



# **COURIER AND LOGISTICS SERVICES (OPERATIONS) REGULATIONS 2020**

**Under Section 62 of Nigerian Postal Service  
Act Cap N 127  
Laws of the Federation of Nigeria  
(LFN) 2004**

# **COURIER AND LOGISTICS SERVICES (OPERATIONS) REGULATIONS 2020**

**Under Section 62 of Nigerian Postal Service Act, Cap N 127, Laws of the Federation of Nigeria (LFN) 2004**

## **Arrangement of Regulations**

### **Part I — Scope and**

#### **Application**

Objective

Suitability and Categories of Licence

### **Part II — Licensing and Renewal**

Application for Licence

Mandatory Inspection and Administrative Fee

Surrender of Licence

Power to Modify Regulations

Courier and Logistics Regulatory Department

### **PART III – Conditions for Operation of Courier and Logistics Services**

Conditions, Standards of Operation

### **PART IV - Administration and Control**

Ethics and Discipline

### **PART V - Offences**

Offences and Penalties

### **Part VI - Functions of the Courier and Logistics Regulatory Department**

Functions

## **Part VII – Interpretation and Citation**

### **3 Interpretation, Citation**

#### **SCHEDULES**

##### **First Schedule:**

1. Form A: Application Form for a Licence to operate Courier and Logistics Service

##### **Second Schedule**

2. Form B: Licence to operate Courier and Logistics Services
3. Form C: Renewal of Licence to operate to operate Courier and Logistics Service

##### **Third Schedule**

4. Courier and Logistics Services Operational Manual

##### **Fourth Schedule:**

5. Form D: Statement of Compliance

##### **Fifth Schedule:**

6. Enactments, Regulations and Orders relevant to these Regulations

## COURIER AND LOGISTICS SERVICES (OPERATIONS) REGULATIONS 2020

Under Section 62 of Nigerian Postal Service Act, Cap N 127, Laws of the Federation of Nigeria (LFN) 2004

Commencement { }

In exercise of the powers conferred upon me by section 62 of the Nigerian Postal Service Act, Cap N 127, LFN 2004 I hereby make the following Regulations:

### PART I - SCOPE AND APPLICATION

1. (1) The objective of these Regulations shall be to provide a regulatory framework for effective and efficient Courier and Logistic Services licensing processes and procedures and the regulation of the Courier and Logistics industry in Nigeria. Objective
2. (1) There shall be the following categories of licence: Suitability & categories of license.
  - (a) **International Licence:** for Operators who perform Courier and logistics services across International borders.
  - (b) **National Licence:** for operators who perform Courier and Logistics services nationwide.
  - (c) **Regional Licence:** for operators who perform courier and logistic services within a particular geo-political Zone in Nigeria.
  - (d) **Special SMEs Licence:**  
(State/FCT): for operators who perform courier and/or logistics services within a particular City, Local Government Area or State/ Federal Capital Territory (FCT) and having not more than 5 (five) motorbikes.
- (2) The licence and renewal fee of each particular category shall be as prescribed by the Guidelines made pursuant to Regulation 6 of these Regulations.

- (3) Subject to the provisions of the Act and these Regulations, a Company shall not be licensed to operate or continue to operate a Courier and Logistics Services in Nigeria if:
- (a) the Minister is satisfied that from all evidence and information supplied to him, an applicant is not suitable to operate a courier and logistic services;
  - (b) the Minister is satisfied that it is in the interest of the public so to do.
  - (c) the Company fails to renew its licence;
  - (d) the Company's application for renewal is refused by the Minister;
  - (e) there has been a change in the ownership of the company without prior notification or disclosure.
- (4) A licensee may be de-registered in accordance with the provisions of the Act, where the licensee-
- (a) is in breach of any of the conditions attached to the licence and fails to rectify the breach within 14 days after being notified;
  - (b) requests in writing to surrender the licence;
  - (c) carries on an activity for which the licence is not granted; or
  - (d) is unable to pay its debts in accordance with section 572 of the Companies and Allied Matters Act 2019, goes into liquidation or is otherwise declared insolvent or convicted of any fraudulent activity by a court of competent jurisdiction.
- (5) Notwithstanding the provisions of Regulation 2(3), an applicant whose application was refused may re-present his application upon furnishing additional information for re-consideration by the Minister.

## PART II – LICENSING AND RENEWAL

1. (1) Pursuant to the provisions of Section 45 of the Nigerian Postal Service Act Cap N 127, LFN 2004 and of these Regulations, and other enactments, Regulations and Orders related, no person shall operate Courier and/or Logistics Services in Nigeria unless the person:
- Application for licence.
- (a) is registered under the Companies and Allied Matters Act 2019 with an object to carry on courier and/or logistic business.
  - (b) is licensed as a Courier and Logistics Service Operator under the provisions of the Nigerian Postal Service Act Cap N 127, LFN 2004.
- (2) Notwithstanding the provisions of Regulation 1 (1) of these Regulations, a company carrying on a Courier and Logistics Services without a valid licence shall apply to the Minister through the Postmaster General as from the commencement of these Regulations to be licensed under the provisions of these Regulations.
- (3) An application for a grant of licence to operate Courier and Logistics Services shall be made in writing and addressed to the Minister through the Postmaster General in the manner specified in **FORM A** in the First Schedule to these Regulations.
- (4) The Minister shall, before considering the application, require from the applicant-
- (a) Such evidence or information as to show capacity to operate Courier and Logistics Services including:
    - (i) evidence of payment for the specific category of Licence as may be prescribed by the Minister from time to time.
    - (ii) evidence of Leasehold Interest in Real Property
    - (iii) Business Plan
    - (iv) submission of goods-in-transit Insurance Policy in such amount as may be prescribed from time to time.
    - (v) evidence of the prescribed minimum share capital or a bond of that value.

- (vi) submission of sample documents.
    - (vii) evidence of Tax Clearance for the last three years (where applicable).
    - (viii) audited Account and Annual Report of the previous year (where applicable).
    - (ix) evidence of Staff Training and Manpower development for the previous year (where applicable)
    - (x) Delivery Analysis Report for the previous year (where applicable).
  - (b) evidence that all existing regulations relating to Expatriate Quota have been compiled with, where non-Nigerians are to be employed by the applicant company.
  - (c) information as set forth in the Third Schedule to these Regulations.
- (5) Upon receiving application for a grant of licence, the Postmaster General shall recommend the applicant to the Minister for a grant of licence and the Minister may, upon such recommendation, if he is satisfied from all the evidence and information supplied to him that the applicant is suitable to operate Courier and Logistics Services, grant a licence as specified in **Form B** in the Second Schedule of these Regulations.
- (6) (a) an application for a category of licence listed in Regulation 2(3) of these Regulations shall be submitted in the prescribed Application Form accompanied with evidence of payment of the requisite application fee and relevant documents.
- (b) within 30 (thirty) days of receipt of the application, it will be decided whether the category of licence shall be granted or refused and the applicant will be notified in writing of the decision.
- (c) in deciding whether or not to grant a category of licence, the matters set out in the application, along with any accompanying submissions and other relevant information and evidence to show capacity as it may be determined from time to time shall be considered.
- (7) (a) A licence granted under these Regulations shall be valid and operative for a period of 1 (one) year from the date of issue and may be renewed.
- (b) application for renewal of a Licence shall be made not later than 3 (three) months before the expiration of the Licence;

failing which, shall attract a penalty of 12.5% (twelve and half percent) of the prescribed renewal fee in addition to the renewal fee.

(8) A holder of a Licence under the Act and these Regulations shall renew and pay the appropriate renewal fees when it shall become due whether formally demanded or not.

(9) The procedure for the renewal of a licence shall be the same as set forth in Regulation 3 (1) - (6) of these Regulations.

4. A Company applying for a Licence to operate Courier and/or Logistics services under these Regulations shall pay a mandatory inspection and administrative fee of such amount as may from time to time be imposed by the Minister on the recommendation of the Postmaster General and this shall be a pre-condition for the grant of such licence. Upon receipt of a valid application, the application will be processed within the time and in the manner stipulated. Mandatory inspection & Administrative fee.
5. (1) A licensee may surrender a valid and subsisting Licence at any time by submitting a written notice provided that – Surrender of license.
- (i) the licensee seeking to surrender its Licence shall give not less than 90 (ninety) days' written notice of its intention to surrender the Licence and to terminate its operations on the date determined by the licensee on which surrender of the licence will take effect;
- (ii) the licensee has, by the date of submission of the application to surrender the license, paid all outstanding regulatory fees and the licensee shall surrender the original licence;
- (iii) the Postmaster General reserves the right to request for any additional information or undertaking, as may be deemed necessary for proper consideration of an application to surrender a licence.
- (iv) The time within which the surrender of the licence shall Take effect may be extended where it is deemed necessary.
- (2) Any licensee who may wish to migrate from a licence category to another must submit details of compliance with Section 3(4) of these Regulations as pertain to the desired licence category before the expiry



date on the current licence.

6. (1) The Minister may, whenever it appears to him necessary or appropriate to do so for the purpose of giving effect to these Regulations or for bringing up to date or otherwise correcting the particulars or requirements for operating Courier and/or Logistics services, by guidelines, modify any provisions of these Regulations generally or in relation to a particular case or class of cases. Power to modify Regulations
- (2) The powers conferred on the Minister under these Regulations (including the power to grant a licence to operate Courier and/or Logistics services) may, without prejudice to the exercise of any such power by the Minister, be exercisable by the Postmaster General if so authorised either generally or specifically in that behalf.
- (3) Subject to the approval of the Minister, the Postmaster General may in consultation with relevant stakeholders issue and publish Guidelines covering all or any of the following matters:
- (a) written authorizations for permits, assignments, mergers and acquisition of a licence
  - (b) fees, charges, rates or penalties for breaches to be imposed pursuant to these Regulations
  - (c) the quality of service mandatory for a courier operator
  - (d) any matter for which these Regulations make express provisions and
  - (e) such other matters as are necessary for giving full effect to the provisions of the Act and these Regulations and for their due administration.
7. There shall, for the purpose of these Regulations, be a Courier and Logistics Regulatory Department which shall be under the office of the Postmaster General or such other officers as may be designated in that behalf by the Postmaster General. Courier & Logistics Regulatory Department

### **PART III – CONDITIONS FOR OPERATION OF COURIER AND LOGISTICS SERVICES**

- 8 (1) These Regulations shall apply to licenced Courier and Logistics service operators as well as applicant companies seeking licence to operate Courier and/or Logistics services in Nigeria. Conditions Standards of operation
- (a) A fresh applicant for a courier and/or logistics service licence to which these Regulations applies shall-

- (i) make available to each member of its operating staff an Operations Manual:
  - (ii) ensure that such instructions in the Operations Manual are implemented.
- (b) The Operations Manual shall contain all such information and instructions as may be necessary to enable the operating staff to perform their duties in addition to the information and instructions relating to the matters specified in the Third Schedule to these Regulations.
- (3) Such fresh applicant for Courier and Logistics Services licence shall, if the Postmaster-General requires, furnish the Postmaster General with a copy of the Operations Manual for the time being in effect. The Operator shall make such amendments and /or additions to the Operations Manual as the Minister or the Postmaster-General may require for the purpose of ensuring the safety and security of Courier and Logistics items or efficiency of Courier and Logistics services operations.
- (4) The operator of courier and logistics services business shall comply with the following requirements and standards-
  - (a) shall have and maintain operational offices, secured infrastructure and warehouses in at least 6 (six) states of the Federation, one of which shall come from each of the six geo-political zones of the country for a holder of International and National licence; while Regional and SMEs licence holders shall have a verifiable operational office in their various locations.
  - (b) act reasonably in connection with and use, care, diligence and employ trustworthy staff for the handling, carriage and delivery of courier articles and Logistics items and maintain safe and efficient system of custody and transportation of such articles and items
  - (c) provide mail bags, waybills, receipts, labels, envelopes, status and proof of delivery.
  - (d) publish and display:
    - (i) a list of prohibited and restricted courier and logistics items
    - (ii) standard transit and delivery times.

- (iii) terms and conditions of carriage including liability and restriction or exemption clauses, amount and conditions of payment of compensation and any other information.
  - (iv) information on its products, services and tariff.
- (e) maintain a register of its daily shipments and delivery analysis indicating weight of each courier and logistics item, destination, acceptance and delivery times to be provided to Courier and Logistics Regulatory Department.
- (f) comply with laws, instruments, rules, regulations and orders of Federal, State or Local Governments relating to carriage by land, sea and air or prohibiting or restricting the transmission of any item or requiring the examination of any courier article or logistics item before, during or after transmission.
- (g) have and maintain at all times an indemnity insurance cover for goods in transit for an amount which shall from time to time be prescribed in the Guidelines made pursuant to these Regulations.
- (h) invest in staff training and other manpower development programs in the industry.
- (5) All courier items/articles such as Rights issues, Share Certificates, Statement of Accounts, Cheques, Letters or offer documents and letter Post items weighing less than 0.5Kg shall be reserved for the designated universal operator. Where a courier/logistics service operator accepts such an item, its charges shall not be less than three times the rate chargeable by the universal service operator. Failure to do so shall attract of a penalty of 90% of the amount charged on the item by the erring Operator to the designated universal service operator.

#### **PART IV - ADMINISTRATION AND CONTROL**

- 9.** (1) Every company licenced to operate courier and logistic services business in Nigeria shall observe and comply with the following ethics and discipline in the conduct of courier and logistic services business- Ethics and Discipline
- (a) establish clear procedure for handling and resolving complaints from customers within thirty days of such complaint.
  - (b) establish and maintain a Customer Care Unit to handle complaints.
  - (c) ensure that only honest, transparent and straight forward staff with personal references and guarantees are employed to handle

courier and logistic items.

- (d) capture shipment information at every stage of the shipment journey and make same available to staff.
- (e) ensure prompt and free access to information regarding handling transmission and delivery of courier and logistic articles or items as may be required by a customer or any other authorised person.
- (f) Notify the Postmaster General of any re-structuring; partnership, acquisition, take over, merger, amalgamation, and alliance of any licensed operator with any entity or going concern and thereafter file copy of the terms thereof with him.
- (g) Other than trainings conducted by the Courier and Logistics Regulatory Department, operators shall determine their staff training and development programmes, and report the extent of attendance in such trainings to the Courier and Logistics Regulatory Department as may be demanded from time to time.
- (h) file yearly, list of its tariffs and any changes thereof with the Courier and Logistics Regulatory Department which shall prescribe a minimum bench mark of the tariff.
- (i) establish and enforce reliable packaging, handling and transportation standards.
- (j) explore the possibility of any of the Alternative Dispute Resolution Methods first in disputes arising between two or more courier and logistic operators and submit a copy of the settlement/award to the Postmaster General.
- (k) submit to the relevant authorised agent an article entrusted for delivery if the operator or the relevant authorised agent has reason to suspect that such article contains anything in respect of which an offence is being committed or attempted to be committed.
- (l) shall not be entitled to sue for or recover any fees, commission, reward or gain for any services performed by the person or company unless at the time of performing that service, the person or company was the holder of a licence granted under the Act.

- (m) file with the Postmaster General upon application for a licence or renewal of a licence (as the case may be) a return showing –
  - (i) the address of each office or other place of business in which it carries on its business,
  - (ii) name and address of each employee of the company or agent trained during the immediate preceding year, and
  - (iii) such other information as may from time to time be prescribed by the Postmaster General.
- (n) shall, whenever requested to do so by the Postmaster General make available all records required to be kept under these Regulations to the Postmaster General for inspection or examinations.
- (o) be issued a Statement of Compliance as specified in Form D of the Fourth Schedule to these Regulations, if the Postmaster General is satisfied that a person, courier and logistic service operator has complied with the provisions of these Regulations and civilised ethical practices.

## **PART V – OFFENCES**

- |   |                                  |
|---|----------------------------------|
| <p><b>10</b> (1) Offences applicable under these Regulations shall be the same as contained in the Telecommunications and Postal Offences Act (as Amended) Cap. T4 LFN 2004</p> | <p>Offences &amp; Penalties.</p> |
|---|----------------------------------|
- (2) Without prejudice to Regulation 10 (1) of these Regulations failure by a licensed Courier and Logistic Services operator to comply with the conditions set out in these Regulations shall constitute a ground for revocation of a licence or refusal to renew a licence.
  - (3) False declaration by an applicant for licence shall constitute a ground for rejection of such application or refusal to renew a licence or revocation of a licence.
  - (4) Where a person being a director or alter ego of a licenced operator under the Act is convicted of any criminal offence under any enactment, law or regulation, it may constitute a ground for rejection of an application or revocation of a licence.
  - (5) Failure to submit an application for renewal of a licence within

3 (three) months before the expiry of a licence or failing to pay the prescribed renewal fee may constitute a ground for revocation of the licence or liability for payment of penalty of 12.5% (twelve and half percent) of the prescribed renewal fee in addition to the renewal fee.

- (6) Unethical practices may constitute a ground for revocation or rejection or refusal to grant or renew a licence. Such unethical practice includes but not limited to the following:
- (a) the continued provision of courier/logistics service by a licensee after the deregistration or suspension of a Licence duly issued. In such event, the licensee shall be liable to an administrative fine equivalent to the initial fee for the relevant licence and an additional fine of ₦25,000 for each day that the contravention persists after the expiration, deregistration or suspension of the licence.
  - (b) acquiring and maintaining a controlling interest in another licensee, where it is discovered that anti-competitive issues may likely arise in the event that such licence is granted.
- (7) Where an offence under this Part of the Regulation is committed by a Corporate body, firm, or other association/individual:
- (a) every director, manager, secretary or other similar officer of the corporate body;
  - (b) every partner of officers of the firm;
  - (c) every person concerned in the management of affairs, of the association or;
  - (d) every person who was purporting to act in such capacity as Afforsaid shall severally be guilty of that offence and liable to be prosecuted and punished for the offence in like manner as if he had himself committed the offence in an individual capacity unless he proves that the act or omission constituting the offence took place without his knowledge, consent or connivance.

## **PART VI – FUNCTIONS OF THE COURIER AND LOGISTICS REGULATORY DEPARTMENT**

- 11** (1) The functions of the Courier and Logistics Regulatory Department established under Regulation 7 of these Regulations shall include -

Functions of  
C&LRD

- (a) Collecting, collating and verifying the evidence, information, particulars and claims of an applicant for a licence.
- (b) Monitoring and controlling the practice and activities of Courier and Logistics Service Operators and ensuring strict compliance with these Regulations and submission of necessary report yearly to the Minister through the Postmaster General.
- (c) Reviewing and publishing standards, operation requirements and conditions of courier and Logistics service operations.
- (d) Receiving and dealing with complaints against operators from customers and the public.
- (e) Issuing Statement of Compliance to deserving courier and logistics service operators.
- (f) Collecting, collating and publishing list of prohibited and restricted courier articles and Logistics items
- (g) Reporting commission of offences to the police or other relevant security Agencies.
- (h) Publishing trends and developments in the courier and Logistics industries.
- (i) Publishing bi-annually, list of licensed Courier and Logistics Services Operators in Nigeria.
- (j) Enforcing compliance, sealing of offices where need be and imposing penalties in respect of erring Courier and Logistics Operators
- (k) Ensuring that the Courier and Logistics Operators staff are trained for efficient service delivery at the Nigerian Postal Institute, and a yearly return of their training is submitted as a condition of renewal of licence.
- (l) Mediation and settlement of disputes between licensed Courier and Logistics Service Operators.
- (m) Issuing of directions from time, in writing to any person regarding compliance and non-compliance with any licence condition under the Act and these Regulations including the remedy of a breach of any condition under which a Licence is granted.
- (n) Ensure that a licensee provides good, efficient and continuous service as specified in the Quality of Service Regulations.

## PART VII – INTERPRETATION AND CITATION

12. (1) In these Regulations unless the context otherwise requires-

**"ARTICLE"** has the meaning assigned to it by section 49 (5) of the Act.

Interpretation  
citation.

**"AUTHORISED PERSON"** for the purpose of any provision of these Regulations, means any person authorised by the Minister, Inspector General of Police, Comptroller General of Customs, Chairman of National Drug Law Enforcement Agency, Director General of NAFDAC and Directors General of other relevant Agencies and such other authorised persons acting on their behalf.

**"C&LRD"** means Courier and Logistics Regulatory Department established pursuant to Regulation 7 of these Regulations.

**"COURIER"** – means door-to-door time sensitive and secured service and includes delivery of documents parcel, merchandise, cargo whose total weight is not less than 0.5 KG and not more than 50KG.

**"STATEMENT OF COMPLIANCE"** for the purposes of these Regulations means a certificate that the operational and code of ethics requirements or standards of these Regulations have been complied with in a manner and with every particular material approved by the Minister either generally or in relation to a particular matter or in relation to any inspection required by the Minister that the inspection has been made in accordance with the requirements of these Regulations and that any consequential requirement or standard has been met as aforesaid.

**"Company"** means a company registered under the Companies and Allied Matters Act in force.

**"Licence"** means permission to operate a courier and/or Logistics services.

**"LOGISTICS"** - is services which include haulage, conveyance, dispatch or delivery of items or goods weighing not less than 50kg" relating to postal and courier services.

**"Minister"** means the Minister charged with responsibility with postal, courier and Logistics matters.

**"Ministry"** means supervisory ministry in charge of courier, postal and Logistics matters.

**"Operator"** means a Company granted a licence under the Act to operate courier



and Logistics services.

**"Person"** includes natural and artificial legal entity.

**"Sample Documents"** means basic courier/logistics related documents and include but not limited to Operation Manual, acceptance receipt, addressing stickers, way bill, packaging materials, stationary e.tc.

**"The Act"** means the Nigeria Postal Service Act Cap N127LFN 2004.

**"Unethical Practices"** includes practices that contravene the rules and regulations contained in these Regulations as well as unwholesome or sharp practices as may be determined from time to time by the Postmaster General

(2) These Regulations may be cited as the Courier and Logistics Services (Operations) Regulations 2020.

(3) These Regulations repeals the Courier Service (Operations) Regulations 2001

## FIRST SCHEDULE

### FORM A

Regulation 3 (3)

#### APPLICATION FOR A LICENCE TO OPERATE COURIER AND LOGISTICS SERVICES OR RENEWAL OF A LICENCE

##### PART A

**TO:** The Minister of Communications and Digital Economy

**THROUGH:** The Postmaster General

No. of Application..... (Not to be filled by Applicant)

1. Name of Applicant: .....

2. Address of Registered Office: .....

.....

3. Certificate of Incorporation No: .....

4. Names, Addresses and Phone No of Directors and/or Principal Officers: (i)

.....

(ii)

(iii)

(iv) Others:

5. Geographical Spread (on basis of Geo-political Zones)

(i) .....

(ii)

(iii)

(iv)

(v)

(vi)

(vii)

**Others:**

(a)

(b)

(c)

Category of Licence applied for:

6. Capital base of the company and any other evidence to show capacity to operate  
Courier /Logistics Services

(i) .....

(ii) .....

(iii) .....

(iv) .....

7. Each director of the applicant company shall depose to an affidavit of non-conviction of any criminal offence other than road traffic offences.

8. Evidence of payment of non-refundable application fee:

(i) PSR No\RRR No: .....

(ii) Amount Paid: .....

6. Any other information:

(i) .....

(ii) .....

**Declaration:**

I ..... hereby declare that the particulars and information submitted above are true and correct and I agree that any misrepresentation or falsehood contained in the information supplied renders my application null and void and where such misrepresentation and falsehood was relied upon as a basis for issuance of a licence such licence shall be rendered null and void and revoked and the applicant company directors/secretary may be personally liable for prosecution.

DATED.....day of .....20.....

*Signature of Applicant .....*

*Position of Applicant .....*

*Director/Secretary*

**PART B**

I recommend/ do not recommend\* the applicant for a grant of Licence/Renewal of Licence\*

DATED.....day of.....20.....

***Postmaster General/CEO***

\* Delete if not applicable

## **SECOND SCHEDULE**

### **FORM B**

#### **NIGERIAN POSTAL SERVICE**

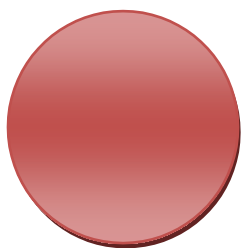
#### **LICENCE TO OPERATE COURIER/LOGISTICS SERVICES**

Pursuant to Section 45 of Nigerian Postal Service Act Cap. N127 LFN 2004 and Regulations made thereunder.

This is to Certify that ..... Ltd having satisfied all the conditions for operation of Courier/Logistics Services in Nigeria is Hereby Granted Licence to operate a Courier/Logistics Services in Nigeria in category .....

Licence NO: -----

Dated at Abuja this ..... Day of ..... 20.....



**Postmaster General/CEO  
for: Honourable Minister**

**FORM C**

**NIGERIAN POSTAL SERVICE**

***Regulation 3 (7)***

LICENCE NO.....

Pursuant to Section 46 Nigerian Postal  
Service Act, CAP N 127 LFN 2004

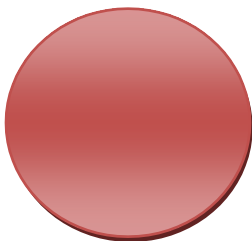
..... Ltd RENEWAL OF LICENCE  
TO OPERATE COURIER/LOGISTICS SERVICES

WHEREAS by the provisions of Section 46 (3) of the Nigerian Postal Service Act, a company which fails to renew its Licence or whose application for renewal is rejected by the Minister shall cease to operate a courier/logistics services,

*AND WHEREAS* the Minister is satisfied from the information and evidence supplied to him that the aforementioned company has complied with the requirements and conditions specified in the Act and Regulations made thereunder relating to the Renewal of licence.

NOW, THEREFORE, the licence of the above named company is hereby renewed in category ..... with effect from the date hereunder written pursuant to section 46 (1) of the Act.

DATED at ABUJA this.....day of.....20.....



***Postmaster General/CEO  
FOR: MINISTER***

## **THIRD SCHEDULE**

### **Regulation 8 (2) (a) (b)**

#### **COURIER AND LOGISTICS SERVICES (OPERATIONS) MANUAL**

Matters to be contained in the Manual

1. List of prohibited or restricted courier/logistics articles and items
2. Transit and delivery times
3. Information on products, services, tariffs, vehicles and warehouse or storage facilities.
4. Procedure for handling and resolving complaints from customers.
5. Procedure and system of packaging, handling, transportation, distribution and delivery of courier/logistics articles.
6. List and addresses of offices or other places of business in which it carries on its business.
7. List of offences and penalties created under the Enactments, laws, Regulations and Rules specified under the Fourth Schedule to these Regulations or as may be created from time to time.
8. Terms and conditions of carriage including liability and restriction or exemption clauses, amount and conditions for payment of compensation.
9. Records required to be kept under these Regulations.
10. Any other instructions / Information that may be relevant.

**FOURTH SCH**

**FORM D**

***Regulation 9 (1) (O)***

**STATEMENT OF COMPLIANCE**

This is to state that..... Ltd has complied/not complied\* satisfactorily with the requirements/standard of courier and Logistics service operations in Nigeria.

\*Note If an operator has not complied with the provisions of the Regulations, \ specify the areas of non-compliance –

.....  
.....  
.....  
.....  
.....

DATED THIS ..... DAY OF .....20

\*Delete if not applicable .....

SGD: General Manager  
Courier & Logistics Regulatory Department



## **FIFTH SCHEDULE**

### **ENACTMENTS, REGULATIONS AND ORDERS RELEVANT TO THESE REGULATIONS**

1. Nigerian Postal Service Act, Cap N 127 LFN 2004
  2. Post Office Guide, (2009 Edition)
  3. Customs, Excise Tariff etc (Consolidation) Act Cap C 49 LFN 2004
  4. Customs Tariff (Export Prohibition) Order
  5. Quarantine Act, Cap Q 2 LFN 2004
  6. Quarantine (Aircraft) Regulations
  7. National Drug Law Enforcement Act Cap. N 30 LFN 2004
  8. Dangerous Drugs Act, Cap D 1 LFN 2004
  9. Dangerous Drugs Regulations
  10. Dangerous Drugs (Modified Form) Regulations
  11. Dangerous Drugs (Application) Orders Nigeria Police Force (Establishment) Act, 2020
  12. National Agency for Food, Drugs Administration and Control (NAFDAC) Act Cap N 1 LFN 2004
  13. Such other Enactments, Regulations, orders as may be made from time to time.
- The Comptroller General of Customs, Inspector General of Police Directors General of other relevant government agencies and such other authorised persons acting on their behalf shall be mandated to ensure that these Regulations are duly enforced.

**Made at Abuja this ..... day of..... 2020**

.....  
**Honourable Minister of Communications and Digital Economy.**























