

TWINNING PROJECT NEWSLETTER

Newsletter published by the Twinning Project: "Strengthening of the capacities of the Postal Agency"

INFOCUS

CREATING BETTER POSTAL SERVICES TOGETHER!

The overall objective is strengthening of the Postal Agency's capacities in line with the requirements deriving from the national legislation, as well as EU's Postal Directive.

The Postal Agency is the beneficiary organization of the 18-month 600 thousand Euros Twinning Project, financed by the European Union. Fundación Internacional y Para Iberoamérica de Admon y Políticas Públicas (FIIAPP), together with the Spanish Ministry of Transport and Public Works and the Spanish national designated postal Operator CORREOS started implementing the Twinning project - "Strengthening of the capacities of the Postal Agency" aimed at improving air quality administration in the country, as of December 2018.

The EU legislation requires each of the Member States to assess air quality in their territory and to develop plans and programmes aimed at improving the air quality in areas where the levels of pollutants are high. This Twinning project will contribute for the current air quality legislation to be fully harmonized with the European Union legislation.

Institutions to take active participation in the project on behalf of the beneficiary country in addition to the Postal Agency are the Ministry of Transport and Communications and the designated operator Post of North Macedonia which will give full support and have a key role in the implementation of the project.

Furthermore, the project is expected to contribute to better quality of postal



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Twinning Project Strengthening of the capacities of the Postal Agency

FIIAPP

The Postal Agency

services provided by the postal operators in the country, as well as to provide the basis for the Ministry of Transport and Communications to prepare and adopt a new Strategy for development of the postal sector.

- Component 5

Improvement of capacities for specific market analysis.

In order to facilitate implementation, the project is divided by components:

- Component 1

Creation of policy papers and procedures;

- Component 2

Determining adequate separate accounting and cost allocation system, net cost calculation model of the universal service and price policy model in order to observe the legal provisions;

- Component 3

Strengthening the inspection role of the Postal Agency;

- Component 4

Establishing criteria and legislative provisions for standardized private letter boxes according to EN 13724;

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This project is funded by the European Union

This project is implemented by FIIAPP

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Site visits for assessment of letterboxes' condition

As part of the mission under component 4 (Activity 4.1) the Twinning Project together with the Postal Agency organized a one-day trip to the Town of Gevgelija in December 2019.

The purpose of the meeting was to physically inspect the actual situation about the numbers of letterboxes and manner of installation. Several older buildings were inspected (constructed 25-30 years ago); also a few recently constructed multi-story buildings were visited. The inspection also included individual private houses in a more desolated part of the town.

For the purposes of the project and upon the request of the Postal Agency and prior to the visit, the Post of North Macedonia conducted a field measurement of the postal operations and condition.



Condition of letterboxes in a newly constructed building (photo: Juan Ramon de las Heras Fernandez)

The field inspection showed that all of the older buildings have installed letterboxes, but their condition varies from good to very bad (some completely destroyed). It was noticed that most of the letterboxes have similar dimensions (produced in accordance with the former Yugoslav standard), although these are not in line with the current EN 13724 standard. The individual houses that were visited all had letterboxes with various shapes and sizes. It was concluded that although all of them were in good condition, they do not comply with the EU standard. The MS experts were satisfied with the information



Condition of letterboxes in a building constructed in the 1980s (photo: Juan Ramon de las Heras Fernandez)

acquired and all of their findings were presented to the Postal Agency.

A second visit was organized to one of Skopje's municipalities - the Municipality of Butel. Same as before older and newer buildings were visited. The inspections showed that in this municipality all visited buildings (older) have letterboxes, but a large portion of them are damaged, some even extensively. In terms of the new buildings, all of them had new and well maintained letterboxes, but again not in compliance with the EU standard.

Regarding the individual houses, all of them have letterboxes. They were all in good condition, but only two out of 30-40 checked were in compliance with the EU standard.



Condition of letterboxes in a building constructed in the 1970s (photo: M. Jankovikj)



Promotional campaign: "YOUR POSTAL ITEM IN A SAFE LETTERBOX!"

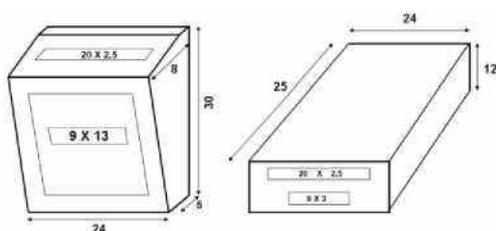
On December 20, 2019 the Twinning Project together with the Postal Agency lunched the promotional campaign for raising the awareness of using standardized letterboxes in the beneficiary country.

This event was attended by all stakeholders involved in the TW including representatives from the Ministry of Transport and Communications, the designated postal operator, other private operators etc. In order to maximize the impact of the campaign several media covered the event. On the satisfaction of all involved parties the Minister of transport and Communications and Minister of Local Self-Government also participated at the event.

A promotional video, recorded for the campaign was also presented, and a web-banner with the video was posted for 14 days on the most popular news website in the country (www.time.mk). The Postal Agency arranged for the promotional video to be played on the national television broadcasting network.

The Spanish experts shared their experiences in promoting the benefits from the usage of standardized letterboxes in the EU, thus significantly improving the quality of delivery and increasing users satisfaction. They explained all of the steps required for reaching the postal traffic level of the EU, and noted to the participants that this painstaking process takes time, and that it may take several decades to reach the desired level. The experts concluded that current situation in the postal sector of the beneficiary country is better than initially expected.

- Resistance to theft through use of stable materials;



Standardized letterboxes' dimensions, according to EN 13724

The EN 13724 European Standard that regulates this issue stipulates the following main criteria:

- Classification of the types of mail slot openings;
 - Identification of different mail slot sizes;
- Resistance capacity against corrosion and against water penetration;



- Guarantee of the minimum size of a mailbox;
- Mounting position of the letterbox;
- To guarantee safety to the postman (minimize possibility for injury);
- To guarantee privacy, the post boxes must be equipped without view window;
- Retrieval security against meddlers.

The purpose of introducing standards for the letterboxes is intended to ensure the quality and safety of products and/or services; comply with relevant legislation including EU regulations; achieve compatibility between products and/or components; access markets and sell to customers in other countries in and outside Europe; satisfy the customers' expectations and requirements; reduce costs, eliminate waste and improve efficiency; and gain knowledge about new technologies and innovations.



Spanish experts, together with the Director of the Postal Agency (project photo)



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Twining Programme

Twining is an initiative of the European Commission launched in May 1998 in the context of the preparation for enlargement of the European Union. This Programme was conceived as an instrument for targeted administrative co-operation to assist Candidate Countries to strengthen their administrative and judicial capacity to implement EU legislation as future Member States of the European Union. The Twining Programme provides the framework for administrations and semi-public organizations in the beneficiary countries to work with their counterparts in Member States. Together they develop and implement a project that targets the transposition, enforcement and implementation of a specific part of the *acquis communautaire*.

The key feature of Twining is the concept of mandatory results. Both project partners commit themselves to work towards commonly agreed results in a joint project implementation process. Twining projects should focus on limited and well-defined institutional targets. These mandatory results can represent an immediate benchmark, constituting a specific criterion in relation to administrative capacity, as long as there is a jointly agreed target.

At the completion of the EU-funded Twining Project, the beneficiary country should have significantly improved organization enabling it to properly fulfil its objectives in relation to the EU *acquis* or in relation to the relevant area of cooperation with the EU.

The aim of this EU-funded Twining Project is to produce an operational outcome in a particular field. Achieving these goals calls for a long and thorough cooperation between the beneficiary country and the member state, bringing into play whatever actions are required to achieve the desired results.

