

## La Poste de Djibouti SA

DJA

Basic Services						
<b>1</b>	<b>Maximum weight limit admitted</b>			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	30		RESEDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	30		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
<b>2</b>	<b>Maximum size admitted</b>			5.1.6	Other messages transmitted	
2.1	Surface parcels			PRECON	Pre-advice of international consignment – origin post	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		RESCON	Response to a PRECON – destination post	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		CARDIT	Carrier documents international transport – origin post	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESBIT	Response to a CARDIT – destination post	No
2.2	Air parcels			<b>6</b>	<b>Home delivery</b>	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No		6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
<b>3</b>	<b>Cumbersome parcels admitted</b>	Yes		6.5	Nature of this governmental or legally binding restriction.	
<b>4</b>	<b>Maximum size admitted</b>			<b>7</b>	<b>Signature of acceptance</b>	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	1.50		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	3		7.1.2	captured data from an identity card are registered	Yes
4.2	Air parcels			7.1.3	another form of evidence of receipt is obtained	Yes
	Metres for any one dimension	1.50		7.1.4	Nature of this evidence	
	Metres for length & greatest circumference	3			CN18	
Parcels service features				7.2	Ordinary parcels	
<b>5</b>	<b>Electronic exchange of information</b>			7.2.1	Signature of the addressee or his agent	Yes
5.1.1	Use a track and trace system	Yes		7.2.2	Signature of a de facto agent	No
5.1.2	Mandatory tracking events transmitted			7.3	Insured parcels	
EMC	Departure from outward office of exchange	Yes		7.3.1	Signature of the addressee or his agent	Yes
EMD	Arrival at inward office of exchange	Yes		7.3.2	Signature of a de facto agent	No
EMH	Attempted/Unsuccessful delivery	Yes		<b>Insured parcel service</b>		
EMI	Final delivery	Yes		<b>8</b>	<b>Insured surface parcels admitted</b>	<b>No</b>
5.1.3	Optional tracking events transmitted			<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
EMA	Posting/collection	Yes		9.1	Maximum insured value for air parcels (SDR)	4000
EMB	Arrival at outward office of exchange	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	4000
EME	Held by Customs	Yes		<b>10</b>	<b>Marking used for insured parcels</b>	
EMF	Out of Customs/Departure from inward office of exchange	Yes		10.1	CP 74 pink label used	Yes
EMG	Arrival at delivery office	Yes				
EMJ	Arrival at transit office of exchange	No				
EMK	Departure from transit office of exchange	No				
5.1.4	Dispatch messages transmitted					

10.2	CP 73 label and pink "insured" label used	No	19.2	Insured parcels	
<b>Cash-on-delivery service for parcel</b>				Inbound parcels	No
				Outbound parcels	No
11.1	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>		<b>20</b>	<b>Infected substances admitted in</b>	
11.1.1	outbound COD parcels	No	20.1	Air Parcels	
11.1.2	inbound COD parcels	No		Inbound parcels	No
<b>Express delivery service</b>				Outbound parcels	No
12	<b>Express parcel delivery service provided</b>	<b>No</b>	20.2	Insured parcels	
<b>Parcels with advice of delivery</b>				Inbound parcels	No
13	<b>Admission of advice of delivery for</b>			Outbound parcels	No
13.1	ordinary parcels	Yes	<b>Supplementary charges - Customs</b>		
13.2	insured parcels	Yes	<b>21</b>	<b>Non-dutiable parcels</b>	
<b>Parcels for delivery free of charges and fees</b>			21.1	Threshold level below which parcels are free of customs duties and other taxes	No
14	<b>Parcels for delivery free of charges and fees admitted</b>	<b>Yes</b>		Comments:	
<b>Fragile parcel</b>			<b>22</b>	<b>Dutiable parcels</b>	
15	<b>Fragile parcels admitted</b>	<b>Yes</b>	22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
<b>Consignment service</b>				Comments:	
16	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>	<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>
<b>Integrated logistics service</b>				Comments:	
17	<b>integrated logistics service by bilateral agreements provided</b>	<b>Yes</b>	<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>
<b>Addresses for bilateral agreements</b>				Comments:	
18	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>		<b>Special charges - Storage</b>		
Name:	Mr ismael mohamed omar		<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>Yes</b>
Function:	sous directeur postaux		25.1	Amount of charge per day/per parcel	
Address:	LA poste de djibouti boulevard de la republique BP557			Local currency	200
Tel:	1: (+253)21353999 2: (+253) 77 81 29 04			SDR	0.8
Fax:	(+253)21357878		25.2	Period of charge, if not daily	
E-mail	ismael.mohamed@laposte.dj ismael.mohamed@laposte.dj		<b>Special delivery charges</b>		
<b>Admissible radioactive material and infectious substances</b>			<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>Yes</b>
19	<b>Radioactive materials admitted in</b>		26.1	Amount of charge	
19.1	Air Parcels			Local currency	1 500
	Inbound parcels	No		SDR	5.8
	Outbound parcels	No			

Special charges – Poste restante			Parcels automatically retained		
<b>27</b>	<b>Poste restante service provided</b>	<b>Yes</b>	<b>34</b>	<b>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.</b>	
27.1	Amount of charge per parcel				
	Local currency	500 fd			
	SDR	1.92			
27.2	Basis for charge if not an amount per parcel				
Special provisions - Treatment of parcels wrongly accepted			Requests for withdrawal from the post or alteration, or correction of address		
<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>	<b>35</b>	<b>Requests for withdrawal from the post accepted</b>	<b>Yes</b>
			35.1	Central office (in destination country) to which requests must be sent	
Delivery areas					
<b>29</b>	<b>Parcels delivered to</b>		Office name:	centre des colis postaux	
29.1	all addresses	No	Name:	Mr abdirahim mohamed migueh	
29.2	specific areas only	Yes	Function:	Responsable du centre des colis postaux et Ems	
	Comments:		Address:	bld de la république BP: 557	
Collection			Tel:	1: (+253)21 34 19 60 2: (+253)77 76 50 97	
<b>30</b>	<b>Collection of parcels at post offices provided for</b>		Fax:	(+253)21 35 78 78	
30.1	all addresses	Yes	E-Mail:	abdirahim.mohamed@laposte.dj abdirahim.mohamed@laposte.dj	
30.2	specific areas only	No			
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable					
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>				
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					
<b>32</b>	<b>Period of retention for parcels</b>				
32.1	Normal period	30 Day(s)			
32.2	Exceptional period	60 Day(s)			
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>				
33.1	Normal period	30 Day(s)			
33.2	Exceptional period	60 Day(s)			
			Special provisions - Force majeure		
			<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
			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		
			<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>2</b>
			37.1	Number of CN 23 customs declarations required for parcels in transit	2
			37.2	Languages in which CN 23 customs declarations can be completed	
				French	
			Special provisions - Method of dispatching accompanying documents		

<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
38.1	Documents attached to the parcels bill	No
<b>Service to customers</b>		
<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information http://www.laposte.dj	
39.2	Languages in which track and trace information is available French	
<b>Service to designated operators</b>		
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name:	Service de Réclamation	
Name:	Ms Hamza Moussa Ahmed	
Function:	Responsable service réclamation	
Address:	BP:557 la Poste de Djibouti	
Tel:	1: (+253)77 66 90 04 2: (+253)21 25 03 12 (+253)21 357878	
Fax:		
E-Mail:	hamza.moussa@laposte.dj houssein.abdi@laposte.dj	
Hours of service and days(s) on which the inquiry service is operating		
<b>Opening Hours (Local)</b>		
Day	Opening hours 1	Opening hours 2
Monday	07:30-13:45	-
Tuesday	07:30-13:45	-
Wednesday	07:30-13:45	-
Thursday	07:30-13:45	-
Friday	-	-
Saturday	07:30-13:45	-
Sunday	07:30-13:45	-
Languages	French English	
<b>National Holidays</b>		
<b>41.1 National holidays</b>		
National holiday in 2023		
Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
February	18	isra miraj
April	22	eid fitr
April	23	eid fitr

May	1	fête de travail
June	27	FETE DE L INDEPENDACE
June	28	Arafat
June	29	eid adha
July	30	eid adha
July	19	muharram
September	27	Mouloud
December	25	Noel

## National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
February	7	Isra miraj
April	10	Aid el-Fitre
April	11	Fête du Aid el-Fitre
May	1	Fête Du Travail
June	15	Arafat
June	16	Fête eid Du Mouton
June	17	Fête du Aid el-Addha
June	27	FETE DE L INDEPENDANCE
June	28	FETE DE L INDEPENDANCE
July	7	Nouvel An Islamique
September	15	Mawlid
December	25	Noel

**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
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DJA

43.2 Redirection fee charged Yes

43.3 Amount of redirection fee (SDR)

Comments:

it depends on the cost of inward land rates by kg and by destination

**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: DJIBOUTI

IMPC code: DJJIBA

Name: Mr abdi hassan boulhan

Function: responsable du bureau d'echange

Address: BP:557

Tel: 1: (+253)77 812286

2: (+253)21 352832

Fax: (+253)21 35 78 78

E-Mail: abdi.hassan@laposte.dj  
abdi.hassan@laposte.dj

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	07:30-13:45	-
Tuesday	07:30-13:45	-
Wednesday	07:30-13:45	-
Thursday	07:30-13:45	-
Friday	-	-
Saturday	07:30-13:45	-
Sunday	07:30-13:45	-

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 DJIBOUTI

IMPC Code DJJIBA

Tel (+253)21 35 25 22

Fax (+253)21 35 78 78

Hours of operation samedi au jeudi: 07:30 à 13:45; le BE est fermé le vendredi

From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 10:30	Wednesday	---	---
Monday	10:31 - 23:59	Thursday	---	---
Tuesday	00:00 - 10:30	Thursday	---	---
Tuesday	10:31 - 23:59	Saturday	---	---
Wednesday	00:00 - 10:30	Saturday	---	---
Wednesday	10:31 - 23:59	Sunday	---	---
Thursday	00:00 - 10:30	Sunday	---	---
Thursday	10:31 - 23:59	Monday	---	---
Friday	00:00 - 23:59	Monday	---	---
Saturday	00:00 - 10:30	Monday	---	---
Saturday	10:31 - 23:59	Tuesday	---	---
Sunday	00:00 - 10:30	Tuesday	---	---
Sunday	10:31 - 23:59	Wednesday	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
98230	Djibouti ville

## Zone 2:

Postcodes	Cities

## Zone 3:

Postcodes	Cities

Arrival at office of exchange: 10:30

**Customs clearance times:**

Items subject to customs duty: 1 heure

Items not subject to customs duty: 10 min

**Comments:**

**Parcel delivery standards - Surface parcel**

OE Name DJIBOUTI  
 IMPC Code DJJIBA  
 Tel (+253)21 35 25 22  
 Fax (+253)21 35 78 78  
 Hours of operation Sat to Thu: 07h00 à 13h45; OE closed Fri

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>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 10:30	Wednesday	---	---
Monday	10:31 - 23:59	Thursday	---	---
Tuesday	00:00 - 10:30	Thursday	---	---
Tuesday	10:31 - 23:59	Saturday	---	---
Wednesday	00:00 - 10:30	Saturday	---	---
Wednesday	10:31 - 23:59	Sunday	---	---
Thursday	00:00 - 10:30	Sunday	---	---
Thursday	10:31 - 23:59	Monday	---	---
Friday	00:00 - 23:59	Monday	---	---
Saturday	00:00 - 10:30	Monday	---	---
Saturday	10:31 - 23:59	Tuesday	---	---
Sunday	00:00 - 10:30	Tuesday	---	---
Sunday	10:31 - 23:59	Wednesday	---	---

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**Customs clearance times:**



Items subject to customs duty:	1h
Items not subject to customs duty:	10 min

**Comments:**

Last validation date: Da V1 01/09/2018