

Basic Services			Insured parcel service		
1	Maximum weight limit admitted		8	Insured surface parcels admitted	No
1.1	Surface parcels (kg)	30	9	Insured air parcels admitted	Yes
1.2	Air (or priority) parcels (kg)	30	9.1	Maximum insured value for air parcels (SDR)	678,42
2	Maximum size admitted		9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	30
2.1	Surface parcels		10	Marking used for insured parcels	
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes	10.1	CP 74 pink label used	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No	10.2	CP 73 label and pink "insured" label used	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	Cash-on-delivery service for parcel		
2.2	Air parcels		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	11.1.1	outbound COD parcels	
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	11.1.2	inbound COD parcels	Yes
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	11.2	Amount charged to the sender for the service (in SDR), in addition to postage charges:	
Supplementary services			11.2.1	for ordinary parcels	SDR
3	Cumbersome parcels admitted	No	11.2.2	for insured parcels	SDR
Parcels service features			11.3	Additional amount for the delivery of COD parcels	
5	Electronic exchange of information		11.3.1	Fixed cost	SDR
5.1.1	Use a track and trace system	No	11.3.2	Value range or the value of the parcel (explanation on how the service charge billed to the addressee is calculated):	
6	Home delivery		11.4	Methods of payment accepted upon delivery for the service charge billed to the addressee	
6.1	Initial delivery attempt at physical delivery of parcels to addressee	No	Cash : No Credit card : No Cheque : No Payment by mobile phone : No Other :		
6.2	If initial delivery attempt unsuccessful, card left for addressee		11.5	Methods of payment accepted upon delivery for the value of the COD parcel	
6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No	Cash : No Money order : No Credit card : No Cheque : No Payment by mobile phone : No Other :		
6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.		11.6	Maximum value accepted for an inbound COD parcel	SDR
6.5	Nature of this governmental or legally binding restriction.		Express delivery service		
7	Signature of acceptance		12	Express parcel delivery service provided	Yes
7.1	When a parcel is delivered or handed over		12.1	If yes, parcels delivered by special messenger	Yes
7.1.1	a signature of acceptance is obtained	Yes	12.3	Charge collected at time of delivery to addressee	Yes
7.1.2	captured data from an identity card are registered	Yes	12.4	Amount collected per parcel (SDR)	3.73
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			

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	
14	Parcels for delivery free of charges and fees admitted	No		USD	
Fragile parcel				Comments:	
15	Fragile parcels admitted	No	22	Dutiable parcels	
Consignment service			22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
16	Consignment service by bilateral agreements provided	No	22.2	Amount of fee collected	
Integrated logistics service				Local currency	2981.25 FCFA
17	integrated logistics service by bilateral agreements provided	No		USD	
Addresses for bilateral agreements				Comments:	
18	Contact details of the person responsible for questions concerning bilateral agreements		23	Customs clearance fee collected for all items declared at customs	Yes
Name:	Mr DJASRA BEMADJITA		23.1	Amount of fee collected	
Function:	DIRECTEUR DE PRODUCTION			Local currency	2981.25 FCFA
Address:	STPE BP 1133 NDJAMENA-TCHAD			USD	
Tel:	1: (+235)95010887 2: (+235) 62217808			Comments:	
Fax:	(+235)22521012		24	Administration fees collected for parcels subject to export customs clearance	No
E-mail	dj-abe@hotmail.fr			Comments:	
Admissible radioactive material and infectious substances			Special charges - Storage		
19	Radioactive materials admitted in		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
19.1	Air Parcels		25.1	Amount of charge per day/per parcel	
		Inbound parcels No		Local currency	150 FCFA
		Outbound parcels No		SDR	
19.2	Insured parcels		25.2	Period of charge, if not daily	jour à cc du 6eme jour.
		Inbound parcels No			
		Outbound parcels No			
20	Infected substances admitted in		Special delivery charges		
20.1	Air Parcels		26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes
		Inbound parcels No	26.1	Amount of charge	
		Outbound parcels No		Local currency	2981.25
20.2	Insured parcels			SDR	
		Inbound parcels No			
		Outbound parcels No			

Special charges – Poste restante		
27	Poste restante service provided	Yes
27.1	Amount of charge per parcel	
	Local currency	150 FCFA
	SDR	
27.2	Basis for charge if not an amount per parcel	
Special provisions - Treatment of parcels wrongly accepted		
28	Parcels returned to sender	No
28.1	If not, parcel delivered to addressee under conditions prescribed by your country legislations	No
28.2	For parcels wrongly accepted, action taken on a case-by-case basis	Yes
Delivery areas		
29	Parcels delivered to	
29.1	all addresses	No
29.2	specific areas only	Yes
	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	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	Yes
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	15 Day(s)
32.2	Exceptional period	30 Day(s)
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	60 Day(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.	
Office name:	SERVICE DES COMPTES INTERNATIONAUX	
Name:	Mr NARGAYE NABANE HOMY KINDER	
Function:	CHEF DE SERVICE DES COMPTES INTERNATIONAUX	
Address:	BO 1133 STPE N'DJAMENA TCHAD	
Tel:	1: (+235)22521106 2: (+235)66268259	
Fax:	(+235)22521012	
E-Mail:	nargaye72@gmail.com	
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:	NDJAMENA RECETTE PRICIPALE	
Name:	Mr Mme PAZIMI NEE SODJE FERBOBE	
Function:	RECEVEUR PRINCIPALE	
Address:	BP 1133 STPE N'DJAMENA TCHAD	
Tel:	1: (+235)99501197 2: (+235)66224644	
Fax:	(+235)22521012	
E-Mail:	fsodje@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	4

37.1	Number of CN 23 customs declarations required for parcels in transit	4
37.2	Languages in which CN 23 customs declarations can be completed	French
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	No
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: SERVICE DES RECLAMATIONS		
Name: Mr NARGAYE NABANE HOMY KINDER		
Function: CHEF DE SERVICE DES COMPTES INTERNATIONAUX		
Address: BO 1133 STPE N'DJAMENA TCHAD		
Tel: 1: (+235)22521106 2: (+235)66268259		
Fax: (+235)22521012		
E-Mail: nargaye72@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	07:00-15:30	-
Tuesday	07:00-15:30	-
Wednesday	07:00-15:30	-
Thursday	07:00-15:30	-
Friday	07:00-12:00	-
Saturday	08:00-11:00	-
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	2	Jour de l'an
March	8	Journée de la Femme
April	10	Lundi de Pâque
April	22	Aïd El-Fitir
May	1	Fête de Travail
June	29	Aïd El-Kébir
August	11	Fête de l'Indépendance
September	26	Aïda Maouloud EL Nebi
November	1	Toussaint
November	28	Proclamation de la République
December	1	Journée de la Liberté et de Démocratie
December	25	Noël

National holiday in 2024


Month	Day(s)	National Holidays - Description
January	1	Jour de l'an
March	8	Journée de la Femme
April	1	Lundi de Pâque
April	8	Aïd El-Fitir
May	1	Fête de Travail
June	16	Aïd El-Kébir
June	17	Aïd El-Kébir
August	11	Fête de l'Indépendance
August	12	Fête de l'Indépendance
September	16	Aïda Maouloud EL Nebi
November	1	Toussaint
November	28	Proclamation de la République
December	1	Journée de la Liberté et de Démocratie
December	2	Journée de la Liberté et de Démocratie
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	Yes	Observations/Comments
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			Delivery standards
43.1	Redirection done without a request from the sender or addressee	No	46-47 See the annexes.
43.2	Redirection fee charged	Yes	
43.3	Amount of redirection fee (SDR)		
	Comments:		Barcode
	per kg.		48 Barcode sample used on all outward international postal parcels.
Miscellaneous provisions – operation of the parcel service			
44.1	Postal parcel services operated by the designated postal operator	Yes	CP 00009075 TD
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:	N'DJAMENA CTD		
IMPC code:	TDNDJB		
Name:	Mr DJAMALADINE MOUSTAPHA		
Function:	CHEF DE CENTRE DE TRI ET DE DISTRIBUTION		
Address:	BP 1133 STPE N'DJAMENA TCHAD		
Tel:	1: (+235)22521142 2: (+235)66636469		
Fax:	(+235)22521012		
E-Mail:	mo.djamaladine@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	07:00-14:30	-	
Tuesday	07:00-14:30	-	
Wednesday	07:00-14:30	-	
Thursday	07:00-14:30	-	
Friday	07:00-12:00	-	
Saturday	08:30-11:30	-	
Sunday	-	-	

Parcel delivery standards - Air parcel

OE Name N'DJAMENA CTD
 IMPC Code TDNDJB
 Tel (+235)22521142
 Fax (+235)22521012
 Hours of operation du lundi au Jeudi, de 07h 00 a 14h 00 ; vendredi, de 07 h 00 à 12 h 00; le samedi, de 08 h 00 à 11 h 00; fermé le dimanche

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 - 09:30	Mon	Tue	Wed	Thu	---	---
Mon	09:31 - 23:59	Tue	Wed	Thu	Fri	---	---
Tue	09:00 - 09:30	Tue	Wed	Thu	Fri	---	---
Tue	09:31 - 23:59	Wed	Thu	Fri	Mon	---	---
Wed	00:00 - 09:30	Wed	Thu	Fri	Mon	---	---
Wed	09:31 - 23:59	Thu	Fri	Mon	Tue	---	---
Thu	00:00 - 09:30	Thu	Fri	Mon	Tue	---	---
Thu	09:31 - 23:59	Fri	Mon	Tue	Wed	---	---
Fri	00:00 - 09:30	Fri	Mon	Tue	Wed	---	---
Fri	09:31 - 23:59	Mon	Tue	Wed	Thu	---	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---
Sun	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	N'DJAMENA SEM, N'DJAMENA CTD, N'DJAMENA AEROPORT, N'DJAMENA COLIS POSTAUX, N'DJAMENA LECLERCL, N'DJAMENA MOURSAL, N'DJAMENA RP

Zone 2:

Postcodes	Cities
	BONGOR, DOBA, KELO, KOU MRA, MOUNDOU, SARH

Zone 3:

Postcodes	Cities
	BENOYE, FIANGA, GORE, GOUNOUGAYA, KYABE, LAÏ, LERE, MARO, MASSAKORY, MBAIBOKOUM, MOÏSSALA, PALA

Zone 4:

Postcodes	Cities
	ABECHE, ABOUDEIA, ADRE, AM-TIMAN, ATI, BILTINE, BITKINE, BOKORO, BOL, FADA, FAYA LARGEAU, IRIBA, MAO, MELFI, MONGO, MOUSSORO, OUM-HADJER

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 heures

Items not subject to customs duty: 10 minutes

Comments:

Parcel delivery standards - Surface parcel

OE Name N'DJAMENA CTD
 IMPC Code TDNDJB
 Tel (+235)22521142
 Fax (+235)22521012
 Hours of operation du lundi au Jeudi, de 07h 00 a 14h 00 ; vendredi, de 07 h 00 à 12 h 00; le samedi, de 08 h 00 à 11 h 00; fermé le dimanche

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 - 09:30	Mon	Tue	Wed	Thu	---	---
Mon	09:31 - 23:59	Tue	Wed	Thu	Fri	---	---
Tue	00:00 - 09:30	Tue	Wed	Thu	Fri	---	---
Tue	09:31 - 23:59	Wed	Thu	Fri	Mon	---	---
Wed	00:00 - 09:30	Wed	Thu	Fri	Mon	---	---
Wed	09:31 - 23:59	Thu	Fri	Mon	Tue	---	---
Thu	00:00 - 09:30	Thu	Fri	Mon	Tue	---	---
Thu	09:31 - 23:59	Fri	Mon	Tue	Wed	---	---
Fri	00:00 - 09:30	Fri	Mon	Tue	Wed	---	---
Fri	09:31 - 23:59	Mon	Tue	Wed	Thu	---	---
Sat	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---
Sun	00:00 - 23:59	Mon	Tue	Wed	Thu	---	---

Definition of zones

Zone 1:

Postcodes	Cities
	N'DJAMENA SEM, N'DJAMENA CTD, N'DJAMENA AEROPORT, N'DJAMENA COLIS POSTAUX, N'DJAMENA LECLERCL, N'DJAMENA MOURSAL, N'DJAMENA RP

Zone 2:

Postcodes	Cities
	BONGOR, DOBA, KELO, KOU MRA, MOUNDOU, SARH

Zone 3:

Postcodes	Cities
	BENOYE, FIANGA, GORE, GOUNOUGAYA, KYABE, LAÏ, LERE, MARO, MASSAKORY, MBAIBOKOUM, MOÏSSALA, PALA

Zone 4:

Postcodes	Cities
	ABECHE, ABOUDEIA, ADRE, AM-TIMAN, ATI, BILTINE, BITKINE, BOKORO, BOL, FADA, FAYA LARGEAU, IRIBA, MAO, MELFI, MONGO, MOUSSORO, OUM-HADJER

Zone 5:

Postcodes	Cities

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

Customs clearance times:

Items subject to customs duty: 24 heûres

Items not subject to customs duty: 10 minutes

Comments:

Last validation date: GdS V1 01/01/2023