

28	Parcels returned to sender	Yes	Office name: CTL - CORREIOS DE TIMOR-LESTE
Delivery areas			Name: Mr Jualino da Cruz do Rosario
29	Parcels delivered to		Function: Chief of Operational Service
29.1	all addresses	No	Address: Bairro-Pite
29.2	specific areas only	Yes	DILI
	Comments:		TIMOR LESTE
			Tel: 1: (+670)3321917
			2: (+670)77312305
			Fax: (+670)3310467
			E-Mail: jualino2002@yahoo.com
			jualino2002@gmail.com
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	No	35.1 Central office (in destination country) to which requests must be sent
30.2	specific areas only	Yes	
	Comments:		Office name: CORREIOS DE TIMOR-LESTE
			Name: Mr Jualino da Cruz do ROSario
			Function: Chief of Operational Service
			Address: Av. Bispo de Madeiros
			Kintal Kiik No.15
			DILI - TIMOR-LESTE
			Tel: 1: (+670)3321917
			2: (+670)77312305
			Fax: (+670)3310467
			E-Mail: jualino2002@yahoo.com
			jualino2002@gmail.com
Delivery procedures for parcels for which customs duty and taxes are payable			Special provisions - Force majeure
31	Procedure for parcels for which customs duty is payable		36 Liability admitted in cases of force majeure Yes
31.1	Pick up of parcel at the customs office	Yes	36.1 Liability admitted for insured parcels on board ships or aircraft used by designated operators
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	36.2 Addressee/sender's reservations admitted at the time of delivery
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			Special provisions - Customs declarations
32	Period of retention for parcels		37 Number of CN 23 customs declarations required for inbound parcels Yes
32.1	Normal period	15 Day(s)	37.1 Number of CN 23 customs declarations required for parcels in transit
32.2	Exceptional period	30 Week(s)	37.2 Languages in which CN 23 customs declarations can be completed
33	Retention for parcels for which notice could not be sent or addressed to poste restante		French English The post office in Timor-Leste no are not using CN 23 customs declarations.
33.1	Normal period	15 Day(s)	
33.2	Exceptional period	30 Day(s)	
Parcels automatically retained			Special provisions - Method of dispatching accompanying documents
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.		38 Documents affixed to the relevant parcels No
			38.1 Documents attached to the parcels bill
			Service to customers
			39 On-line tracking provided No

Service to designated operators

40. User of the Internet-based Inquiry System (IBIS) No

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: CORREIOS DE TIMOR-LESTE

Name: Mr Jualino da Cruz do Rosario

Function: Chief of Operational Service

Address: Av. Bispo de Medeiros
Kintal Kiik No.15
DILI
TIMOR LESTE

Tel: 1: (+670)3321917
2: (+670)77312305

Fax: (+670)3310467

E-Mail: jualino2002@yahoo.com
jualino2002@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	-	12:01-17:30
Tuesday	08:00-12:00	12:01-17:30
Wednesday	08:00-12:00	12:01-17:30
Thursday	08:00-12:00	12:01-17:30
Friday	08:00-12:00	12:01-17:30
Saturday	-	-
Sunday	-	-

Languages English Portuguese

National Holidays**41.1 National holidays**

National holiday in 2020

Month	Day(s)	National Holidays - Description
January	1	New Year
February	2	FALINTIL - FDTL DAY
March	3	VETERANS DAY
March	7	INTERNATIONAL WOMAN'S DAY
April	19	HAPPY EASTER
May	1	WORK PEOPLE DAY
May	20	INDEPENDENCE RESTORATIONS DAY
June	4	IDUL FITRI
August	11	IDUL ADHA
August	20	FALINTIL DAY
August	30	POPULAR CONSULTATIONS DAY

September	4	REFERENDUM (POPULAR CONSULTATION) AND MISSION INTERFETS DAY
November	2	HALLOWEEN DAY
November	12	YOUTH NATIONAL DAY
November	28	INDEPENDENCE PROCLAMATION DAY
December	25	CHRISTMAS DAY
December	31	NATIONAL HERO DAY

National holiday in 2021

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
February	2	FALENTIL/FDTL's Day
March	3	Veteran's Day
March	7	International Woman Day
April	19	Happy Easter Day
May	1	Labor Day
May	20	Restoration of Independence Day
May	24	Idul Fitri Day
June	11	Corpus Christi Day
July	31	Eidul Adha Day
August	30	Popular Consultation Day
November	1	All Saints' Day
November	2	All Saints' Day
November	12	Youth National Day
November	28	Proclamation of Independence Day
December	7	National Heroes Day
December	8	Day of Our Lady of Immaculate Conception
December	25	Christmas 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	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	Yes
43.2	Redirection fee charged	Yes
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	No
44.4	Areas of the country where the parcel service is NOT provided	

Postcodes	Localities

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

Office name: EastTimor PO
 IMPC code: TLDILA
 Name: Mr Do Rosario, Jualino da Cruz
 Function: Chief of Operational Service
 Address: Av. Bispo de Medeiros
 Kintal Kiik, No.15
 DILI
 TIMOR-LESTE
 Tel: 1: (+670)3310292
 2: (+670)3331424
 Fax: (+670)3310467
 E-Mail: jualino2002@yahoo.com
 jualino2002@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	08:00-17:00	-
Tuesday	08:00-17:00	-
Wednesday	08:00-17:00	-
Thursday	08:00-17:00	-
Friday	08:00-17:00	-
Saturday	08:00-17:00	-
Sunday	08:00-17:00	-

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 EastTimor PO
 IMPC Code TLDILA
 Tel (+670)3310292/3323376
 Fax (+60)3310467
 Hours of operation Mon-Fri: 08:00-17:00; closed Sat and Sun
 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 - 23:59	Friday	Monday+1	---
Tuesday	00:00 - 23:59	Monday	Monday+1	---
Wednesday	00:00 - 23:59	Tuesday	Monday+1	---
Thursday	00:00 - 23:59	Wednesday	Monday+1	---
Friday	00:00 - 23:59	Thursday	Monday+1	---
Saturday	00:00 - 23:59	Friday	Monday+1	---
Sunday	00:00 - 23:59	Friday	Monday+1	---

Definition of zones

Zone 1:

Postcodes	Cities
No postcodes 10000	Dili 10000

Zone 2:

Postcodes	Cities
No postcodes 12000	Rest of the territory of East Timor 1) Covering 4 districts (Ponta Leste) 2) Covering 6 districts centre and west of territory

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 2 hrs

Customs clearance times:

Items subject to customs duty: 30 days max.

Items not subject to customs duty: 24 hrs

Comments:

Parcel delivery standards - Surface parcel

OE Name EastTimor PO
 IMPC Code TLDILA
 Tel (+670)3310292/3323376
 Fax (+670)3310467
 Hours of operation Mon-Fri: 08:00-17:00; closed Sat and Sun

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

Definition of zones

Zone 1:

Postcodes	Cities
No postcodes 10000	Dili 10000

Zone 2:

Postcodes	Cities
Rest of the territory of East Timor 1) Covering 4 districts (Ponta Leste) 2) Covering 6 districts centre and west of territory	Rest of the territory of East Timor 1) Covering 4 districts (Ponta Leste) 2) Covering 6 districts centre and west of territory

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 1 hrs

Customs clearance times:

Items subject to customs duty: 30 days max.

Items not subject to customs duty: 24 hrs

Comments:

Last validation date: 2019-11-21