

NEPAL POST

Annual Report

2016

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The Ministry of Information and Communications
Postal Services Department
Dillibazar, Kathmandu
Nepal

Disclaimer

This Annual report of Nepal reflects our accountability to our great clients, customers, employees and the Nepalese society. It provides basic information about postal services, its performance and activities of Nepal.

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Acronyms

APO	Area Post Office
APPC	Asian-Pacific Postal College
APPU	Asian-Pacific Postal Union
DPO	District Post Office
EC	Executive Council
ADPO	Additional Post Office
EMS	Express Mail Service
GPO	General Post Office
M	Meter
MoIC	Ministry of Information and Communications
MOS	Money Order Service
PO	Post Office
PSBS	Postal Saving Banking Service
PSBIS	Postal Saving Bank Investment Scheme
SAPU	South Asian Postal Union
UPU	Universal Postal Union

HERITAGES OF NEPAL

Hanumandhoka Durbar Square, Kathmandu

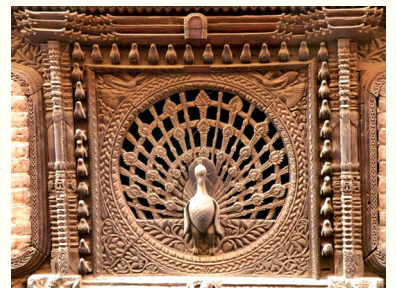


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Government of Nepal
Ministry of Information and Communications
Postal Services Department



We are in the new era of communication technologies with advanced telephone, broadband internet and mobiles. Postal sector throughout the world has also changed over the past decades and we can see the shift from letter mails to e-commerce and Logitech business. Along with the communication technologies, Posts have also become utmost requirements in this digital revolutionary world and same is the case of Nepal.

Over the decades, digital world has boosted the world economy generating e-commerce, employment in advance e-world, resource mobilization and different forms of innovation. Since then, the volumes of letter mails have of course decreased. It is generally assumed that Posts are only for letters and mail communications. This makes us believe that Postal section is declining and has been replacing by digital world. Private competitors have come on the floor to usurp posts. But it has not been realized that Posts are still the integral part of day to day lives of common people throughout the country and Posts are the only one those serve every corners of lives, people and geography. Lots of common people without easy access to the modern techs are still being served by posts. Private companies are basically serving the urban population whereas Nepal Post and other Postal services in other countries reach to every household in the country. That is why, Postal sector is grooming faster, better and more reliably against private courier companies in modern techno-advanced countries like the USA, UK, France, Japan, Korea, Malaysia, India, China, Australia, New Zealand and many more. This proves that Postal business is not declining; rather its relevance and credibility are increasing. The only thing we need to do is to change the mode of our services, bettering our quality of service and standardizing our reliability and promoting our trust amongst our customers and clients.

In the last decade, Nepal Post, like other Postal Operators from around the world, has been experiencing the increased quantity and revenue in EMS and registered articles, compared to ordinary letters. Nepal Post has also been doing better in its Philately and Postal Saving Banking service throughout the country.

Nepal Post has been frequently bringing up project by itself and under the collaboration with the regional and world organizations like APPU and the UPU at different times. Nepal Post is presently concluding MIP and Emergency Assistance Project with the UPU and is planning other Logistic Projects in near future. Nepal Post, being awarded B Level Certificate in the UPU's Quality of Service Project also shows that it is continuously improving meeting the customer requirements.

In addition, Nepal Post also needs to conduct e-commerce and begin other official businesses like paying bills, remittance service worldwide and urban express parcel collection and delivery including day to day need of people on food, clothes, gifts and logistics. Nepal Post also should improve its Postal saving banking service, enhance reliable track and trace facilities and advance delivery and distribution chain in LC/AO, Parcels and EMS services.

For its part, Nepal Post will also continue to help people better interconnect their daily livelihood with networks, remittance, communications and logistics exchanges. It will also continue to provide know-how and technical expertise, encourage the development and innovation of FM radios, cable and digital Nepal with its renewing and monitoring postal mechanics to meet customer needs and sustainably develop the postal sector in Nepal.

For the same, the government is also devoted in the restructuring of Postal sector and has been working on to it with other related line ministries to fulfill the potentials of postal business in the digital Nepal, serving the common people and promoting the government functions and national economy under the guidelines of the Universal Postal Union.

I wish all the very best for the future prospects of Nepal Post.



(Suresh Adhikari)
Director General

COUNTRY PROFILE: NEPAL

Location: Nepal is a landlocked, multi-ethnic, multi-lingual, multi-religious sovereign state, located in South Asia. Bordered to the North by the People's Republic of China, and to the South, East, and West by the Republic of India, Nepal is also known as the birth place of the Light of Asia, Gautam Buddha. Nepal is also known as the land of Himalayas while Mt. Everest, the highest peak of the world lies in Nepal.

Capital city : Kathmandu.

Currency : Nepalese Rupee (NPR)

Geographic coordinates: 26°22' to 30°27' latitude and 80°4' to 88°12' longitude of the globe.

Area: 147,181 square kilometers (56,827 sq mi)

Peoples: Indigenous people including Gurung, Limbu, Newar, Rai, Sherpa, Tamang and Tharu with diverse smaller groups. Major caste groups are the Brahmins and Chhetris.

Language(s): Nepali 44.6% (official language), Maithili 11.4%, Bhojpuri (6.0%), Tharu (5.8%), Tamang (5.1%), Nepal Bhasa (3.2%), Bajjika (3%), Magar (3.0%), Doteli (3.0%), Urdu (2.6%), Sunuwar (2.6%) and others (9.7%). In addition, Nepal is home to at least four indigenous sign languages. Nepal has over 30 languages and over a hundred dialects.

Religion(s): Officially 81.3% Hindu, 9% Buddhist, 4.4% Muslim, 3.1% Kiratism, 1.4% Christianity and 0.8% animism. Hinduism and Buddhism overlap considerably in Nepal. Estimation suggests that there are some minor religions in the country.

Geographical Distribution:

Mountain - 15 % (4,877 m. to 8,848 m. of height from the sea level)

Hill - 68%

Terai - 17%

Administrative distribution:

Seven Provinces

Seventy-five districts

Four Metropolitan Cities

Thirteen sub-metropolitan Cities

246 Municipalities

481 Ruler Municipalities

HISTORY OF POSTAL SERVICE OF NEPAL

Postal Services Department of Nepal is one of the largest employer organizations which works under the Ministry of Information and Communications (MoIC).

- 1878 AD Establishment of formal postal service
- 1881AD Cash payment replaced by postage stamps
- 1951AD Drawn of Democracy (124 Post offices in operation)
- 1956AD Became member of the Universal Postal Union (UPU), (Ottawa Congress)
- 1974AD Signed UPU Parcel Post Union Agreement
- 1976AD Introduction of Postal Saving Banking Service
- 1982AD Took membership of Asian-Pacific Postal Union
- 1991AD Establishment of Domestic Express Mail Service (EMS)
- 1992AD National Communication Policy
- 1995AD Introduction of International EMS
- 2004AD Signed Postal Payment Service Agreement of the UPU (Bucharest Congress)
- 2012AD Participated in SAPU Establishment preparatory meeting held from 18th to 19th December 2012 in New Delhi, India.
- 2014AD 'C' Level Certification in UPU's Quality of Service Project.
- 2015/16AD Participation in UPU's Quality of Service and Supply Chain Improvement Project in Asian Countries.
- 2016 AD EMS Cooperative Membership

STATISTICAL DATA OF NEPAL POST

Post Offices	3992
Population of Nepal	30 Million (Approx.)
Population served per post office	7515
Post Offices in rural areas	75%
Post Offices in Urban areas	25% (In the capital, Regional Directorates, District Head-quarters and some small towns)
Yearly Revenue	3.3 Million US\$
Yearly Expenditure	25 Million US\$

	2013	2014	2015	2016
Number of Employees				
Regular employees	9,358	9,358	8,642	8605
Additional Postal Employees	10,858	10,858	10,858	10,858
Total	20,216	20,216	19,500	19,463
Male	80%	70%	70%	60%
Female	20%	30%	30%	40%
Number of Postal Outlets	3,992	3,992	3,992	3,992
Mail Turnover:				
Inland Mail handled	47,090,082	44,951,584	42,509,097	34,547,759
Foreign Mails (Dispatch)	800,555	709,372	1,771,167	3,871,343
Foreign Mails (Receipt)	2,528,967	2,602,278	2,033,278	2,344,023
EMS Domestic handled	34,207	40,797	50,295	49,155
EMS International handled	66,734	72,515	68,722	60,188
EMS Domestic linkage	62	62	62	62
EMS International linkage	38	38	38	38
Money Order handled(Rs.):				
Inland	1,327,098	866,674	1,600,111	957,845
Foreign	102,726	48,440	8,428,968	4,705,123
Postal Savings Bank:				
Number of Accounts	60,482	62,642	65,918	72,178
Deposit in Saving Account (NRs)	1,433,042,170	1,594,982,485	1,828,500,733	2,195,734,031
Number of Post Boxes available	20,566	19,725	19,725	19,725
Total revenue (NRs)	305,528,978	341,295,342	348,515,518	354,599,976
Total expenditure (NRs)	2,584,782,670	4,766,641,118	2,655,994,470	2,602,257,167

ORGANOGRAM OF NEPAL POST

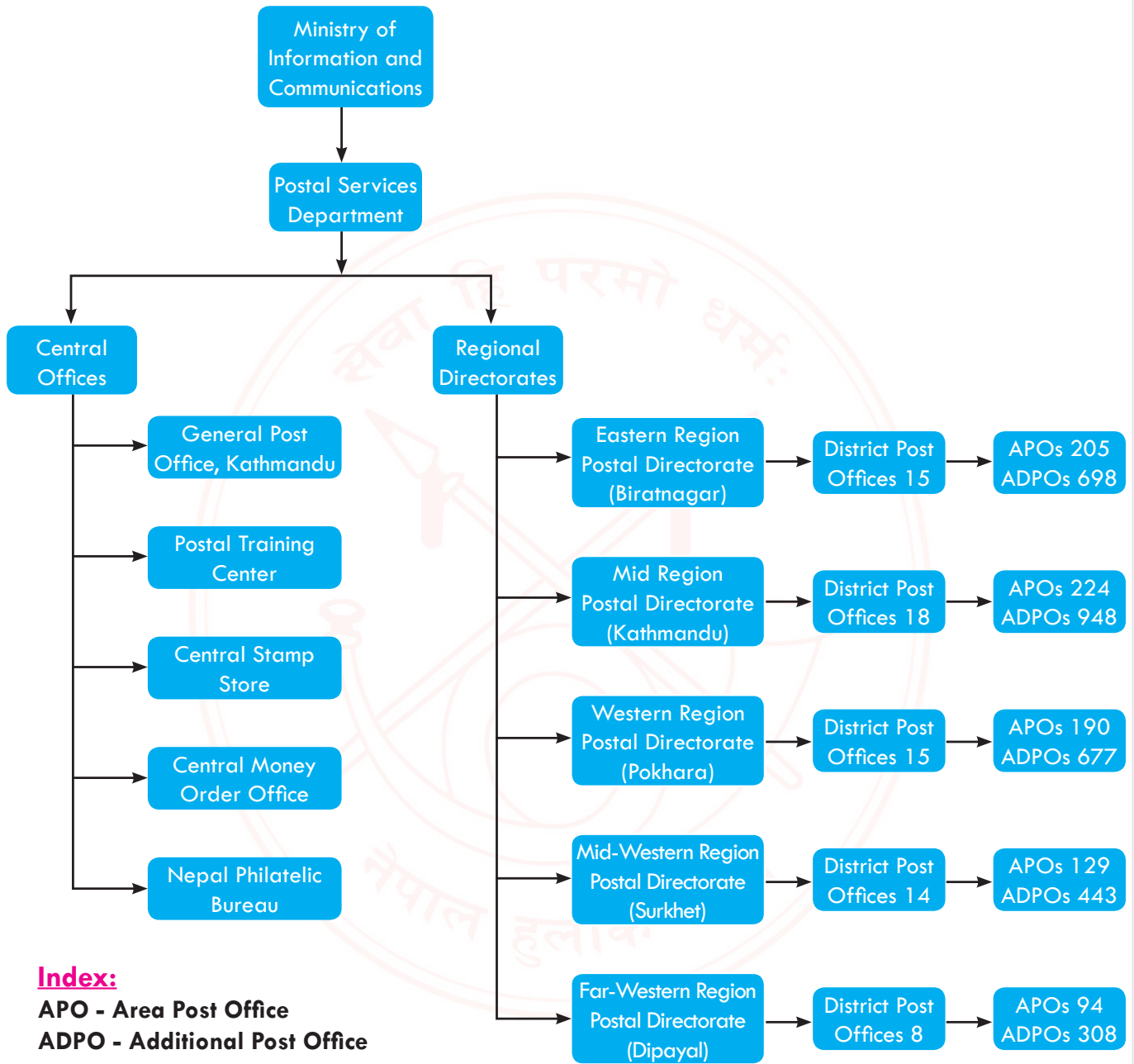


Table No. – 1:**Region-wise break-down of the postal outlets of the year, 2016**

Development Region	General Post Office	Regional Directorate	District Post Office	Area Post Office	Extra Department Post Office	Total
Eastern	-	1	15	205	698	919
Mid	1	1	18	224	948	1,192
Western	-	1	15	190	677	883
Mid-western	-	1	14	129	443	587
Far-Western	-	1	8	94	308	411
Total	1	5	70	842	3,074	3,992

MAJOR STATISTICS OF 2016 Mail Traffic**INLAND MAIL**

Total inland mail articles handled during the year **2014** was **44,951,584** whereas the number was **42,509,097** in **2015 AD**. Now, it is **34,547,759** in 2016. Use of postal service is more recognized among the governmental organizations rather than private sectors though the number of inland mail articles handled seems decreasing.

Table No. – 2: Inland Mail Articles Handled

Types	Year			
	2013	2014	2015	2016
Ordinary Item	34,114,112	32,426,019	30,378,177	28,276,894
Registered Item	6,784,707	6,566,078	630,994	626,422
Insured Item	2,907	2,812	2,630	2,524
Small packets	882546	856,667	812,308	802,241
Registered Newspapers & Periodicals & Blind Literature	3,757,200	3,559,809	3,678,705	3,532,467
Parcels	41,610	42,334	40,306	40,268
Book-post	1,507,000	1,497,865	1,286,977	1,266,943
Total	47,090,082	44,951,584	42,509,097	34,547,759

FOREIGN MAILES

In 2015, the total 1,771,167 mail articles were dispatched to foreign countries. The number has become 3,871,347 in 2016. There was a huge increment in dispatches of foreign mail compared to other previous years.

Table No. – 3: Dispatched Foreign Mail

Types	Year			
	2013	2014	2015	2016
Ordinary Item	340,196	396,000	1,234,187	1,772,233
Registered Item	168,923	70,000	299,888	823,199
Insured Item	20	12	43	60
Small packets	23,430	72,000	798	216,914
Parcels	11,632	36,000	16,662	16,635
Regd. Newspapers, blind literature, Periodicals	154,206	11,520	34,247	916,046
Book-post	123,235	123,840	152,342	126,256
Total	800,555	709,372	1,771,167	3,871,343

Table No. – 4: Receipt of Foreign Mail

In 2016, the total receipt of foreign mail was 2,344,023.

Types	Year			
	2013	2014	2015	2016
Ordinary Item	1,698,005	1,721,300	820,177	478,400
Registered Item	390,996	401,992	709,994	793,662
Insured Item	880	982	129	124
Small packets	181,800	201,700	214,231	16,800
Parcels	13,204	14,221	14,344	12,675
Registered Newspapers & Periodicals	131,848	137,652	126,794	915,896
Book-post	112,234	124,431	147,609	126,466
Total	2,528,967	2,602,278	2,033,278	2,344,023

PARCEL SERVICE

Parcel mail is dispatched directly to 13 countries by air. For other countries, parcel mails are sent through transit countries.

Parcels can be booked at Parcel Section of Kathmandu GPO, Eastern Region Postal Directorate, Biratnagar and District Post Office, Rupandehi. The Parcel Section of Kathmandu GPO serves as the Office of Exchange for parcel mails.

The overall situation of the number of parcels dispatched and received by Nepal Post in during the last 5 years is shown below.

Table No. – 5: Number of Parcel dispatched and received

Year	Dispatched Items	Received Items
2012	3,321	13,595
2013	11,632	13,204
2014	36,000	14,221
2015	16,662	14,344
2016	16,635	12,675

EXPRESS MAIL SERVICE (EMS)

Express Mail Service (EMS) is an international express postal service offered by postal-administration members of the [Universal Postal Union](#) (UPU). These administrators created the EMS Cooperative in 1998 within the framework of the UPU to promote the harmonization and development of postal services worldwide. . EMS is an international postal express service for both documents and merchandise, which aims to provide customers with a high quality competitive express mail product on a global basis. The international EMS service is regulated by the EMS Cooperative, established by the UPU's Postal Operations Council in 1998. Nepal has gained EMS cooperative membership of the UPU's EMS Cooperative in 2016. Till now, Nepal is operating EMS service from 62 places nationally and 38 countries internationally while Nepal is also extending international EMS services very soon.

DOMESTIC EMS

Domestic EMS service was started in 1991 from 7 municipalities and the locations have reached 62 in 2011. Six District Post Offices directly manage EMS between them and via other locations and others are linked via districts and the GPO. Customers can book their items at any of the districts that offer this service at an office hour.

Table No. –6

Collection and Delivery time of EMS (Official time of Nepal)		
Months	Day of Week	Time
Feb/Mar - Oct/Nov	Sunday - Thursday	10 AM - 5 PM
	Friday	10 AM - 3 PM
Nov/Dec - Jan/Feb	Sunday - Thursday	10 AM - 4 PM
	Friday	10 AM - 3 PM

EMS BOOKING AND DELIVERY LOCATIONS

As stated before, domestic EMS service is available at 62 locations throughout the country. Among these, three locations are permitted to book both Merchandise items and Documents whereas others 11 locations are allowed to book documents only. The rest of the locations deliver the EMS items only. Those locations are listed below:

(A) Merchandise and Document booking counters:

1. General Post Office, Kathmandu.
2. Eastern Regional Postal Directorate, Biratnagar.
3. District Post Office, Rupandehi.

(B) For Document Only:

1. Five counters of GPO, Kathmandu
 - Tribhuvan Int'l Airport Post Office.
 - Thamel Counter, Karmachari Sanchaya Kosh Building.
 - Basantapur Counter, Mahendra Sanskrit University Building.
 - Bhotahiti Counter, Bhotahiti.
 - Dillibazar Area Post Office, Charkhal.
2. District Post Office, Patandhoka, Lalitpur.
3. Western Regional Postal Directorate, Mahendrapool, Pokhara.
4. District Post Office, Jhapa Bhadrapur.
5. District Post Office, Sunsari, Dharan
6. District Post Office, Saptari.
7. Area Post Office, Itahari, Sunsari.

All above mentioned locations are allowed to distribute EMS goods and documents.

Other locations including these are listed below:

Table No. -7

S.N.	District	Booking Place
1	Jhapa	Bhadrapur
2	Jhapa	Damak
3	Dhankuta	Dhankuta
4	Sunsari	Dharan
5	Sunsari	Inaruwa
6	Sunsari	Itahari
7	Morang	Biratnagar
8	Udayapur	Udayapur
9	Udayapur	Katari
10	Siraha	Lahan
11	Siraha	Siraha
12	Saptari	Rajbiraj
13	Dolakha	Bhimeswor
14	Sarlahi	Lalbandi
15	Sarlahi	Malangwa
16	Mahottari	Jaleswor
17	Dhanusha	Janakpur
18	Makawanpur	Hetauda
19	Rautahat	Gaur
20	Parsa	Birgunj
21	Bara	Kalैया
22	Chitawan	Bharatpur
23	Chitawan	Ratnanagar
24	Rasuwa	Dhunche
25	Sindhupalchowk	Chautara
26	Nuwakot	Bidur
27	Kavrepalanchowk	Banepa
28	Kavrepalanchowk	Dhulikhel
29	Dhading	Dhading Besi
30	Dhading	Gajuri
31	Dhading	Nilkantha

S.N.	District	Booking Place
32	Kathmandu	Kathmandu
33	Lalitpur	Lalitpur
34	Bhaktapur	Bhaktapur
35	Gorkha	Gorkha
36	Tanahun	Byash
37	Tanahun	Damauli
38	Kaski	Lekhnath
39	Kaski	Pokhara
40	Syangja	Putalibazar
41	Gulmi	Tamghas
42	Palpa	Tansen
43	Kapilvastu	Taulihawa
44	Rupandehi	Bhairawa
45	Rupandehi	Butwal
46	Rupandehi	Gorusinge
47	Rupandehi	Manigram
48	Nawalparasi	Gaidakot
49	Nawalparasi	Ramgram
50	Nawalparasi	Sunawal
51	Parbat	Kusma
52	Baglung	Baglung
53	Baglung	Shiwalaya
54	Dang	Ghorahi
55	Dang	Tulsipur
56	Banke	Kohalpur
57	Banke	Nepalgunj
58	Bardiya	Gulariya
59	Surkhet	Birendranagar
60	Kailali	Attariya
61	Kailali	Dhangadi
62	Kanchanpur	Mahendranagar

Table No. – 8: Domestic EMS Traffic from 2012– 2016

EMS Items booked	
Year	Items
2012	51,812
2013	34,207
2014	40,797
2015	50,295
2016	49,155

INTERNATIONAL EMS

International EMS was introduced in 1995. By the year 2011, Nepal is linked with 38 countries of the world. The International EMS items received in Nepal are delivered through its 62 locations. To extend International EMS with more countries, Nepal Post is preparing agreement with international private couriers and other member countries of the UPU. Customers can book the international EMS in 15 different locations. These locations are listed below.

1. General Post Office and 4 other counters in Kathmandu, the capital of Nepal
2. District Post Office, Lalitpur.
3. Western Regional Postal Directorate, Pokhara.
4. Eastern Regional Postal Directorate, Biratnagar.
5. District Post Office, Jhapa.
6. District Post Office, Sunsari, Dharan.
7. District Post Office, Saptari.
8. District Post Office, Chitwan, Bharatpur.
9. District Post Office, Rupandehi, Sidharthanagar.
10. District Post Office, Nepalgunj.
11. Area Post Office, Itahari, Sunsari.

Table No. – 9: International EMS articles handled from 2012 to 2016

Year	EMS Item Received		EMS Item Dispatched		Total handled		Grand Total
	Document	Merchandise	Document	Merchandise	Document	Merchandise	
2012	25,537	12,795	13,823	6,726	39,360	19,521	58,881
2013	29,283	15,857	15,257	6,337	44,540	22,194	66,734
2014	32,527	14,722	47,249	17,067	79,776	31,789	111,565
2015	28,320	18,892	13,998	7,512	42,318	26,404	68,722
2016	27,764	14,668	12,221	5,535	39,985	20,203	60,188

The above record shows slight decrease in revenue collection of International EMS articles handled in 2016 compared to the year 2015.

Table No. – 10: Year wise revenue collection from international EMS

Year	Revenue Collection (NRs.)
2012	33,570,246
2013	39,063,970
2014	49,166,500
2015	48,718,350
2016	45,617,100

POST BOX ONLINE SERVICE

General Post Office (GPO), Sundhara has been operating post box online service since 2008. From this service, the client, who has taken the online post box service, can get information of parcel arrival to his/her post box by logging on the website of the GPO. There are a total of **70 Letter Boxes** in **Kathmandu Valley** (inside the Ring-Road area). There are altogether **19,725 Post Boxes** in the **GPO** out of which all are occupied.

POSTAL FINANCIAL SERVICE

Financial service covers Money Order Service, Postal Saving Bank, Remittance service and Insured service. First three services are effective nowadays but the last one is slowing down day by day. Brief introduction of this service is presented here under.

Table No – 11: Region wise breakdown of Post Offices providing Postal Financial Service.

Development Region	No. of POs Approved for providing MOS	No. of POs providing MOS	No. of POs Approved for providing PSBS	No. of POs providing PSBS
Eastern	114	18	114	17
Mid	120	19	120	21
Western	120	17	120	11
Mid-western	84	15	84	9
Far-western	82	10	82	7
Total	520	79	520	65

MONEY ORDER SERVICE

Money Order Service in Nepal was introduced in 1975 under the *Money Order Regulation, 1974*. The service allows people to remit money from one part of the country to another and seven other countries abroad. Nepal had signed Money Order Agreement in 1980 with **India**, in 2004 with **Jordan, Qatar, Hong Kong and Thailand** and in 2005 with **United Arab Emirate and Malaysia**. This service was more secure, faster and reliable in the beginning. But now it is not so effective. Efforts are being made to improve it. The service has been planned to go on-line from this fiscal year with the software developed for this purpose. As of **31 December 2016**, GPO Kathmandu, 4 Regional Postal Directorates, 70 District Post Offices and 45 Area Post Offices are providing Money Order Service.

An amount up to NRs. 10,000 inside the country, NRs. 8,000 (equivalent to 5,000 Indian Currency) to India and amount equivalent to 2,000 US Dollar can be sent to other countries by a single money order paper. A revolving fund of Rs. 21.5 millions is maintained for the smooth and prompt payment of Money Order and is operated by the **Central Money Order Office**. This office has prepared Software for online money order. It will help to make the service faster, more reliable and easier in money transfer service. This Software is enforcing shortly in various Post offices from this year.

Table No. – 12: Transaction of Inland and Foreign Money Order

Year	Inland Money Order		Foreign Money Order		Remarks
	No. of Money Order	Amount (NRs.)	No. of Money Order	Amount (NRs.)	
2012	233	1,570,981	128	371,785	These figures pertain to Nepalese Fiscal Year that commences on 16 July and terminates on 15 July every year.
2013	200	1,327,098	2,002	7,282,612	
2014	92	866,674	2,289	7,877,681	
2015	121	1,600,111	2,053	8,428,968	
2016	84	957,845	1,091	4,705,123	

MONEY TRANSFER (REMITTANCE)

Nepal post started handling remittance service in partnership with Western Union Money Transfer in 2007. In this service, the amount collected by WU network in other countries is paid out through postal outlets in Nepal. Nepal Post receives a certain percentage of charge from WU for every transaction. Nepal post offers Postal Saving Banking Service and Money Order service as its financial service. Nepal Post is also in the process of getting the membership of the IFS, which will enable us to further partner with other Postal Financial Service teams and private firms to enhance the remittance business.

POSTAL SAVING BANKING SERVICE

Postal Saving Bank came into existence in 1976. **117** post offices (GPO Kathmandu, 4 Regional Directorates, 70 DPOs and 42 APOs) are approved for operating postal saving banking service. The bank offers 3 types of saving accounts: **Personal, Joint** and **Minor**. An annual interest rate of 3% is paid to the general depositors. For the senior citizens of 70 years or above, the interest rate is 6%. 65 of 117 post offices are fully functional while others are semi-functional.

As of **31 December 2016**, there are **72,178** individual saving accounts in operation at the above stated post offices and the total amount deposited in these accounts is NRs. **2,195,734,031** .

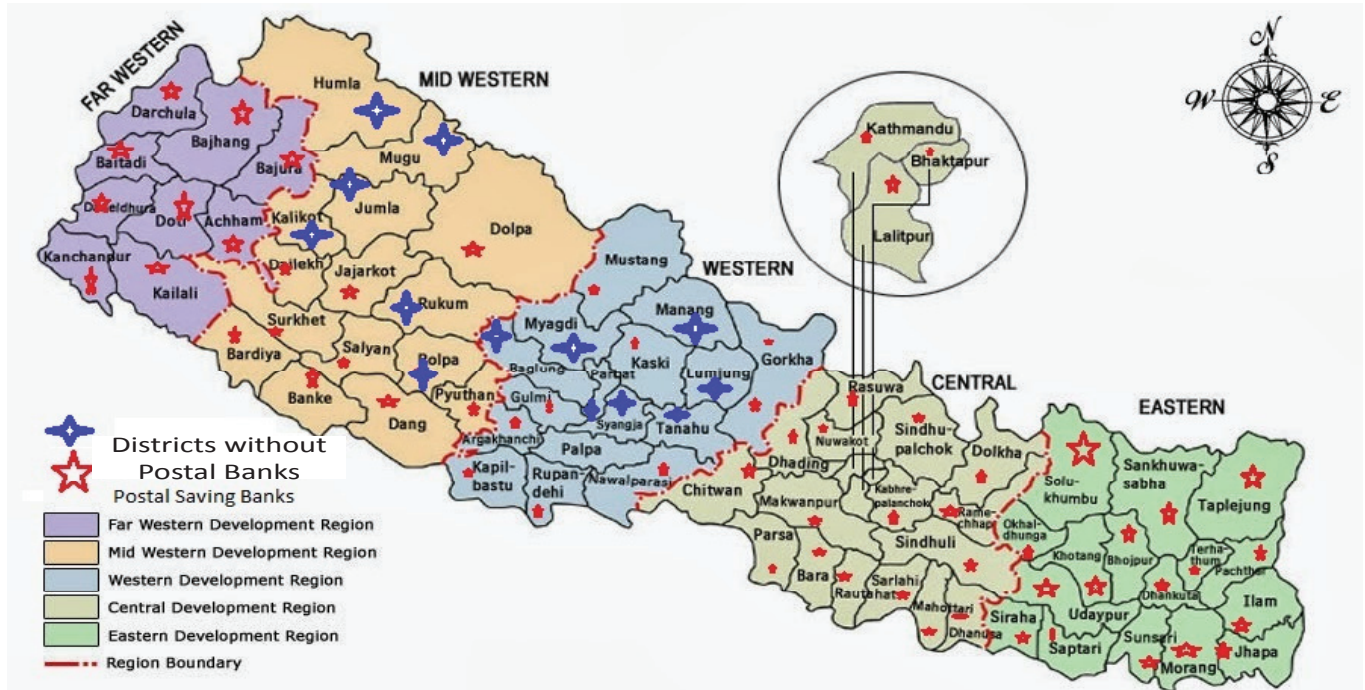
In 2015, the total number of account holders was **65,918** and total amount deposited was NRs. **1,82,85,00,733**.

Postal Services Department introduced new Postal Saving Bank Investment Scheme (PSBIS) in 2003. As per the scheme, the postal savings are invested as loan to the postal employee payable in five years period at an annual interest rate of 8%. The recovery of the loan amount has been guaranteed almost 100 percent. Postal Saving Bank of Nepal has its plan to extend and diversify its various lending schemes in the future.

Table No. – 13: Employees Investment Scheme

S.N.	Levels of Post Offices	No of Post Offices providing Employees Investment Scheme	
		Saving Bank Service	Employees Investment Scheme
1	GPO, Kathmandu	1	1
2	Regional Postal Directorates	4	4
3	District Post Offices	70	55
4	Area Post Offices	42	1
	Total	117	61

Availability of Postal Saving Banks in Nepal and Other Details



History of Postal Saving System in Nepal

History:

Postal Saving System has been introduced since 1976 AD
 It has been introduced as a Micro-saving with its name as Postal Saving Banking Service (PSBS)

Legal Provisions:

1. Postal Saving Banking Regulations, 1976,
2. Postal Saving Operational Guide, 2009

Present Status:

1993/94: 117 Postal Saving Outlets
 2009/10: 68 Postal Saving Outlets
 2016: 65 Postal Saving Outlets

Postal Saving System in Figures

Interest Rate for Saving Accounts:

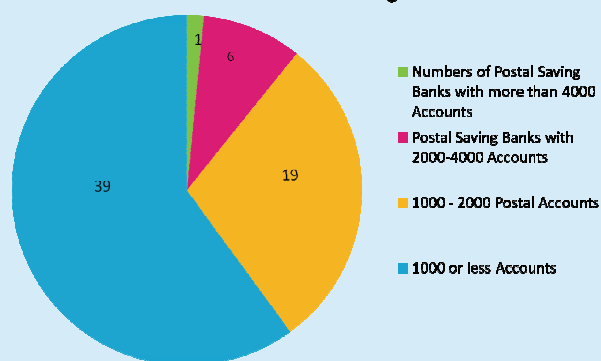
5% Per annum
 6% for Elder depositors aged 70 or +
Interest Rate for Lending: 10%

Present Status:

Total Accounts: 65,918
Total Postal Saving Outlets: 65
Total Deposit Amount: 16,775,236 US\$.
Total Investment (Lending): 4,477,030 US\$.
Total Balance in Account: 13,676,924 US\$.
Total Profit: 1,521,051 US\$.
Number of Outlets in Loss: 10 (Loss amount: 261,000 USD)
Number of Outlets in Profit: 55 (Profit amount: 1,782,052 USD)
 1 US \$ = 109 NRs (Nepalese Rupee)

Postal Saving Accounts in Nepal Post

Status of Accounts at all 65 Postal Saving Banks In NEPAL



Relationship to the Ministry & Other Agencies

1. Postal Saving Bank Advisory Committee

- A. Secretary: Ministry of Information & Communications - **Chairman**
- B. Director General: Postal Services Department, Nepal Post - **Member**
- C. Representative: Ministry of Finance - **Member**
- D. Representative: Nepal Rastra Bank (Central Bank of Nepal) - **Member**
- E. Office Chief: Central Money Order Office - **Member Secretary**

Duties:

- To review and provide necessary advise for the operation of Postal Saving Banks,
- To formulate and recommend policies and strategies to the Ministry to make PSBS more effective and sustainable,
- To prepare and amend Operation Manual of PSBS

2. Audit:

- Internal: District Financial Controller General Office (District Treasury Office)
- Final : Office of the Auditor General (Constitutional Body)
- Reporting to the Central Bank about the Transactions of PSBS

FINANCIAL STATUS

Nepal Post Service operates on the concept of social service obligation of the government in the communication sector. Despite its large organizational structure, it is not financially sound. All types of service charge or income earned from postal activities are deposited in the government treasury. Comparison of the present status of its income and expenditure shows that Nepal post has been able to collect only one-eighth of expenses annually needed, this is evident from the table presented below.

Table No. – 14: Revenue and Expenditure of Nepal Post

Details	2013	2014	2015	2016	Remarks	
Details of Revenue in NRs:						
Revenue wise headings					These figures pertain to Nepalese Fiscal Year that commences on 16 July and terminates on 15 July every year.	
Sales of Postage Stamp and Philatelic items						
Franking Machine	225,794,698			298,135,291		
Post Box						
Foreign Parcel						
EMS Service	39,063,970	49,166,500	48,718,350	45,617,100		
Money order	7,282,612		1,521			
Miscellaneous	33,387,697		290,340,644.77	10847585		
Total Revenue	305,528,977	341,295,342	348,515,517.77	354,599,976		
Details of Expenditure in NRs:						
Salary and allowances	1,921,609,650	2,157,065,297	2,150,000,000	2,259,790,050		
Trainings	66,317,302	27,014,626	13,739,061	9,669,851		
Miscellaneous	596,855,718	2,582,561,195	497,102,225	332,797,266		
Total Expenditure	2,584,782,670	4,766,641,118	2,660,841,286.43	2,602,257,167		

Nepal Post searched out revenue of Rs. **354,599,976** while the expenditure was of Rs. **2,602,257,167** in fiscal year **2072/2073 BS** (July 16, 2015 – July 15, 2016). Comparing the revenue collection from last fiscal year, this year some services like Foreign parcel, franking machine, etc. had a bit increment in revenue collection which was NRs. **348,515,518** in 2015 AD, some (**6,084,458 NRs**), **1.7 % more** than the previous year. Also the expenditure has got increased due to increase in training expenses for personnel and other allowances. Most of the amount of expenses is being spent to pay the staffs' salary and allowances. All the financial resource comes from the government budgetary system. To overcome these issues, economically sound and business like service is to be started through the post. Entrepreneurship and professionalism is to be developed to manage the unproductive expenditure for this purpose. Likewise, steps should be forwarded to enhance the efficiency and to widen the scope of the postal services.

HUMAN RESOURCE

Nepal Postal Service uses one of the largest numbers of government employees for its highly labor intensive work. It currently maintains 1 General Post Office, 4 Central Offices, 5 Regional Directorates, 70 District Post Offices, 842 Area Post Offices and 3,074 other Post Offices. By 2016; 8,605 permanent staffs and 10,858 part time workers have been working in Nepal's Postal Service. The total numbers of employee is 19,463 and among them 40% are female whereas 70% of them are male.

The following table presents designation and office-wise break down of permanent staff strength of Nepal Post in 2016.

Table No.-15: Current Status of Regular Employees in Nepal Post (2016):
(Without Extra Departmental Employee's Record)

S.N.	Designation	Number of Post
1	Joint Secretary (Gazetted Class - I)	2
2	Under Secretary (Gazetted Class - II)	12
3	Under Secretary (Account) (Gazetted Class - II)	1
4	Section Officer (Gazetted Class - III)	108
5	Account Officer (Gazetted Class - III)	6
6	Art Officer (Gazetted Class - III)	2
7	Mechanical Engineer (Gazetted Class - III)	1
8	Assistant Officer (Non Gazetted Admin Class - I)	299
9	Assistant Account Officer (Non Gazetted Class - I)	32
10	Computer Operator (Non Gazetted Class - I)	15

11	Assistant Computer Operator (Non Gazetted Class - I)	35
12	Assistant Account Officer (Non Gazetted Class - II)	53
13	Assistant Officer (Non Gazetted Class - II)	1,374
14	Typist Assistant Officer (Non Gazetted Class - II)	47
15	Senior Technician (Non Gazetted Class - II)	4
16	Light Vehicle Drivers	19
17	Post Man	2,603
18	Mail Runner	3,653
19	Office Assistant	339
	Total	8,605

TRAININGS AND WORKSHOPS

Domestic Training:

Different types of training courses were conducted by the Postal Training Center for 208 Postal employees in 2016 at its training center located in Kathmandu. The Centre also held mobile training for the postal employees in different parts of the country

Table No. – 16

Domestic training program conducted in 2016

S.N.	Training Programs	Quantity	Days	Total Participants	Place
1	Professional Service Training (Non Gazetted Level II)	1	30	22	Postal Training Center
2	Money Order and Postal Saving Bank Software course	1	6	19	Dhangadhi
3	Counter Automation	1	6	15	Pokhara
4	Orientation Course on Nepal Post Postal Probations Non Gazetted I and II	4	5	97	Jhapa, Hetauda, Pokhara, Nepalgunj
5	Tele Centre Operation Course	1	6	15	Butwal
6	ICT Application in Postal Service Training	1	6	20	Postal Training Center
7	IPS Migration Training	1	10	20	Postal Training Center
	Total	10	-	208	



INTERNATIONAL RELATIONS

Nepal became member of Universal Postal Union (UPU) in 1956. In 1982, Nepal was admitted to the Asian-Pacific Postal Union (APPU) and became member of the Asia Pacific Post Cooperative in 2000. Nepal has been actively participating in the meetings of these organizations since its membership.

Nepal Post has been receiving technical assistance from the UPU and the APPU in the form of consultancy mission, trainings and equipments. Nepal Post had implemented UPU/ITU and Nepal Telecommunication Authority funded E-post project in Dhankuta DPO, Kavre DPO and Mid-western Regional Postal Directorate, Surkhet in 2007. The project was phased out after its successful implementation.

Nepal Post entered into agreement with Western Union Money Transfer Company on 6th June, 2007 for providing payment of money transferred through the Western Union Money Transfer.

The UPU had organized IPS.Post Migration Training in Nepal in 2016. The training was conducted by Mr. Tan Yong Chee, UPU's consultant at the Postal Training Center, Kathmandu. 20 participants including two from Bhutan Post participated in the training programme. Bhutan Post has already managed to migrate to IPS.Post from IPS light whereas Nepal is preparing to migrate.



IPS.Post Migration Training Participants



Bhutanese participants with Mr. Tan Yong Chee, IPS Trainer

INTERNATIONAL MEETINGS ATTENDED

UPU Istanbul Congress, Istanbul, Turkey

The UPU Congress holds every four years. The previous Congress was held at Doha, Qatar in 2012. The time, the 24th UPU Istanbul Congress was held at the beautiful, historic and cultural city of Istanbul, Turkey from 20 September to 08 October. Nepal Post had attended the Universal Postal Union's 25th Congress at Istanbul, Turkey. The delegation was lead by Director **Mr. Badri Nath Gairhe** and Section Officer of International Relations and Mail **Mr. Bed Prasad Bhandari**. The duos had participated at almost of the group, regional and global sessions and have also signed Istanbul Strategy and drafts of the UPU's Letter Post Regulations, Parcel Post Regulations as well as the Postal Payment Service Agreement Resolutions utilizing the credential authorized by the Government of Nepal. The significant outcome of the congress was the issue of UPU reform which Nepal had also supported. The very first time, the UPU decided and successfully organized paperless Congress, which is a leading initiative for global paperless e-governing to promote Go-Green-Initiative. At the end, the UPU Congress decided to organize the 26th UPU Congress for the first time in Africa, in Côte d'Ivoire in 2020.



Asia-Pacific Executive Council Meeting-Langkawi, Malaysia

Nepal had attended the Executive Council Meeting of Asia Pacific Postal Union in Langkawi, Malaysia, in 2016. The delegation to the meeting was headed by Mr. Drona Pokhrel, the then Director General of Postal Services Department along with Mr. Bed Prasad Bhandari, Section Officer for International Relations and Mr. Shirish Upadhyaya, Section Officer for Fiscal Service and Stamp Section of the department.

WORLD POST DAY

Nepal Post celebrated World Post Day on the 9th October, 2016 .On the Occasion, the message of the Director General of the UPU was carried by the radio, television and the print media. An interaction program was also held on behalf of the Postal Services Department. Nepal post had handed over the prize and certificate to Ms. Annapurna Bastola, a 9th Grader of Gandaki Boarding School, Pokhara, who had won the consolation prize in the World Letter Writing Contest-2016, organized by the UPU. Nepal had also won 4th mention prize in 2014 and 2015 respectively in the World Letter Writing Competition.

TECHNICAL ASSISTANCE

Nepal Post receives technical assistance from Universal Postal Union, Asia Pacific Postal Union and the few other countries. The technical assistance mainly comprises fellowships, equipments and consultancy missions, Participation in Second Asia Quality Service Project to improve the quality of service provided by Postal Services Department. The assistance has been instrumental for the development of human resources and improvement of the quality of the Nepal Postal Services.

Nepal received some fellowships for training courses under the UPU Technical Assistance Programme, and from the Asia-Pacific Postal Union in 2016 as well.

E-Post

E- Post has been introduced in following three post offices:

- Dhankuta District Post Office
- Kavre District Post Office
- Mid-Western Regional Postal Directorate

This service was introduced in 2007 with the financial assistance of the UPU/ ITU /NTU. The counter of these post offices has been automated and Internet facility is also provided here.

PHILATELY

Subscribers Account:

Standing Order Account is available at Nepal Philatelic Bureau for the Philatelists of Nepal and other countries. During the years 2016, a total number of 285 Personal Deposit Accounts are active in this office. The Bureau has been selling philatelic items from its counter as well as to the subscribers account holder with the amount deposited in the Account.

Nanning Stamp Exhibition, Guanxi Autonomous Region, China

The year 2016 was a landmark in the history of Nepalese philately as Nepal post participated in international stamp exhibition for the first time. Art Officer Ms Purnakala Limbu and Bureau In-Charge of Nepal Philatelic Bureau Ms. Sudha Regmi participated in 33rd Asian International Stamp Exhibition held on 2-6 December, in Nanning, Guanxi autonomous region, China. Philatelists and representatives of national posts from 22 different countries were present in the exhibition.

Nepal post also had set up a stall at the exhibition. The stall was visited by many with keen interest. The stamps designed with themes like Buddha and mountains (especially Mt. Everest) were liked by many visitors. It was an opportunity for Nepal post to showcase its philatelic wealth to the outside world. It was also a great opportunity for the market promotion of Nepalese philatelic items as well as for promotion of tourism abroad for Nepal.



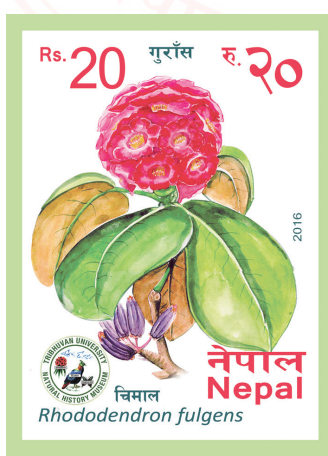
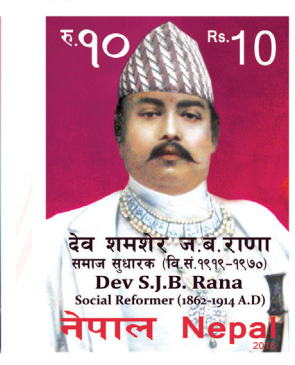
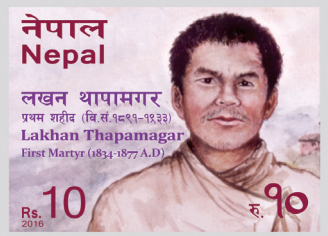
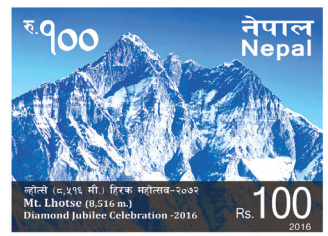
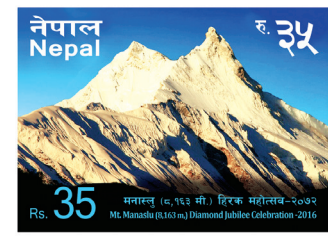
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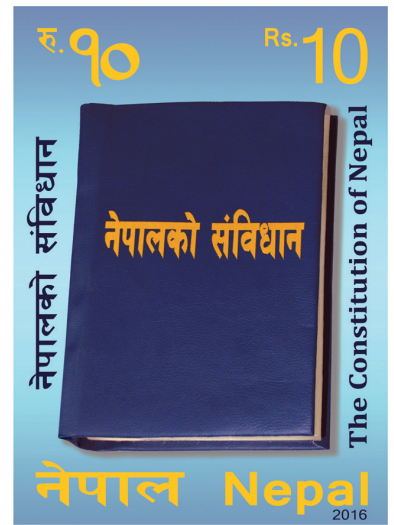
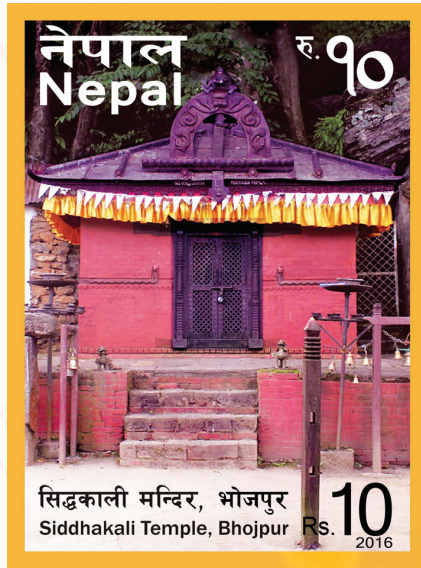
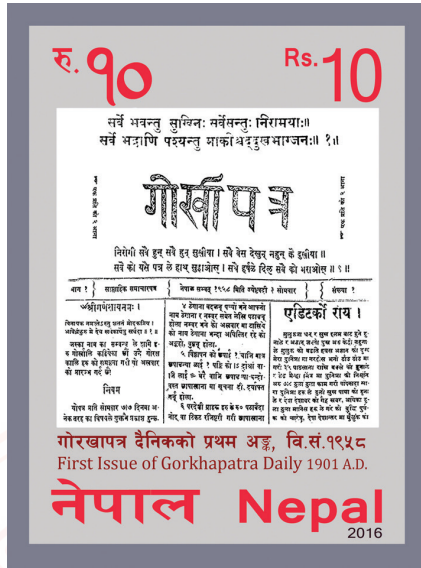
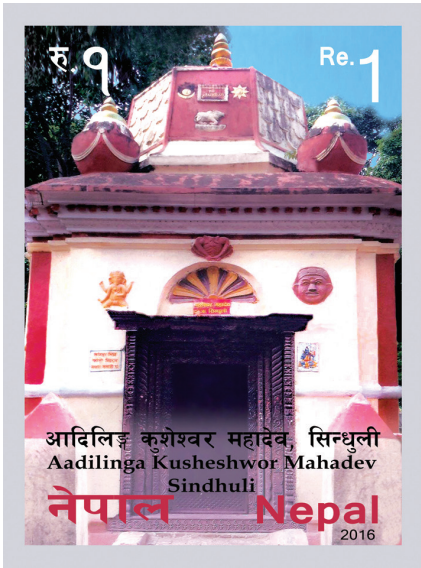
Issue of postage stamp

In the year 2016, Postal Services Department brought out different commemorative postage stamps in single and series.

The following pictures present the details of the postage stamps.

POSTAGE STAMPS ISSUED IN 2016





AGENCY FUNCTION

Tele-communication Service:

Postal Services Department has been providing Tele-communication service as an agency function since 1994/95. PCO, STD, ISD and Fax Service are available at major post offices and Area Post Offices in urban and rural areas.

MISCELLANEOUS

Registered Newspapers and Periodicals:

Nepal Post provides mailing facilities to the publishers of newspapers and periodicals which are registered in the General Post Office, Kathmandu, five Regional Postal Directorates or 70 District Post Offices as per Postal Act, 2019.

MAIL CONVEYANCE AND MAIL ROUTES

Postal Services Department uses different modes of transport to carry mail throughout the country. Some places are accessible only by air while most parts can only be reached on foot. Some districts are linked by road only. Therefore, vehicular transportation is used widely for conveying the mail.

There are altogether 910 mail routes covering a distance of 20,496 Kilometers (one-way) all over the country. There are no changes in the mail route since 2006.

Table No.– 17 Distances covered by vehicle and foot runners:

Year	Number of Mail Routes	One-way Length of Mail Routes in Km.
2016	910	20,496

POST OFFICE BUILDINGS:

Most of the District Post Offices are housed in their own buildings. Some Area Post Offices and most of the Extra-department at Post Offices are located in the space provided by Village Development Committees, private persons or public offices.

POSTAGE RATES (EFFECTIVE FROM 18 AUGUST 2015 TO TILL THE DATE.)**Internal Postage Rate****Rs**

1. Letter up to 20 grams	8/-
2. Each additional 20 grams or part	5/-
3. Aerogramme	3/-
(a) Postal card	5/-
(b) Printed Post Card	7/-

Explanation: Printed post card signifies those cards other than hand written or typed which are printed, sketched, memo graphed (leaving the space for the use of sender's and addressee's address) with the help of any machine of press.

4. Book post, printed paper up to 20 grams.	2/-
Each additional 10 grams or part	2/-
4.1 Small Packet up to 50 grams or part	10/-
Each additional 20 grams or part	5/-
5. Registered Newspaper	
For single copy up to 100 grams	2/-
Each additional 100 grams or part	2/-
In case of more than one copy of the same issue of the same bundle up to 250 grams	2/-
Each additional 100 grams or part	2/-
6. Postal Registration fee for newspaper	100/-
-Posting from single district	5/-
7. Renewal fee for registered newspaper	50/-
-Posting from each additional District	5/-
8. Blind Literature (up to 7 k.g.)	Free

9. **(NB:** Though the rates of postage of newspaper are considered the delivery service is free in the following cases as decisions made from Nepal Government.

- # the newspaper should be registered and renewed as per rules and should be published within the capital valley or outside the valley as local daily or weekly.
- # below or equal to 100gm of newspaper should be of news related and should not be in form of magazine or book.

- # Registration and dispatched through same district on condition that one subscriber could get only one piece of same routine.
- # Bundle should not be same to individual subscriber and other things should not be intermixed with the bundle of newspaper.
- # only 100 pieces of those newspapers should be sent which are of same publisher and same routine.)

MISCELLANEOUS

Rs.

• Certificate of posting per 3 articles	5/-
• Registration fee per article	20/-
• Late Registration fee per article	5/-
• Acknowledgement per article	8/-
• Attested receipt of registered article/per article (Within 6 month)	10/-
• Recall of posted per article	20/-
• Change of address per article (Before the dispatch of mail)	20/-
8 Inquiry fee	Free
9 Insurance fee up to Rs. 500/ There after up to Rs. 100/ or part (Registration fee is charged separated)	15/- 5/-
10. Money Order Communitation	
(a) First Rs. 200/ Each additional Rs. 100/ or part	5/- 2/-
(b) Additional fee for Express Money Order (For those places where EMS is available)	15/-
(c) Additional fee for Fax Money Order (Commencement of the service form the data and in the Place will be notice as per decision of the department)	20/-
(d) Upper Limit of an internal M.O.Rs. 10,000/	10,000/-
(e) Money Order form per Order	2/-
11. Postal Identity Card per copy	
(a) For one fiscal years	10/-
(b) For three fiscal years	20/-
(c) For all cash bill copies	10/-

12. Demurrage charge

(a) First 7 days from the data of international delivery	Free
(b) Thereafter for 15 days/per day	5/-
(c) Thereafter per day up to a year	10/-
(d) There after the parcel will be disposed of as per legislation (Import license is not necessary for the item exempted by regulation except prohibited item).	

13. Postal Box Rent per one fiscal year

(a) Small	750/-
(a) Medium	1,000/-
(a) Large	1,500/-

14. Online Post Box Service per one Fiscal year

(a) Small	750/-
(a) Medium	1,000/-
(a) Large	1,500/-

DOMESTIC PARCEL RATE

1. Surface Parcel

(a) For the first 500 gms.	30/-
For additional 500 gms. or part thereof (Up to 20 k.g.)	30/-
(b) Parcel up to 1000 gms. Dispatched from remote district Declared by Government of Nepal to the easily accessible district.	30/-
For additional 500 gms. Or part thereof (up to 20 k.g.)	30/-
C) Parcel up to 500 gms. Dispatched from Easily accessible to the remote district food and cloths (glossary and cloths)	60/-
For additional 500 gms. Or part of it (up to 10 k.g.)	40/-

2. Air Parcel

(a) For first 500 gms.	30/-
There after each additional 100 gms. Or part (up to 10 k.g.)	15/-
(b) Parcel up to 500 gms. Dispatched form remote district declared by Government of Nepal to the easily accessible district.	30/-
For additional 100 gms. Or part thereof up to 10 k.g.	15/-

DOMESTIC EXPRESS MAIL SERVICES RATES

1. Domestic EMS Rates

- | | |
|---|------|
| A. For the first 40 gms | 50/- |
| B. Additional 20 gms or part (up to 2 k.g.) | 10/- |
| C. Additional 20 gms. Or part thereof | 10/- |

(NB- Maximum weight for domestic express item shall be 20 k.g.

Compensation for this item shall be equivalent to domestic registered item and postage charge paid be refunded).

2. Same day delivery Services for

- | | |
|---|------|
| A. First 20 gms. | 40/- |
| B. Additional each 25 gms. (up to 2 k.g.) | 15/- |

This service is provided only within Kathmandu Metropolitan Municipality.

FOREGIN POSTAGE RATES

AIRMAIL

S.N	Particular	Zone 1	Zone 2	Zone 3	Zone 4
1.	Letter up to 20 gms.	25/-	35/-	50/-	60/-
	21 to 50 gms.	50/-	70/-	90/-	105/-
	51 to 100 gms.	85/-	125/-	160/-	185/-
	101 to 250 gms.	75/-	265/-	340/-	395/-
	251 to 500 gms.	310/-	455/-	585/-	680/-
	501 to 1000 gms.	565/-	755/-	985/-	1,185/-
	1001 to 1500 gms.	765/-	955/-	1,290/-	1,640/-
	1501 to 2000 gms.	1,020/-	1,205/-	1,645/-	2,045/-
2.	- a. Post card	20/-	25/-	35/-	40/-
	- b. Printed post card	20/-	25/-	35/-	40/-
3.	Aerogramme	20/-	25/-	30/-	35/-

4. BOOK Post, Printed paper, Newspaper:

Up to 20 gms.	20/-	25/-	45/-	55/-
21 to 50 gms.	40/-	50/-	80/-	95/-
51 to 100 gms.	75/-	90/-	130/-	170/-
101 to 250 gms.	160/-	200/-	275/-	355/-
251 to 500 gms.	285/-	360/-	475/-	480/-
501 to 1000 gms.	510/-	645/-	830/-	1,025/-
1001 to 1500 gms	685/-	860/-	1,045/-	1,350/-
1501 to 2000 gms.	810/-	1,005	1,250/-	1,555/-
2001 gms. to over each				
1000 gms. or part	85/-	205/-	280/-	335/-

5. Small Packet Up to gms.

Up to 50 gms.	60/-	70/-	90/-	110/-
51 to 100 gms.	105/-	125/-	160/-	125/-
101 to 250 gms.	205/-	245/-	315/-	375/-
251 to 500 gms.	350/-	440/-	540/-	635/-
501 to 1000 gms.	610/-	790/-	945/-	1,100/-
1001 to 1500 gms	840/-	1,105/-	1,320/-	1,535/-
1501 to 2000 gms	1,050/-	1,350/-	1,625/-	1,900/-

6. Blind Literature (UP to 7kg.) Free Free Free Free

7. Registered Newspaper :-

First 20 gms.	15/-	20/-	25/-	30/-
21 to 50 gms.	30/-	40/-	45/-	50/-
51 to 100gms.	45/-	60/-	70/-	80/-
101 to 250 gms.	85/-	115/-	135/-	155/-
251 to 500 gms.	140/-	185/-	230/-	265/-
501 to 1000 gms.	250/-	325/-	385/-	445/-
1001 to 1500 gms	360/-	440/-	565/-	640/-
1501 to 2000 gms	450/-	550/-	650/-	750/-

SURFACE MAIL

S.N.	Particular	SAARC member	APPU members Countries	Other Countries Countries
1.	Letter up to 20 gms.	20/-	25/-	30/-
	21 to 50 gms.	40/-	50/-	60/-
	51 to 100gms.	65/-	85/-	95/-
	101 to 250 gms.	135/-	175/-	200/-
	251 to 500 gms.	230/-	300	340/-
	501 to 1000 gms.	380/-	510/-	560/-
	1001 to 1500 gms.	530/-	685/-	760/-
	1501 to 2000 gms.	605/-	810/-	910/-
2.	BOOK Post, Printed paper,			
	Newspaper: up to 20 gms.	15/-	15/-	20/-
	21 to 50 gms.	25/-	30/-	35/-
	51 to 100 gms.	40/-	50/-	60/-
	101 to 250gms.	75/-	95/-	120/-
	251 to 500 gms.	115/-	160/-	210/-
	501 to 1000 gms.	185/-	260/-	360/-
	1001 to 1500 gms.	250/-	345/-	460/-
	1501 to 2000 gms	305/-	410/-	510/-
	Letter each 1000 gms. Or part	155/-	210/-	240/-
3.	Small Packet Up to 100 gms.	25/-	30/-	40/-
	101 to 250gms.	50/-	65/-	80/-
	251 to 500 gms.	90/-	120/-	145/-
	501 to 1000 gms.	165/-	220/-	270/-
	1001 to 1500 gms.	240/-	290/-	305/-
	1501 to 2000 gms Small	305/-	410/-	510/-
4.	Blind: Literature (Up to 7 k.g.)	Free	Free	Free
5.	Registered Newspaper:- First 50 gms.			
		10/-	15/-	20/-
	51 to 100 gms.	15/-	25/-	30/-
	101 to 250gms.	25/-	50/-	60/-
	251 to 500 gms.	35/-	85/-	105/-
	501 to 1000 gms.	70/-	165/-	190/-
	1001 to 1500 gms.	85/-	235/-	265/-
	1501 to 2000 gms	110/-	310/-	360/-
	NB:- Maximum weight:	-Letter and Printed Paper		2 k.g.
	Books and Pamphlet			5 k.g.
	(Presently surface mail is not functional)			

INTERNATIONAL EMS RATE LIST FOR THE YEAR 2016

S.N.	Destination Country	Up to 500 gram	Additional per 500 gram	Estimated Delivery Time
1	AUSTRALIA	1800.00	500.00	5-7
2	BANGLADESH	1200.00	300.00	4-7
3	BHUTAN	1000.00	350.00	3-7
4	BRUNEI	1100.00	300.00	7-10
5	CANADA	1800.00	500.00	7-10
6	CHINA	1400.00	400.00	7-10
7	DENMARK	1600.00	400.00	7-10
8	EGYPT	1300.00	350.00	7-10
9	FIJI	1400.00	400.00	7-10
10	GERMANY	1800.00	500.00	7-10
11	HONG KONG	1200.00	350.00	5-7
12	INDIA	800.00	250.00	3-15
13	INDONESIA	1200.00	350.00	7-10
14	IRELAND	1500.00	400.00	7-15
15	ISRAEL	1700.00	400.00	7-10
16	ITALY	1600.00	400.00	4-7
17	JAPAN	1400.00	400.00	7-15
18	KUWAIT	1400.00	300.00	5-10
19	MALAYSIA	1200.00	300.00	7-10
20	MALDIVES	1000.00	300.00	7-10
21	MYANMAR	1200.00	300.00	7-10
22	NETHERLANDS	1800.00	400.00	7-10
23	NEW ZEALAND	1800.00	500.00	7-10
24	NORWAY	2000.00	500.00	5-10
25	PAKISTAN	1200.00	300.00	7-10
26	PHILIPPINES	1400.00	400.00	3-10
27	QATAR	1200.00	300.00	4-7
28	SINGAPORE	1500.00	350.00	4-7
29	SOUTH KOREA	1400.00	400.00	7-10
30	SPAIN	1600.00	500.00	7-10
31	SRILANKA	1100.00	300.00	7-10
32	SWITZERLAND	1800.00	500.00	3-7
33	THAILAND	1200.00	300.00	7-10
34	TURKEY	1400.00	400.00	5-7
35	UAE	1500.00	350.00	7-10
36	UK	1800.00	500.00	7-10
37	USA	1800.00	500.00	7-10
38	YEMEN	1300.00	400.00	7-10

MISCELLANEOUS

	Rs.
1. Inquiry Fee per article	Free
2. Custom clearance fee if duty is levied	10/-
3. Certificate of posting per 3 articles	10/-
4. Registration Fee per article	130/-
5. International Reply Coupon (purchase per coupon Postage Stamp equivalent to Rs).	60/-
6. International Reply Coupon (sale) per coupon	150/-
7. Acknowledgment fee	15/-
8. Attested receipt of registered article / per article	10/-
9. Recall of posted per article	20/-
10. Change of address per article (before the dispatch of mails)	20/-
11. Repacking charge	
a. Parcel without customs duty	Free
b. Parcel with duty up to Rs. 50/-	15/-
c. Parcel with duty up to Rs. 100/-	20/-
d. Parcel with duty up to Rs. 200/-	25/-
e. Parcel above Rs. 200 up to Rs. 500 (Parcel with customs)	30/-
f. Parcel with duty above Rs. 501/-	50/-
12. Insurance fee up to 300 for India	20/-
13. There after each Rs.100	10/-
14. Money Order Commission up to Rs.200/- For India	10/-
15. There after each Rs. 100/- or part	6/-
16. Money order form per copy for India	5/-

Note:

1. No repacking charge shall be levied if the parcel is being delivered through the same post office where the parcel is unpacked for the customs purposes.
2. Registration fee for insurance will be charged separately.
3. Rates not incurred in the above will be charged as per miscellaneous rate specified for inland postage.
4. As per Bucharest Congress provision, for those countries to which 0.5 SDR Registration fee is not being paid based on bilateral agreement, NRs 60 is charged.
(This registration fee shall be active after bilateral agreement being signed)

APPU Countries:

1.	Afghanistan	12.	Japan	23.	Papua New Guinea
2.	Australia	13.	Korea	24.	Philippines
3.	Bangladesh	14.	Lao	25.	Samoa
4.	Bhutan	15.	Malaysia	26.	Singapore
5.	Brunei Darussalam	16.	Mongolia	27.	Solomon Islands
6.	Cambodia	17.	Maldives	28.	Sri Lanka
7.	China	18.	Myanmar	29.	Thailand
8.	Fiji	19.	Nauru	30.	Tonga
9.	India	20.	Nepal	31.	Vanuatu
10.	Indonesia	21.	New Zealand	32.	Vietnam
11.	Iran	22.	Pakistan		

Quality of Service and Supply Chain Improvement Project - 2015/16.

Nepal Post receives 'B' Level Certification from the UPU

According to the Resolution C 20/1999 of the Beijing Congress the International Bureau has to prepare and apply a common quality evaluation system, comprising follow-up programmes conducted by the UPU and the restricted unions as well as periodic publication of the results obtained by each designated operator. For the same, the UPU has conducted Quality of Service and Supply Chain Improvement program at various regions of the world including at the Asia-Pacific Region. Nepal, along with different countries had also participated in the 2015/16 cycle of UPU's Quality of Service and Supply Chain Improvement project, have represented at 4 different Workshops held in Malaysia, India, the Philippines and Viet Nam respectively. Nepal Post has improved a lot through this Project. Though struggling for resources of all kinds and lagging behind, Nepal Post has also experienced some Positive Changes during this Project Cycle. Process Mapping Flow charts for LC/AO, Parcels and EMS were prepared and displayed, Track and trace was improved with internal Tracking system and the International Mail Flow was also improvised. Moreover, the first ever Call center was also established.

Different Analytical Meetings with related Officials for QS Project were held while the meetings discussed, differentiated, defined and decided different approaches for the successful completion of the Project. Nepal Post was audited by the UPU's representative in July, 2016.

Finally, Nepal Post was awarded "B" Level Certification at the UPU Istanbul Congress in September 2016 in Istanbul Turkey with validity for 3 years. Nepal Post had also been awarded "C" Level Certificate in 2014.

Multi-Year Integrated Project and Emergency Assistance Project

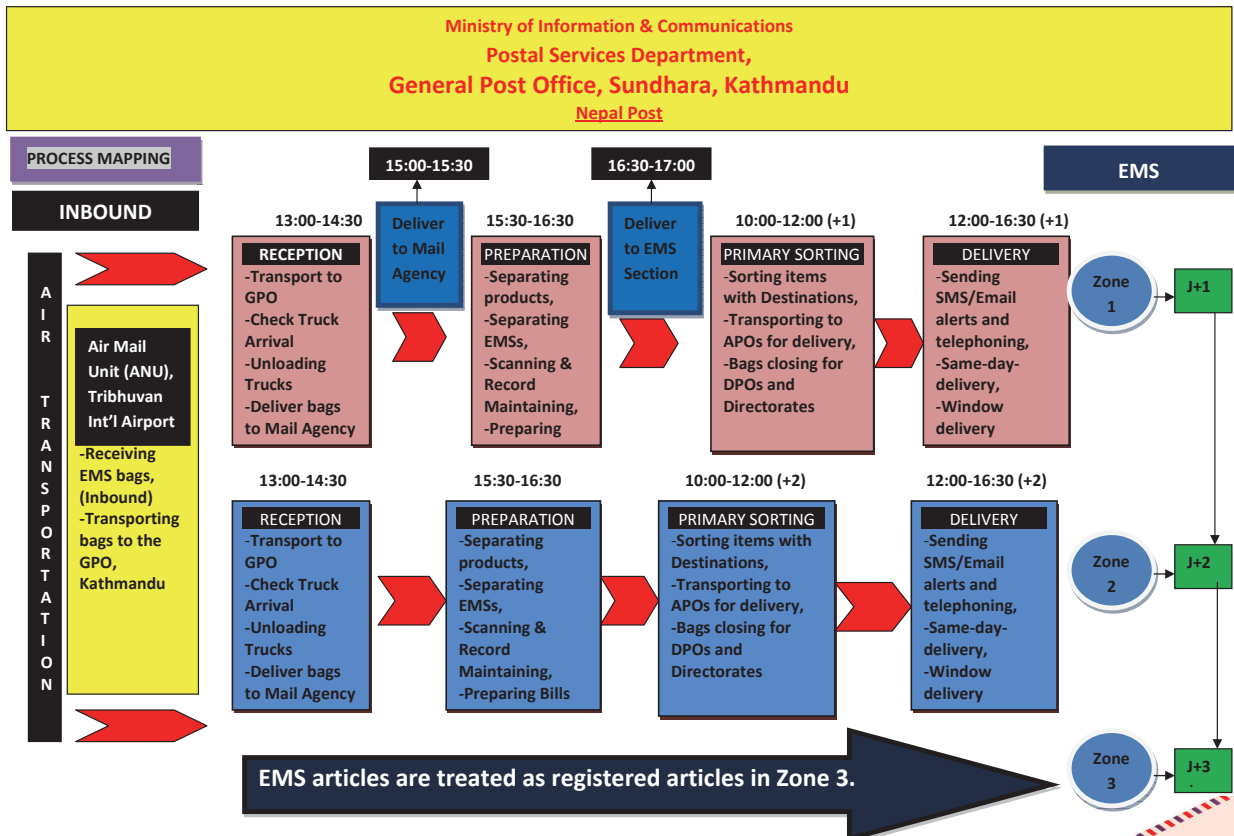
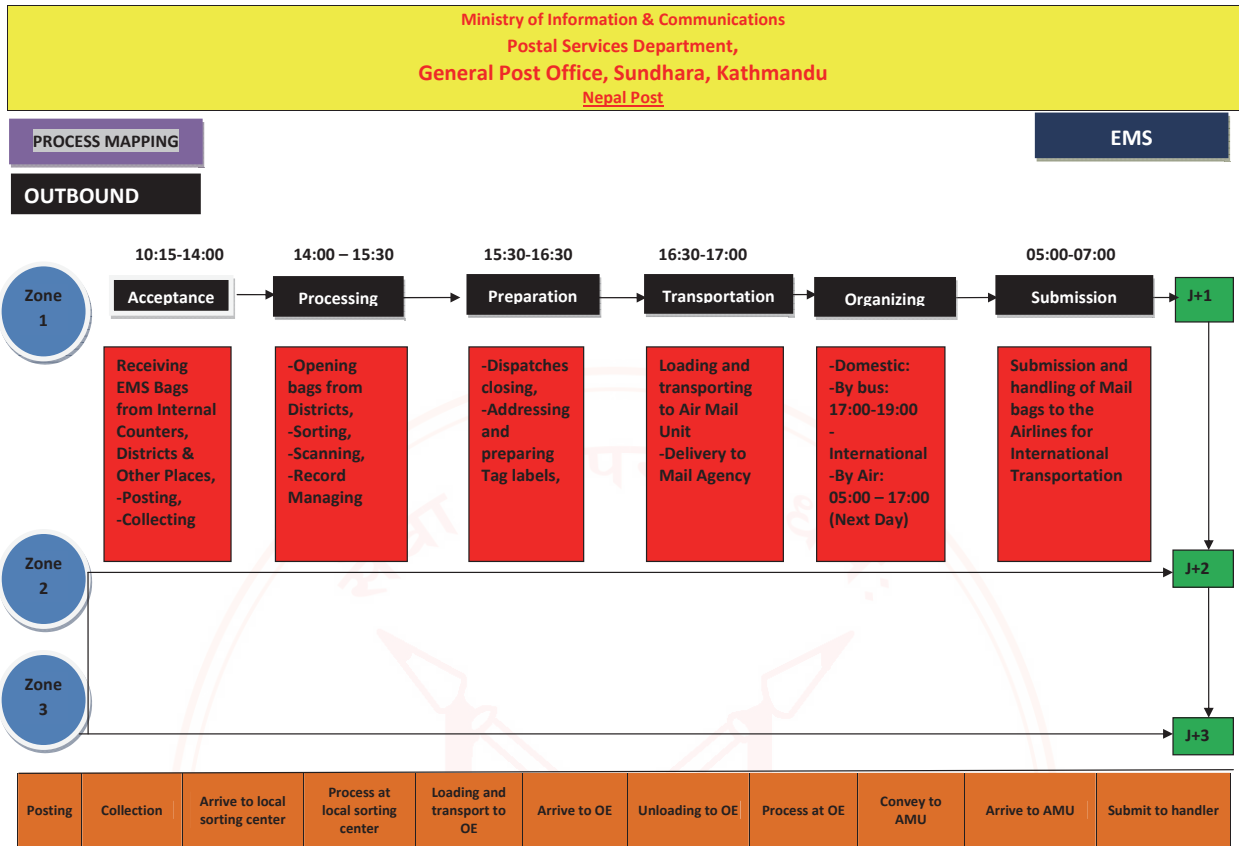
Nepal Post had signed CHF 120,000 Multi-Year Integrated (MIP) Project with the UPU in 2015 that would last till 2016. The project was prepared on a counterpart fund basis, both Nepal and the UPU bearing half of the amount of CHF 60,000. Nepal Post was also assisted with Emergency Assistance Project by the UPU on the aftermath of the disastrous Nepal Earthquake (2015) to assist in recovering Post Offices with Logistics and equipments.

Some 40 Computers, 35 Barcode scanners, 30 printers, 20 weighting machines, 15 power-back-ups, 10 Mo-bikes, 5 delivery vehicles, 4 different trainings at the APPC, Bangkok and 2 Diesel generators are being provided under the UPU's Quality of Service Fund's Multi Year Integrated and Emergency Assistant Project. Some of the logistics and trainings have already been received and some are in due.

CALL CENTRE



Process Mapping of Inbound and Outbound EMS Items of Nepal



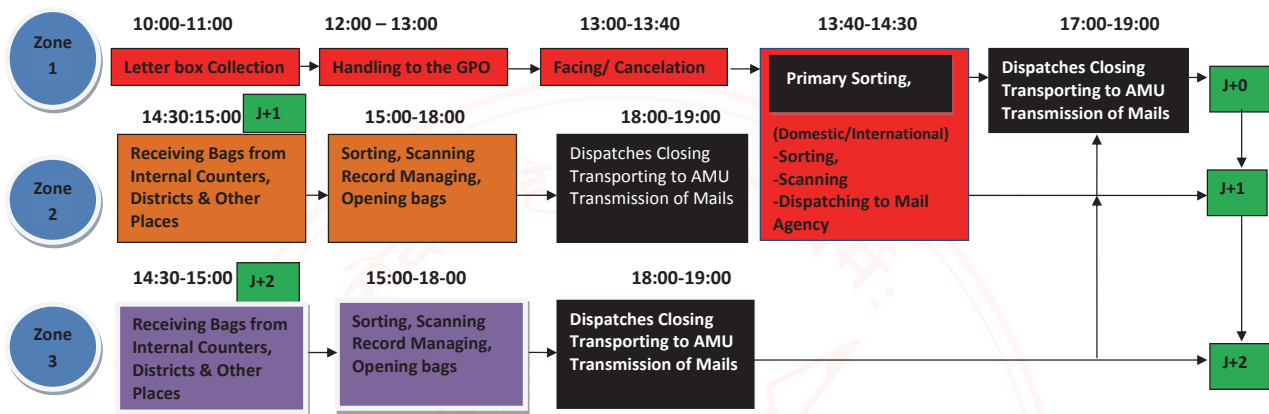
Process Mapping of Inbound and Outbound Letter Items of Nepal

Ministry of Information & Communications
Postal Services Department,
General Post Office, Sundhara, Kathmandu
Nepal Post

PROCESS MAPPING

LETTER MAILS

OUTBOUND

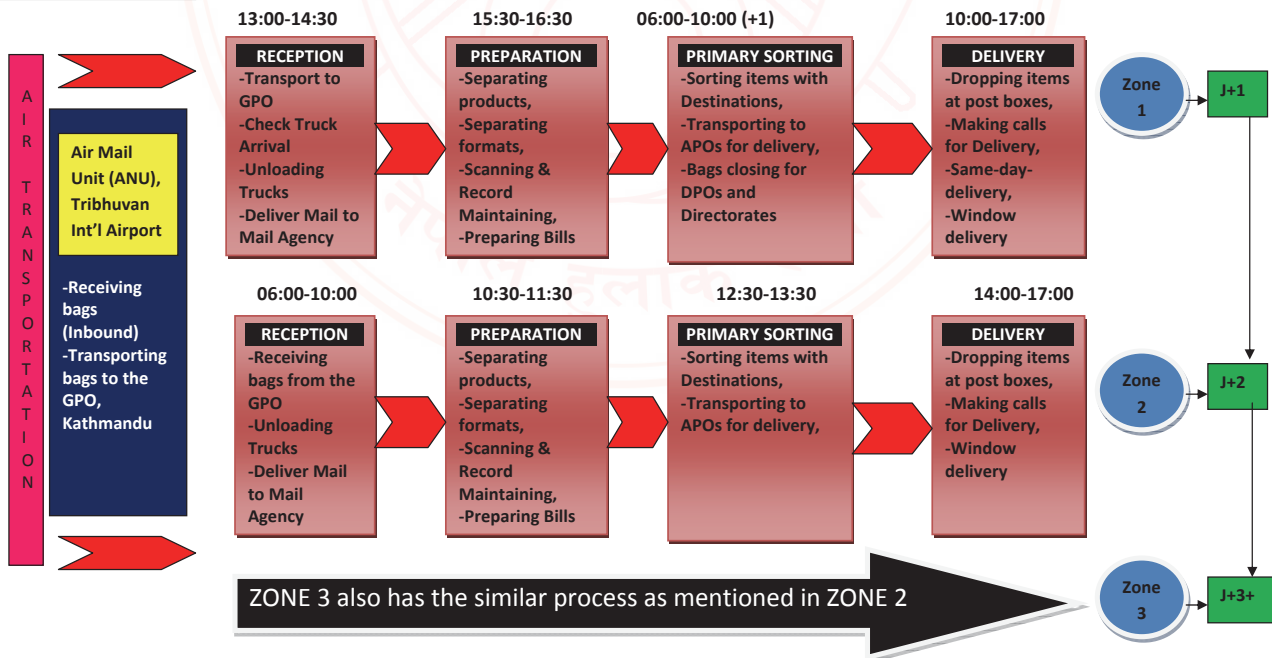


Ministry of Information & Communications
Postal Services Department,
General Post Office, Sundhara, Kathmandu
Nepal Post

Process Mapping

LETTER MAILS

INBOUND



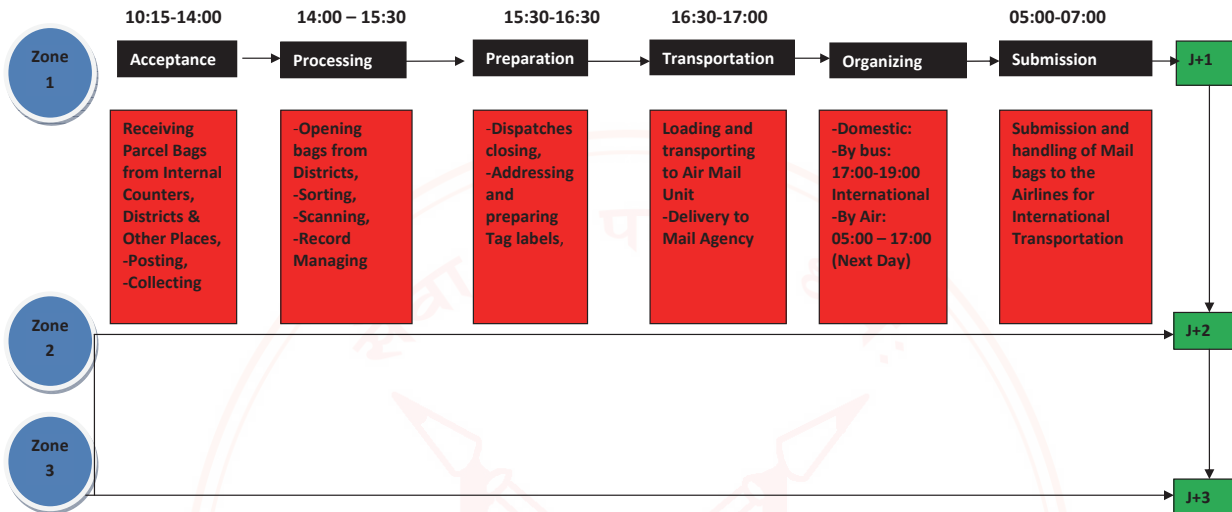
Process Mapping of Inbound and Outbound Parcel Items of Nepal

Ministry of Information & Communications
Postal Services Department,
General Post Office, Sundhara, Kathmandu
Nepal Post

PROCESS MAPPING

PARCEL

OUTBOUND



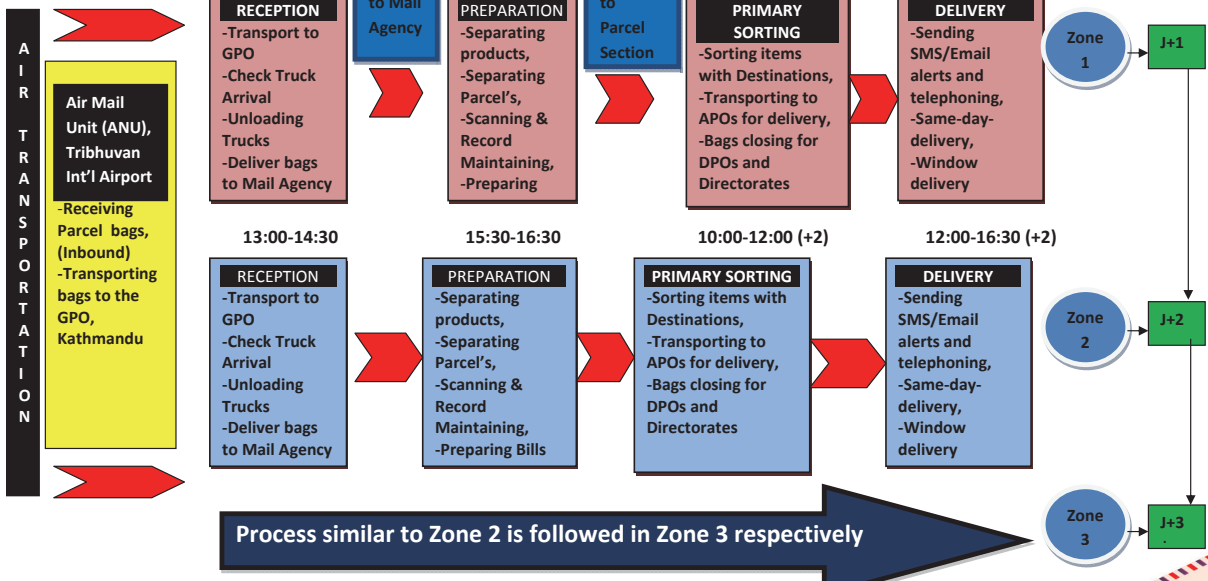
Posting	Collection	Arrive to local sorting center	Process at local sorting center	Loading and transport to OE	Arrive to OE	Unloading to OE	Process at OE	Convey to AMU	Arrive to AMU	Submit to handler
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Ministry of Information & Communications
Postal Services Department,
General Post Office, Sundhara, Kathmandu
Nepal Post

PROCESS MAPPING

PARCEL

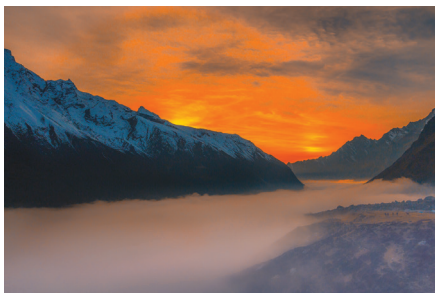
OUTBOUND



Some Snapshots of Nepal



PC: Dewan



PC: Deepak Buddhathoki



PC: Bikash Darai



PC: Bikash Darai



PC: Angesh Rathi



PC: Sujan Gautam



PC: Deepak Buddhathoki



PC: Avash Karma



PC: Prakash Budhaa



PC: Sagar Adhikari



PC: Sumit K. C.



PC: Niraj Meche



PC: Rishav Adhikari



PC: Milan Tulachan



PC: Prakash Budhaa