

Financing (CNDFP)

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	No
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)	Yes		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)	No		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	No
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	
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	No
Supplementary services				6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	Yes
3	Cumbersome parcels admitted	Yes		6.5	Nature of this governmental or legally binding restriction. Obligation de contrôle douanier pour s'assurer que le contenu du colis n'est pas interdit par les autorités nationales et la perception éventuelle des taxes douanières.	
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	2		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	1.05		7.1.4	Nature of this evidence Passeport, permis de conduire et procuration légalisée.	
	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	No
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	No
EMD	Arrival at inward office of exchange	Yes		Insured parcel service		
EMH	Attempted/Unsuccessful delivery	Yes		8	Insured surface parcels admitted	No
EMI	Final delivery	Yes		9	Insured air parcels admitted	Yes
5.1.3	Optional tracking events transmitted			9.1	Maximum insured value for air parcels (SDR)	3615
EMA	Posting/collection	Yes				
EMB	Arrival at outward office of exchange	Yes				
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					

9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	4530	Tel:	1: (+269)7739360 2: (+269) 3333216
10	Marking used for insured parcels		Fax:	(+269)7738030
10.1	CP 74 pink label used	No	E-mail	ahmed.mariama@snpsf.km marie.ahmedabdou@yahoo.fr
10.2	CP 73 label and pink "insured" label used	Yes		
Cash-on-delivery service for parcel			Admissible radioactive material and infectious substances	
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		19	Radioactive materials admitted in
11.1.1	outbound COD parcels	No	19.1	Air Parcels
11.1.2	inbound COD parcels	No		Inbound parcels No Outbound parcels No
Express delivery service			19.2	Insured parcels
12	Express parcel delivery service provided	Yes		Inbound parcels No Outbound parcels No
12.1	If yes, parcels delivered by special messenger	No	20	Infected substances admitted in
12.2	If not, advice of delivery provided to addressee	Yes	20.1	Air Parcels
12.3	Charge collected at time of delivery to addressee	No		Inbound parcels No Outbound parcels No
Parcels with advice of delivery			20.2	Insured parcels
13	Admission of advice of delivery for			Inbound parcels No Outbound parcels No
13.1	ordinary parcels	Yes	Supplementary charges - Customs	
13.2	insured parcels	Yes	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 25000 KMF USD 57.81
15	Fragile parcels admitted	Yes		Comments:
Consignment service			22	Dutiable parcels
16	Consignment service by bilateral agreements provided	No	22.1	Customs clearance fee collected for parcels subject to import customs clearance
Integrated logistics service			22.2	Amount of fee collected
17	integrated logistics service by bilateral agreements provided	Yes		Local currency 1200KMF USD 2.78
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
Name:	Ms Ahmed Mariama		23.1	Amount of fee collected
Function:	Conseillère du Directeur Général, chargée des relations internationales et le suivi des projets avec les partenaires internationaux			Local currency 1200KMF USD 2.78
Address:	BP: 5000 Moroni union des Comores			Comments:
				The presentation taxes are mandatory for all parcels.

24	Administration fees collected for parcels subject to export customs clearance Comments:	No	30.2	specific areas only Comments: Voir commentaires, zones de distribution 29.2	Yes
Special charges - Storage			Delivery procedures for parcels for which customs duty and taxes are payable		
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	31	Procedure for parcels for which customs duty is payable	
25.1	Amount of charge per day/per parcel		31.1	Pick up of parcel at the customs office	Yes
	Local currency	750 KMF	31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No
	SDR	1242	31.3	Delivery to the addressee's address after payment of customs duties and taxes	No
25.2	Period of charge, if not daily	Nine days from the notification of the arrival of the parcels.	31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes
			31.5	Other	
Special delivery charges			Period of retention		
26	Delivery charges collected at the time of delivery in response to the advice of arrival	No	32	Period of retention for parcels	
			32.1	Normal period	1 Month(s)
			32.2	Exceptional period	2 Month(s)
Special charges – Poste restante			33 Retention for parcels for which notice could not be sent or addressed to poste restante		
27	Poste restante service provided	Yes	33.1	Normal period	1 Month(s)
27.1	Amount of charge per parcel		33.2	Exceptional period	2 Month(s)
	Local currency	300 KMF	Parcels automatically retained		
	SDR	0.50	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.	
27.2	Basis for charge if not an amount per parcel	Fixed rate per parcel	Office name: Moroni RP		
Special provisions - Treatment of parcels wrongly accepted			Name: Mr Chabani Mladjao		
28	Parcels returned to sender	No	Function: Responsable du centre des colis postaux		
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	Yes	Address: BP:5000 Moroni Union des Comores.		
Delivery areas			Tel: 1: (+269)7730769 2: (+269)3273961		
29	Parcels delivered to		Fax: (+269)7738030		
29.1	all addresses	No	E-Mail: chabani.mladjao@snsf.km chabanimladjao@yahoo.com		
29.2	specific areas only	No	Requests for withdrawal from the post or alteration, or correction of address		
	Comments:		35 Requests for withdrawal from the post accepted Yes		
	All packages are delivered at the offices of exchange of receipt (Moroni-RP, Mutsamudu-RP) et au service des colis postaux à Fomboni-RP. Donc pas de distribution à domicile des colis par facteur.		35.1 Central office (in destination country) to which requests must be sent		
Collection					
30	Collection of parcels at post offices provided for				
30.1	all addresses	No			

Société nationale des postes et des services

KMA

(Snpf)

Office name: Centre des colis postaux de Moroni RP, bureau d'échange de Mutsamudu RP et service des colis postaux à Fomboni RP.

Name: Mr Chabani Mladjao pour Moroni RP - Combo Sidy pour Mutsamudu RP et Mohamrd Chakir pour Fomboni RP

Function: Responsables du centre des colis de Moroni RP, du BE de Mutsamudu RP et du service colis postaux de Fomboni RP

Address: B.P:5000
MORONI
UNION DES COMORES

Tel: 1: (+2697730769) pour Moroni RP
2: (+2693330679) pour Mutsamudu RP

Fax: (+269)7738030/7739656

E-Mail: chabani.mladjao@snpsf.km

Office name: Centre colis postaux, Responsable du contentieux

Name: Mr Ali Hassane

Function: Responsable du contentieux

Address: B.P. 5000
MORONI
UNION DES COMORES

Tel: 1: (+2697738240)
2: (+2693340934)

Fax: (+2697738030)

E-Mail: service.enquete@snpsf.km
houmadi.fadhula@snpsf.km

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-14:30	-
Tuesday	07:30-14:30	-
Wednesday	07:30-14:30	-
Thursday	07:30-14:30	-
Friday	07:30-11:00	-
Saturday	07:30-12:00	-
Sunday	-	-

Languages French English Arabic

National Holidays

41.1 National holidays

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
May	1	Fête Internationale du Travail
May	12	Fête du Ide el Fitr (Fête religieuse)
May	13	Fête du Ide el Fitr (Fête religieuse)
May	14	Fête du Ide el Fitr (Fête religieuse)
July	6	Fête de l'Indépendance
July	7	Fête de l'Indépendance
July	20	Ide El Kabir (Fête religieuse)
July	21	Ide El Kabir (Fête religieuse)
August	10	Premier jour de l'an musulman (Mouharam - Fête religieuse)
October	19	Anniversaire du MAULID ANABAWI (Fête religieuse)
November	12	Journée Maoré et Accession des COMORES à l'ONU

Regional Holidays

41.2 Regional holidays

Regional holiday in

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	Yes
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	2
37.2	Languages in which CN 23 customs declarations can be completed	French English Arabic

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)	No
40.1	Details of office(s) responsible for handling parcel post inquiries	

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	Yes
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	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:	

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: MORONI RP
 IMPC code: KMYVAB
 Name: Mr Chabani MLADJAO
 Function: Responsable du Centre des colis postaux
 Address: BP 5000 MORONI
 Union des Comores
 Tel: 1: (+2697730769)
 2: (+2693273961)
 Fax: (+2697738030)
 E-Mail: chabani.mladjao@spsf.km
 chabanimladjao@yahoo.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-14:30	-
Tuesday	07:30-14:30	-
Wednesday	07:30-14:30	-
Thursday	07:30-14:30	-

Friday	07:30-11:30	-
Saturday	07:30-12:00	-
Sunday	-	-

Observations/Comments

Same planning to Mutsamudu RP (KMMUTA) and Fomboni RP (KMFOMB).

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 MORONI – BADJANANI

IMPC Code KMYVAB

Tel (+269)773 07 73

Fax (+269)773 96 56 / 773 80 30

Hours of operation Mon - Thu: 07:30 - 14:30; Fri: 07:30 - 11:00; Sat: 07:30 - 12:00; Closed on Sundays

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 - 14:30	Tuesday	Wednesday	Thursday
Monday	14:31 - 23:59	Wednesday	Thursday	Friday
Tuesday	00:00 - 14:30	Wednesday	Thursday	Friday
Tuesday	14:31 - 23:59	Thursday	Friday	Saturday
Wednesday	00:00 - 14:30	Thursday	Friday	Saturday
Wednesday	14:31 - 23:59	Friday	Saturday	Monday
Thursday	00:00 - 14:30	Friday	Saturday	Monday
Thursday	14:31 - 23:59	Saturday	Monday	Tuesday
Friday	00:00 - 14:30	Saturday	Monday	Tuesday
Friday	14:31 - 23:59	Monday	Tuesday	Wednesday
Saturday	00:00 - 14:30	Monday	Tuesday	Wednesday
Saturday	14:31 - 23:59	Tuesday	Wednesday	Thursday
Sunday	00:00 - 23:59	Tuesday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
98124	Moroni - Badjanani

Zone 2:

Postcodes	Cities
98113	Mutsamudu

Zone 3:

Postcodes	Cities
98141	Fomboni

Arrival at office of exchange: MORONI RP (KMYVAB)

Customs clearance times:

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financiers (SNPSF)**

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Items subject to customs duty: 1 heure

Items not subject to customs duty: 1 heure

Comments:

Parcel delivery standards - Surface parcel

OE Name MORONI – BADJANANI

IMPC Code KMYVAB

Tel (+269)773 07 73

Fax (+269)773 96 56 / 773 80 30

Hours of operation Mon - Thu: 07:30 - 14:30; Fri: 07:30 - 11:00; Sat: 07:30 - 12:00; Closed on Sundays

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 - 14:30	Tuesday	Friday	Saturday
Monday	14:31 - 23:59	Wednesday	Saturday	Monday+1
Tuesday	00:00 - 14:30	Wednesday	Saturday	Monday
Tuesday	14:31 - 23:59	Thursday	Monday	Tuesday+1
Wednesday	00:00 - 14:30	Thursday	Monday	Tuesday
Wednesday	14:31 - 23:59	Friday	Tuesday	Wednesday+1
Thursday	00:00 - 14:30	Friday	Tuesday	Wednesday
Thursday	14:31 - 23:59	Saturday	Wednesday	Thursday+1
Friday	00:00 - 14:30	Saturday	Wednesday	Thursday
Friday	14:31 - 23:59	Monday	Thursday	Friday+1
Saturday	00:00 - 14:30	Monday	Thursday	Friday
Saturday	14:31 - 23:59	Tuesday	Friday	Saturday+1
Sunday	00:00 - 23:59	Tuesday	Friday	Saturday

Definition of zones

Zone 1:

Postcodes	Cities
98124	Moroni - Badjanani

Zone 2:

Postcodes	Cities
98113	Mutsamudu

Zone 3:

Postcodes	Cities
98141	Fomboni

Arrival at office of exchange:

MORONI RP

Customs clearance times:

Items subject to customs duty: 1 heure

Items not subject to customs duty: 1 heure

Comments:

Last validation date: V1 DA 01/04/2019