

MALDIVES POST LIMITED

MVA

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)	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	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No		RESDIT	Response to a CARDIT – destination post	No
2.2	Air parcels			6	Home delivery	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes		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)	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	<3		7.1.1	a signature of acceptance is obtained	Yes
	Metres for length & greatest circumference			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	<3		7.1.4	Nature of this evidence	
	Metres for length & greatest circumference				Copy of the following documents: 1 - National Identity Card 2 - Driving License Card 3 - Passport	
Parcels service features				7.2	Ordinary parcels	
5	Electronic exchange of information			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	Yes
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	Yes
EMH	Attempted/Unsuccessful delivery	Yes		Insured parcel service		
EMI	Final delivery	Yes		8	Insured surface parcels admitted	No
5.1.3	Optional tracking events transmitted			9	Insured air parcels admitted	No
EMA	Posting/collection	Yes		10	Marking used for insured parcels	
EMB	Arrival at outward office of exchange	Yes		10.1	CP 74 pink label used	No
EME	Held by Customs	Yes		10.2	CP 73 label and pink "insured" label used	No
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					

Cash-on-delivery service for parcel			Inbound parcels	No	
			Outbound parcels	No	
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
Express delivery service			20.2	Insured parcels	
12	Express parcel delivery service provided	No		Inbound parcels	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	
				Local currency	6000MRF
				USD	390
Parcels for delivery free of charges and fees				Comments:	
14	Parcels for delivery free of charges and fees admitted	No		Duty value is determined by the Customs Authority of Maldives	
Fragile parcel			22	Dutiable parcels	
15	Fragile parcels admitted	Yes	22.1	Customs clearance fee collected for parcels subject to import customs clearance	No
				Comments:	
Consignment service			23	Customs clearance fee collected for all items declared at customs	No
16	Consignment service by bilateral agreements provided	No		Comments:	
Integrated logistics service			24	Administration fees collected for parcels subject to export customs clearance	No
17	integrated logistics service by bilateral agreements provided	No		Comments:	
Addresses for bilateral agreements			Special charges - Storage		
18	Contact details of the person responsible for questions concerning bilateral agreements		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
Name:	Mr		25.1	Amount of charge per day/per parcel	
Function:				Local currency	25
Address:				SDR	1.5
Tel:	1: (+) 2: (+)		25.2	Period of charge, if not daily	Collection Exceeding 3 working days will charged the value MRF 25 per day comencing on the fourth day
Fax:	(+)				
E-mail:					
Admissible radioactive material and infectious substances					
19	Radioactive materials admitted in				
19.1	Air Parcels			Inbound parcels	No
				Outbound parcels	No
19.2	Insured parcels				

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 30 Day(s)
			32.2	Exceptional period
			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
Special charges – Poste restante			Parcels automatically retained	
27	Poste restante service provided	Yes	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.
27.1	Amount of charge per parcel			
	Local currency			
	SDR			
27.2	Basis for charge if not an amount per parcel			
Special provisions - Treatment of parcels wrongly accepted			Office name:	Maldives Post Limited
28	Parcels returned to sender	Yes	Name:	Mr
			Function:	
			Address:	Maldives Post Limited Boduthakurufaanu Magu Male' 20026 Republic of Maldives Rep of Maldives
Delivery areas			Tel:	1: (+960)3324447 2: (+)
29	Parcels delivered to		Fax:	(+960)3321559
29.1	all addresses	Yes	E-Mail:	
29.2	specific areas only	No		
	Comments:			
	Physical parcels are not delivered but intimations are delivered to all delivery areas			
Collection			Requests for withdrawal from the post or alteration, or correction of address	
30	Collection of parcels at post offices provided for		35	Requests for withdrawal from the post accepted Yes
30.1	all addresses	Yes	35.1	Central office (in destination country) to which requests must be sent
30.2	specific areas only	No		
	Comments:			
	Counter delivery is provided			
Delivery procedures for parcels for which customs duty and taxes are payable			Office name:	Maldives Post Limited
31	Procedure for parcels for which customs duty is payable		Name:	Mr
31.1	Pick up of parcel at the customs office	Yes	Function:	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	No	Address:	Maldives Post limited 26 Boduthakurufaanu Magu Male' Republic of Maldives
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	Tel:	1: (+960)3324447 2: (+)
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Fax:	(+960)3321559
31.5	Other		E-Mail:	
	When an item(s) are subjected to duty by customs, customer(s) pays the duty for the parcel and pick the item from customs			
	NOTE: Customs officers are located in the Post Office			
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

MALDIVES POST LIMITED

MVA

36.2 Addressee/sender's reservations admitted at the time of delivery No

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 0

37.2 Languages in which CN 23 customs declarations can be completed
English

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 Yes

39.1 Web site address to access information
<http://www.maldivespost.com>

39.2 Languages in which track and trace information is available
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: Maldives Post Limited

Name: Ms

Function:

Address: Customer Care Unit
Maldives Post Limited
26 Boduthakurufaanu Magu
Male'

Rep Of Maldives
Tel: 1: (+960)3009160
2: (+960)3315555

Fax: (+960)3321559

E-Mail:

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:00	-
Tuesday	08:00-16:00	-
Wednesday	08:00-16:00	-
Thursday	08:00-16:00	-
Friday	-	-

Saturday	10:00-16:00	-
Sunday	08:00-16:00	-

Languages English

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	New Year
April	24	Beginning of Ramadan
May	1	International Labor Day
May	24	Fit'r Eid
May	25	On the occasion of Fit'r Eid
May	26	On the occasion of Fit'r Eid
July	26	Independence Day
July	27	On the Occasion of Independence Day
July	30	Hajj Day
August	1	Al'haa Eid
August	2	On the occasion of Al'haa Eid
August	3	On the occasion of Al'haa Eid
August	20	Islamic New Year
October	18	National Day
October	29	Prophet Muhammad's (SAW) Birthday
November	3	Victory Day
November	11	Republic Day
November	17	The Day Maldives Embraced Islam

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year
April	13	Beginning of Ramadan
May	1	International Labor Day
May	13	Fit'r Eid
May	14	On the occasion of Fit'r Eid
May	15	On the occasion of Fit'r Eid
July	18	On the occasion of Hajj Day
July	19	Hajj Day
July	20	Al'haa Eid
July	21	On the occasion of Al'haa Eid

MALDIVES POST LIMITED

MVA

July	22	On the occasion of Al'haa Eid
July	23	On the occasion of Al'haa Eid
July	25	On the Occasion of Independence Day
July	26	Independence Day
July	27	On the Occasion of Independence Day
August	9	Islamic New Year
October	7	National Day
October	18	Prophet Muhammad's (SAW) Birthday
November	3	Victory Day
November	7	The Day Maldives Embraced Islam
November	11	Republic Day

Regional Holidays**41.2 Regional holidays**

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
-------	--------	--

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	No
42.4	parcels lost or destroyed	No
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	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: Maldives Post Limited
 IMPC code: MVMLEA
 Name: Mr
 Function:
 Address: Maldives Post Limited
 26 Boduthakururfaanu Magu
 Male'
 Rep of Maldives
 Tel: 1: (+960)3324447
 2: (+)
 Fax: (+960)3321559
 E-Mail: mailoperation@maldivespost.com

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	08:00-16:00	-
Tuesday	08:00-16:00	-
Wednesday	08:00-16:00	-
Thursday	08:00-16:00	-
Friday	-	-
Saturday	10:00-16:00	-
Sunday	08:00-16:00	-

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 MALE MaldivesPost
 IMPC Code MVMLEA
 Tel (+960)3324447
 Fax (+960)3321559
 Hours of operation Monday - Saturday: 08:00 - 16:00, Friday Closed

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 - 06:00	Tuesday	Thursday	Thursday+1
Monday	06:01 - 23:59	Wednesday	Sunday	Sunday+1
Tuesday	00:00 - 06:00	Wednesday	Sunday	Sunday+1
Tuesday	06:01 - 23:59	Thursday	Sunday+1	Sunday+2
Wednesday	00:00 - 06:00	Thursday	Sunday+1	Sunday+2
Wednesday	06:01 - 23:59	Saturday	Monday+1	Monday+2
Thursday	00:00 - 06:00	Saturday	Monday+1	Monday+2
Thursday	06:01 - 23:59	Sunday	Tuesday+1	Monday+2
Friday	00:00 - 23:59	Sunday	Tuesday+1	Monday+2
Saturday	00:00 - 06:00	Sunday	Tuesday+1	Monday+2
Saturday	06:01 - 23:59	Monday	Wednesday+1	Wednesday+2
Sunday	00:00 - 06:00	Monday	Wednesday+1	Wednesday+2
Sunday	06:01 - 23:59	Tuesday	Thursday	Thursday+1

Definition of zones

Zone 1:

Postcodes	Cities
	Male'

Zone 2:

Postcodes	Cities
	Hulhumale' , Villngili, S.Atoll, G.Dh Thinadhoo, Gn. Fuahmulaku, Hdh. Hanimaadhoo, H. dh Kulhudhufushi, L.Fonadhoo.

Zone 3:

Postcodes	Cities
	Other Islands

Arrival at office of exchange: 06:00

Customs clearance times:

Items subject to customs duty: 24hrs

Items not subject to customs duty: 8hrs

Comments:

all with +2 is subjected to delivery after 1 week
all with +1 is subjected to delivery next week
Items subject to duty can be cleared withing 8hrs if all the documents are available
items addressed to government entities and public companies are not delivered on saturday

Parcel delivery standards - Surface parcel

OE Name MALE MaldivesPost
 IMPC Code MVMLEA
 Tel (+960)3324447
 Fax (+960)3321559
 Hours of operation Monday - Saturday: 08:00 - 16:00, Friday Closed
 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
Monday	00:00 - 06:00	Tuesday	Thursday	Thursday+1
Monday	06:01 - 23:59	Wednesday	Sunday	Sunday+1
Tuesday	00:00 - 06:00	Wednesday	Sunday	Sunday+1
Tuesday	06:01 - 23:59	Thursday	Sunday+1	Sunday+2
Wednesday	00:00 - 06:00	Thursday	Sunday+1	Sunday+2
Wednesday	06:01 - 23:59	Saturday	Monday+1	Monday+2
Thursday	00:00 - 06:00	Saturday	Monday+1	Monday+2
Thursday	06:01 - 23:59	Sunday	Tuesday+1	Monday+2
Friday	00:00 - 23:59	Sunday	Tuesday+1	Monday+2
Saturday	00:00 - 06:00	Sunday	Tuesday+1	Monday+2
Saturday	06:01 - 23:59	Monday	Wednesday+1	Wednesday+2
Sunday	00:00 - 06:00	Monday	Wednesday+1	Wednesday+2
Sunday	06:01 - 23:59	Tuesday	Thursday	Thursday+1

Definition of zones

Zone 1:

Postcodes	Cities
	Male'

Zone 2:

Postcodes	Cities
	Hulumale' , Villngili, S.Atoll, G.Dh Thinadhoo, Gn. Fuahmulaku, Hdh. Hanimaadhoo, H. dh Kulhudhufushi, L.Fonadhoo.

Zone 3:

Postcodes	Cities
	Other Islands

Arrival at office of exchange: 06:00

Customs clearance times:

Items subject to customs duty: 24hrs

Items not subject to customs duty: 8hrs

Comments:

all with +2 is subjected to delivery after 1 week
all with +1 is subjected to delivery next week
Items subject to duty can be cleared withing 8hrs if all the documents are available
items addressed to government entities and public companies are not delivered on saturday

Last validation date: 2010-08-30