

"Kyrgyz Pochtasy" with OJSC Kyrgyz Post

KGA

Basic Services						
1	Maximum weight limit admitted			PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes
1.1	Surface parcels (kg)	20		RESDDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes
1.2	Air (or priority) parcels (kg)	20		5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes
2	Maximum size admitted			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)	No		CARDIT	Carrier documents international transport – origin post	Yes
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		RESDIT	Response to a CARDIT – destination post	Yes
2.2	Air parcels			6	Home delivery	
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	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes		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.	
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction.	
4	Maximum size admitted			7	Signature of acceptance	
4.1	Surface parcels			7.1	When a parcel is delivered or handed over	
	Metres for any one dimension	1,05		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference	2		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	1,05		7.1.4	Nature of this evidence notarié procuration.	
	Metres for length & greatest circumference	2		7.2	Ordinary parcels	
Parcels service features				7.2.1	Signature of the addressee or his agent	Yes
5	Electronic exchange of information			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				
EMH	Attempted/Unsuccessful delivery	No		Insured parcel service		
EMI	Final delivery	Yes		8	Insured surface parcels admitted	Yes
5.1.3	Optional tracking events transmitted			8.1	Maximum insured value for surface parcels (SDR)	800
EMA	Posting/collection	Yes		9	Insured air parcels admitted	Yes
EMB	Arrival at outward office of exchange	Yes		9.1	Maximum insured value for air parcels (SDR)	800
EME	Held by Customs	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	800
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	No				
5.1.4	Dispatch messages transmitted					

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10	Marking used for insured parcels				Inbound parcels	No
10.1	CP 74 pink label used	Yes			Outbound parcels	No
10.2	CP 73 label and pink "insured" label used	No		19.2	Insured parcels	
					Inbound parcels	No
					Outbound parcels	No
Cash-on-delivery service for parcel						
11.1	Acceptance of Cash-on-delivery (COD) service for parcels			20	Infected substances admitted in	
11.1.1	outbound COD parcels	No		20.1	Air Parcels	
11.1.2	inbound COD parcels	No			Inbound parcels	No
					Outbound parcels	No
				20.2	Insured parcels	
					Inbound parcels	No
					Outbound parcels	No
Express delivery service						
12	Express parcel delivery service provided	No		Supplementary charges - Customs		
Parcels with advice of delivery						
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	Yes		21.2	Exemption threshold	
					Local currency	83000 som
					USD	1000
					Comments:	
Parcels for delivery free of charges and fees						
14	Parcels for delivery free of charges and fees admitted	Yes		22	Dutiable parcels	
Fragile parcel						
15	Fragile parcels admitted	Yes		22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
					Comments:	
Consignment service						
16	Consignment service by bilateral agreements provided	No		23	Customs clearance fee collected for for all items declared at customs	No
Integrated logistics service						
17	integrated logistics service by bilateral agreements provided	Yes			Comments:	
Addresses for bilateral agreements						
18	Contact details of the person responsible for questions concerning bilateral agreements			24	Administration fees collected for parcels subject to export customs clearance	Yes
Name:	Ms Abdishova Alina			24.1	Amount of the charge collected	
Function:	head of the international department				Local currency	360 som 00 tyi
Address:					USD	4.34
Tel:	1: (+996312)610069 2: (+)				Comments:	
Fax:	(+)			Special charges - Storage		
E-mail	oms@kyrgyzpost.kg info@kyrgyzpost.kg			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
Admissible radioactive material and infectious substances						
19	Radioactive materials admitted in			25.1	Amount of charge per day/per parcel	
19.1	Air Parcels				Local currency	6 som
					SDR	0.56

25.2	Period of charge, if not daily	more than 3 days the charge makes 6 som and each following day it makes 3 som or 0,28 SDR	
Special delivery charges			
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	
Special charges – Poste restante			
27	Poste restante service provided	No	
Special provisions - Treatment of parcels wrongly accepted			
28	Parcels returned to sender	No	
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	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	Yes	
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	No	
31.5	Other		
Period of retention			
32	Period of retention for parcels		
32.1	Normal period		30 Day(s)
32.2	Exceptional period		60 Day(s)
33	Retention for parcels for which notice could not be sent or addressed to poste restante		
33.1	Normal period		
33.2	Exceptional period		
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:	Center of International and Domestic Mail Transportation (CIDMT)		
Name:	Ms Seitova Zuria		
Function:	Deputy director		
Address:	Orozbekova, 1a street, 720085, Bishkek, Kyrgyz Republic		
Tel:	1: (+996312)300286 2: (+)		
Fax:	(+996312)300109		
E-Mail:	cmvrpp@mail.ru		
Requests for withdrawal from the post or alteration, or correction of address			
35	Requests for withdrawal from the post	Yes	accepted
35.1	Central office (in destination country) to which requests must be sent		
Office name:	Open Joint Stock Company "Kyrgyz Post"		
Name:	Ms Zheenbekova Mimoza		
Function:	Head of postal services and internal logistics		
Address:	Chui, 227 street 720001, Bishkek Kyrgyz Republic		
Tel:	1: (+996312)615296 2: (+996770)441441		
Fax:	(+996312)901725		
E-Mail:	mjeenbekova@kyrgyzpost.kg oms@kyrgyzpost.kg		
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	

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36.2	Addressee/sender's reservations admitted at the time of delivery	Yes	Sunday	-	-
Special provisions - Customs declarations			Languages English Russian		
37	Number of CN 23 customs declarations required for inbound parcels	4	National Holidays		
37.1	Number of CN 23 customs declarations required for parcels in transit	4	41.1 National holidays		
37.2	Languages in which CN 23 customs declarations can be completed French English Russian		National holiday in 2024		
Special provisions - Method of dispatching accompanying documents			Month	Day(s)	National Holidays - Description
38	Documents affixed to the relevant parcels	No	January	1	New Year
38.1	Documents attached to the parcels bill	Yes	January	7	Nativity (Orthodox Christmas)
Service to customers			February	23	Day of the motherland defender
39	On-line tracking provided	Yes	March	8	International Women's Day
39.1	Web site address to access information http://www.kyrgyzpost.kg		March	21	National holiday "Nooruz"
39.2	Languages in which track and trace information is available Russian		April	7	People's April Day revolution
Service to designated operators			April	11	Muslim holiday (Orozo ait)
40.	User of the Internet-based Inquiry System (IBIS)	Yes	May	1	Labor holiday
40.1	Details of office(s) responsible for handling parcel post inquiries		May	5	Constitution Day of Kyrgyz Republic
Office name: Open Joint Stock Company "Kyrgyz Post"			May	9	Victory day
Name: Mr Nasbekov Kalybek			June	19	Muslim holiday Eid al-Adha
Function: head of security			August	31	Independence day of the Kyrgyz Republic
Address: Street Chui, 227 120001, Bishkek Kyrgyz Republic			November	7	History and Ancestor Memorial Days
Tel: 1: (+996312)615305 2: (+)			November	8	History and Ancestor Memorial Days
Fax: (+996312)901725			Regional Holidays		
E-Mail: opb@kyrgyzpost.kg info@kyrgyzpost.kg			41.2 Regional holidays		
Hours of service and days(s) on which the inquiry service is operating			Regional holiday in		
Opening Hours (Local)			Month	Day(s)	Regional/Local Holidays – Localities and description
Day	Opening hours 1	Opening hours 2	Cancellation of fees		
Monday	09:00-12:30	13:30-18:00	42 Fees cancelled when they concern		
Tuesday	09:00-12:30	13:30-18:00	42.1	parcels returned to sender	No
Wednesday	09:00-12:30	13:30-18:00	42.2	parcels redirected to a third party	No
Thursday	09:00-12:30	13:30-18:00	42.3	parcels abandoned by the sender	No
Friday	09:00-12:30	13:30-18:00	42.4	parcels lost or destroyed	No
Saturday	-	-	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:		

Date of last update : 06.11.2023

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Depends on weight and distance,
according to domestic tariffs.

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 Yes
- 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: BICHKEK PI-2

IMPC code: KGFRUB

Name: Ms Imasheva Nazira

Function: Deputy Director

Address: Orozbekova, 1a street,
720085, Bishkek,
Kyrgyz Republic

Tel: 1: (+996312)300286
2: (+)

Fax: (+996312)300109

E-Mail: smpol@kyrgyzpost.kg
oms@kyrgyzpost.kg

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

Opening Hours (Local)

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

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 BICHKEK -2
 IMPC Code KGFRUB
 Tel (+996312)300286
 Fax (+996312)300109
 Hours of operation Mon - Fri: 08.30 - 17.30
 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 - 05:00	Wed	Thu	Fri	Sat	Mon+1	---
Mon	05:01 - 23:59	Thu	Fri	Sat	Tue	Wed+1	---
Tue	00:00 - 05:00	Wed	Thu	Fri	Sat	Mon	---
Tue	05:01 - 23:59	Thu	Fri	Sat	Tue	Wed+1	---
Wed	00:00 - 05:00	Thu	Fri	Sat	Sat	Mon	---
Wed	05:01 - 23:59	Fri	Sat	Tue	Tue	Wed+1	---
Thu	00:00 - 05:00	Fri	Fri	Sat	Tue	Wed	---
Thu	05:01 - 23:59	Sat	Sat	Tue	Wed	Fri+1	---
Fri	00:00 - 05:00	Sat	Sat	Tue	Mon	Wed	---
Fri	05:01 - 23:59	Mon	Tue	Wed	Tue	Fri+1	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	Fri	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---

Definition of zones

Zone 1:

Postcodes	Cities
720000	Bishkek

Zone 2:

Postcodes	Cities
724300; 725000; 724900; 724500; 724800; 724600; 724400; 724700; 721900.	Lebedinovka; Kant; Tokmok; Kemin; Sokuluk; Belovodskoy; Kara-Balta; Kayindy; Balykchy.

Zone 3:

Postcodes	Cities
772800; 722300; 722000; 722200; 722400; 722100; 722900; 724200; 723900; 724000; 721600; 721400; 721000; 722500; 722600; 72100; 720800; 720900; 723600; 721300; 720300.	Kochkor; Bokombaevo; Kyzyl Suu; Karakol; Tyup; Cholpon-Ata; Naryn; Talas; Kyzyl-Adyr; Pokrovka; Toktogul; Tash-Kumyr; Kara-Kul; Baetovo; At-Bashy; Mailuu-Suu; Bazar-Korgon; Jalal-Abad; Uzgen; Suzak; Kyzyl-Kya.

Zone 4:

Postcodes	Cities
721800; 723800; 722700; 720600; 721200; 720700; 720200; 7234000; 723100; 723500.	Teploklyuchenca; Bakai-Ata; Chayek; Kerben; Massy; Ala-Buka; Pulgon; Nookat; Aravan; Osh.

Zone 5:

Postcodes	Cities
720100; 720500; 723200; 723000; 723300; 720400; 723700; 721500.	Batken; Sulykta; Karakulja; Gulcha; Karasuu; Isfana; Doorotkorgon; Kazarman.

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 06:30

Customs clearance times:

Items subject to customs duty: 3 hours

Items not subject to customs duty: 3 hours

Comments:

Parcel delivery standards - Surface parcel

OE Name BICHKEK -2
 IMPC Code KGFRUB
 Tel (+996312)300286
 Fax (+996312)300109
 Hours of operation Mon - Fri: 08.30 - 17.30

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 - 05:00	Wed	Thu	Fri	Sat	Mon+1	---
Mon	05:01 - 23:59	Thu	Fri	Sat	Tue	Wed+1	---
Tue	00:00 - 05:00	Wed	Thu	Fri	Sat	Mon	---
Tue	05:01 - 23:59	Thu	Fri	Sat	Tue	Wed+1	---
Wed	00:00 - 05:00	Thu	Fri	Sat	Sat	Mon	---
Wed	05:01 - 23:59	Fri	Sat	Tue	Tue	Wed+1	---
Thu	00:00 - 05:00	Fri	Fri	Sat	Tue	Wed	---
Thu	05:01 - 23:59	Sat	Sat	Tue	Wed	Fri+1	---
Fri	00:00 - 05:00	Sat	Sat	Tue	Mon	Wed	---
Fri	05:01 - 23:59	Mon	Tue	Wed	Tue	Fri+1	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	Fri	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---

Definition of zones

Zone 1:

Postcodes	Cities
720000	Bishkek

Zone 2:

Postcodes	Cities
724300; 725000; 724900; 724500; 724800; 724600; 724400; 724700; 721900.	Lebedinovka; Kant; Tokmok; Kemin; Sokuluk; Belovodskoy; Kara-Balta; Kayindy; Balykchy.

Zone 3:

Postcodes	Cities
772800; 722300; 722000; 722200; 722400; 722100; 722900; 724200; 723900; 724000; 721600; 721400; 721000; 722500; 722600; 72100; 720800; 720900; 723600; 721300; 720300.	Kochkor; Bokombaevo; Kyzyl Suu; Karakol; Tyup; Cholpon-Ata; Naryn; Talas; Kyzyl-Adyr; Pokrovka; Toktogul; Tash-Kumyr; Kara-Kul; Baetovo; At-Bashy; Mailuu-Suu; Bazar-Korgon; Jalal-Abad; Uzgen; Suzak; Kyzyl-Kya.

Zone 4:

Postcodes	Cities
721800; 723800; 722700; 720600; 721200; 720700; 720200; 7234000; 723100; 723500.	Teploklyuchenca; Bakai-Ata; Chayek; Kerben; Massy; Ala-Buka; Pulgon; Nookat; Aravan; Osh.

Zone 5:

Postcodes	Cities
720100; 720500; 723200; 723000; 723300; 720400; 723700; 721500.	Batken; Sulykta; Karakulja; Gulcha; Karasuu; Isfana; Doorotkorgon; Kazarman.

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 06:30

Customs clearance times:

Items subject to customs duty: 6 hours

Items not subject to customs duty: 6 hours

Comments:

Last validation date: 2010-08-25