

Afghan Post State Enterprise

AFA

Basic Services						
1	Maximum weight limit admitted			CARDIT	Carrier documents international transport – origin post	Yes
1.1	Surface parcels (kg)	20		RESDIT	Response to a CARDIT – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		6	Home delivery	
2	Maximum size admitted			6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.1	Surface parcels			6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.5	Nature of this governmental or legally binding restriction. Customs Law	
2.2	Air parcels			7	Signature of acceptance	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		7.1	When a parcel is delivered or handed over	
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		7.1.1	a signature of acceptance is obtained	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		7.1.2	captured data from an identity card are registered	Yes
				7.1.3	another form of evidence of receipt is obtained	No
				7.2	Ordinary parcels	
				7.2.1	Signature of the addressee or his agent	No
				7.2.2	Signature of a de facto agent	No
				7.3	Insured parcels	
				7.3.1	Signature of the addressee or his agent	No
				7.3.2	Signature of a de facto agent	No
Supplementary services						
3	Cumbersome parcels admitted	No				
Parcels service features						
5	Electronic exchange of information					
5.1.1	Use a track and trace system	Yes				
5.1.2	Mandatory tracking events transmitted					
EMC	Departure from outward office of exchange	Yes				
EMD	Arrival at inward office of exchange	Yes				
EMH	Attempted/Unsuccessful delivery	Yes				
EMI	Final delivery	Yes				
5.1.3	Optional tracking events transmitted					
EMA	Posting/collection	Yes				
EMB	Arrival at outward office of exchange	Yes				
EME	Held by Customs	No				
EMF	Out of Customs/Departure from inward office of exchange	No				
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	Yes				
EMK	Departure from transit office of exchange	Yes				
5.1.4	Dispatch messages transmitted					
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes				
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes				
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes				
5.1.6	Other messages transmitted					
PRECON	Pre-advice of international consignment – origin post	Yes				
RESCON	Response to a PRECON – destination post	Yes				
Insured parcel service						
8	Insured surface parcels admitted	No				
9	Insured air parcels admitted	No				
10	Marking used for insured parcels					
10.1	CP 74 pink label used					
10.2	CP 73 label and pink “insured” label used					
Cash-on-delivery service for parcel						
11.1	Acceptance of Cash-on-delivery (COD) service for parcels					
11.1.1	outbound COD parcels	No				
11.1.2	inbound COD parcels	No				
Express delivery service						
12	Express parcel delivery service provided	No				
Parcels with advice of delivery						
13	Admission of advice of delivery for					

13.1	ordinary parcels	Yes	Supplementary charges - Customs	
13.2	insured parcels	No	21	Non-dutiable parcels
Parcels for delivery free of charges and fees			21.1	Threshold level below which parcels are free of customs duties and other taxes
14	Parcels for delivery free of charges and fees admitted	No	21.2	Exemption threshold
Fragile parcel				Local currency 10000
15	Fragile parcels admitted	Yes		USD 110
Consignment service				Comments:
16	Consignment service by bilateral agreements provided	Yes	22	Dutiable parcels
Integrated logistics service			22.1	Customs clearance fee collected for parcels subject to import customs clearance
17	integrated logistics service by bilateral agreements provided	No	22.2	Amount of fee collected
Addresses for bilateral agreements				Local currency 350
18	Contact details of the person responsible for questions concerning bilateral agreements			USD 4
	Name: Mr Naik Mohammad Yousufi			Comments:
	Function: Head of Foreign Relation		23	Customs clearance fee collected for all items declared at customs
	Address: Afghan Post State Owned Enterprise Foreign Relation Department Mohammad Jan Khan Road Kabul, 1001 Afghanistan			No
	Tel: 1: (+930)799234185 2: (+)			Comments:
	Fax: (+)		24	Administration fees collected for parcels subject to export customs clearance
	E-mail yousufi.naik@gmail.com naik.yousufi@afghanpost.gov.af		24.1	Amount of the charge collected
Admissible radioactive material and infectious substances				Local currency 70
19	Radioactive materials admitted in			USD 1
19.1	Air Parcels			Comments:
	Inbound parcels	No	Special charges - Storage	
	Outbound parcels	No	25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection
19.2	Insured parcels		25.1	Amount of charge per day/per parcel
	Inbound parcels	No		Local currency 780
	Outbound parcels	No		SDR 6.53
20	Infected substances admitted in		25.2	Period of charge, if not daily
20.1	Air Parcels			Half month
	Inbound parcels	No	Special delivery charges	
	Outbound parcels	No	26	Delivery charges collected at the time of delivery in response to the advice of arrival
20.2	Insured parcels		26.1	Amount of charge
	Inbound parcels	No		Local currency 100
	Outbound parcels	No		SDR 1
Special charges – Poste restante			27	Poste restante service provided
				Yes

27.1	Amount of charge per parcel					34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.
	Local currency	50					
	SDR	0.5					
27.2	Basis for charge if not an amount per parcel						
Special provisions - Treatment of parcels wrongly accepted							
28	Parcels returned to sender	Yes					
Delivery areas							
29	Parcels delivered to						
29.1	all addresses	Yes					
29.2	specific areas only	No					
	Comments:						
Collection							
30	Collection of parcels at post offices provided for						
30.1	all addresses	Yes					
30.2	specific areas only	No					
	Comments:						
Delivery procedures for parcels for which customs duty and taxes are payable							
31	Procedure for parcels for which customs duty is payable						
31.1	Pick up of parcel at the customs office	No					
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No					
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No					
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes					
31.5	Other						
Period of retention							
32	Period of retention for parcels						
32.1	Normal period	1 Month(s)					
32.2	Exceptional period	2 Month(s)					
33	Retention for parcels for which notice could not be sent or addressed to poste restante						
33.1	Normal period	1 Month(s)					
33.2	Exceptional period	2 Month(s)					
Parcels automatically retained							
Requests for withdrawal from the post or alteration, or correction of address							
35	Requests for withdrawal from the post accepted	Yes					
35.1	Central office (in destination country) to which requests must be sent						
	Office name:	Customer Service office					
	Name:	Ms Elaha Sarwari					
	Function:	General Manager of Customer Service					
	Address:	Afghan Post State Owned Enterprise Customer Service department Kabul, 1001 Afghanistan					
	Tel:	1: (+9320)2101270 2: (+)					
	Fax:	(+9320)2102674					
	E-Mail:	Customer-service@afghanpost.gov.af					
Special provisions - Force majeure							
36	Liability admitted in cases of force majeure	Yes					
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No					
36.2	Addressee/sender's reservations admitted at the time of delivery	No					
Special provisions - Customs declarations							
37	Number of CN 23 customs declarations required for inbound parcels	3					
37.1	Number of CN 23 customs declarations required for parcels in transit	3					
37.2	Languages in which CN 23 customs declarations can be completed	English					
Special provisions - Method of dispatching accompanying documents							

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38	Documents affixed to the relevant parcels	Yes
38.1	Documents attached to the parcels bill	No

Service to customers

39	On-line tracking provided	Yes
39.1	Web site address to access information http://www.afghanpost.gov.af	
39.2	Languages in which track and trace information is available English Persian, Pashto	

Service to designated operators

40.	User of the Internet-based Inquiry System (IBIS)	Yes
40.1	Details of office(s) responsible for handling parcel post inquiries	

Office name: Customer Service office

Name: Ms Elaha Sarwari

Function: General Manager

Address: Afghan Post State Owned Enterprise
Customer Service department
Kabul, 1001
Afghanistan

Tel: 1: (+9320)2101270

2: (+)

Fax: (+9320)2102674

E-Mail: Customer-service@afghanpost.gov.af

Hours of service and days(s) on which the inquiry service is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:30-12:00	13:30-16:00
Tuesday	08:30-12:00	13:30-16:00
Wednesday	08:30-12:00	13:30-16:00
Thursday	08:30-12:00	-
Friday	08:30-12:00	-
Saturday	08:30-12:00	13:30-16:00
Sunday	08:30-12:00	13:30-16:00

Languages English Persian, Pashto (National Languages)

National Holidays**41.1 National holidays**

National holiday in 2023

Month	Day(s)	National Holidays - Description
February	15	National Rescue's Day
March	24	First day of Ramadan month

April	25	Holy Eid Day (Al Feter)
April	26	Holy Eid Day (Al Feter)
April	27	Holy Eid Day (Al Feter)
May	26	Holy Eid's first day (Al Feter)
July	1	Arafa
July	2	Holy Eid day (Adah)
July	3	Holy Eid Day (Adah)
July	4	Holy Eid day (Adah)
August	15	Collapse of republic government
August	4	Holy Eid's third day (Adah)
August	19	Independence Day
August	30	Withdrawal of USA soldiers from Afghanistan

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description

Cancellation of fees**42 Fees cancelled when they concern**

42.1	parcels returned to sender	No
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	No
42.4	parcels lost or destroyed	No
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	Yes
43.3	Amount of redirection fee (SDR)	2

Comments:

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: Post Parcel office
 IMPC code: AFKABL
 Name: Mr Hashmatullah
 Function: Manager of post Parcel
 Address: Afghan Post State Owned Enterprise
 Post Parcel office
 Kabul, 1001
 Afghanistan
 Tel: 1: (+9320)2104318
 2: (+)
 Fax: (+9320)2102674
 E-Mail: yousufi.naik@gmail.com

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:30-12:00	13:30-16:00
Tuesday	08:30-12:00	13:30-16:00
Wednesday	08:30-12:00	13:30-16:00
Thursday	08:30-12:00	-
Friday	-	-
Saturday	08:30-12:00	13:30-16:00
Sunday	08:30-12:00	13:30-16:00

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



Parcel delivery standards - Air parcel

OE Name KABUL
 IMPC Code AFKBLA
 Tel (+93)202106198
 Fax (+93)202102674
 Hours of operation Sat - Thurs.: 08.00–16.00; Fri: closed
 From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 11:00	Tue	Wed	Thu	Sat	---	---
Mon	11:01 - 23:59	Wed	Thu	Sat	Sun	---	---
Tue	00:00 - 11:00	Wed	Thu	Sat	Sun	---	---
Tue	11:01 - 23:59	Thu	Sat	Sun	Mon	---	---
Wed	00:00 - 11:00	Thu	Sat	Sun	Mon	---	---
Wed	11:01 - 23:59	Sat	Sun	Mon	Tue	---	---
Thu	00:00 - 11:00	Sat	Sun	Mon	Tue	---	---
Thu	11:01 - 23:59	Sun	Mon	Tue	Wed	---	---
Fri	00:00 - 23:00	Sun	Mon	Tue	Wed	---	---
Sat	00:00 - 11:00	Sun	Mon	Tue	Wed	---	---
Sat	11:01 - 23:59	Mon	Tue	Wed	Thu	---	---
Sun	00:00 - 11:00	Mon	Tue	Wed	Thu	---	---
Sun	11:01 - 23:59	Tue	Wed	Thu	Sat	---	---

Definition of zones

Zone 1:

Postcodes	Cities
1001, 1301, 1101, 1201, 1501, 1401, 2301.	Kabul, Maidan Wardak Parwan , Kapisa , Panjshir, Logar, Ghazni.

Zone 2:

Postcodes	Cities
2201, 2401, 1601, 2801, 3601, 2601, 2701.	Paktia, Paktika, Bamyan, Kunar, Baghlan, Nangarhar, Laghman.

Zone 3:

Postcodes	Cities
2901, 2501, 4201, 1801, 3201, 1901, 3501, 3701, 4101, 4001.	Nuristan, Khost, Diekundi, Faryab, Ghor, Jozhjan, Kundoz, Takhar, Urezghan, Zabol.

Zone 4:

Date of last update : 18.01.2023

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Postcodes	Cities
3001, 1701, 3401, 3101, 4301, 3801, 3901, 2001, 2101, 3301.	Herat, Balkh, Badakhshan, Farah, Neemrooz, Kandahar , Helmand, Samanghan, Sarpul, Badghis.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 2 hours

Items not subject to customs duty: 1 hour

Comments:

Parcel delivery standards - Surface parcel

OE Name KABUL
 IMPC Code AFKBLA
 Tel (+93)202106198
 Fax (+93)202102674
 Hours of operation Sat - Thurs.: 08.00–16.00; Fri: closed
 From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 11:00	Tue	Wed	Thu	Sat	---	---
Mon	11:01 - 23:59	Wed	Thu	Sat	Sun	---	---
Tue	00:00 - 11:00	Wed	Thu	Sat	Sun	---	---
Tue	11:01 - 23:00	Thu	Sat	Sun	Mon	---	---
Wed	00:00 - 11:00	Thu	Sat	Sun	Mon	---	---
Wed	11:01 - 23:59	Sat	Sun	Mon	Tue	---	---
Thu	00:00 - 11:00	Sat	Sun	Mon	Tue	---	---
Thu	11:01 - 23:59	Sun	Mon	Tue	Wed	---	---
Fri	00:00 - 23:59	Sun	Mon	Tue	Wed	---	---
Sat	00:00 - 11:00	Sun	Mon	Tue	Wed	---	---
Sat	11:01 - 23:59	Mon	Tue	Wed	Thu	---	---
Sun	00:00 - 11:00	Mon	Tue	Wed	Thu	---	---
Sun	11:01 - 23:59	Tue	Wed	Thu	Sat	---	---

Definition of zones

Zone 1:

Postcodes	Cities
1001, 1301, 1101, 1201, 1501, 1401, 2301.	Kabul, Maidan Wardak Parwan , Kapisa , Panjshir, Logar, Ghazni.

Zone 2:

Postcodes	Cities
2201, 2401, 1601, 2801, 3601, 2601, 2701.	Paktia, Paktika, Bamyan, Kunar, Baghlan, Nangarhar, Laghman.

Zone 3:

Postcodes	Cities
2901, 2501, 4201, 1801, 3201, 1901, 3501, 3701, 4101, 4001.	Nuristan, Khost, Diekundi, Faryab, Ghor, Jozhjan, Kundoz, Takhar, Urezghan, Zabol.

Zone 4:

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Postcodes	Cities
3001, 1701, 3401, 3101, 4301, 3801, 3901, 2001, 2101, 3301.	Herat, Balkh, Badakhshan, Farah, Neemrooz, Kandahar , Helmand, Samanghan, Sarpul, Badghis.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 2 hours

Items not subject to customs duty: 1 hour

Comments:

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