

| 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<br>(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.                     | Yes       |
| 2.1.2                    | 1.5m x 1.5m x 1.5m<br>(or 3m length & greatest circumference)          | Yes | 6.5                                 | Nature of this governmental or legally binding restriction.<br>Tous les colis doivent passer au service des douanes en présence des destinataires |           |
| 2.1.3                    | 1.05m x 1.05m x 1.05m<br>(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<br>(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<br>(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<br>(or 2m length & greatest circumference)       | No  | 7.1.3                               | another form of evidence of receipt is obtained   | Yes       |
| Supplementary services   |  |     | 7.1.4                               | Nature of this evidence<br>Passport   |           |
| <b>3</b>                 | <b>Cumbersome parcels admitted</b>                                     | No  | 7.2                                 | Ordinary parcels  |           |
| Parcels service features |  |     | 7.2.1                               | Signature of the addressee or his agent   | Yes       |
| <b>5</b>                 | <b>Electronic exchange of information</b>                              |     | 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   | No        |
| 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 |                                     |   |           |
| EMH                      | Attempted/Unsuccessful delivery  | Yes | Insured parcel service              |   |           |
| EMI                      | Final delivery   | Yes | <b>8</b>                            | <b>Insured surface parcels admitted</b>   | <b>No</b> |
| 5.1.3                    | Optional tracking events transmitted                                   |     | <b>9</b>                            | <b>Insured air parcels admitted</b>   | <b>No</b> |
| EMA                      | Posting/collection   | Yes | <b>10</b>                           | <b>Marking used for insured parcels</b>   |           |
| 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 | Cash-on-delivery service for parcel |   |           |
| EMJ                      | Arrival at transit office of exchange                                  | Yes | <b>11.1</b>                         | <b>Acceptance of Cash-on-delivery (COD) service for parcels</b>   |           |
| EMK                      | Departure from transit office of exchange                              | Yes | 11.1.1                              | outbound COD parcels  | No        |
| 5.1.4                    | Dispatch messages transmitted  |     | 11.1.2                              | inbound COD parcels   | No        |
| PREDES V 2.0             | Pre-advice of international dispatch information - origin post         | Yes | Express delivery service            |   |           |
| RESDES V 1.1             | Dispatch receipt information (response to a PREDES) – destination post | Yes | <b>12</b>                           | <b>Express parcel delivery service provided</b>   | <b>No</b> |
| 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>Parcels with advice of delivery</b>                           |  |            | <b>21</b>                               | <b>Non-dutiable parcels</b>   |            |
| <b>13</b>  | <b>Admission of advice of delivery for</b>   |            | 21.1                                    | Threshold level below which parcels are free of customs duties and other taxes  | Yes        |
| 13.1   | ordinary parcels   | Yes        | 21.2                                    | Exemption threshold   |            |
| 13.2   | insured parcels  | No         |   | Local currency  | 100000     |
| <b>Parcels for delivery free of charges and fees</b>             |  |            |   | USD   | 100        |
| <b>14</b>  | <b>Parcels for delivery free of charges and fees admitted</b>                                  | <b>No</b>  |   | Comments:   |            |
| <b>Fragile parcel</b>  |  |            | <b>22</b>                               | <b>Dutiable parcels</b>   |            |
| <b>15</b>  | <b>Fragile parcels admitted</b>  | <b>Yes</b> | 22.1                                    | Customs clearance fee collected for parcels subject to import customs clearance   | Yes        |
| <b>Consignment service</b>                                       |  |            | 22.2                                    | Amount of fee collected   |            |
| <b>16</b>  | <b>Consignment service by bilateral agreements provided</b>                                    | <b>No</b>  |   | Local currency  | 3000       |
| <b>Integrated logistics service</b>                              |  |            |   | USD   | 3          |
| <b>17</b>  | <b>integrated logistics service by bilateral agreements provided</b>                           | <b>No</b>  |   | Comments:   |            |
| <b>Addresses for bilateral agreements</b>                        |  |            | <b>23</b>                               | <b>Customs clearance fee collected for all items declared at customs</b>  | <b>No</b>  |
| <b>18</b>  | <b>Contact details of the person responsible for questions concerning bilateral agreements</b> |            |   | Comments:   |            |
| Name:  | Mr   |            | <b>24</b>                               | <b>Administration fees collected for parcels subject to export customs clearance</b>  | <b>No</b>  |
| Function:  |  |            |   | Comments:   |            |
| Address:   |  |            | <b>Special charges - Storage</b>        |   |            |
| Tel:   | 1: (+)   |            | <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> |
|  | 2: (+)   |            | 25.1                                    | Amount of charge per day/per parcel   |            |
| Fax:   | (+)  |            |   | Local currency  | 500        |
| E-mail   |  |            |   | SDR   | 0.5        |
| <b>Admissible radioactive material and infectious substances</b> |  |            | 25.2                                    | Period of charge, if not daily  |            |
| <b>19</b>  | <b>Radioactive materials admitted in</b>   |            | <b>Special delivery charges</b>         |   |            |
| 19.1   | Air Parcels  |            | <b>26</b>                               | <b>Delivery charges collected at the time of delivery in response to the advice of arrival</b>  | <b>Yes</b> |
|  | Inbound parcels  | No         | 26.1                                    | Amount of charge  |            |
|  | Outbound parcels   | No         |   | Local currency  | 2000       |
| 19.2   | Insured parcels  |            |   | SDR   | 2          |
|  | Inbound parcels  | No         | <b>Special charges – Poste restante</b> |   |            |
|  | Outbound parcels   | No         | <b>27</b>                               | <b>Poste restante service provided</b>  | <b>Yes</b> |
| <b>20</b>  | <b>Infected substances admitted in</b>   |            | 27.1                                    | Amount of charge per parcel   |            |
| 20.1   | Air Parcels  |            |   | Local currency  | 2000       |
|  | Inbound parcels  | No         |   | SDR   | 2          |
|  | Outbound parcels   | No         | <b>Supplementary charges - Customs</b>  |   |            |
| 20.2   | Insured parcels  |            |   |   |            |
|  | Inbound parcels  | No         |   |   |            |
|  | Outbound parcels   | No         |   |   |            |

|   |  |  |            |  |  |  |   |            |  |
|---|--|--|------------|--|--|--|---|------------|--|
| 27.2  | Basis for charge if not an amount per parcel   |  |            |  |  | <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> |            |  |
| <b>Special provisions - Treatment of parcels wrongly accepted</b>                   |  |  |            |  |  |  |   |            |  |
| <b>28</b>   | <b>Parcels returned to sender</b>  |  | <b>Yes</b> |  |  |  |   |            |  |
| <b>Delivery areas</b>   |  |  |            |  |  |  |   |            |  |
| <b>29</b>   | <b>Parcels delivered to</b>  |  |            |  |  |  |   |            |  |
| 29.1  | all addresses  |  | No         |  |  | Office name:   | CNTP KIGALI   |            |  |
| 29.2  | specific areas only  |  | No         |  |  | Name:  | Mr YARAMBABARIYE Jean Pierre  |            |  |
|   | Comments:  |  |            |  |  | Function:  | Responsable des Colis Postaux   |            |  |
|   | Tous les colis sont livrés sur présentation d'un avis d'arrivée au bureau de poste             |  |            |  |  | Address:   |   |            |  |
|   |  |  |            |  |  | Tel:   | 1: (+250)252582703<br>2: (+250)0788200664   |            |  |
|   |  |  |            |  |  | Fax:   | (+250)252582704   |            |  |
|   |  |  |            |  |  | E-Mail:  | gasaclaver@yahoo.fr   |            |  |
| <b>Collection</b>   |  |  |            |  |  |  |   |            |  |
| <b>30</b>   | <b>Collection of parcels at post offices provided for</b>                                      |  |            |  |  | <b>Requests for withdrawal from the post or alteration, or correction of address</b> |   |            |  |
| 30.1  | all addresses  |  | Yes        |  |  | <b>35</b>  | <b>Requests for withdrawal from the post accepted</b>   | <b>Yes</b> |  |
| 30.2  | specific areas only  |  | No         |  |  | 35.1   | Central office (in destination country) to which requests must be sent  |            |  |
|   | Comments:  |  |            |  |  |  |   |            |  |
|   | Les colis sont livrés aux destinataires sur présentation d'un avis d'arrivée                   |  |            |  |  |  |   |            |  |
| <b>Delivery procedures for parcels for which customs duty and taxes are payable</b> |  |  |            |  |  |  |   |            |  |
| <b>31</b>   | <b>Procedure for parcels for which customs duty is payable</b>                                 |  |            |  |  | Office name:   | CNTP KIGALI   |            |  |
| 31.1  | Pick up of parcel at the customs office  |  | No         |  |  | Name:  | Ms UMUBYEYI Clarisse  |            |  |
| 31.2  | Addressee's address with collection of customs duties and taxes at the time of delivery        |  | No         |  |  | Function:  | Responsable du Bureau d'Echange colis   |            |  |
| 31.3  | Delivery to the addressee's address after payment of customs duties and taxes                  |  | No         |  |  | Address:   | BP 4 KIGALI - RWANDA  |            |  |
| 31.4  | Over the counter at the local post office with immediate payment of customs duties and taxes   |  | Yes        |  |  | Tel:   | 1: (+250)783626253<br>2: (+250)788549796  |            |  |
| 31.5  | Other  |  |            |  |  | Fax:   | (+250)  |            |  |
|   |  |  |            |  |  | E-Mail:  | parcelrwanda@gmail.com<br>umuclarisse55@gmail.com   |            |  |
| <b>Period of retention</b>  |  |  |            |  |  |  |   |            |  |
| <b>32</b>   | <b>Period of retention for parcels</b>   |  |            |  |  | <b>Special provisions - Force majeure</b>  |   |            |  |
| 32.1  | Normal period  |  | 1 Month(s) |  |  | <b>36</b>  | <b>Liability admitted in cases of force majeure</b>   | <b>No</b>  |  |
| 32.2  | Exceptional period   |  | 2 Month(s) |  |  | 36.1   | Liability admitted for insured parcels on board ships or aircraft used by designated operators  | No         |  |
| <b>33</b>   | <b>Retention for parcels for which notice could not be sent or addressed to poste restante</b> |  |            |  |  | 36.2   | Addressee/sender's reservations admitted at the time of delivery  | Yes        |  |
| 33.1  | Normal period  |  | 2 Month(s) |  |  |  |   |            |  |
| 33.2  | Exceptional period   |  | 2 Month(s) |  |  | <b>Special provisions - Customs declarations</b>                                     |   |            |  |
|   |  |  |            |  |  | <b>37</b>  | <b>Number of CN 23 customs declarations required for inbound parcels</b>  | <b>3</b>   |  |
|   |  |  |            |  |  | 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  |            |  |
| <b>Parcels automatically retained</b>   |  |  |            |  |  |  |   |            |  |
|   |  |  |            |  |  | <b>Special provisions - Method of dispatching accompanying documents</b>             |   |            |  |
|   |  |  |            |  |  | <b>38</b>  | <b>Documents affixed to the relevant parcels</b>  | <b>Yes</b> |  |
|   |  |  |            |  |  | 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<br>http://www.i-posita.rw              |  |
| 39.2   | Languages in which track and trace information is available<br>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<br>2: (+250)0788469419                         |   |  |
| Fax: (+)   |   |  |
| E-Mail: martin.gatorano@i-posita.rw<br>parcelrwanda@gmail.com          |   |  |
| Hours of service and days(s) on which the inquiry service is operating |   |  |
| Opening Hours (Local)  |   |  |
| Day  | Opening hours 1   | Opening hours 2                                      |
| Monday   | 08:00-13:00   | 14:01-17:00  |
| Tuesday  | 08:00-13:00   | 14:01-17:00  |
| Wednesday  | 08:00-13:00   | 14:01-17:00  |
| Thursday   | 08:00-13:00   | 14:01-17:00  |
| Friday   | 08:00-13:00   | 14:01-17:00  |
| Saturday   | -   | -  |
| Sunday   | -   | -  |
| Languages French English   |   |  |
| National Holidays  |   |  |
| <b>41.1</b>  | <b>National holidays</b>  |  |
| National holiday in 2024   |   |  |
| Month  | Day(s)  | National Holidays - Description                      |
| January  | 1   | New Year's Day                                       |
| January  | 2   | New Year Holiday                                     |
| February   | 1   | National Heroes Day                                  |
| March  | 29  | Good Friday  |
| April  | 1   | Easter Monday  |
| April  | 7   | Tutsi Genocide Memorial Day                          |
| April  | 10  | Eid al-Fitr  |
| May  | 1   | Labour Day   |
| June   | 16  | Eid al-Adha  |
| July   | 1   | Rwanda Independence Day                              |
| July   | 4   | Liberation Day                                       |
| August   | 2   | Umuganura  |
| August   | 15  | Assumption of Mary                                   |
| December   | 25  | Christmas Day  |
| December   | 26  | Boxing Day   |
| Regional Holidays  |   |  |
| <b>41.2</b>  | <b>Regional holidays</b>  |  |
| Regional holiday in  |   |  |
| Month  | Day(s)  | Regional/Local Holidays – Localities and description |
| Cancellation of fees   |   |  |
| <b>42</b>  | <b>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</b>  | <b>Details of office(s) of exchange responsible for handling parcel post</b>  |  |

Office name: KIGALI CNTP  
 IMPC code: RWKGLA  
 Name: Ms UMUBYEYI Clarisse  
 Function: RESPONSABLE des colis postaux  
 Address: BP 4 KIGALI - RWANDA  
 Tel: 1: (+250)783626253  
 2: (+250)788549796  
 Fax: (+250)  
 E-Mail: umuclarisse55@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    | 08:00-13:00     | 14:01-17:00     |
| Tuesday   | 08:00-13:00     | 14:01-17:00     |
| Wednesday | 08:00-13:00     | 14:01-17:00     |
| Thursday  | 08:00-13:00     | 14:01-17:00     |
| Friday    | 08:00-13:00     | 14:01-17:00     |
| 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: 08:00-17:00

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, MAHAMA. |

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)788549796  
Fax (+250)  
Hours of operation Lundi - vendredi: 08:00-17:00; Sam: 08:00-17:00  
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, MAHAMA. |

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