

La Poste du Mali

MLA

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)	30		RESDDES 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	
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)	Yes		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)	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	No
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	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	2		7.1.4	Nature of this evidence	
	Metres for length & greatest circumference	3		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		Insured parcel service		
EMH	Attempted/Unsuccessful delivery	Yes		8	Insured surface parcels admitted	Yes
EMI	Final delivery	Yes		8.1	Maximum insured value for surface parcels (SDR)	631.3367
5.1.3	Optional tracking events transmitted			9	Insured air parcels admitted	Yes
EMA	Posting/collection	Yes		9.1	Maximum insured value for air parcels (SDR)	631.3367
EMB	Arrival at outward office of exchange	Yes		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EME	Held by Customs	Yes		10	Marking used for insured parcels	
EMF	Out of Customs/Departure from inward office of exchange	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					

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10.1	CP 74 pink label used	No	16	Consignment service by bilateral agreements provided	No
10.2	CP 73 label and pink "insured" label used	No			
Cash-on-delivery service for parcel			Integrated logistics service		
11.1	Acceptance of Cash-on-delivery (COD) service for parcels		17	integrated logistics service by bilateral agreements provided	Yes
11.1.1	outbound COD parcels	No	Addresses for bilateral agreements		
11.1.2	inbound COD parcels	Yes	18	Contact details of the person responsible for questions concerning bilateral agreements	
11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:		Name:	Ms SAMASSEKOU FATOUMATA BERTHE	
11.2.1	for ordinary parcels	SDR	Function:	DIRECTEUR POSTE MASSAGERIE	
11.2.2	for insured parcels	SDR	Address:	AVENUE DE LA LIBERTE RUE 473 DAR SALAM BAMAKO	
11.3	Additional amount for the delivery of COD parcels		Tel:	1: (+223)76123405 2: (+223)	
11.3.1	Fixed cost	SDR	Fax:	(+)	
11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):		E-mail	fatoumata.berthe@laposte.ml	
11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee		Admissible radioactive material and infectious substances		
	Cash : No		19	Radioactive materials admitted in	
	Credit card : No		19.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		19.2	Insured parcels	
11.5	Methods of payment accepted upon delivery for the value of the COD parcel				Inbound parcels No
	Cash : No				Outbound parcels No
	Money order : No		20	Infected substances admitted in	
	Credit card : No		20.1	Air Parcels	
	Cheque : No				Inbound parcels No
	Payment by mobile phone : No				Outbound parcels No
	Other :		20.2	Insured parcels	
11.6	Maximum value accepted for an inbound COD parcel	SDR			Inbound parcels No
					Outbound parcels No
Express delivery service					Inbound parcels No
12	Express parcel delivery service provided	No			Outbound parcels No
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	Yes	21.2	Exemption threshold	
Parcels for delivery free of charges and fees				Local currency	75000FCFA
14	Parcels for delivery free of charges and fees admitted	Yes		USD	
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

22.2	Amount of fee collected								
	Local currency		2000						
	USD								
	Comments:								
23	Customs clearance fee collected for for all items declared at customs	Yes							
23.1	Amount of fee collected								
	Local currency		2000						
	USD								
	Comments:								
24	Administration fees collected for parcels subject to export customs clearance	Yes							
24.1	Amount of the charge collected								
	Local currency		2000						
	USD								
	Comments:								
Special charges - Storage									
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							
25.1	Amount of charge per day/per parcel								
	Local currency		150FCFA/j						
	SDR								
25.2	Period of charge, if not daily		3500FCFA						
			Maxi						
Special delivery charges									
26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes							
26.1	Amount of charge								
	Local currency		2000 XOF						
	SDR		2,5						
Special charges – Poste restante									
27	Poste restante service provided	Yes							
27.1	Amount of charge per parcel								
	Local currency		400 XOF						
	SDR		0,5						
27.2	Basis for charge if not an amount per parcel		Taxe/Colis						
Special provisions - Treatment of parcels wrongly accepted									
28	Parcels returned to sender	Yes							
Delivery areas									
29	Parcels delivered to								
29.1	all addresses						No		
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						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						3 Month(s)		
32.2	Exceptional period						6 Month(s)		
33	Retention for parcels for which notice could not be sent or addressed to poste restante								
33.1	Normal period						3 Month(s)		
33.2	Exceptional period						6 Month(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.								

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MLA

Office name: BAMAKO COLIS POSTAUX
 Name: Ms Caroline MAIGA
 Function: Chef de Centre
 Address: BAMAKO DARSALAM AVENUE DE LA LIBERTE
 (ROUTE DE KOULOUBA) PORTE 473
 Tel: 1: (+223)63255323
 2: (+223)20227352
 Fax: (+223)20225345
 E-Mail: caroline.maiga@laposte.ml
 colis@laposte.ml

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

35 Requests for withdrawal from the post accepted Yes

35.1 Central office (in destination country) to which requests must be sent

Office name: BAMAKO COLIS POSTAUX
 Name: Mr Caroline MAIGA
 Function: Chef de Centre
 Address: DIRECTION GENERALE, AVENUE DE LA LIBERTE, PORTE 473, DARSALAM, BAMAKO
 Tel: 1: (+223)63255323
 2: (+223)20227352
 Fax: (+223)20225345
 E-Mail: caroline.maiga@laposte.ml
 colis@laposte.ml

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 2

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

Special provisions - Method of dispatching accompanying documents

38 Documents affixed to the relevant parcels No

38.1 Documents attached to the parcels bill Yes

Service to customers

39 On-line tracking provided Yes

39.1 Web site address to access information
<http://globaltracktrace.ptc.post/gtt.web/>

39.2 Languages in which track and trace information is available
 French 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: BAMAKO COLIS POSTAUX
 Name: Mr Georges KONE
 Function: Chef Service Normes et Qualité
 Address: Direction Générale de LA POSTE
 Avenue de la Liberté Porte 473 Darsalam Bamako
 Tel: 1: (+223)66753662
 2: (+223)
 (+223)
 Fax: (+223)
 E-Mail: reclamations@laposte.ml
 georges.kone@laposte.ml

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-12:30	13:00-16:00
Tuesday	07:30-12:30	13:00-16:00
Wednesday	07:30-12:30	13:00-16:00
Thursday	07:30-12:30	13:00-16:00
Friday	07:30-12:30	14:30-17:30
Saturday	-	-
Sunday	-	-

Languages French

National Holidays**41.1 National holidays**

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
January	20	Fête de l'Armée
March	26	Journée des Martyrs
April	10	Lundi de Pâques
April	22	Eid al-Fitr (Fête de fin de Ramadan)
May	1	Journée des Travailleurs
May	25	Journée de l'Afrique
June	29	Aïd al-Adha (Fête de Tabaski)
July	19	Jour de l'an Musulman
September	22	Jour de l'Indépendance

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September	28	Anniversaire du Prophète
October	5	Baptême du Prophète
December	25	Jour de Noël

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	Jour de l'An
January	14	Journée de la Souveraineté retrouvée
January	20	Fête de l'Armée
March	26	Journée des Martyrs
April	1	Lundi de Pâques
April	10	Fête de fin du Ramadan (Aïd al-Fitr)
May	1	Fête du Travail
May	25	Journée de l'Afrique
June	17	Fête de la Tabaski
September	16	Anniversaire du prophète (Maoulid)
September	22	Fête de l'Indépendance
September	23	Baptême du Prophète
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	No
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: BAMAKO COLIS POSTAUX
 IMPC code: MLBKOA
 Name: Ms Caroline MAIGA
 Function: Chef de Centre des Colis Postaux
 Address: Direction Générale
 Avenue de la Liberté Porte 473 Darsalam
 Bamako
 Tel: 1: (+223)63255323
 2: (+223)20227352
 (+223)20225345
 Fax:
 E-Mail: caroline.maiga@laposte.ml
 colis@laposte.ml

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	07:30-12:30	13:00-16:00
Tuesday	07:30-12:30	13:00-16:00
Wednesday	07:30-12:30	13:00-16:00
Thursday	07:30-12:30	13:00-16:00
Friday	07:30-12:30	14:30-17:30
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 BAMA KO COLIS
 IMPC Code MLBKOA
 Tel (+223)63 25 53 23 / 20 22 73 52
 Fax (+223)20 22 53 45
 Hours of operation lun - ven: 07:30 à 16:00; sam et dim: fermés
 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 - 10:00	Tue	Wed	Mon+1	Fri+1	---	---
Mon	10:01 - 23:59	Wed	Thu	Tue+1	Mon+2	---	---
Tue	00:00 - 10:00	Wed	Thu	Tue+1	Mon+1	---	---
Tue	10:01 - 23:59	Thu	Fri	Wed+1	Tue+2	---	---
Wed	00:00 - 10:00	Thu	Fri	Wed+1	Tue+1	---	---
Wed	10:01 - 23:59	Fri	Mon	Thu+1	Wed+2	---	---
Thu	00:00 - 10:00	Fri	Mon	Thu+1	Wed+1	---	---
Thu	10:01 - 23:59	Mon	Tue	Fri+1	Thu+2	---	---
Fri	00:00 - 10:00	Mon	Tue	Fri+1	Thu+1	---	---
Fri	10:01 - 23:59	Tue	Wed	Mon+1	Fri+2	---	---
Sat	00:00 - 23:59	Tue	Wed	Mon+1	Fri+1	---	---
Sun	00:00 - 23:59	Tue	Wed	Mon+1	Fri+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Bamako, Kati.

Zone 2:

Postcodes	Cities
	Baguineda, Bla, Bougouni, Fana, Kayes, Koulikoro, Sikasso, Mopti, Ouélessebougou, San, Ségou, Sevaré, Sofara, Tominian.

Zone 3:

Postcodes	Cities
	Bafoulabé, Ballé, Banamba, Bandiagara, Bankass, Baraouéli, Diabali, Diamou, Diéma, Djénne, Dioïla, Diro, Douentza, Kangaré, Kersignané, Gao, Kadiolo, Kangaba, Manantali, Kéniéba, Tombouctou, Lany, Macina, Mahina, Markala, Nara, Narena, Niono, Nioro, Siby, Tafacirga, Tènenkou, Touba, Yanfolila, Yélimané, Yorosso, Zégoua.

Zone 4:

Postcodes	Cities
	Dire, Gourma –Rharous, Hombori, Kidal, Kignan, Tessalite, Youwarou, Niafouké, Ménaka, Bourem, Goundam.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 10:00

Customs clearance times:

Items subject to customs duty: 10 à 15 min

Items not subject to customs duty: 2 à 3 min

Comments:

Parcel delivery standards - Surface parcel

OE Name BAMA KO COLIS

IMPC Code MLBKOA

Tel (+223)63255323

Fax (+223)

Hours of operation lun - ven: 07:30 à 16:00; sam et dim: fermés

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 - 10:00	Tue	Wed	Mon+1	Fri+1	---	---
Mon	10:01 - 23:59	Wed	Thu	Tue+1	Mon+2	---	---
Tue	00:00 - 10:00	Wed	Thu	Tue+1	Mon+1	---	---
Tue	10:01 - 23:59	Thu	Fri	Wed+1	Tue+2	---	---
Wed	00:00 - 10:00	Thu	Fri	Wed+1	Tue+1	---	---
Wed	10:01 - 23:59	Fri	Mon	Thu+1	Wed+2	---	---
Thu	00:00 - 10:00	Fri	Mon	Thu+1	Wed+1	---	---
Thu	10:01 - 23:59	Mon	Tue	Fri+1	Thu+2	---	---
Fri	00:00 - 10:00	Mon	Tue	Fri+1	Thu+1	---	---
Fri	10:01 - 23:59	Tue	Wed	Mon+1	Fri+2	---	---
Sat	00:00 - 23:59	Tue	Wed	Mon+1	Fri+1	---	---
Sun	00:00 - 23:59	Tue	Wed	Mon+1	Fri+1	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	Bamako, Kati.

Zone 2:

Postcodes	Cities
	Baguineda, Bla, Bougouni, Fana, Kayes, Koulikoro, Sikasso, Mopti, Ouélessebouyou, San, Ségou, Sevaré, Sofara, Tominian.

Zone 3:

Postcodes	Cities
	Bafoulabé, Ballé, Banamba, Bandiagara, Bankass, Baraouéli, Diabali, Diamou, Diéma, Djénne, Dioïla, Diro, Douentza, Kangaré, Kersignané, Gao, Kadiolo, Kangaba, Manantali, Kéniéba, Tombouctou, Lany, Macina, Mahina, Markala, Nara, Narena, Niono, Nioro, Siby, Tafacirga, Tènenkou, Touba, Yanfolila, Yélimané, Yorosso, Zégoua.

Zone 4:

Postcodes	Cities
	Dire, Gourma –Rharous, Hombori, Kidal, Kignan, Tessalite, Youwarou, Niafouké, Ménaka, Bourem, Goundam.

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 10:00

Customs clearance times:

Items subject to customs duty: 30 min

Items not subject to customs duty: 15 min

Comments:

Last validation date: Da V1 01/11/2020