

Currency : Ngultrum

Basic services**Mail classification system (Conv., art. 17.4; Regs., art. 17-101)**

1	Based on speed of treatment of items (Regs., art. 17-101.2):	No
1.1	Priority and non-priority items may weigh up to 5 kilogrammes. Whether admitted or not:	No
2	Based on contents of items:	Yes
2.1	Letters and small packets weighing up to 5 kilogrammes (Regs., art. 17-103.2.1). Whether admitted or not (dispatch and receipt):	No
2.2	Printed papers weighing up to 5 kilogrammes (Regs., art. 17-103.2.2). Whether admitted or not for dispatch (obligatory for receipt):	No
3	Classification of post items to the letters according to their size (Conv., art. 17, art. 17-102.2)	No

Optional supplementary services**4 Insured items (Conv., art. 18.2.1; Regs., 18-001.1)**

4.1	Whether admitted or not (dispatch and receipt):	No
4.2	Whether admitted or not (receipt only):	Yes
4.3	Declaration of value. Maximum sum	
4.3.1	surface routes:	SDR
4.3.2	air routes:	SDR
4.3.3	Labels. CN 06 label or two labels (CN 04 and pink "Valeur déclarée" (insured) label) used:	-
4.4	Offices participating in the service:	
4.5	Services used:	
4.5.1	air services (IATA airline code):	KB
4.5.2	sea services (names of shipping companies):	
4.6	Office of exchange to which a duplicate CN 24 formal report must be sent (Regs., art.17-138.11):	
	Office Name : Thimphu GPO	
	Office Code : BTTHIA	
	Address : Thimphu GPO, Bhutan Post Building, Thimphu -11001, BHUTAN	
	Phone : +975-2-322281(2029)	
	Fax : +975-2-323108	
	E-mail 1 : jigme.choden@bhutanpost.bt	
	E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com	

5 Cash-on-delivery (COD) items (Conv., art. 18.2.2 Regs. arts. 18-002.1, 18-002.2)

5.1	Whether admitted or not (dispatch and receipt):	No
5.2	Whether admitted or not (receipt only):	No
5.3	Amount of the rate applied in addition to the postage charges applicable to COD items	
5.3.1	ordinary items:	SDR
5.3.2	registered items:	SDR

5.3.3	insured items:	SDR
5.4	Charges on COD items	
5.4.1	Levied on the sender of the item:	-
5.4.2	Levied on the addressee of the item:	-
5.4.3	Do you apply a special charge for delivering cash-on-delivery items in the destination country	-
5.4.4	If you answer yes, how much is this charge	SDR
5.4.5	Do you require cash-on-delivery items to be sealed	-
6	Express items (Conv., art. 18.2.3, 18-102)	
6.1	Whether admitted or not (dispatch and receipt):	Yes
6.2	Limited to priority items:	Yes
6.3	Item itself or an advice of arrival delivered by express in the case of an insured item:	
6.4	Other information	
7	Delivery to the addressee in person (Conv., art. 18.2.4, 18-103)	
7.1	Admitted for registered and insured items (If admitted according to question 4):	Yes
7.2	Admitted <u>only</u> if registered and insured items are received with an advice of delivery :	-
7.3	Indication to appear on items sent to your administration :	
8	Items for delivery free of charges and fees (Conv., art. 18.2.5; Regs., art. 18-004)	
8.1	Ordinary, registered and insured items. Whether admitted or not:	Yes
8.2	Registered and insured items only. Whether admitted or not:	Yes
8.3	Merchandise return service	No
9	International business reply service (IBRS)	
9.1	International business reply service (IBRS) (Conv., art.18.3.1; Regs., art. 18-104)	No
9.2	Operated on a reciprocal basis (Regs., Conv. 18.3.1, Regs., 18-104.2.3)	No
9.3	Items weighting from 50g to 2000g on a reciprocal basis (Regs., art. 18-104.3.3)	No
9.4	If more than 50g but less than 2000g, please specify the upper weight limit	g
9.5	Items excluded from IBRS with certain contents other than the ones specified in Conv., art. 18 (Conv., art. 18; Regs., art. 18-104.3.4)	-
9.5.1	If yes, please specify:	
9.6	Open to bilaterally agreement to any further extensions of the service (Regs., art. 18-104.3.5)?	No
10	International reply coupons (Conv., art. 18.3.2; Regs., art. 18-108 and 18-106.1). Whether sold or not (Regs., art. RL 146.1):	No
11	Radioactive materials (Conv., art. 19.3; Regs., arts. 19.3.3)	
11.1	Whether admitted or not (dispatch and receipt):	No
11.2	Whether admitted or not (receipt only):	No
12	Requests for withdrawal from the post, alteration or correction of address (Conv., art. 5; Regs., art. 19-210.5.4)	

12.1	Whether admitted or not:	Yes
12.2	Office to which requests must be sent: (Regs., art. RL 152.3.4):	
	Office Name : Thimphu GPO	
	Office Code : BTTHIA	
	Address : Head, Office of Exchange, Thimphu - 11001: BHUTAN	
	Phone : +975-2-322281(2029)	
	Fax : +975-2-323108	
	E-mail 1 : jigme.choden@bhutanpost.bt	
	E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com	
13	Exempt patient specimens (human or animal) (Conv., art.19-003.2.3;Regs., arts. 19-004)	
13.1	Whether admitted or not (dispatch and receipt):	No
13.2	Whether admitted or not (receipt only):	No
14	Category B Infectious Substances (UN 3373) (Conv., art.19-003.2.1; Regs., arts. 19-001.1.2, 19-003.2.2, 19-003.2.6)	
14.1	Whether admitted or not (dispatch and receipt):	No
14.2	Whether admitted or not (receipt only):	No
15	Literature for the blind (Regs., art. 17-107.5)	
15.1	Sound recordings sent by a blind person to any addressee. Whether admitted or not as literature for the blind:	Yes
15.2	Sound recordings sent to a blind person by any sender. Whether admitted or not as literature for the blind:	Yes
16	Combination in one item of articles on which different charges are payable (Regs., art. 15-101.4).	No
	Whether authorized or not:	
Other information		
17	Small packets exceeding 500 g (Conv., art. 15; Regs., art. 15-102.1). Delivery charge on domestic items applicable to international items:	SDR
18	Registered items. Liability (Conv., art. 22.2)	
18.1	Whether accepted or non in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
18.2	Equivalent of the 30 SDR indemnity per item (Regs., art. 22-001.2.1.1):	30 SDR
18.3	Equivalent of the indemnity for each M bag – maximum 150 SDR (Regs., art. 22-001.2.1.1):	150 SDR
19	Insured items. Liability (Conv., art. 18.2)	
19.1	Whether accepted or not in cases of <i>force majeure</i> (Regs., art. 22-001.2):	No
19.2	Whether admitted or not on board ships and aircraft used by the administrations (Regs., art. 25-004.4):	No
20	« This section is no longer valid »	

21	Registered items in closed envelopes containing the articles mentioned in article (Conv., art.19.6). Whether admitted or not:	No
22	Methods of denoting prepayment (Regs., arts. 06-001)	
22.1	Prepayment of postage indicated by means of impressions made by a printing press or other printing or stamping process. Whether admitted or not:	Yes
22.2	Indication used to denote prepayment:	
22.3	Can prepayment be denoted by an indication that full postage has been prepaid, for example: "Taxe perçue" (Postage paid)? Whether admitted or not:	Yes
22.4	If so, indicate the indication(s) adopted:	
23	Suspected fraudulent use of postage stamps, etc. (Regs., art. 06-004)	
23.1	Is the prescribed procedure permitted by internal legislation:	Yes
23.2	Office to which advices on suspected fraudulent use must be sent: Office Name : Thimphu GPO Office Code : BTTHIA Address : Head Operations Department Bhutan Post HQ Thimphu - 11001 BHUTAN Phone : +975-2-322281 EPABX 2014/2019 Fax : +975-2-323108 E-mail 1 : jigme.tenzin@bhutanpost.bt E-mail 2: ipsbhutanpost@gmail.com	
24	Registered items (Regs., arts. 17-121 and 18-101)	
24.1	Replacement of the prescribed CN 04 label by a framed label on which only the letter "R" has been printed:	No
24.2	Replacement by a stamp impression or strip:	Yes
24.3	CN 33 special lists. Whether always required or not:	Yes
24.4	Bulk entry. Whether accepted or not:	No
24.5	Bulk entry in all cases:	No
24.6	Bulk entry only within the framework of a bilateral agreement:	No
25	Procedures for delivering registered and insured items (Regs., arts. 18-001, 18-101)	
25.1	Handed over against the signature of the addressee or of a duly authorized agent	
25.1.1	Registered items:	Yes
25.1.2	« This section is no longer valid »	
25.1.3	Insured items:	Yes
25.2	Whether handed over against the signature of a <i>de facto</i> agent (member of the addressee's family, hotel porter, janitor, etc.)	
25.2.1	Registered items:	Yes
25.2.2	« This section is no longer valid »	
25.2.3	Insured items:	-
25.3	Number of attempted deliveries for registered and insured items	

25.3.1	Registered items	1
25.3.2	« This section is no longer valid »	
25.3.3	Insured items	1
25.4	Retention period for registered and insured items once a card has been left after several failed delivery attempts	
25.4.1	Registered items	30 Day(s) - Month (s)
25.4.2	« This section is no longer valid »	
25.4.3	Insured items	30 Day(s) - Month (s)
26	« This section is no longer valid »	
27	Advice of delivery (CN 07 form) (Regs., art. 18-003)	
27.1	Whether signed by the addressee (or his representative):	Yes
27.2	Whether signed by the official of the office of destination:	No
28	Letter-post items retained or addressed poste restante (Regs., art. 19-104.5.3). Period of retention:	30 Day(s) - Month (s)
29	Inquiries (Regs., art. 21-001 and art. 21-002.1.5). Offices to which inquiries must be sent regarding (CN 08 form) (Regs., art. RL 154.2.5):	
29.1	Ordinary items: Office Name : Office Code : Address : Phone : Fax : E-mail 1 : E-mail 2 :	
29.2	Registered items or insured items: Office Name : Thimphu GPO Office Code : BTTHIA Address : Customer Care Unit Bhutan Post Thimphu -11001 BHUTAN Phone : +975 2 322281 Fax : +975 2 323108 E-mail 1 : jigme.choden@bhutanpost.bt E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com	
29.3	Cash-on-delivery (COD) items:	

Office Name :

Office Code :

Address :

Phone :

Fax :

E-mail 1 :

E-mail 2:

29.4 Electronic CN 08 form (Regs., art. 21-002) Whether admitted or not: Yes

30 Items subject to customs control (Regs., art. 20-001)

30.1 Number of CN 23 customs declarations needed when the contents exceed 300 SDR in value: 3

30.2 Languages in which the CN 22 label and CN 23 customs declarations may be filled in: English

30.3 M bags (Regs., art. 20-001.2.9)

30.3.1 Whether the address label of special bags of printed papers requires a CN 22 label:

30.3.1.1 in all cases (whether items have to be submitted to customs control or not): Yes

30.3.1.2 only when items have to be submitted to customs control: Yes

30.3.2 Any CN 23 customs declaration required, as well as any other accompanying papers, should be attached:

30.3.2.1 to the outside of the bag: Yes

30.3.2.2 to one of the items contained in the bag: Yes

31 Empty bags (Regs., art. 17-139)

31.1 Office of exchange appointed for reception of empty bags in long-distance services:

Office Name : Thimphu GPO

Office Code : BTTHIA

Address : Office of Exchange, Thimphu GPO, Thimphu -11001: BHUTAN

Phone : +975-2-322281 EPABX 2019/2016

Fax : +975-2-323108

E-mail 1 : jigme.choden@bhutanpost.bt

E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com

31.2 Average value in SDR of bags used by offices of exchange (Regs., art. 17-139 and 17-144.9): 10 SDR

32 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.

CN 43, CN 54, CN 54bis, CN 54ter, CN 56, CN 56bis, CN 57, CN 58, CN 61, CN 62, CN 62bis, CN 63, CN 64

Office Name : International Mail Accounts Unit
 Address : Postal Operations Division
 Bhutan Post
 Thimphu -11001
 BHUTAN
 Phone : +975-2-322281 EPABX 2029/2014
 Fax : +975-2-323108
 E-mail 1 : ima@bhutanpost.bt/chandrimabp@gmail.com
 E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com

33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)

Office Name : Thimphu GPO
 Office Code : BTTHIA
 Address : Office of Exchange
 Thimphu GPO
 Thimphu-11001
 BHUTAN
 Phone : +975-2-322281(2029)
 Fax : +975-2-323108
 E-mail 1 : jigme.choden@bhutanpost.bt
 E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com

33 Office(s) of exchange responsible for handling letter post (Regs., art. 17-114.4)

Office Name : Phuntsholing GPO
 Office Code : BTPHUA
 Address : Phuntsholing GPO
 Phuntsholing - 21101
 BHUTAN
 Phone :
 Fax :
 E-mail 1 : damcho.tshering@bhutanpost.bt
 E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com

Mails conveyed by sea

34 Surface letter-post mails

- 34.1 Name of port(s) of arrival: Kolkata/Mumbai/Siliguri
- 34.2 Name and address of the exchange office of destination to which advance CN 37 delivery bills should be sent:

Office Name : Phuntsholing GPO
 Office Code : BTPHUA
 Address : Chief Postmaster
 Phuntsholing GPO
 Bhutan Post
 Phuntsholing - 21101
 BHUTAN
 Phone : +975-05-252242/05-253000
 Fax : +975-05-252348
 E-mail 1 : damcho.tshering@bhutanpost.bt/gmsrbhutanpost@gmail.com
 E-mail 2 : jigme.tenzin@bhutanpost.bt/ipsbhutanpost@gmail.com

35 Surface parcel mails (See Parcel Post Compendium)**Service to customers****36 On-line tracking provided** Yes

36.1 Web site address to access information

<http://www.bhutanpost.bt>

36.2 Languages in which track and trace information is available

English

36.3 Contact point :

36.3.1 For partner designated operators

Phone : +975 2 322281

Fax : +975 2 323108

E-mail : jigme.choden@bhutanpost.bt

36.3.2 For customers

Phone : (+975)2334444

Fax : (+975)2323108

E-mail : customercare@bhutanpost.bt**National Holidays**

37.1 National holidays available on parcel post compendium

https://parcel.upu.org/Published%20Documents/Parcel_Compndium_BT_BTA_EN.pdf

37.2 Parcel post compendium

<https://parcel.upu.org>**Delivery standards****38 See the annexes.****Other information****39 Airmail**

39.1 Are dues payable for air conveyance of airmails in transit between two airports in your country fixed in the form of a single price? No

39.2	Subject to the agreement of the administrations receiving these mails at the airports of their countries, does your administration send surface mail by air with reduced priority (S.A.L.)? See also table D – Details concerning the S.A.L. service published in CN 68: http://www.upu.int/en/activites/transport/publications.html	No
39.3	If so, are reduced air surcharges collected for S.A.L. mail?	No
39.4	As an administration of dispatch, have you opted for individual entry of each bag on the CN 38 or CN 41 delivery bill?	Yes
39.5	Subject to prior agreement, do you authorize administrations to use your airmail bags for making up mails addressed to you?	Yes
39.6	For bags of S.A.L. mail, is use made of CN 35 labels bearing in bold characters the words "S.A.L. surface par avion" (S.A.L. surface airlifted) instead of CN 36 labels?	No

Letter Post Compendium Online - Annexes

BT - Bhutan

Bhutan Postal Corporation LTD

BTA

Letter delivery standards - Air letter

OE Name	Thimphu GPO
IMPC Code	BTTHIA
Tel	(+975)2 322296
Fax	(+975)2 323108
Hours of operation	9:00 - 17:00 (Summer) and 9:00 - 16:00 (Winter)

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 - 23:59	Wed	Thu	Fri	Sat	Tue+1	---
Tue	00:00 - 23:59	Thu	Fri	Sat	Mon	Wed+1	---
Wed	00:00 - 23:59	Fri	Sat	Mon	Tue	Thu+1	---
Thu	00:00 - 23:59	Sat	Mon	Tue	Wed	Fri+1	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Thu	Sat+1	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---

Definition of zones

Zone 1:

Postcodes	Cities
11001, 12001, 13001, 14001, 21005,	Thimphu, Paro, Punakha, Wangdue Phodrang, Tsimasham

Zone 2:

Postcodes	Cities
21007, 15001, 21101, 31101, 31002, 32001, 33001, 36001	Gedu, Haa, Phuntsholing, Gelephu, Sarpang, Bumthang, Trongsa, Tsirang

Zone 3:

Postcodes	Cities
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16001, 21104, 22001, 22002, 22104, 32002, 41001, 41002, 42001, 43001, 44102	Gasa, Lhamoizingkha, Samtse, Gomtu, Sipsu, Chumey, Samdrup Jongkhar, Deothang, Trashigang, Monggar, Nanglam
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Zone 4:

Postcodes	Cities
35002, 42002, 42003, 42104, 42005, 45001, 46001, 46002	Drujegang, Kanglung, Khaling, Wamrong, Rangjung, Lhuntse, Trashi Yangtse, Duksum

Zone 5:

Postcodes	Cities
34001, 34002, 34103, 41104, 41205, 43002, 44001	Zhemgang, Tingtibi, Panbang, Jomotsangkha, Samdrupchholing, Gyelpozhing, Pemagatshel

Zone 6:

Postcodes	Cities

Arrival at office of exchange: 2 hours

Customs clearance times: 9:00 to 13:00 and 14:00 to 17:00 (Summer) 9:00 to 13:00 and 14:00 to 16:00 (Winter)

Items subject to customs duty: 24 to 48 hours

Items not subject to customs duty: 30 to 60 minutes

Comments: The above standards do not apply to items wrongly addressed and documented incorrectly

Letter Post Compendium Online - Annexes

BT - Bhutan

Bhutan Postal Corporation LTD

BTA

Letter delivery standards - Surface letter

OE Name	Thimphu GPO
IMPC Code	BTTHIA
Tel	(+975)2 322296
Fax	(+975)2 323108
Hours of operation	9:00 - 17:00 (Summer) and 9:00 - 16:00 (Winter)

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 - 23:59	Wed	Thu	Fri	Sat	Tue+1	---
Tue	00:00 - 23:59	Thu	Fri	Sat	Mon	Wed+1	---
Wed	00:00 - 23:59	Fri	Sat	Mon	Tue	Thu+1	---
Thu	00:00 - 23:59	Sat	Mon	Tue	Wed	Fri+1	---
Fri	00:00 - 23:59	Mon	Tue	Wed	Thu	Sat+1	---
Sat	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---
Sun	00:00 - 23:59	Tue	Wed	Thu	Fri	Mon+1	---

Definition of zones

Zone 1:

Postcodes	Cities
11001, 12001, 13001, 14001, 21005	Thimphu, Paro, Punakha, Wangdue Phodrang, Tsimasham

Zone 2:

Postcodes	Cities
21007, 15001, 21101, 31101, 31002, 32001, 33001, 36001	Gedu, Haa, Phuntsholing, Gelephu, Sarpang, Bumthang, Trongsa, Tsirang

Zone 3:

Postcodes	Cities
16001, 21104, 22001, 22002, 22104, 32002, 41001, 41002, 42001, 43001, 44102	Gasa, Lhamoizingkha, Samtse, Gomtu, Sipsu, Chumey, Samdrup Jongkhar, Deothang, Trashigang, Monggar, Nanglam

Zone 4:

Postcodes	Cities
35002, 42002, 42003, 42104, 42005, 45001, 46001, 46002	Drujegang, Kanglung, Khaling, Wamrong, Rangjung, Lhuntse, Trashi Yangtse, Duksum

Zone 5:

Postcodes	Cities

34001, 34002, 34103, 41104, 41205, 43002, 44001

Zhemgang, Tingtibi, Panbang, Jomotsangkha, Samdrupchholing, Gyelpozhing, Pemagatshel

Zone 6:

Postcodes	Cities

Arrival at office of exchange:

2 hours

Customs clearance times:

Items subject to customs duty:

24 to 48 hours

Items not subject to customs duty:

30 to 60 minutes

Comments:

The above standards do not apply to items wrongly addressed and documented incorrectly