

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
<b>2</b>	<b>Maximum size admitted</b>		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.1	2m x 2m x 2m (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
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	6.5	Nature of this governmental or legally binding restriction. Customers prefer collecting from the counter where customs officers are present for the tax purpose.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	<b>7</b>	<b>Signature of acceptance</b>	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	7.1.2	captured data from an identity card are registered	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	Yes
Supplementary services			7.1.4	Nature of this evidence Citizen identity card/ voter identity card/ driving licence	
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	7.2	Ordinary parcels	
Parcels service features			7.2.1	Signature of the addressee or his agent	Yes
<b>5</b>	<b>Electronic exchange of information</b>		7.2.2	Signature of a de facto agent	Yes
5.1.1	Use a track and trace system	Yes	7.3	Insured parcels	
5.1.2	Mandatory tracking events transmitted		7.3.1	Signature of the addressee or his agent	Yes
EMC	Departure from outward office of exchange	Yes	7.3.2	Signature of a de facto agent	Yes
EMD	Arrival at inward office of exchange	Yes	Insured parcel service		
EMH	Attempted/Unsuccessful delivery	Yes	<b>8</b>	<b>Insured surface parcels admitted</b>	<b>No</b>
EMI	Final delivery	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>No</b>
5.1.3	Optional tracking events transmitted		<b>10</b>	<b>Marking used for insured parcels</b>	
EMA	Posting/collection	Yes	10.1	CP 74 pink label used	No
EMB	Arrival at outward office of exchange	Yes	10.2	CP 73 label and pink “insured” label used	No
EME	Held by Customs	Yes	Cash-on-delivery service for parcel		
EMF	Out of Customs/Departure from inward office of exchange	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMG	Arrival at delivery office	Yes	11.1.1	outbound COD parcels	No
EMJ	Arrival at transit office of exchange	No	11.1.2	inbound COD parcels	No
EMK	Departure from transit office of exchange	No	Express delivery service		
5.1.4	Dispatch messages transmitted		<b>12</b>	<b>Express parcel delivery service provided</b>	<b>No</b>
PREDES V 2.0	Pre-advise 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-advise of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Parcels with advice of delivery			Supplementary charges - Customs		
<b>13</b>	<b>Admission of advice of delivery for</b>		<b>21</b>	<b>Non-dutiable parcels</b>	
13.1	ordinary parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
13.2	insured parcels	Yes	21.2	Exemption threshold	
				Local currency	
				USD	50
				Comments:	
Parcels for delivery free of charges and fees			<b>22</b>	<b>Dutiable parcels</b>	
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>Yes</b>	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
			22.2	Amount of fee collected	
				Local currency	100
				USD	
				Comments:	
				BTN 100 per declaration and BTN 500 per declaration if taxes are paid by Bhutan Post on behalf of the addressee which will be recovered from the addressee in actual while delivering the parcel	
Fragile parcel			<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>
<b>15</b>	<b>Fragile parcels admitted</b>	<b>No</b>		Comments:	
Consignment service			<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>Yes</b>
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>	24.1	Amount of the charge collected	
				Local currency	100
				USD	
				Comments:	
Integrated logistics service					
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>			
Addresses for bilateral agreements					
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>				
Name:	Mr Tenzin Jigme				
Function:	Head, Operations Department				
Address:	Bhutan Post, Headquarters, Chang Lam III, Thimphu, BHUTAN				
Tel:	1: (+975)2322281 2: (+)				
Fax:	(+975)2323108				
E-mail	jigme.tenzin@bhutanpost.bt ipsbhutanpost@gmail.com				
Admissible radioactive material and infectious substances			<b>25</b>	<b>Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection</b>	<b>No</b>
<b>19</b>	<b>Radioactive materials admitted in</b>				
19.1	Air Parcels				
		Inbound parcels	No		
		Outbound parcels	No		
19.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
<b>20</b>	<b>Infected substances admitted in</b>				
20.1	Air Parcels				
		Inbound parcels	No		
		Outbound parcels	No		
20.2	Insured parcels				
		Inbound parcels	No		
		Outbound parcels	No		
Special charges - Storage			<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>No</b>
Special delivery charges			<b>27</b>	<b>Poste restante service provided</b>	<b>No</b>
Special charges – Poste restante			<b>28</b>	<b>Parcels returned to sender</b>	<b>No</b>
			28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	Yes

<b>Delivery areas</b>			Office name: THIMPHU GPO	Name: Ms Jigme Choden	Function: Head of Office of Exchange	Address: Thimphu GPO Chang Lam Thimphu 11001	Tel: 1: (+975)2322296 2: (+975)2322281	Fax: (+975)2323108	E-Mail: jigme.choden@bhutanpost.bt
<b>29</b>	<b>Parcels delivered to</b>								
29.1	all addresses	No							
29.2	specific areas only	Yes							
	Comments:								
	To regular Post Offices only								
<b>Collection</b>			<b>Requests for withdrawal from the post or alteration, or correction of address</b>						
<b>30</b>	<b>Collection of parcels at post offices provided for</b>		<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>Yes</b>				
30.1	all addresses	Yes	35.1	Central office (in destination country) to which requests must be sent					
30.2	specific areas only	No							
	Comments:								
<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>			Office name: THIMPHU GPO	Name: Ms Jigme Choden	Function: Head of Office of Exchange	Address: Thimphu GPO Chang Lam III Thimphu 11001	Tel: 1: (+975)2322296 2: (+975)2322281	Fax: (+975)2323108	E-Mail: jigme.choden@bhutanpost.bt
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>		<b>Special provisions - Force majeure</b>						
31.1	Pick up of parcel at the customs office	Yes	<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>				
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No				
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	36.2	Addressee/sender's reservations admitted at the time of delivery	No				
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	<b>Special provisions - Customs declarations</b>						
31.5	Other		<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>3</b>				
<b>Period of retention</b>			37.1	Number of CN 23 customs declarations required for parcels in transit					
<b>32</b>	<b>Period of retention for parcels</b>		37.2	Languages in which CN 23 customs declarations can be completed	English				
32.1	Normal period	15 Day(s)	<b>Special provisions - Method of dispatching accompanying documents</b>						
32.2	Exceptional period	1 Month(s)	<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>				
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>		38.1	Documents attached to the parcels bill	No				
33.1	Normal period	1 Month(s)	<b>Service to customers</b>						
33.2	Exceptional period	1 Month(s)	<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>				
<b>Parcels automatically retained</b>			39.1	Web site address to access information					
<b>34</b>	<b>Office to which a copy of the CP 78 verification note should be sent</b>								

http://www.bhutanpost.bt

39.2 Languages in which track and trace information is available  
English

**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: Thimphu GPO  
Name: Ms Jigme Choden  
Function: Head of Office of Exchange  
Address: Thimphu GPO  
Chang Lam  
Thimphu 11001  
Tel: 1: (+975)2334444  
2: (+975)77334444  
Fax: (+975)2323108  
E-Mail: jigme.choden@bhutanpost.bt

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	09:00-13:00	14:00-16:00
Tuesday	09:00-13:00	14:00-16:00
Wednesday	09:00-13:00	14:00-16:00
Thursday	09:00-13:00	14:00-16:00
Friday	09:00-13:00	14:00-16:00
Saturday	-	-
Sunday	-	-

Languages English

**National Holidays**

**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	3	Winter solstice
January	6	Traditional Day of Offering
February	24	Bhutanese New Year
February	25	Bhutanese New Year
May	2	Birth Anniversary of 3rd King / Death Anniversary of Zhabdrung
June	30	Birth Anniversary of Guru Rimpoche
July	24	First Sermon of Lord Buddha
September	22	Thimphu Drubchoe

September	23	Blessed Rainy Day
September	26	Thimphu Tshechu
September	27	Thimphu Tshechu
September	28	Thimphu Tshechu
October	26	Dassain
November	1	Coronation Day of His Majesty the King
November	7	Descending Day of Lord Buddha
November	11	Birth Anniversary of 4th King/Constitution Day
December	17	National Day

## National holiday in 2021

Month	Day(s)	National Holidays - Description
January	2	Winter solstice
January	14	Traditional Day of Offering

**Regional Holidays****41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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**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)	
	Comments:	
	Half the pre-paid postage	

**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	No

44.4 Areas of the country where the parcel service is NOT provided

Postcodes	Localities
11001, 12001, 13001, 14001, 21005	Thimphu, Paro, Punakha, Wangdue Phodrang, Tsimasham
21007, 15001, 21101, 31101, 31002, 32001, 33001, 36001	Gedu, Haa, Phuntsholing, Gelephu, Sarpang, Bumthang, Trongsa, Tsirang
16001, 21104, 22001, 22002, 22104, 32002, 41001, 41002, 42001, 43001, 44102	Gasa, Lhamoizingkha, Samtse, Gomtu, Sipsu, Chumey, Samdrup Jongkhar, Deothang, Trashigang, Monggar, Nanglam
35002, 42002, 42003, 42104, 42005, 45001, 46001, 46002	Drujegang, Kanglung, Khaling, Wamrong, Rangjung, Lhuntse, Trashi Yangtse, Duksum
34001, 34002, 34103, 41104, 41205, 43002, 44001	Zhemgang, Tingtibi, Panbang, Jomotsangkha, Samdrupcholing, Gyeplozhing, Pemagatshel

#### Office(s) of exchange handling parcels

#### 45 Details of office(s) of exchange responsible for handling parcel post

Office name: Thimphu GPO  
 IMPC code: BTTHIA  
 Name: Ms Jigme Choden  
 Function: Head of Office of Exchange  
 Address: Thimphu GPO  
 Chang Lam III  
 Thimphu 11001  
 Tel: 1: (+975)2322296  
 2: (+975)2322281  
 Fax: (+975)2323108  
 E-Mail: jigme.choden@bhutanpost.bt  
 jigme.tenzin@bhutanpost.bt

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

#### Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-13:00	14:00-16:00
Tuesday	09:00-13:00	14:00-16:00
Wednesday	09:00-13:00	14:00-16:00
Thursday	09:00-13:00	14:30-16:00
Friday	09:00-13:00	14:00-16:00
Saturday	-	-
Sunday	-	-

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 THIMPHU GPO

IMPC Code BTTHIA

Tel (+975)02-322281/02-322296

Fax (+975)02-323108

Hours of operation 09:00 - 17:00 (summer ) 09:00 to 16:00 (winter)

From the airport of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 09:00	Tue	Mer	Thu	Fri	Mon+1	---
Mon	09:01 - 23:59	Wed	Thu	Fri	Mon	Tue+1	---
Tue	00:00 - 09:00	Wed	Thu	Fri	Mon	Tue+1	---
Tue	09:01 - 23:59	Thu	Fri	Mon	Tue	Wed+1	---
Wed	00:00 - 09:00	Thu	Fri	Mon	Tue	Wed+1	---
Wed	09:01 - 23:59	Fri	Mon	Tue	Wed	Thu+1	---
Thu	00:00 - 09:00	Fri	Mon	Tue	Wed	Thu+1	---
Thu	09:01 - 23:59	Mon	Tue	Wed	Thu	Fri+1	---
Fri	00:00 - 09:00	Mon	Tue	Wed	Thu	Fri+1	---
Fri	09:01 - 23:59	Tue	Mer	Thu	Fri	Mon+1	---
Sat	00:00 - 23:59	Tue	Mer	Thu	Fri	Mon+1	---
Sun	00:00 - 23:59	Tue	Mer	Thu	Fri	Mon+1	---

## Definition of zones

## Zone 1:

Postcodes	Cities
11001, 12001, 13001, 14001, 21005, 21007.	Thimphu, Paro, Punakha, Wangdue, Tsimasham, Gedu.

## Zone 2:

Postcodes	Cities
15001, 21101, 31101, 31002, 32001, 33001, 35001, 36001.	Haa, Phuntsholing, Gelephu, Sarpang, Bumthang, Trongsa, Dagana, Tsirang.

## Zone 3:

Postcodes	Cities
16001, 21104, 22001, 22002, 22103, 32002, 41001, 41002, 42001, 43001, 44102.	Gasa, Lhamoizingkha, Samtse, Gomtu, Sipsu, Chumey, Samdrupjongkhar, Deothang, Trashigang, Monggar, Nganglam.

## Zone 4:

Postcodes	Cities
35002, 42002, 42003, 42104, 42005, 45001, 46001, 46002.	Drujegang, Kanglung, Khaling, Wamrong, Rangjung, Lhuntse, Trashiyangtse, Duksum.

## Zone 5:

Postcodes	Cities
34001, 34002, 34103, 41104, 41203, 43002, 44001.	Zhemgang, Tingtibi, Panbang, Jomotshangkha, SamdrupCholing, Gyelpozhing, Pemagatshel.

## Zone 6:

Postcodes	Cities

Arrival at office of exchange: 2 hours

**Customs clearance times:** 09:00 to 13:00 and 14:00 to 17:00 on week days  
09:00 to 13:00 on Saturday

Items subject to customs duty: 24-48 hours

Items not subject to customs duty: 30 - 60 minutes

**Comments:** The above standards does not apply to items wrongly addressed or incorrectly documented

**Parcel delivery standards - Surface parcel**

OE Name THIMPHU GPO  
 IMPC Code BTTHIA  
 Tel (+975)02-322281/02-322296  
 Fax (+975)02-323108  
 Hours of operation 09:00 - 17:00 (summer ) 09:00 to 16:00 (winter)  
 From the airport/port/office of exchange of destination to the addressee

Arrival at the airport		Days of delivery by zone					
Day	Time	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Mon	00:00 - 09:00	Tue	Mer	Thu	Fri	Mon+1	---
Mon	09:01 - 23:59	Wed	Thu	Fri	Mon	Tue+1	---
Tue	00:00 - 09:00	Wed	Thu	Fri	Mon	Tue+1	---
Tue	09:01 - 23:59	Thu	Fri	Mon	Tue	Wed+1	---
Wed	00:00 - 09:00	Thu	Fri	Mon	Tue	Wed+1	---
Wed	09:01 - 23:59	Fri	Mon	Tue	Wed	Thu+1	---
Thu	00:00 - 09:00	Fri	Mon	Tue	Wed	Thu+1	---
Thu	09:01 - 23:59	Mon	Tue	Wed	Thu	Fri+1	---
Fri	00:00 - 09:00	Mon	Tue	Wed	Thu	Fri+1	---
Fri	09:01 - 23:59	Tue	Mer	Thu	Fri	Mon+1	---
Sat	00:00 - 23:59	Tue	Mer	Thu	Fri	Mon+1	---
Sun	00:00 - 23:59	Tue	Mer	Thu	Fri	Mon+1	---

## Definition of zones

## Zone 1:

Postcodes	Cities
11001, 12001, 13001, 14001, 21005, 21007.	Thimphu, Paro, Punakha, Wangdue, Tsimasham, Gedu.

## Zone 2:

Postcodes	Cities
15001, 21101, 31101, 31002, 32001, 33001, 35001, 36001.	Haa, Phuntsholing, Gelephu, Sarpang, Bumthang, Trongsa, Dagana, Tsirang.

## Zone 3:

Postcodes	Cities
16001, 21104, 22001, 22002, 22103, 32002, 41001, 41002, 42001, 43001, 44102.	Gasa, Lhamoizingkha, Samtse, Gomtu, Sipsu, Chumey, Samdrupjongkhar, Deothang, Trashigang, Monggar, Nganglam.

## Zone 4:

Postcodes	Cities



35002, 42002, 42003, 42104, 42005, 45001, 46001, 46002.	Drujegang, Kanglung, Khaling, Wamrong, Rangjung, Lhuntse, Trashiyangtse, Duksum.
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## Zone 5:

Postcodes	Cities
34001, 34002, 34103, 41104, 41203, 43002, 44001.	Zhemgang, Tingtibi, Panbang, Jomotshangkha, SamdrupCholing, Gyelpozhing, Pemagatshel.

## Zone 6:

Postcodes	Cities

Arrival at office of exchange: 2 hours

**Customs clearance times:** 09:00 to 13:00 and 14:00 to 17:00 on week days  
09:00 to 13:00 on Saturday

Items subject to customs duty: 24-48 hours

Items not subject to customs duty: 30 - 180 minutes

**Comments:** The above standards does not apply to items wrongly addressed or incorrectly documented  
Surface mails are routed via Phuentsholing GPO (Surface exchange office), However all international surface mails have to be sent to Thimphu Exchange Office for customs clearance

Last validation date: Da V1 01/03/2019