

QUARTERLY SURVEY ON THE TRAFFIC OF POSTAL SERVICES

LEGAL BASIS

The survey is conducted according to the Law on Official Statistics ("Official Gazette of RS", No 104/2009) and Program of Official Statistics in the period 2016-2020 ("Official Gazette of RS", No 55/15).

METHODOLOGICAL BASIS

Aim of the statistical survey

The aim of the quarterly survey on traffic of postal services is collecting the data on the activities of postal enterprises in order to provide an insight into the work dynamics on quarterly basis.

Reporting units, statistical units

Reporting units for the quarterly survey on the traffic of postal services are all enterprises which, according to the Classification of Activities (2010), are classified in Sector H - Transportation and storage, division 53 - Postal and courier activities.

Contents of the statistical survey

Collected are the data on postal services in domestic and international traffic, as well as data on the number of employees in enterprises that are the reporting units

Method, time and sources for data collection

Data are collected by the reporting method, quarterly, using the PTT / T-11 questionnaire. The reporting unit submits a quarterly report within the deadline set on the basis of the Program of Statistical Surveys.

Obligation to protect individual data

Obligation to protect individual data is based on article 3 of the regulation on data providers protection, articles 44, 45, 46, 47, 48 and 49 of the regulation on confidentiality of the Law on Official Statistics ("Official Gazette of RS", No. 104/09).

List and definitions of main items – indicators

Letter mail services include the receipt, transmission (processing and transport) and delivery of letter items in domestic and international postal traffic. Letter mail services can be provided by both public and private postal operators

Parcel services include the receipt, transmission and delivery of parcels in domestic and international traffic. They can be performed by both public and private postal operators. Parcel services are performed in accordance with the act of the company which regulates the performance of such services, as well as in accordance with the acts of the Universal Postal Union, when it comes to international postal traffic. Packages are registered postal items with and without marked value, packed in the prescribed manner, which contain goods and other items. The package or the document accompanying the package must contain a description of the contents and the mass in kilograms or grams must be entered.

Postal-forwarding services are registered postal items by which the sender transfers the indicated amount of money to the recipient. Postal-forwarding services can be transmitted by postal-traffic connections and electronically. A postal money order is a money transfer service and is paid at the recipient's indicated address or at the post office.

Express postal services are value-added postal services that include the receipt, transport, processing and delivery of registered items, in the shortest guaranteed time, both in domestic and international postal traffic. Express postal services are made in accordance with the act of the company which regulates the performance of such services, as well as in accordance with the acts of the Universal Postal Union, when it comes to international traffic. In domestic postal traffic, express items are usually delivered within one day, with a guarantee of the time by which items will be delivered to recipients. Express postal services do not have to be marked with a value. They can contain a written statement, documents, goods, live animals

(bees, leeches and silkworms), with the proviso that money cannot be sent through this express service (according to the Law and acts of the Universal Postal Union).

A *telegram* is a written statement that the user can send directly at the counter of each post office or communicate by phone, providing precise information about the recipient's address. If it is delivered in the mail, the telegram must be written in Cyrillic or Latin, clearly and legibly. The telegram may contain a maximum of 800 characters (letters, numbers and signs, including spaces). It is forbidden to receive telegrams with the content referring to the violent overthrow of the constitutional order, inciting national, racial, religious and other hatred and intolerance, as well as one directed against humanity and international law, life and body, honour and reputation, and general security and property.

Level of data representativeness (*territorial, CA*)

Data are representative for the territory of the Republic of Serbia.

Starting from 1999 the Statistical Office of the Republic of Serbia has not at disposal and may not provide available certain data relative to AP Kosovo and Metohija and therefore these data are not included in the coverage for the Republic of Serbia (total).

Harmonization with international recommendations, standards and practice

The survey is in line with the *Directive 97/67 / EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of postal services and the improvement of service quality*, and the following amendments to that Directive: *Postal Directive 2002/39 / EC (10 June 2002)*, *Postal Directive 2008/06 / EC (20 February 2008)*, *Report of the European Commission on implementation of the adopted Postal Directives (18 November 2015)*.

The mentioned directives refer to the development of the postal services market and to statistical reporting on postal services traffic.

DESCRIPTION OF THE SURVEY MANAGEMENT

Bodies in charge of the survey management (*responsible producer of the official statistics*)

The Statistical Office of the Republic of Serbia: Unit for transport and telecommunication statistics, as well as the direct executors of the survey and responsible persons in enterprises - reporting units, participate in the preparation and implementation of this survey

Obligation to provide data

The obligation to provide data is laid down in Article 26 and penalty provisions relative to the refusal of providing data or providing incomplete and false data in Article 52 of the Law on Official Statistics ("Official Gazette of RS", No 104/2009).

Timetable of the main phases of the survey conducting

(including data publishing)

- Deadline for the reporting units to deliver the completed questionnaire PTT/T-11 to the Statistical Office of the Republic of Serbia is the 20th in a month (20 days after the end of the quarter).
- Deadline for providing the results is 50 days after the end of the quarter.

SURVEY TOOLS

Questionnaire

For conducting the quarterly Survey, determined is the following questionnaire/ from- PTT/T – 11.

Instructions for filling the questionnaire

Form PTT/T-11 is completed by all legal entities performing postal activity.

Data in the first three tables (Tables 1, 2 and 3) are entered in thousands, by months (columns б, в and г), quarterly (column д), as well as in total from the beginning of the year to the end of the reporting quarter (column ж).

Data on the number of employees for the reporting quarter are entered in the last table, on a monthly basis (columns б, в and г).

If necessary, the responsible person from the enterprise - reporting unit can enter an additional note in the provided field.

List of nomenclatures and classifications used in the survey
(with the information where to find them)

- Classification of Activities CA (2010).
- Classifications are available on the website of the Statistical Office of the Republic of Serbia (www.stat.gov.rs)

List of publications in which methodology and survey results are published *(in printed form or/and internet presentations)*

The results of the processing of the quarterly survey on traffic of postal services are published in the Monthly Statistical Bulletin, the semi-annual statistical release SV/10, as well as on the website of the Statistical Office of the Republic of Serbia.

Contact person – Stevan Tesic, 011/ 24-03-616