance with law, serve the users, keep promises, and safeguard the lawful rights and interests of users.

Article 6 — Industry associations shall strengthen self-discipline within the industry and shall guide express delivery enterprises to operate in accordance with law.

Chapter II — Development Support

Article 7 — Local people's governments at or above the county level shall incorporate the development of the express delivery industry into plans for national economic and social development, and shall rationally plan the layout of express delivery service facilities.

Article 8 — The State shall encourage and support the coordinated development of the express delivery industry with related industries such as e-commerce, manufacturing, and agriculture, and shall promote the deep integration of the express delivery industry with these industries.

Article 9 — The State shall encourage and support express delivery enterprises to provide services in rural areas and remote areas, and shall give support to the extension of express delivery services to the countryside.

Article 10 — The State shall encourage the application of green packaging, and shall promote the reduction, recycling, and harmless treatment of express delivery packaging materials.

Chapter III — Business Entities

Article 11 — An express delivery enterprise engaging in express delivery business shall obtain an express delivery business permit in accordance with law. Without the corresponding permit, no unit or individual may engage in express delivery business.

Article 12 — The establishment of an express delivery enterprise shall meet the following conditions: it has a name and articles of association that conform to the provisions; it has service capabilities commensurate with its business scope; it has a sound safety management system; and other conditions prescribed by the State.

Article 13 — An express delivery enterprise shall, in accordance with the provisions, perform the procedures for registration and filing, and shall truthfully provide relevant materials.

Article 14 — An express delivery enterprise shall establish and improve service rules and systems, and shall make its service items, service scope, charging standards, and time limits public.

Article 15 — Express delivery enterprise personnel shall possess the corresponding professional knowledge and skills, and shall provide services in accordance with the provisions.

Chapter IV — Express Delivery Services

Article 16 — When a user uses express delivery services, the user shall provide truthful and complete information, and shall abide by the provisions on the prohibition of sending prohibited articles.

Article 17 — An express delivery enterprise shall, in accordance with the provisions, check the articles to be delivered and shall refuse to accept articles that are prohibited from being delivered by laws and administrative regulations.

Article 18 — An express delivery enterprise shall protect the security of users' personal information, and shall not disclose, sell, or illegally provide users' personal information to others.

Article 19 — An express delivery enterprise shall, in accordance with the agreed time limit and method, deliver express items to the recipient, and shall provide the sender with inquiry services.

Article 20 — Where an express delivery enterprise causes damage to an express item due to its fault, it shall bear liability for compensation in accordance with law.

Article 21 — An express delivery enterprise shall establish a sound complaint handling system, and shall promptly and properly handle user complaints.

Article 22 — Where a user disagrees with the handling result of a complaint, the user may file an appeal with the postal administration department, and the postal administration department shall handle the appeal in accordance with law.

Article 23 — An express delivery enterprise shall provide express delivery services for users on an equal and non-discriminatory basis, and shall not refuse service without justifiable cause.

Chapter V — Express Delivery Safety

Article 24 — The State shall implement a real-name system for the collection and delivery of express items. An express delivery enterprise shall verify the identity information of the sender and shall require the sender to provide truthful information.

Article 25 — An express delivery enterprise shall carry out security inspection of express items before collection, and shall not collect express items that fail to pass security inspection.

Article 26 — An express delivery enterprise shall establish and improve safety management systems, and shall strengthen safety management in all links such as collection, sorting, transportation, and delivery.

Article 27 — An express delivery enterprise shall properly keep express items, and shall take necessary measures to prevent loss, damage, and theft of express items.

Article 28 — An express delivery enterprise shall cooperate with the supervision and inspection conducted by the postal administration department and other relevant departments in accordance with law.

Article 29 — An express delivery enterprise shall establish an emergency response mechanism and shall promptly handle safety accidents in accordance with law.

Chapter VI — Legal Liability

Article 30 — Where a unit or individual engages in express delivery business without obtaining an express delivery business permit, the postal administration department shall order it to stop the unlawful business and shall confiscate the unlawful gains, and may impose a fine.

Article 31 — Where an express delivery enterprise fails to verify the identity of the sender or fails to carry out security inspection in accordance with the provisions, the postal administration department shall order it to make corrections and may impose a fine; where the circumstances are serious, the express delivery business permit shall be revoked.

Article 32 — Where an express delivery enterprise discloses, sells, or illegally provides users' personal information to others, it shall be punished in accordance with the relevant provisions of the State.

Article 33 — Where an express delivery enterprise causes loss or damage to an express item due to its fault and fails to compensate in accordance with law, the postal administration department shall order it to make corrections and may impose a fine.

Article 34 — Where a staff member of the postal administration department or another relevant department neglects his or her duties, abuses power, or engages in malpractices for personal gain in the supervision and administration of the express delivery industry, sanctions shall be imposed in accordance with law; where a crime is constituted, criminal liability shall be investigated in accordance with law.

Chapter VII — Supplementary Provisions

Article 35 — These Regulations shall come into force as of May 1, 2018.

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