

Basic Services

1	Maximum weight limit admitted	
1.1	Surface parcels (kg)	10
1.2	Air (or priority) parcels (kg)	20
2	Maximum size admitted	
2.1	Surface parcels	
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	Yes
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No
2.2	Air parcels	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	No
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	Yes

Supplementary services

3	Cumbersome parcels admitted	No
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Parcels service features

5	Electronic exchange of information	
5.1.1	Use a track and trace system	No
6	Home delivery	
6.1	Initial delivery attempt at physical delivery of parcels to addressee	No
6.2	If initial delivery attempt unsuccessful, card left for addressee	
6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	No
6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	Yes
6.5	Nature of this governmental or legally binding restriction.	
7	Signature of acceptance	
7.1	When a parcel is delivered or handed over	
7.1.1	a signature of acceptance is obtained	Yes
7.1.2	captured data from an identity card are registered	Yes
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

Insured parcel service

8	Insured surface parcels admitted	No
9	Insured air parcels admitted	No
10	Marking used for insured parcels	
10.1	CP 74 pink label used	Yes
10.2	CP 73 label and pink "insured" label used	No

Cash-on-delivery service for parcel

11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
11.1.1	outbound COD parcels	No
11.1.2	inbound COD parcels	No

Express delivery service

12	Express parcel delivery service provided	No
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Parcels with advice of delivery

13	Admission of advice of delivery for	
13.1	ordinary parcels	Yes
13.2	insured parcels	No

Parcels for delivery free of charges and fees

14	Parcels for delivery free of charges and fees admitted	No
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Fragile parcel

15	Fragile parcels admitted	No
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Consignment service

16	Consignment service by bilateral agreements provided	No
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Integrated logistics service

17	integrated logistics service by bilateral agreements provided	No
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Addresses for bilateral agreements

18	Contact details of the person responsible for questions concerning bilateral agreements	
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Name: Mr Demayen Justin

Function: Undersecretary

Address: Ministry of Information, Communications
Technology and Postal Services
P.O. Box 33
Juba
Republic of South SudanTel: 1: (+211)922152215
2: (+211) 955581581

Fax: (+)

E-mail justin2_alear@yahoo.com

Admissible radioactive material and infectious substances**19 Radioactive materials admitted in**

19.1 Air Parcels

Inbound parcels No

Outbound parcels No

19.2 Insured parcels

Inbound parcels No

Outbound parcels No

20 Infected substances admitted in

20.1 Air Parcels

Inbound parcels No

Outbound parcels No

20.2 Insured parcels

Inbound parcels No

Outbound parcels No

Supplementary charges - Customs**21 Non-dutiable parcels**21.1 Threshold level below which parcels are No
free of customs duties and other taxes

Comments:

22 Dutiable parcels22.1 Customs clearance fee collected for Yes
parcels subject to import customs
clearance

22.2 Amount of fee collected

Local currency 450 SSP

USD

Comments:

**23 Customs clearance fee collected for Yes
for all items declared at customs**

23.1 Amount of fee collected

Local currency 450 SSP

USD

Comments:

**24 Administration fees collected for Yes
parcels subject to export customs
clearance**

24.1 Amount of the charge collected

Local currency 550 SSP

USD

Comments:

Special charges - Storage**25 Storage charge collected on a parcel Yes
when it is kept beyond the prescribed
period, or in the event of return to
sender/redirection**

25.1 Amount of charge per day/per parcel

Local currency 150 SSP

SDR

25.2 Period of charge, if not daily

Special delivery charges**26 Delivery charges collected at the time Yes
of delivery in response to the advice
of arrival**

26.1 Amount of charge

Local currency 610 SSP

SDR

Special charges – Poste restante**27 Poste restante service provided Yes**

27.1 Amount of charge per parcel

Local currency Free

SDR

27.2 Basis for charge if not an amount per
parcel**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:

this services is currently not available

Collection**30 Collection of parcels at post offices
provided for**

30.1 all addresses No

30.2 specific areas only Yes

Comments:

**Delivery procedures for parcels for which customs duty and
taxes are payable****31 Procedure for parcels for which
customs duty is payable**

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31.1	Pick up of parcel at the customs office	Yes	Office name:	Juba office of Exchange	
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery	Yes	Name:	Mr Andrea Rogasiano	
31.3	Delivery to the addressee's address after payment of customs duties and taxes	Yes	Function:	Programme Manager Parcel Post Logistics - ORE CPM /Assistant Director for international relations, Parcel Post Logistics & Postal Planning	
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes	Yes	Address:	Ministry of Information, Communications Technology and Postal Services Directorate of Postal Services P.O. Box 33 Juba Republic of South Sudan	
31.5	Other		Tel:	1: (+211)927578599 2: (+211)915588120	
			Fax:	(+)	
			E-Mail:	andrearogasiano@gmail.com	
Period of retention			Special provisions - Force majeure		
32	Period of retention for parcels		36	Liability admitted in cases of force majeure	Yes
32.1	Normal period	7 Day(s)	36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators	No
32.2	Exceptional period	7 Day(s)	36.2	Addressee/sender's reservations admitted at the time of delivery	No
33	Retention for parcels for which notice could not be sent or addressed to poste restante		Special provisions - Customs declarations		
33.1	Normal period	7 Day(s)	37	Number of CN 23 customs declarations required for inbound parcels	3
33.2	Exceptional period	7 Day(s)	37.1	Number of CN 23 customs declarations required for parcels in transit	6
			37.2	Languages in which CN 23 customs declarations can be completed	English Arabic
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	Yes
Office name:	Juba office of Exchange		38.1	Documents attached to the parcels bill	No
Name:	Mr Andrea Rogasiano		Service to customers		
Function:	Programme Manager, parcels and Logistics /Assistant Director for International relations, Parcel Post and Postal Planning		39	On-line tracking provided	Yes
Address:	Ministry of Information, Communications Technology and Postal Services P.O. box 33 Juba Republic of South Sudan		39.1	Web site address to access information	http://parcelsapp.com/en
Tel:	1: (+211)927578599 2: (+211)915588120		39.2	Languages in which track and trace information is available	English Arabic
Fax:	(+211)		Service to designated operators		
E-Mail:	andrearogasiano@gmail.com		40.	User of the Internet-based Inquiry System (IBIS)	No
Requests for withdrawal from the post or alteration, or correction of address			40.1	Details of office(s) responsible for handling parcel post inquiries	
35	Requests for withdrawal from the post accepted	Yes			
35.1	Central office (in destination country) to which requests must be sent				

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Office name: Juba Office of Exchange

Name: Mr Andrea Rogasiano

Function: Programme Manager, Parcels Post and Logistics / Assistant Director for international relations, Parcel Post logistics & Postal Planning

Address: Ministry of Information, Communications Technology and Postal Services
South Sudan Postal Services
P.O. Box 33
Juba

Republic of South Sudan

Tel: 1: (+211)927578599

2: (+211)915588120

Fax: (+)

E-Mail: andrearogasiano@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	08:00-04:00	-
Tuesday	08:00-04:00	-
Wednesday	08:00-04:00	-
Thursday	08:00-04:00	-
Friday	08:00-04:00	-
Saturday	-	-
Sunday	-	-

Languages English Arabic

Office name: Malakal Office of Exchange

Name: Mr Wuur Abudia

Function: Parcels Mails Coordinator / Senior Inspector for Postal Services

Address: Ministry of Information Communications Technology and Postal Services
South Sudan Postal Services
Malakal office of Exchange
Malakal

Republic of South Sudan

Tel: 1: (+211)925607844

2: (+211)

Fax: (+)

E-Mail:

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

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-04:00	-
Tuesday	09:00-04:00	-
Wednesday	09:00-04:00	-
Thursday	09:00-04:00	-
Friday	09:00-04:00	-
Saturday	-	-
Sunday	-	-

Languages English Arabic

National Holidays

41.1 National holidays

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New year day
January	9	CPA Peace agreement day
April	2	Good Friday, Eid-ul-Adha
April	4	Easter Sunday
April	5	Easter Monday
May	1	International Labour Day
May	16	SPLA Day
June	26	Eid-ul Fitr
July	3	Mother's Day
July	9	Independence Day
July	30	Martyr's Day
August	28	Father's Day
September	2	Eid-ul-Adha
November	12	Grandparent's Day
December	25	Christmas Day
December	26	Boxing 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	No
42.2	parcels redirected to a third party	No
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	No
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	

Comments:

Observations/Comments

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	No
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
	Torit, Yambio, Yirol, Cueibet, Renk, Kaya, Bor, Bantiu, Raja, Rumbek, Hiyalla, Katiry, Nasir, Pibor, Akobo, Maguwi, Awel, Yei, Maridi, Kwajok, Panjak, Malakal West, Kaka Tigaria, Adok, Kadok, Terkaka, Juba South, Kapoeta, Anzara, Tumbura, Malwal, Kajokaji, Urur, Pachalla, Shambe, Gerger, Wadakona, Kafia Ganzi, Abeyei, Gogrial, Amadi, Nimuli, Tonj, Tonga, Pashowda, Nyamlel, Mundiri, Jimeza.

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

Office name: Juba Office of Exchange
 IMPC code: SSJUBA
 Name: Mr Andrea Rogasiano
 Function: Programme Manager, Parcels Post Logistics - ORE
 CPM/ Assistant Director for international relations,
 Parcel post logistics and postal Planning
 Address: Ministry of Information, Communications
 Technology and Postal Services
 South Sudan Postal Services
 Office of Exchange Juba
 P O Box 33
 Juba
 Republic of South Sudan
 Tel: 1: (+211)927578599
 2: (+211)915588120
 Fax: (+)
 E-Mail: andrearogasiano@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	08:00-05:00	-
Tuesday	08:00-05:00	-
Wednesday	08:00-05:00	-
Thursday	08:00-05:00	-
Friday	08:00-05:00	-
Saturday	-	-
Sunday	-	-

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 JUBA POSTAL OFFICE OF ENXCHANGE

IMPC Code SSJUBA

Tel (+211)927578599

Fax (+211)915588120

Hours of operation Mon to Fri: 08:00 to 17:00

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
Monday	00:00 - 09:00	Monday	Wednesday	Thursday
Monday	09:01 - 23:59	Tuesday	Thursday	Friday
Tuesday	00:00 - 09:00	Tuesday	Thursday	Friday
Tuesday	09:01 - 23:59	Wednesday	Friday	Monday
Wednesday	00:00 - 09:00	Wednesday	Friday	Monday
Wednesday	09:01 - 23:59	Thursday	Monday	Tuesday
Thursday	00:00 - 09:00	Thursday	Monday	Tuesday
Thursday	09:01 - 23:59	Friday	Tuesday	Wednesday
Friday	00:00 - 09:00	Friday	Tuesday	Wednesday
Friday	09:01 - 23:59	Monday	Wednesday	Thursday
Saturday	00:00 - 23:59	Monday	Wednesday	Thursday
Sunday	00:00 - 23:59	Monday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
	Juba

Zone 2:

Postcodes	Cities
	Malakal

Zone 3:

Postcodes	Cities
	Rest of the Country

Arrival at office of exchange: 09:30

Customs clearance times: The custom clearance is done during the morning hours, from 08:00am to 12:00 noon.

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Items subject to customs duty:	30 minutes
Items not subject to customs duty:	1 hour

Comments: currently the customs facility is transferred to the Head
Quarters office

Parcel delivery standards - Surface parcel

OE Name JUBA POSTAL OFFICE OF ENXCHANGE

IMPC Code SSJUBA

Tel (+211)927578599

Fax (+211)915588120

Hours of operation Mon to Fri: 08:00 to 17:00

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
Monday	00:00 - 09:00	Monday	Wednesday	Thursday
Monday	09:01 - 23:59	Tuesday	Thursday	Friday
Tuesday	00:00 - 09:00	Tuesday	Thursday	Friday
Tuesday	09:01 - 23:59	Wednesday	Friday	Monday
Wednesday	00:00 - 09:00	Wednesday	Friday	Monday
Wednesday	09:01 - 23:59	Thursday	Monday	Tuesday
Thursday	00:00 - 09:00	Thursday	Monday	Tuesday
Thursday	09:01 - 23:59	Friday	Tuesday	Wednesday
Friday	00:00 - 09:00	Friday	Tuesday	Wednesday
Friday	09:01 - 23:59	Monday	Wednesday	Thursday
Saturday	00:00 - 23:59	Monday	Wednesday	Thursday
Sunday	00:00 - 23:59	Monday	Wednesday	Thursday

Definition of zones

Zone 1:

Postcodes	Cities
	Juba

Zone 2:

Postcodes	Cities
	Malakal

Zone 3:

Postcodes	Cities
	Rest of the Country

Arrival at office of exchange: 09:30

Customs clearance times: The custom clearance is done during the morning hours, from 08:00am to 12:00 noon.

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Services, South Sudan**

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Items subject to customs duty:	30 minutes
Items not subject to customs duty:	1 hour

Comments:

Last validation date: 2020-03-19