

Basic Services			CARDIT	Carrier documents international transport – origin post	No
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	No
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
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)	Yes	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
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)	Yes	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)	No	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
			7.1.4	Nature of this evidence	
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	No
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	No
Supplementary services			Insured parcel service		
3	Cumbersome parcels admitted	No	8	Insured surface parcels admitted	No
			9	Insured air parcels admitted	No
Parcels service features			10	Marking used for insured parcels	
5	Electronic exchange of information		10.1	CP 74 pink label used	No
5.1.1	Use a track and trace system	Yes	10.2	CP 73 label and pink "insured" label used	No
5.1.2	Mandatory tracking events transmitted				
EMC	Departure from outward office of exchange	Yes	Cash-on-delivery service for parcel		
EMD	Arrival at inward office of exchange	Yes	11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMH	Attempted/Unsuccessful delivery	Yes	11.1.1	outbound COD parcels	No
EMI	Final delivery	Yes	11.1.2	inbound COD parcels	No
5.1.3	Optional tracking events transmitted				
EMA	Posting/collection	Yes	Express delivery service		
EMB	Arrival at outward office of exchange	Yes	12	Express parcel delivery service provided	No
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
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				
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Parcels with advice of delivery			Supplementary charges - Customs		
13	Admission of advice of delivery for		21	Non-dutiable parcels	
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	No	21.2	Exemption threshold	
Parcels for delivery free of charges and fees				Local currency	200000
14	Parcels for delivery free of charges and fees admitted	No		USD	100
Fragile parcel				Comments:	
15	Fragile parcels admitted	Yes	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
16	Consignment service by bilateral agreements provided	No	22.2	Amount of fee collected	
Integrated logistics service				Local currency	10000
17	integrated logistics service by bilateral agreements provided	No		USD	5
Addresses for bilateral agreements				Comments:	
18	Contact details of the person responsible for questions concerning bilateral agreements		23	Customs clearance fee collected for all items declared at customs	No
Name:	Mr Jean-Claude AKELAGESA KASOKOTHI			Comments:	
Function:	DIRECTEUR DE BUSINESS UNIT POSTE		24	Administration fees collected for parcels subject to export customs clearance	No
Address:	Bldv du 30 juin Hôtel des Postes, Kinshasa - Gombe RD Congo			Comments:	
Tel:	1: (+243)810375649 2: (+243) 894003327		Special charges - Storage		
Fax:	(+)		25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	Yes
E-mail	postesrdc@gmail.com jcakela2020@gmail.com		25.1	Amount of charge per day/per parcel	
Admissible radioactive material and infectious substances				Local currency	2000
19	Radioactive materials admitted in			SDR	0.71
19.1	Air Parcels		25.2	Period of charge, if not daily	-
	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	No
19.2	Insured parcels		Special charges – Poste restante		
	Inbound parcels	No	27	Poste restante service provided	Yes
	Outbound parcels	No	27.1	Amount of charge per parcel	
20	Infected substances admitted in			Local currency	2000 FC
20.1	Air Parcels			SDR	0.71
	Inbound parcels	No	27.2	Basis for charge if not an amount per parcel	
	Outbound parcels	No			
20.2	Insured parcels				
	Inbound parcels	No			
	Outbound parcels	No			

Special provisions - Treatment of parcels wrongly accepted

28	Parcels returned to sender	Yes
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Delivery areas**29 Parcels delivered to**

29.1	all addresses	No
29.2	specific areas only	Yes
Comments:		

Collection**30 Collection of parcels at post offices provided for**

30.1	all addresses	No
30.2	specific areas only	Yes
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	Yes
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	15 Day(s)
32.2	Exceptional period	30 Day(s)

33 Retention for parcels for which notice could not be sent or addressed to poste restante

33.1	Normal period	30 Day(s)
33.2	Exceptional period	60 Day(s)

Parcels automatically retained

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.

Office name: DIRECTION DES SERVICES POSTAUX
 Name: Mr Constant EMBIL YAAM
 Function: Chef de Division des Acheminements et des Relations Internationales
 Address: BP: 7948 KINSHASA 1
 HOTEL DES POSTES ,1er NIVEAU,aile gauche,5ème
 KIN - GOMBE
 Tel: 1: (+243)810354247
 2: (+243)993251016
 (+)
 Fax: (+)
 E-Mail: henrimisisobotulu@yahoo.fr
constantembilyaam@yahoo.fr

Requests for withdrawal from the post or alteration, or correction of address**35 Requests for withdrawal from the post accepted**

35.1	Central office (in destination country) to which requests must be sent	Yes
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Office name: BUREAU D'ECHANGE DES COLIS POSTAUX
 Name: Ms Yvette MVETE MATUIDI
 Function: Chef de Service Colis Postaux
 Address: Hotel des poste
 Boulevard du 30 juin
 B.P.1313 KINSHASA 1 -KINSHASA/GOMBE
 Tel: 1: (+243)998559246
 2: (+)
 Fax: (+)
 E-Mail: postesrdc@gmail.com

Special provisions - Force majeure

36	Liability admitted in cases of force majeure	No
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	Yes

Special provisions - Customs declarations

37	Number of CN 23 customs declarations required for inbound parcels	1
37.1	Number of CN 23 customs declarations required for parcels in transit	1
37.2	Languages in which CN 23 customs declarations can be completed	French

Special provisions - Method of dispatching accompanying documents

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	No
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Service to designated operators

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

Office name: DIRECTION DES SERVICES POSTAUX

Name: Mr MEDO MAKILA

Function: Chef de service des Réclamations

Address: B.P. 7948 Kinshasa1. Hôtel des Postes, 1er niveau aile gauche, 5ème porte, Boulevard du 30 juin Kinshasa

Tel: 1: (+243)811436114
2: (+)

Fax: (+243)811436114

E-Mail: posterdc@gmail.com

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

Opening Hours (Local)

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

Languages French

National Holidays**41.1 National holidays**

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	Fête de Nouvel An
January	4	Journée des Martyrs de l'Indépendance
January	16	Journée du Héros National Mzee Laurent-Désiré Kabila
January	17	Journée du Héros National Patrice Emery Lumumba
May	1	Fête du Travail
May	17	Journée de la Révolution et des Forces Armées

June	30	Fête Nationale
August	1	Journée des Parents
December	25	Noël

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	Fête de Nouvel An
January	4	Journée des Martyrs de l'Indépendance
January	16	Journée du Héros National Mzee Laurent-Désiré Kabila
January	17	Journée du Héros National Patrice Emery Lumumba
April	6	Journée du Combat de Simon KIMBANGU et de la conscience africaine
May	1	Fête du Travail
May	17	Journée des Forces Armées
June	30	Journée de l'Indépendance
August	1	Fête des Parents
December	25	Noël

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	Yes
42.4	parcels lost or destroyed	Yes
42.5	parcels rifled or damaged	Yes

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)	0.6

Comments:

Tenir compte de la distance moyenne pondérée des parcours effectués de plus 300 km à l'intérieur notre pays.

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: BUREAU D'ECHANGE COLIS POSTAUX/KIN1
 IMPC code: CDFIHC
 Name: Ms Yvette MVETE MATUIDI
 Function: Chef de SERVICE DES COLIS POSTAUX
 Address: B.P.1313 KIN1 Boulevard du 30 Juin,Hôtel des Postes,Kinshasa-Gombe
 Tel: 1: (+243)998559246
 2: (+)
 Fax: (+)
 E-Mail: postesrdc@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	08:30-16:30	-
Tuesday	08:30-16:30	-
Wednesday	08:30-16:30	-
Thursday	08:30-16:30	-
Friday	08:30-16:30	-
Saturday	08:30-13:00	13:00-15:00
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 KINSHASA CTT
 IMPC Code CDFIHA
 Tel (+243)815138964
 Fax (+)
 Hours of operation Lun-Ven: 08:30 - 16:30, Sam: 08:30-14:00 et Dim: fermé.

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
Monday	00:00 - 23:59	Tuesday	Wednesday	Monday+2
Tuesday	00:00 - 23:59	Wednesday	Thursday	Tuesday+2
Wednesday	00:00 - 23:59	Thursday	Friday	Wednesday+2
Thursday	00:00 - 23:59	Friday	Monday	Thursday+2
Friday	00:00 - 23:59	Monday	Tuesday	Friday+2
Saturday	00:00 - 23:59	Monday	Tuesday	Monday+2
Sunday	00:00 - 23:59	Monday	Tuesday	Monday+2

Definition of zones

Zone 1:

Postcodes	Cities
1003071	LA PROVINCE-VILLE DE KINSHASA (LA CAPITALE).

Zone 2:

Postcodes	Cities
2010101, 6110101, 7110501, 5110406.	LES CHEFS DE LIEUX DES PROVINCES: MATADI, BANDUNDU, MBUJI-MAYI, GOMA, BUKAVU, MBANDAKA, LUBUMBASHI, KANANGA, KINDU, KISANGANI.

Zone 3:

Postcodes	Cities

Société congolaise des postes et des télécommunications Sàrl (SCPT)**CDA**

2005020, 2006011, 2007011, 2009030, 2006040, 2010011, 6012011, 7101011, 7103011, 7103050, 5103011, 5110303, 5104140.	LES AUTRES CENTRES IMPORTANTS DU PAYS: BOMA, INKISI, MBANZA-NGUNGU, MOANDA, KIMPESE, KWILU-NGONGO, TSHELA, KIKWIT, KENGE, INONGO, BULUNGU, IDIOFA, GANDAJIKA, KABINDA, LODJA, LUPUTA, LUSAMBO, MWENE-DITU, BUTEMBO, MASISI, BENI, UVIRA, SHABUNDA, GEMENA, ZONGO, GBADOLITE, BOENDE, BASANKUSU, BUMBA, BUSINGA, LIBENGE, LISALA, LIKASI, KOLWEZI, DILOLO, KAMBOVE, KIPUSHI, KALEMIE, KAMINA, KASUMBALESA, KABALO, KONGOLO, LUBUDI, KANIAMA, MOBA, TSHIKAPA, ILEBO, LUEBO, MWEKA, KASONGO, KALIMA, PUNIA, ISIRO, BUNIA, AKETI, BASOKO, BUTA, WATSA, YANGAMBI.
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Arrival at office of exchange: 09:30

Customs clearance times:

Items subject to customs duty: 1 heure

Items not subject to customs duty: 30 minutes

Comments:

Le dédouanement se fait le jour où le client se présente au guichet pour le retrait du colis

Parcel delivery standards - Surface parcel

OE Name KINSHASA CTT
 IMPC Code CDFIHA
 Tel (+243)815138964
 Fax (+)
 Hours of operation Lun-Ven: 08:30 - 16:30, Sam: 08:30-14:00 et Dim: fermé.

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
Monday	00:00 - 23:59	Tuesday	Wednesday	Monday+2
Tuesday	00:00 - 23:59	Wednesday	Thursday	Tuesday+2
Wednesday	00:00 - 23:59	Thursday	Friday	Wednesday+2
Thursday	00:00 - 23:59	Friday	Monday	Thursday+2
Friday	00:00 - 23:59	Monday	Tuesday	Friday+2
Saturday	00:00 - 23:59	Monday	Tuesday	Monday+2
Sunday	00:00 - 23:59	Monday	Tuesday	Monday+2

Definition of zones

Zone 1:

Postcodes	Cities
1003071	LA PROVINCE-VILLE DE KINSHASA (LA CAPITALE).

Zone 2:

Postcodes	Cities
2010101, 6110101, 7110501, 5110406.	LES CHEFS DE LIEUX DES PROVINCES: MATADI, BANDUNDU, MBUJI-MAYI, GOMA, BUKAVU, MBANDAKA, LUBUMBASHI, KANANGA, KINDU, KISANGANI.

Zone 3:

Postcodes	Cities
2005020, 2006011, 2007011, 2009030, 2006040, 2010011, 6012011, 7101011, 7103011, 7103050, 5103011, 5110303, 5104140.	LES AUTRES CENTRES IMPORTANTS DU PAYS: BOMA, INKISI, MBANZA-NGUNGU, MOANDA, KIMPESE, KWILU-NGONGO, TSHELA, KIKWIT, KENGE, INONGO, BULUNGU, IDIOFA, GANDAJIKA, KABINDA, LODJA, LUPUTA, LUSAMBO, MWENE-DITU, BUTEMBO, MASISI, BENI, UVIRA, SHABUNDA, GEMENA, ZONGO, GBADOLITE, BOENDE, BASANKUSU, BUMBA, BUSINGA, LIBENGE, LISALA, LIKASI, KOLWEZI, DILOLO, KAMBOVE, KIPUSHI, KALEMIE, KAMINA, KASUMBALESA, KABALO, KONGOLO, LUBUDI, KANIAMA, MOBA, TSHIKAPA, ILEBO, LUEBO, MWEKA, KASONGO, KALIMA, PUNIA, ISIRO, BUNIA, AKETI, BASOKO, BUTA, WATSA, YANGAMBI.

Arrival at office of exchange: 09:30

Customs clearance times:

Items subject to customs duty: 1 heure

Items not subject to customs duty: 30 minutes

Comments:

le dédouanement se fait le jour où le client se présente au guichet pour le retrait du colis.

Parcel delivery standards - Air parcel

OE Name KINSHASA CPX
 IMPC Code CDFIHC
 Tel (+243)816870175
 Fax (+)
 Hours of operation Lun-Ven: 08:30 - 16:30, Sam: 08:30-14:00 et Dim: fermé.

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
Monday	00:00 - 23:59	Tuesday	Wednesday	Monday+2
Tuesday	00:00 - 23:59	Wednesday	Thursday	Tuesday+2
Wednesday	00:00 - 23:59	Thursday	Friday	Wednesday+2
Thursday	00:00 - 23:59	Friday	Monday	Thursday+2
Friday	00:00 - 23:59	Monday	Tuesday	Friday+2
Saturday	00:00 - 23:59	Monday	Tuesday	Monday+2
Sunday	00:00 - 23:59	Monday	Tuesday	Monday+2

Definition of zones

Zone 1:

Postcodes	Cities
1003071	LA PROVINCE-VILLE DE KINSHASA (LA CAPITALE).

Zone 2:

Postcodes	Cities
2010101, 6110101, 7110501, 5110406.	LES CHEFS DE LIEUX DES PROVINCES: MATADI, BANDUNDU, MBUJI-MAYI, GOMA, BUKAVU, MBANDAKA, LUBUMBASHI, KANANGA, KINDU, KISANGANI.

Zone 3:

Postcodes	Cities
2005020, 2006011, 2007011, 2009030, 2006040, 2010011, 6012011, 7101011, 7103011, 7103050, 5103011, 5110303, 5104140.	LES AUTRES CENTRES IMPORTANTS DU PAYS: BOMA, INKISI, MBANZA-NGUNGU, MOANDA, KIMPESE, KWILU-NGONGO, TSHELA, KIKWIT, KENGE, INONGO, BULUNGU, IDIOFA, GANDAJIKA, KABINDA, LODJA, LUPUTA, LUSAMBO, MWENE-DITU, BUTEMBO, MASISI, BENI, UVIRA, SHABUNDA, GEMENA, ZONGO, GBADOLITE, BOENDE, BASANKUSU, BUMBA, BUSINGA, LIBENGE, LISALA, LIKASI, KOLWEZI, DILOLO, KAMBOVE, KIPUSHI, KALEMIE, KAMINA, KASUMBALESA, KABALO, KONGOLO, LUBUDI, KANIAMA, MOBA, TSHIKAPA, ILEBO, LUEBO, MWEKA, KASONGO, KALIMA, PUNIA, ISIRO, BUNIA, AKETI, BASOKO, BUTA, WATSA, YANGAMBI.

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 48 heures

Items not subject to customs duty: 30 minutes

Comments:

le dédouanement se fait le jour où le client se présente au guichet pour le retrait du colis.

Parcel delivery standards - Surface parcel

OE Name KINSHASA CPX
 IMPC Code CDFIHC
 Tel (+243)816870175
 Fax (+)
 Hours of operation Lun-Ven: 08:30 - 16:30, Sam: 08:30-14:00 et Dim: fermé.

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
Monday	00:00 - 23:59	Tuesday	Wednesday	Monday+2
Tuesday	00:00 - 23:59	Wednesday	Thursday	Tuesday+2
Wednesday	00:00 - 23:59	Thursday	Friday	Wednesday+2
Thursday	00:00 - 23:59	Friday	Monday	Thursday+2
Friday	00:00 - 23:59	Monday	Tuesday	Friday+2
Saturday	00:00 - 23:59	Monday	Tuesday	Monday+2
Sunday	00:00 - 23:59	Monday	Tuesday	Monday+2

Definition of zones

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Zone 3:

Postcodes	Cities
2005020, 2006011, 2007011, 2009030, 2006040, 2010011, 6012011, 7101011, 7103011, 7103050, 5103011, 5110303, 5104140.	LES AUTRES CENTRES IMPORTANTS DU PAYS: BOMA, INKISI, MBANZA-NGUNGU, MOANDA, KIMPESE, KWILU-NGONGO, TSHELA, KIKWIT, KENGE, INONGO, BULUNGU, IDIOFA, GANDAJIKA, KABINDA, LODJA, LUPUTA, LUSAMBO, MWENE-DITU, BUTEMBO, MASISI, BENI, UVIRA, SHABUNDA, GEMENA, ZONGO, GBADOLITE, BOENDE, BASANKUSU, BUMBA, BUSINGA, LIBENGE, LISALA, LIKASI, KOLWEZI, DILOLO, KAMBOVE, KIPUSHI, KALEMIE, KAMINA, KASUMBALESA, KABALO, KONGOLO, LUBUDI, KANIAMA, MOBA, TSHIKAPA, ILEBO, LUEBO, MWEKA, KASONGO, KALIMA, PUNIA, ISIRO, BUNIA, AKETI, BASOKO, BUTA, WATSA, YANGAMBI.

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 48 heures

Items not subject to customs duty: 30 minutes

Comments:

le dédouanement se fait le jour où le client se présente au guichet pour le retrait du colis.

Last validation date: Da V1 01/03/2020