

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)	30	<b>6</b>	<b>Home delivery</b>	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
<b>2</b>	<b>Maximum size admitted</b>		6.2	If initial delivery attempt unsuccessful, card left for addressee	
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
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)	Yes	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)	No	<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)	Yes	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)	No	7.1.3	another form of evidence of receipt is obtained	No
<b>Supplementary services</b>			7.2	Ordinary parcels	
<b>3</b>	<b>Cumbersome parcels admitted</b>	No	7.2.1	Signature of the addressee or his agent	Yes
<b>Parcels service features</b>			7.2.2	Signature of a de facto agent	Yes
<b>5</b>	<b>Electronic exchange of information</b>		7.3	Insured parcels	
5.1.1	Use a track and trace system	Yes	7.3.1	Signature of the addressee or his agent	No
5.1.2	Mandatory tracking events transmitted		7.3.2	Signature of a de facto agent	No
EMC	Departure from outward office of exchange	Yes	<b>Insured parcel service</b>		
EMD	Arrival at inward office of exchange	Yes	<b>8</b>	<b>Insured surface parcels admitted</b>	<b>No</b>
EMH	Attempted/Unsuccessful delivery	Yes	<b>9</b>	<b>Insured air parcels admitted</b>	<b>No</b>
EMI	Final delivery	Yes	<b>10</b>	<b>Marking used for insured parcels</b>	
5.1.3	Optional tracking events transmitted		10.1	CP 74 pink label used	No
EMA	Posting/collection	Yes	10.2	CP 73 label and pink "insured" label used	No
EMB	Arrival at outward office of exchange	Yes	<b>Cash-on-delivery service for parcel</b>		
EME	Held by Customs	Yes	<b>11.1</b>	<b>Acceptance of Cash-on-delivery (COD) service for parcels</b>	
EMF	Out of Customs/Departure from inward office of exchange	Yes	11.1.1	outbound COD parcels	No
EMG	Arrival at delivery office	Yes	11.1.2	inbound COD parcels	No
EMJ	Arrival at transit office of exchange	Yes	<b>Express delivery service</b>		
EMK	Departure from transit office of exchange	Yes	<b>12</b>	<b>Express parcel delivery service provided</b>	<b>No</b>
5.1.4	Dispatch messages transmitted		<b>Parcels with advice of delivery</b>		
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes	<b>13</b>	<b>Admission of advice of delivery for</b>	
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			

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	No	21.2	Exemption threshold	
<b>Parcels for delivery free of charges and fees</b>				Local currency	100000
<b>14</b>	<b>Parcels for delivery free of charges and fees admitted</b>	<b>No</b>		USD	100
<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	3500
<b>17</b>	<b>integrated logistics service by bilateral agreements provided</b>	<b>No</b>		USD	3.5
<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			Comments:	
Function:			<b>24</b>	<b>Administration fees collected for parcels subject to export customs clearance</b>	<b>No</b>
Address:				Comments:	
Tel:	1: (+) 2: (+)		<b>Special charges - Storage</b>		
Fax:	(+)		<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>Yes</b>
E-mail			25.1	Amount of charge per day/per parcel	
<b>Admissible radioactive material and infectious substances</b>				Local currency	500
<b>19</b>	<b>Radioactive materials admitted in</b>			SDR	0.5
19.1	Air Parcels		25.2	Period of charge, if not daily	
	Inbound parcels	No	<b>Special delivery charges</b>		
	Outbound parcels	No	<b>26</b>	<b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>	<b>Yes</b>
19.2	Insured parcels		26.1	Amount of charge	
	Inbound parcels	No		Local currency	2000
	Outbound parcels	No		SDR	2
<b>20</b>	<b>Infected substances admitted in</b>		<b>Special charges – Poste restante</b>		
20.1	Air Parcels		<b>27</b>	<b>Poste restante service provided</b>	<b>Yes</b>
	Inbound parcels	No	27.1	Amount of charge per parcel	
	Outbound parcels	No		Local currency	2000
20.2	Insured parcels			SDR	2
	Inbound parcels	No	27.2	Basis for charge if not an amount per parcel	
	Outbound parcels	No	<b>Supplementary charges - Customs</b>		
<b>Supplementary charges - Customs</b>			<b>21</b>	<b>Non-dutiable parcels</b>	

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:	
	Tous les colis sont livrés sur présentation d'un avis d'arrivée au bureau de poste	
Collection		
30	Collection of parcels at post offices provided for	
30.1	all addresses	Yes
30.2	specific areas only	No
	Comments:	
	Les colis sont livrés aux destinataires sur présentation d'un avis d'arrivée	
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	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	1 Month(s)
32.2	Exceptional period	2 Month(s)
33	Retention for parcels for which notice could not be sent or addressed to poste restante	
33.1	Normal period	2 Month(s)
33.2	Exceptional period	2 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 <a href="mailto:jean-marc.coeffic@upu.int">jean-marc.coeffic@upu.int</a> .	
	Office name:	CNTP KIGALI
	Name:	Mr YARAMBABARIYE Jean Pierre
	Function:	Responsable des Colis Postaux
	Address:	
	Tel:	1: (+250)252582703 2: (+250)0788200664
	Fax:	(+250)252582704
	E-Mail:	gasaclaver@yahoo.fr
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:	CNTP KIGALI
	Name:	Ms IRYIVUZE Aline
	Function:	Responsable du Bureau d'Echange colis
	Address:	BP 4 KIGALI - RWANDA
	Tel:	1: (+250)783626253 2: (+250)783359614
	Fax:	(+250)
	E-Mail:	parcelrwanda@gmail.com iryivuze2016@gmail.com
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
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	3
37.1	Number of CN 23 customs declarations required for parcels in transit	3
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	Yes
38.1	Documents attached to the parcels bill	No

Service to customers		
<b>39</b>	<b>On-line tracking provided</b>	<b>Yes</b>
39.1	Web site address to access information http://www.i-posita.rw	
39.2	Languages in which track and trace information is available French English	
Service to designated operators		
<b>40.</b>	<b>User of the Internet-based Inquiry System (IBIS)</b>	<b>Yes</b>
40.1	Details of office(s) responsible for handling parcel post inquiries	
Office name: KIGALI		
Name: Mr GATORANO Martin		
Function: Chargé des Acheminements		
Address: BP 4 KIGALI- RWANDA		
Tel: 1: (+250)783626253 2: (+250)0788469419		
Fax: (+)		
E-Mail: martin.gatorano@i-posita.rw parcelrwanda@gmail.com		
Hours of service and days(s) on which the inquiry service is operating		
<b>Opening Hours (Local)</b>		
Day	Opening hours 1	Opening hours 2
Monday	07:00-12:00	13:01-17:00
Tuesday	07:00-12:00	13:01-17:00
Wednesday	07:00-12:00	13:01-17:00
Thursday	07:00-12:00	13:01-17:00
Friday	07:00-12:00	13:01-17:00
Saturday	-	-
Sunday	-	-
Languages French English		
National Holidays		
<b>41.1 National holidays</b>		
National holiday in 2022		
Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	3	New Year Holiday
February	1	National Heroes Day
April	7	Tutsi Genocide Memorial Day
April	15	Good Friday
May	1	Labour Day
May	2	Labour Day Holiday and Eid al-Fitr
May	3	Eid al-Fitr Holiday
July	1	Independence Day
July	4	Liberation Day
July	10	Eid al-Adha
July	11	Eid al-Adha Holiday
August	5	Umuganura
August	15	Assumption Day
December	25	Christmas Day
December	26	Christmas Day Holiday
Regional Holidays		
<b>41.2 Regional holidays</b>		
Regional holiday in		
Month	Day(s)	Regional/Local Holidays – Localities and description
Cancellation of fees		
<b>42 Fees cancelled when they concern</b>		
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		
<b>45 Details of office(s) of exchange responsible for handling parcel post</b>		

Office name: KIGALI CNTP  
 IMPC code: RWKGLA  
 Name: Mr IRYIVUZE Aline  
 Function: RESPONSABLE des colis postaux  
 Address: BP 4 KIGALI - RWANDA  
 Tel: 1: (+250)783626253  
 2: (+250)783359614  
 Fax: (+250)  
 E-Mail: iryvuz2016@gmail.com  
 parcelrwanda@gmail.com

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

**Opening Hours (Local)**

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

Observations/Comments

On ne fait pas la distribution les samedi, dimanches et les jours fériés

**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 KIGALI CNTP  
IMPC Code RWKGLA  
Tel (+250)788469419  
Fax (+250)  
Hours of operation Lundi - vendredi: 07:00-17:00  
From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 11:30	Wednesday	Thursday	Friday
Monday	11:31 - 23:59	Thursday	Friday	Monday
Tuesday	00:00 - 11:30	Thursday	Friday	Monday
Tuesday	11:31 - 23:59	Friday	Monday	Tuesday
Wednesday	00:00 - 11:30	Friday	Monday	Tuesday
Wednesday	11:31 - 23:59	Monday	Tuesday	Wednesday
Thursday	00:00 - 11:30	Monday	Tuesday	Wednesday
Thursday	11:31 - 23:59	Tuesday	Wednesday	Thursday
Friday	00:00 - 11:30	Tuesday	Wednesday	Thursday
Friday	11:31 - 23:59	Wednesday	Thursday	Friday
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
	KIGALI

Zone 2:

Postcodes	Cities
	MUHANGA, NYANZA, HUYE, RWAMAGANA.

Zone 3:

Postcodes	Cities
	NYAMAGABE, RUSIZI, KARONGI, RUBAVU, MUSANZE, NGOMA.

Arrival at office of exchange: 8h00

**Customs clearance times:**

Items subject to customs duty: 20 minutes

Items not subject to customs duty: 10 minutes

**Comments:**

Le colis est présenté à la douane quand le destinataire présente son avis d'arrivée.

**Parcel delivery standards - Surface parcel**

OE Name KIGALI CNTP  
IMPC Code RWKGLA  
Tel (+250)  
Fax (+250)  
Hours of operation Lundi - vendredi: 06:00-21:00; Sam: 06:00-18:00  
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>		
<b>Day</b>	<b>Time</b>	<b>Zone 1</b>	<b>Zone 2</b>	<b>Zone 3</b>
Monday	00:00 - 11:30	Wednesday	Thursday	Friday
Monday	11:31 - 23:59	Thursday	Friday	Monday
Tuesday	00:00 - 11:30	Thursday	Friday	Monday
Tuesday	11:31 - 23:59	Friday	Monday	Tuesday
Wednesday	00:00 - 11:30	Friday	Monday	Tuesday
Wednesday	11:31 - 23:59	Monday	Tuesday	Wednesday
Thursday	00:00 - 11:30	Monday	Tuesday	Wednesday
Thursday	11:31 - 23:59	Tuesday	Wednesday	Thursday
Friday	00:00 - 11:30	Tuesday	Wednesday	Thursday
Friday	18:01 - 23:59	Wednesday	Thursday	Friday
Saturday	00:00 - 23:59	Wednesday	Thursday	Friday
Sunday	00:00 - 23:59	Wednesday	Thursday	Friday

Definition of zones

Zone 1:

Postcodes	Cities
	KIGALI

Zone 2:

Postcodes	Cities
	MUHANGA, NYANZA, HUYE, RWAMAGANA.

Zone 3:

Postcodes	Cities
	NYAMAGABE, RUSIZI, KARONGI, RUBAVU, MUSANZE, NGOMA.

Arrival at office of exchange: 8h00

**Customs clearance times:**



Items subject to customs duty: 20 minutes

Items not subject to customs duty: 10 minutes

**Comments:**

Le colis est présenté à la douane quand le destinataire présente son avis d'arrivée.

Last validation date: Da V2 09/09/2019