

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
<b>1</b>	<b>Maximum weight limit admitted</b>		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	20	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	20	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
<b>2</b>	<b>Maximum size admitted</b>		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes	<b>7</b>	<b>Signature of acceptance</b>	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	Yes
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	7.1.2	captured data from an identity card are registered	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes	7.1.3	another form of evidence of receipt is obtained	No
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	Yes
			7.2.2	Signature of a de facto agent	Yes
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	Yes
			7.3.2	Signature of a de facto agent	Yes
Supplementary services					
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	Insured parcel service		
Parcels service features			<b>8</b>	<b>Insured surface parcels admitted</b>	<b>Yes</b>
<b>5</b>	<b>Electronic exchange of information</b>		8.1	Maximum insured value for surface parcels (SDR)	120
5.1.1	Use a track and trace system	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>Yes</b>
5.1.2	Mandatory tracking events transmitted		9.1	Maximum insured value for air parcels (SDR)	120
EMC	Departure from outward office of exchange	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMD	Arrival at inward office of exchange	Yes	<b>10</b>	<b>Marking used for insured parcels</b>	
EMH	Attempted/Unsuccessful delivery	Yes	10.1	CP 74 pink label used	Yes
EMI	Final delivery	Yes	10.2	CP 73 label and pink "insured" label used	No
5.1.3	Optional tracking events transmitted		Cash-on-delivery service for parcel		
EMA	Posting/collection	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMB	Arrival at outward office of exchange	Yes	11.1.1	outbound COD parcels	No
EME	Held by Customs	Yes	11.1.2	inbound COD parcels	No
EMF	Out of Customs/Departure from inward office of exchange	Yes	Express delivery service		
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				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

<b>12</b>	<b>Express parcel delivery service provided</b>	<b>Yes</b>	20.1	Air Parcels	
12.1	If yes, parcels delivered by special messenger	No			Inbound parcels No Outbound parcels No
12.2	If not, advice of delivery provided to addressee	Yes	20.2	Insured parcels	
12.3	Charge collected at time of delivery to addressee	No			Inbound parcels No Outbound parcels No
<b>Parcels with advice of delivery</b>			<b>Supplementary charges - Customs</b>		
<b>13</b>	<b>Admission of advice of delivery for</b>		<b>21</b>	<b>Non-dutiable parcels</b>	
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	
<b>Parcels for delivery free of charges and fees</b>				Local currency	K250.00
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>Yes</b>		USD	100.00
<b>Fragile parcel</b>				Comments:	
<b>15</b>	<b>Fragile parcels admitted</b>	<b>Yes</b>	<b>22</b>	<b>Dutiable parcels</b>	
<b>Consignment service</b>			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
<b>16</b>	<b>Consignment service by bilateral agreements provided</b>	<b>No</b>	22.2	Amount of fee collected	
<b>Integrated logistics service</b>				Local currency	K30.00
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>No</b>		USD	
<b>Addresses for bilateral agreements</b>				Comments:	
<b>18</b>	<b>Contact details of the person responsible for questions concerning bilateral agreements</b>		<b>23</b>	<b>Customs clearance fee collected for all items declared at customs</b>	<b>No</b>
Name:	Mr DAVIS Ben			Comments:	
Function:	Chief Operations Officer		<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>
Address:	Post PNG Limited P O Box 02, BOROKO. NCD, Papua New Guinea			Comments:	
Tel:	1: (+675)3053709 2: (+675) 72041015		<b>Special charges - Storage</b>		
Fax:	(+675)		<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>No</b>
E-mail	ben.davis@postpng.com.pg		<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>No</b>
<b>19</b>	<b>Radioactive materials admitted in</b>		<b>Special charges – Poste restante</b>		
19.1	Air Parcels		<b>27</b>	<b>Poste restante service provided</b>	<b>No</b>
		Inbound parcels No	<b>Special provisions - Treatment of parcels wrongly accepted</b>		
		Outbound parcels No	<b>28</b>	<b>Parcels returned to sender</b>	<b>Yes</b>
19.2	Insured parcels				
		Inbound parcels No			
		Outbound parcels No			
<b>20</b>	<b>Infected substances admitted in</b>				

<b>Delivery areas</b>			Office name: Pom - Konedobu Mail Exchange		
<b>29</b>	<b>Parcels delivered to</b>		Name: Ms GUBA Rebecca		
29.1	all addresses	Yes	Function: Team Leader - Terminal Dues		
29.2	specific areas only	No	Address: Post PNG Limited P O Box 02, BOROKO. NCD Papua New Guinea		
	Comments:		Tel: 1: (+675)305 3770 2: (+675)305 3791		
			Fax: (+675)		
			E-Mail: rebecca.guba@postpng.com.pg margaret.posu@postpng.com.pg		
<b>Collection</b>			<b>Requests for withdrawal from the post or alteration, or correction of address</b>		
<b>30</b>	<b>Collection of parcels at post offices provided for</b>		<b>35</b>	<b>Requests for withdrawal from the post</b>	<b>No accepted</b>
30.1	all addresses	Yes	<b>Special provisions - Force majeure</b>		
30.2	specific areas only	No	<b>36</b>	<b>Liability admitted in cases of force majeure</b>	<b>No</b>
	Comments:		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	No
<b>Delivery procedures for parcels for which customs duty and taxes are payable</b>			<b>Special provisions - Customs declarations</b>		
<b>31</b>	<b>Procedure for parcels for which customs duty is payable</b>		<b>37</b>	<b>Number of CN 23 customs declarations required for inbound parcels</b>	<b>3</b>
31.1	Pick up of parcel at the customs office	No	37.1	Number of CN 23 customs declarations required for parcels in transit	2
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	37.2	Languages in which CN 23 customs declarations can be completed	English
31.3	Delivery to the addressee's address after payment of customs duties and taxes	No	<b>Special provisions - Method of dispatching accompanying documents</b>		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	<b>38</b>	<b>Documents affixed to the relevant parcels</b>	<b>Yes</b>
31.5	Other		38.1	Documents attached to the parcels bill	No
<b>Period of retention</b>			<b>Service to customers</b>		
<b>32</b>	<b>Period of retention for parcels</b>		<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
32.1	Normal period	30 Day(s)	39.1	Web site address to access information	www.postpng.com.pg
32.2	Exceptional period	30 Day(s)	39.2	Languages in which track and trace information is available	English
<b>33</b>	<b>Retention for parcels for which notice could not be sent or addressed to poste restante</b>		<b>Service to designated operators</b>		
33.1	Normal period	30 Day(s)	<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
33.2	Exceptional period	30 Day(s)	40.1	Details of office(s) responsible for handling parcel post inquiries	
<b>Parcels automatically retained</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>				

Office name: Pom - Konedobu Mail Exchange  
 Name: Ms  
 Function:  
 Address: Post PNG Limited  
 P O Box 2, BOROKO. NCD  
 Papua New Guinea  
 Tel: 1: (+675)305 3769  
 2: (+675)305 3 770  
 Fax: (+675)  
 E-Mail: rebecca.guba@postpng.com.pg  
 melinda.sion@postpng.com.pg

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:00-12:00	13:00-16:30
Tuesday	08:00-12:00	13:00-16:30
Wednesday	08:00-12:00	13:00-16:30
Thursday	08:00-12:00	13:00-16:30
Friday	08:00-12:00	13:00-16:30
Saturday	-	-
Sunday	-	-

Languages English

**National Holidays****41.1 National holidays**

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	2	Public Holiday (New Year Day in lieu)
April	7	Good Friday
April	8	Easter Saturday
April	10	Easter Monday
June	12	Queen's Birthday
July	24	Public Holiday (National Remembrance Day in lieu)
August	26	National Repentance Day
September	16	Independence Day
December	25	Christmas Day
December	26	Boxing Day

National holiday in 2024

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
February	26	Remembrance Day of the Late First Prime Minister

March	29	Good Friday
March	30	Easter Saturday
April	1	Easter Monday
June	10	King's Birthday
July	23	National Remembrance Day
August	26	National Repentance Day
September	16	Independence Day
December	25	Christmas Day
December	26	Boxing Day

**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	Yes
42.2	parcels redirected to a third party	Yes
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	Yes
43.3	Amount of redirection fee (SDR)	10

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
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**Office(s) of exchange handling parcels****45 Details of office(s) of exchange responsible for handling parcel post**

Office name: Pom Konedobu Mail Exchange  
 IMPC code: PGPOMA  
 Name: Ms  
 Function:  
 Address: Post PNG Limited  
 P O Box 02, BOROKO. NCD  
 Papua New Guinea  
 Tel: 1: (+675)3053791  
 2: (+)  
 Fax: (+675)  
 E-Mail: konemailexchange@postpng.com.pg

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

**Opening Hours (Local)**

Day	Opening hours 1	Opening hours 2
Monday	08:00-12:00	13:00-16:30
Tuesday	08:00-12:00	13:00-16:30
Wednesday	08:00-12:00	13:00-16:30
Thursday	08:00-12:00	13:00-16:30
Friday	08:00-12:00	13:00-16:30
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 Pom-Konedobu Mail Exchange  
 IMPC Code PGPOMA  
 Tel (+675)305 3770 / 3791  
 Fax (+)  
 Hours of operation Mon - Fri: 08.00 - 16.30; Sat: 08.00 - 12.00; Sun: 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	Zone 4	Zone 5	Zone 6
Mon	00:00 - 12:00	Thu	Fri	Thu+1	Tue+2	---	---
Mon	12:01 - 23:59	Fri	Sat	Wed+1	Wed+2	---	---
Tue	00:00 - 12:00	Fri	Sat	Wed+1	Wed+2	---	---
Tue	12:01 - 23:59	Sat	Mon	Thu+1	Thu+2	---	---
Wed	00:00 - 12:00	Sat	Mon	Thu+1	Thu+2	---	---
Wed	12:01 - 23:59	Mon	Tue	Fri+1	Fri+2	---	---
Thu	00:00 - 12:00	Mon	Tue	Fri+1	Fri+2	---	---
Thu	12:01 - 23:59	Tue	Wed	Sat+1	Sat+2	---	---
Fri	00:00 - 12:00	Tue	Wed	Sat+1	Sat+2	---	---
Fri	12:01 - 23:59	Wed	Thu	Mon+1	Mon+2	---	---
Sat	00:00 - 12:00	Wed	Thu	Mon+1	Mon+2	---	---
Sat	12:01 - 23:59	Thu	Fri	Tue+1	Tue+2	---	---
Sun	00:00 - 23:59	Thu	Fri	Tue+1	Tue+2	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
1122	PGKONA

## Zone 2:

Postcodes	Cities
1111, 1121, 1125, 1131	PGBPOA, PGPPOA, PGWFTA, PGVCTA

## Zone 3:

Postcodes	Cities
1134, 1135, 1136, 1137, 1139	PGUNIA, PGGDNA, PGGRHU, PGBBRA, PGPARA

## Zone 4:

Postcodes	Cities
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## Post PNG Ltd, Papua New Guinea

PGA

2411, 2411, 3281, 3441, 1211, 4355, 1331, 3443, 4631, 1311, 1315, 4621, 1335, 4613, 3461, 4635, 4541, 2511, 3251, 1241, 1332, 3255, 3444, 2551, 3291, 2531	PGLAEE, PGLAPA, PGHGUA, PGGKAA, PGGURA, PGBUAA, PGDAUA, PGKTUA, PGKVGA, PGKMAA, PGKKIA, PGHKNA, PGUNGA, PGKKPA, PGCMUA, PGLNVA, PGMASA, PGMAGA, PGMDUA, PGPNPA, PGTBGA, PGTARA, PGUPAA, PGVAIA, PGWBMA, PGWWKA
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## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:

PGPOMA

**Customs clearance times:**

Items subject to customs duty: 5

Items not subject to customs duty: 3

**Comments:**

**Parcel delivery standards - Surface parcel**

OE Name Pom-Konedobu Mail Exchange  
 IMPC Code PGPOMA  
 Tel (+675)305 3770 / 3791  
 Fax (+)  
 Hours of operation Mon - Fri: 08.00 - 16.30; Sat: 08.00 - 12.00; Sun: 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	Zone 4	Zone 5	Zone 6
Mon	00:00 - 12:00	Thu	Fri	Tue+1	Tue+2	---	---
Mon	12:01 - 23:59	Fri	Sat	Wed+1	Wed+2	---	---
Tue	00:00 - 12:00	Fri	Sat	Wed+1	Wed+2	---	---
Tue	12:01 - 23:59	Sat	Mon	Thu+1	Thu+2	---	---
Wed	00:00 - 12:00	Sat	Mon	Thu+1	Thu+2	---	---
Wed	12:01 - 23:59	Mon	Tue	Fri+1	Fri+2	---	---
Thu	00:00 - 12:00	Mon	Tue	Fri+1	Fri+2	---	---
Thu	12:01 - 23:59	Tue	Wed	Sat+1	Sat+2	---	---
Fri	00:00 - 12:00	Tue	Wed	Sat+1	Sat+2	---	---
Fri	12:01 - 23:59	Wed	Thu	Mon+1	Mon+2	---	---
Sat	00:00 - 12:00	Wed	Thu	Mon+1	Mon+2	---	---
Sat	12:01 - 23:59	Thu	Fri	Tue+1	Tue+2	---	---
Sun	00:00 - 23:59	Thu	Fri	Tue+1	Tue+2	---	---

## Definition of zones

## Zone 1:

Postcodes	Cities
1122	PGKONA

## Zone 2:

Postcodes	Cities
1111, 1121, 1125, 1131	PGBPOA, PGPOA, PGWFTA, PGVCTA

## Zone 3:

Postcodes	Cities
1134, 1135, 1136, 1137, 1139	PGUNIA, PGGDNA, PGGRHU, PGBBRA, PGPARA

## Zone 4:

Postcodes	Cities
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2411, 2411, 3281, 3441, 1211, 4355, 1331, 3443, 4631, 1311, 1315, 4621, 1335, 4613, 3461, 4635, 4541, 2511, 3251, 1241, 1332, 3255, 3444, 2551, 3291, 2531	PGLAEE, PGLAPA, PGHGUA, PGGKAA, PGGURA, PGBUAA, PGDAUA, PGKTUA, PGKVGA, PGKMAA, PGKKIA, PGHKNA, PGUNGA, PGKKPA, PGCMUA, PGLNVA, PGMASA, PGMAGA, PGMDUA, PGPNPA, PGTBGA, PGTARA, PGUPAA, PGVAIA, PGWBMA, PGWWKA.
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## Zone 5:

Postcodes	Cities

## Zone 6:

Postcodes	Cities

Arrival at office of exchange:

PGPOMA

**Customs clearance times:**

Items subject to customs duty: 5

Items not subject to customs duty: 3

**Comments:**

Last validation date: DA V2 01/07/2022