

# NEPAL POST

*Annual Report*

2008



# चिठी-पत्रमा ठेगाना लेख्दा सफासंग पूरा ठेगाना र हुलाक संकेत नम्बर अनिवार्य लेखौ ।



५ डिजिटको कोड नम्बर समेत  
ठीकसँग लेखेमा चिठ्ठी छिटो  
पुग्न सक्छ ।



नेपाल सरकार  
हुलाक सेवा विभाग  
डिल्लीबजार, काठमाडौं ।

# NEPAL POST

*Annual Report* **2008**

Published and Distributed by  
Postal Services Department  
Nepal

### This Report

This Annual Report of Nepal Post reflects our accountability to our great clients, customer, employees and the Nepalese society.

It provides basic information about Postal services, its performance and activities.

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Postal Services Department

Kathmandu

Phone : (+977 1) 4411353

4410244, 4421283

Fax : (+977 1) 4414688

E-mail : [info@nepalpost.gov.np](mailto:info@nepalpost.gov.np)

[www.nepalpost.gov.np](http://www.nepalpost.gov.np)

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## NEPAL POST AT A GLANCE

	2007	2008
Number of Postal Outlets	3,991	3,991
<b>Number of Employees</b>		
Full Time	9,952	9,952
Part Time	10,777	10,777
Male	90%	90%
Female	10%	10%
<b>Total</b>	<b>20,729</b>	<b>20,729</b>
<b>Mail Turnover:</b>		
Inland Mail handled	73,283,010	41,426,565
Foreign Mails (Dispatch)	3,763,625	3,693,945
Foreign Mails (Receipt)	3,219,710	1,406,859
Parcels (Dispatch)	2,112	2,281
Parcels (Receipt)	17,301	2,255
EMS Domestic handled	129,652	62,583
EMS International handled	62,841	40,395
EMS Domestic linkage	62	62
EMS International linkage	38	38
<b>Money Order handled (Rs.):</b>		
Inland	18,635,225	635,751
Foreign	11,799,554	6,630,915
<b>Postal Savings Bank:</b>		
Number of Accounts	35,740	39,383
Deposit in Saving Account (NRs)	719,993,272	783,720,000
<b>Number of Post Boxes available</b>	<b>21,525</b>	<b>21,942</b>
<b>Total revenue (NRs)</b>	<b>244,321,664</b>	<b>196,046,089</b>
<b>Total expenditure (NRs)</b>	<b>1,001,557,000</b>	<b>1,317,412,490</b>

## POSTAL SERVICES IN NEPAL

Nepal Post is considered as one of the oldest governmental service organizations in the country, which started postal services formally through the post offices for the first time in 1878 AD when it was established. It is called Nepal Hulak Ghar (General Post Office) while it was established. It was started from Kathmandu for dealing with letters from the public. After three years of its establishment, Nepal Hulak Ghar expanded to 43 post offices in different parts of the country. Customers had to pay the postal charges in cash during those days. The cash payment (postage paying) system was replaced in 1881 after three types of postage stamps of one, two, and three Annas (fraction of Rupee) value were published and brought into use. Similarly, from 1887, post cards of two Paisa (0.02 fraction of a Rupee) value were brought into use.

Postal service is not only an oldest means of communication; it is a basic service easily available to the people including the most backward segment due to its affordability. As the post has had the crucial role in uniting the family, friendship and diversity of the country together, it was the only reliable and dependable means of communications and was deep rooted in Nepalese society until 1950 A.D.

After the termination of Rana regime, with the dawn of democracy in 1951, successive efforts were made for the expansion and development of postal services. By that time, there were 124 post offices in operation. Following the emergence of democratic polity in 1951 this sector deserved greater priority for its development and expansion, and this resulted into fabulous exponential growth having 3996 post offices altogether with 9,952 full time and 10,777 as part timer manpower now.

Nepal became member to the Universal Postal Union (UPU) on 11 October, 1956 (Ottawa Congress) and entered to the global network of the posts. In 1974, Nepal signed the UPU Parcel Post Agreement. Nepal took membership of the Asian-Pacific Postal Union in 1982. After the restoration of multiparty democracy in the country in 1990, a new and comprehensive National Communication Policy, 1992 was brought forward by the government. This policy had accepted the need of autonomous postal authority to be sharp and effective in the era of globalization and competitive market.

The tremendous growth of modern communication technologies have started affecting the traditional business of the Post. Now, writing letters and sending through post is decreasing gradually. This caused the reduction in the regular task of postal service. To overcome from this negative effect, Nepal post started to operate other valuable services such as money transfer, saving bank, remittance, tele-center, e-post and alike.

Today, Postal Services Department is one of the largest employer organizations in Nepal which works under the Ministry of Information and Communications (MOIC). Director General is the Chief Executive of the Department, who is responsible for the overall management and operation of postal business and services. He has the responsibility to handle all Priority Mail, Secondary Mail, Parcel, Financial Service, EMS, Post Box services, Philately; etc.

Besides, the domestic mail and other agency services Nepal Post dispatches direct closed letter mail to 33 countries and closed parcel mails to 11 countries. Nepal Post Operates EMS service, both domestic and International and there are 38 countries linked directly with this service. Domestic Express Mail Service (EMS) was introduced in 1991 while the International Express Mail commenced in 1995. Nepal signed Postal Payment Service Agreement of Universal Postal Union (UPU) in 2004 during the Bucharest Congress of UPU. Similarly, the international money order was extended with six (four countries in 2004 and one country in 2005) countries.

# NEPAL

## A SHORT COUNTRY PROFILE

Nepal is a South Asian country. It is known as land of Himalayas and the birth place of Lord Buddha throughout the world. The country is situated between China and India. It is surrounded by India in the east, south and west and by the Tibet Autonomous Region of China in the north. It covers 147,181 sq km of land area which is 0.03% of total land area of world. It stretches from east to west with average length of 885 km and from south to north mean breath of 193 km. Its expansion lies between 26°22' to 30°27' latitude and 80°4' to 88°12' longitude of the globe.

The country name, Nepal had exists from the very beginning of Hindu civilization. Its name is taken after the name of Ne Muni (a priest), who took care of ancient people of Kathmandu valley. The modern history of Nepal begins after the unification by King Prithivi Narayan Shaha in 1768. Before unification, Nepal was divided into various tiny states and ruled by kingship system of each state. Nepal remained independent forever.

Geographically, the country is divided into three east-west ecological zones named Mountain, Hills and Terai. They cover 15%, 68% and 17% of the total land area of the country, respectively. The mountain region lies between 4877 m. to 8848 m. of height from the sea level and stretched from 25 to 50 km in breath. This region is known as the land of Himalayas which contains most of the highest mountain of the world. Among the 14 highest mountains of the world over 8000 meters, eight is in Nepal including Mt. Everest, the highest peak of the world. Over the height of 5000 m. snow remains through out the year. Cold climate, sub-bushes type forests and various medicinal herbs are found in this area.

The middle region, hills is composed by gorgeous mountains, high peaks, hills, valleys, lakes and so on. Diverse type of land, flora, fauna, and diversity of human life styles is the main characteristics of this region. This region lies between the height of 600 to 4877 m from the sea level and have 75 to 125 km breath form south to north. The capital city, Kathmandu also lies in this region.

The southern Terai range, stretched in almost 16 to 32 km breath form north-south, is the extension of the Gangies plain of India, is known as the food bowl of Nepal. This area lies between the heights of 70 to 600 m. from the sea level. By the perspective of physical development, this region is rich with infrastructure like roads, electricity and communication in comparison to other two regions. People with various culture, mother tongue, and ethnicity are living here and this area solely bears the 48.23% of total population of Nepal.

Administratively the nation is divided into five development regions, namely (1) Eastern Development Region, (2) Mid-region Development Region (3) Western Development Region, (4) Mid-western Development Region and (5) Far-western Development Region. These regions are again

divided into 14 zones which are further divided into 75 administrative districts. Moreover, the districts are further divided into smaller units, called Village Development Committees (VDCs – 3915) and Municipalities (58). The VDCs are rural areas, whereas municipalities are urban areas of the country and these units serve for the basic requirement of the local people. Thus, these units (DDC, VDC and Municipality) are called local government and the governing body is elected by direct election.

The government is formed by parliament which is directly accountable to it. Decisions and plans formulated by government are implemented through various Ministries, Departments, Regional directorates, Offices and different Line Agencies guided by the rules and regulation approved by the parliament and the government.

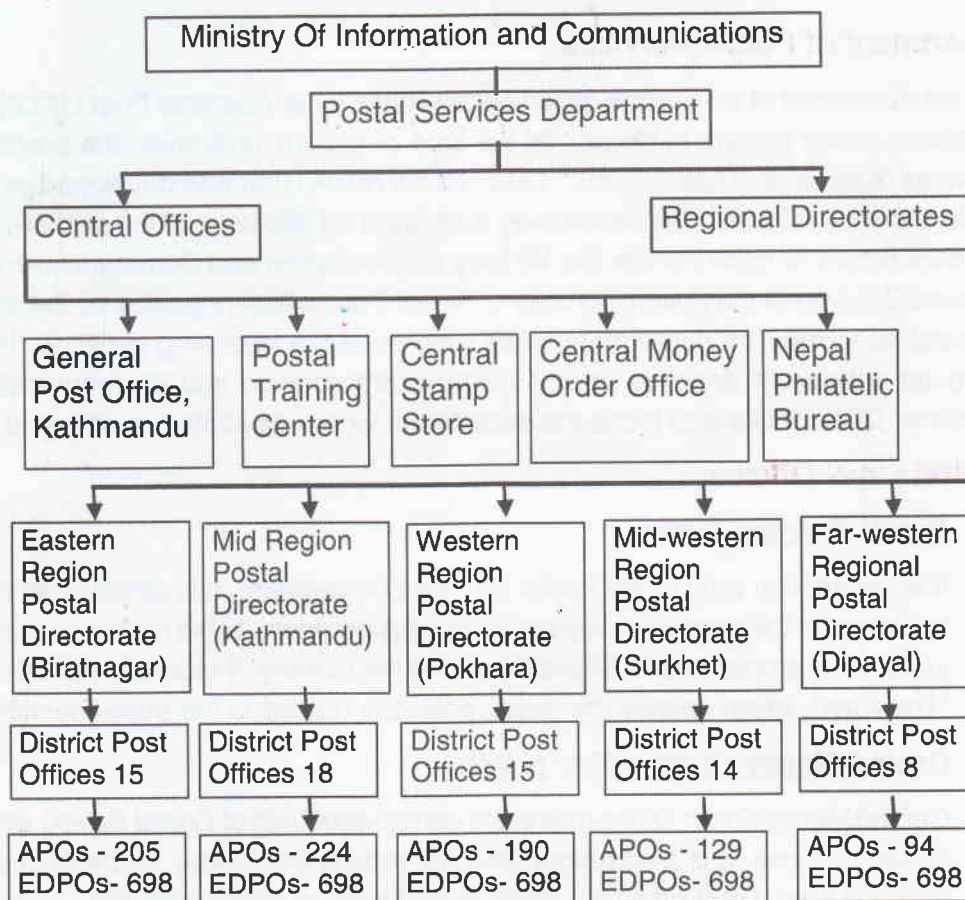
The process of development and modernization of Nepal started comparatively very late, only after the advent of democracy in 1951. 15 percent of the land is arable while 90 percent of the population lives in the rural areas. Agriculture is the main livelihood of the people. Despite planned development efforts in the last 53 years, most parts of the country are still inaccessible by modern means of transport and communications. Majority of the population are illiterate and the per capita income is about 290 US dollars (2007).

## ORGANIZATIONAL STRUCTURE OF NEPAL POST

Postal Services in Nepal is operated by Postal Services Department, which runs under the Ministry of Information and Communications. The department is headed by Director General (First class civil servant of Joint Secretary position of the GON). The Department implements the approved postal policy and manages all postal business throughout the country.

There is one Postal Service Department, five central level offices under the department namely General Post Office, Postal Training Center, Central Money Order Office, Central Stamp Store and Nepal Philatelic Bureau. Likewise 5 Regional Directorates, 70 District Post Offices, 842 Area Post Offices and 3074 Extra Departmental Post Offices are providing Postal Service throughout the nation under the department. Organizational structure of the post is presented here:

## ORGANIZATION STRUCTURE



**Table - 1**  
**Region-wise break-down of the postal outlets of the year, 2008**

Development Region	General Post Office	Regional Directorate	District Post Office	Area Post Office	Extra Department Post Office	Total
Eastern	-	1	15	205	698	<b>919</b>
Mid	1		18	224	948	<b>1,191</b>
Western	-	1	15	190	677	<b>883</b>
Mid-western	-	1	14	129	443	<b>587</b>
Far-Western	-	1	8	94	308	<b>411</b>
<b>Total</b>	<b>1</b>	<b>4</b>	<b>70</b>	<b>842</b>	<b>3,074</b>	<b>3,991</b>

## BRIEF INTRODUCTION OF THE POST OFFICES

### 1. Department of Postal Services

The establishment of an agency called Nepal Hulak Ghar (General Post Office) in 1878 starts the official postal system in Nepal. At the time of nations unification the postal services was known as "Kagaje" & "Thaple Hulak". Later, Nepal Hulak Ghar was developed as Department of Postal Services in Nepal. The department is situated in Dillibazaar of the capital city Kathmandu. The department functions under the Ministry of Information and Communications. Department of Postal Services is the governing body of Nepal Post, which regulates all the activities related to postal services. The department takes care of all the operating activities, implements the approved policies. It depends upon Ministry of Information and Communications for policy decisions. Director General leads the department where 74 staffs are engaged .

### 2. Central Level Offices

#### 1. Postal Training Center

It is the training wing of the Postal Services Department. It is established to impart postal trainings for the postal employees on various courses. It also conducts mobile training for junior level employees at different parts of the country. It regularly publishes a magazine "The Post", which reveals the postal activities related to the postal services.

#### 2. Central Money Order Office (CMO)

Central Money Order Office maintains central accounts of Postal Saving Bank and Money Order Services. It is also responsible for settling the Money Order Account exchanged between Nepal and other countries. It performs as the central service centre of money transfer service associated with private sectors partners (like Western Union Money Transfer).

#### 3. General Post Office (GPO)

General Post Office is the Office of Exchange (OE) of international mail for Nepal Postal Services. It receives and dispatches international letter, parcel mail and EMS. It is situated in the capital city; Kathmandu and; it offers all postal business introduced in Nepal Postal Services. A total of 653 postal staffs, headed by the Chief Postmaster serve in this office. GPO contributes more than 40% to the total revenue of Nepal Postal Services.



(Building of General Post Office)

4. Central Stamp Store

Central Stamp Store is established for the purpose of managing the postal stamps circulation throughout the country. It stores the postage stamps issued in different years and keeps the central account of stamps supplied to it. It is also responsible for supplying postage stamp and stationeries to the post offices and Nepal Philatelic Bureau as of their requirement. Similarly, it maintains the records of revenue earned from the sales of postal stamps and stationeries.

5. Nepal Philatelic Bureau

Nepal Philatelic Bureau is responsible for the promotion of philatelic activities within the country and abroad. It provides philatelic items and the collectable to the philatelists.

### **3. Regional Postal Directorates (RPD)**

Under the Department there are five Regional Directorates, one in each development region headed by Regional Director. Regional Postal Directorates are the administrative extension of Postal Services Department dealing primarily with the coordination, control, supervision, inspection and postal crime investigation in the respective region. Except Mid-region Postal Directorate, other four Regional Directorates also function as district post office in their respective districts.

### **4. District Post Offices (DPO)**

There are 70 District Post Offices under the Postal Services Department. These offices are responsible for overall performance related to post in the respective district. The task of management, facilitation, supervision and inspection of activities of Area Post office and Extra-Departmental Post office are also their obligation. DPOs supply and control postage stamps, postal materials and other physical material as required by the APOs & EDPOs.

### **5. Area Post Office (APO)**

A group of certain number of VDCs is called Area in the administrative division system of Nepal. Each district is divided into different areas on the basis of number of VDCs and the geographical positions. Postal Services Department has established Area Post Offices each in such areas. These offices perform regular postal activities like selling postage stamps, receiving and delivering letters, domestic parcels, money orders etc.

### **6. Extra Departmental Post Offices (EDPOs)**

Extra-Departmental Post Office provides postal services to the local people on part time basis. One postal agent, one delivery agent and some mail runners are engaged to run the EDPOs. Usually, the agents are the shopkeepers, teachers or well-known person of the village who can spare time and make available space for conducting the postal services. EDPOs staff get fixed salary from the government on contract basis. EDPOs are duty bound to open the post office for a minimum of 2 hours on every working day. These offices sell stamps and postal stationeries, accept and dispatch general and registered letters and other postal items. These offices are associated with APOs and DPOs and perform under their guidance.

## MAJOR STATISTICS OF 2008

### Mail Traffic

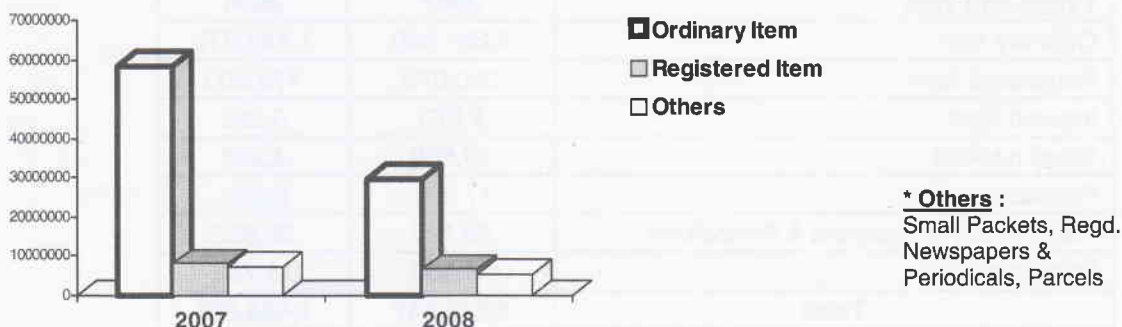
The main function of Post office is to deliver postal letters and other mail, parcel and documents. The delivery status of the year 2008 and 2007 are presented below.

### Inland Mail

Total 41,426,565 item of inland mail was handled in 2008, which is 43.47% less in comparison to the volume of previous year. In 2007 total mail items of 73,283,010 were handled. This decline is caused due to the widely available modern tele-communication means like cell phone, fax, E-net-phone etc throughout the country. The private couriers present in the sector are also responsible for this decrease.

**Table - 2**  
Inland mail articles handled

Types	Year	
	2007	2008
Ordinary Item	58,367,883	29,697,723
Registered Item	7,824,449	6,458,929
Insured Item	21,365	11,103
Small packets	351,692	130,570
Registered Newspapers & Periodicals & Blind Literature	4,336,494	4,386,245
Parcels	1,952,400	26,762
Book- post	427,827	715,233
<b>Total</b>	<b>73,283,010</b>	<b>41,426,565</b>



**Foreign Mail**

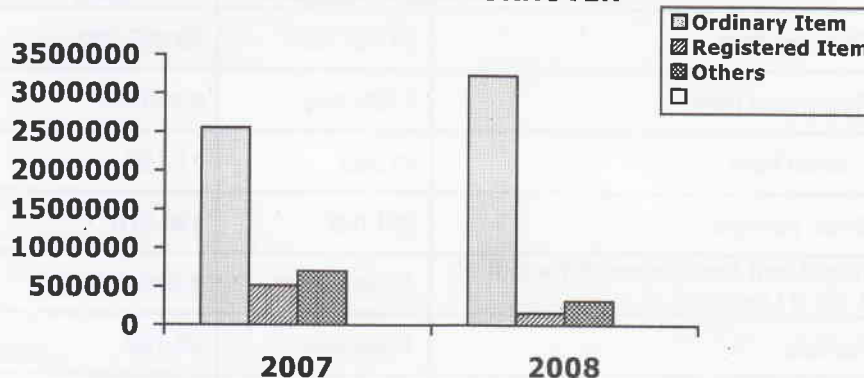
In 2008, a total number of mail articles 3,693,945 were dispatched to foreign countries compared to 3,763,625 mail items in 2007. The number represent decreased by about 1.85 percent.

**Table - 3**

**Dispatched of Foreign Mail**

Types	2007	2008
Ordinary Item	2,551,740	3,227,467
Registered Item	512,838	155,939
Insured Item	1,973	417
Small packets	118,014	5,798
Parcels	2,112	2,281
Regd. Newspapers, blind literature, Periodicals	515,807	276,309
Book post	61,141	27,936
<b>Total</b>	<b>3,763,625</b>	<b>3,693,945</b>

**FOREIGN MAIL TURNOVER**

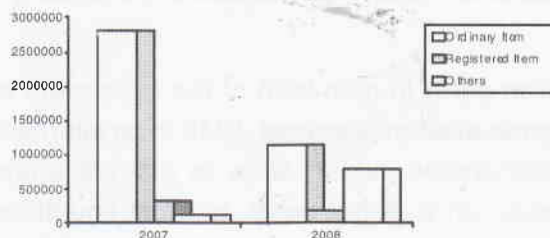


**Table - 4**

**Receipt of Foreign Mail**

Types and year	2007	2008
Ordinary Item	2,821,380	1,149,279
Registered Item	320,075	176,300
Insured Item	2,073	3,356
Small packets	19,568	4,235
Parcels	17,301	2,255
Registered Newspapers & Periodicals	58,120	55,952
Book- post	34,530	15,782
<b>Total</b>	<b>3,273,047</b>	<b>1,406,859</b>

**Foreign Mail Received**



**Parcel Service**

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

**Parcel (Dispatched)**

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 of domestic and foreign parcel mail.

The overall situation of the number of parcels received by Nepal Post in 2007 and 2008 is shown below.

**Table-5  
Number of Parcel dispatched and received**

Year	Dispatched Items	Received Items
2007	2,112	17,301
2008	2,281	2,255



**(Processing of International Parcel)**

## **EXPRESS MAIL SERVICE (EMS)**

Express Mail Service is an effort to gain faith of the customers by assuring delivery of mail items in reliable and faster manner at affordable cost. 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. In most countries EMS is the only practical mean of providing universal access to international express services for the private customer. EMS is offered in more than 191 countries worldwide as an integral element of the postal offer effectively complementing the traditional range of letter-post and parcel-post services. The international service is regulated by the EMS Cooperative, established by the UPU's Postal Operations Council in 1998. Membership of the EMS Cooperative is on a voluntary basis, and more than 156 EMS operators are currently members of the cooperative. Nepal is not the member of EMS Cooperative as yet, But, it is in the process to get the membership. Up to now Nepal Post is operating EMS with 38 countries abroad and 62 locations within the county.

### **Domestic EMS**

Express Mail Service offers timely delivery of urgent document and merchandise items. **EMS** is the generic name for High Speed, Low Premium and Time Bound Guaranteed Delivery Service. Domestic EMS service was started in 1991 from 7 municipalities and the locations have reached 62 in 2008. Six District Post Offices directly manage EMS between them and via other locations and other are linked via these districts and GPO. Customer can book their items at any of the districts that offer this service in the office hour.

#### **Collection and Delivery time of EMS (Official time of Nepal)**

<b>Months</b>	<b>Day of Week</b>	<b>Time</b>
<b>Feb/Mar - Oct/Nov</b>	Sunday - Thursday	10 AM - 5 PM
	Friday	10 AM - 3 PM
<b>Nov/Dec - Jan/Feb</b>	Sunday - Thursday	10 AM - 4 PM
	Friday	10 AM - 3 PM

Maximum weight of the document or EMS items is limited to 20 kg per item. Items up to 10 kg can be delivered through air mail. The postage rate for domestic EMS is same as registered mail for the first 50 gram documents. This rate is same for Same Day Delivery Service and for air mail also. Details tariff of inland EMS rate is as follows:

<b>EMS charge (for all over the country)</b>	<b>Rate NRs)</b>
First 50 Gram	10.00
Additional 25 grams Up to 2 Kilogram	1.00
Additional 25 grams more than 2 Kilogram (Limit Up to 20 Kg.)	2.00

**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 and others 11 locations are allowed to book documents only. Remaining locations only deliver the EMS items. Such locations are listed below:

**(A) For Merchandise and Document**

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, Mahendrapul, Pokhara.
4. District Post Office, Saptari,
5. District Post Office, Sunsari, Dharan
6. Area Post Office, Itahari, Sunsari,
7. District Post Office, Jhapa Bhadrapur.

All above mentioned locations are allowed to distribute EMS goods and documents. Other locations including these are listed below:

S.N.	District	Destination Place
1.	Jhapa	Bhadrapur
2.	Jhapa	Damak
3.	Dhankuta	Dhankuta
4.	Sunsari	Dharan

S.N.	District	Destination Place
5.	Sunsari	Inaruwa
6.	Sunsari	Itahari
7.	Morang	Biratnagar
8.	Udayapur	Udayapur

S.N.	District	Destination Place
9.	Udayapur	Katari
10.	Siraha	Lahan
11.	Siraha	Shiraha
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	Kalaiya
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
32.	Kathamandu	Kathmandu
33.	Lalitpur	Lalitpur
34.	Bhaktapur	Bhaktapur
35.	Gorkha	Prithvi Narayan

S.N.	District	Destination Place
36.	Tanahun	Byash
37.	Tanahun	Damauli
38.	Kaski	Lekhnath
39.	Kaski	Pokhara
40.	Syanja	Putalibazar
41.	Gulmi	Tamghas
42.	Palpa	Tansen
43.	Kapilbastu	Taulihawa
44.	Rupandehi	Bhairawa
45.	Rupandehi	Butwal
46.	Rupandehi	Gorusinge
47.	Rupandehi	Manigram
48.	Nawalparsi	Gaidakot
49.	Nawalparsi	Ramgram
50.	Nawalparsi	Sunawal
51.	Parbat	Kushma
52.	Baglung	Baglung
53.	Baglung	Shiwalaya
54.	Dang	Ghorahi
55.	Dang	Tulsipur
56.	Bankey	Kohalpur
57.	Bankey	Nepalgunj
58.	Bardiya	Gulariya
59.	Surkhet	Birendranagar
60.	Kailali	Attariya
61.	Kailali	Dhangadi
62.	Kanchanpur	Mahendranagar



**(Customer booking EMS article at the EMS counter of GPO Kathmandu)**

**Table – 6  
Domestic EMS Traffic in 2007 and 2008**

EMS Items booked	
Year	Items
2007	129,652
2008	62,583

The above chart shows the booking of Domestic Express Mail items in 2008 decreased by 51.73 %. which is not the bright indicator of this service in coming years.

**International EMS**

International EMS was introduced in 1995. Up to June 2009, 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 country of UPU. Customer can book the international EMS in 14 different locations. These locations are listed below.

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

The weight limit of international EMS is fixed up maximum 20 kg per packet. Minimum weight fair covers 200 grams for India and 500 grams for all other countries. The minimum postage rate is for India, NRs 200.00 and Maximum is for Norway, NRs 1900.00. The 38 International EMS destination and EMS rate is presented below. For Merchandise Items additional NRs. 50.00 up to 2 Kg and additional NRs. 150 is charged for more than 2 Kg.

S.No.	Destination country	For 500 gram	Each additional 500 gram
1	Australia	1,100.00	350.00
2	Bangladesh	900.00	200.00
3	Bhutan	750.00	200.00
4	Brunei	900.00	200.00
5	Canada	1,550.00	350.00
6	China	950.00	300.00
7	Denmark	1,400.00	350.00
8	Egypt	1,200.00	300.00
9	Fiji	1,350.00	350.00
10	Germany	1,600.00	350.00
11	Hong Kong	900.00	250.00
12	Indonesia	950.00	300.00
13	Ireland	1,200.00	350.00
14	Israel	1,250.00	300.00
15	Italy	1,500.00	350.00
16	Japan	900.00	300.00
17	Kuwait	1,350.00	250.00
18	Malaysia	900.00	250.00
19	Maldives	950.00	250.00
20	Myanmar	1,100.00	250.00
21	Netherlands	1,650.00	350.00
22	New Zealand	1,100.00	350.00
23	Norway	1,900.00	350.00
24	Pakistan	900.00	250.00
25	Philippines	1,250.00	300.00
26	Qatar	1,050.00	250.00
27	Singapore	900.00	250.00
28	South Korea	950.00	300.00
29	Spain	1,200.00	350.00
30	Sri-Lanka	900.00	250.00
31	Switzerland	1,700.00	350.00
32	Thailand	900.00	250.00
33	Turkey	1,350.00	350.00
34	UAE	1,050.00	300.00
35	UK	1,500.00	300.00
36	USA	1,200.00	350.00
37	Yemen	1,200.00	350.00
38	India	200.00 (For first 200 gram)	100.00 (Each additional 200 gram)

**Table – 7**

**The International EMS articles handled between 2004 and 2008**

Year	EMS Item Received		EMS Item Dispatched		Total handled	
	Document	Merchandise	Document	Merchandise	Document	Merchandise
2004	15,137	10,524	10,239	3,658	25,376	14,182
2005	14,624	11,069	12,340	4,251	26,964	15,320
2006	14,874	11,274	12,385	4,992	27,259	16,266
2007	16,996	12,693	23,444	9,708	40,440	22,401
<b>2008</b>	<b>15,600</b>	<b>10,502</b>	<b>10,472</b>	<b>3,821</b>	<b>26,102</b>	<b>14,293</b>

The handling of International EMS items have decreased by 35.71 % in 2008 compared to 2007. In 2008, 10,472 International EMS document and 3,821 merchandise items were dispatched from Nepal. The total number of EMS document and merchandise items handled (dispatch and received) is 62,841 in 2007 and 40,395 in 2008.

**Table – 8**

**year wise revenue collected from International EMS**

Year	Revenue Collection (NRs.)
2004	2,18,17,890
2005	2,42,75,049
2006	2,41,95,400
2007	2,46,91,400
<b>2008</b>	<b>2,60,76,723</b>

The revenue earned through the booking of EMS items in Nepal showed a steady growth till 2004. However, it could not stabilize between 2005 and 2006. But now a slight increase of 5.3 percent revenue is recorded in 2008 compared to the figure of 2007.



**(Customer in the process of taking delivery of EMS item at GPO EMS counter)**

## SAME DAY DELIVERY SERVICE

GPO Kathmandu provides Same Day Delivery service of letter mail items for Kathmandu Metropolitan City. This service has been offered since the past five years. Items booked before 2 PM are delivered the same day.

## LETTER BOX

Letter Boxes are additional facility provided for the postal users for posting letters at their convenient locations. The clearance time of mail from the letterbox, vary from place to place. The mails are generally cleared from the letter boxes at least once a day in major parts of the country.

As of 31 December 2008, the numbers of Letter Boxes in Nepal are 3,795.

**Table – 9**  
**Total No. of letter box**

<b>Year</b>	<b>No. of letter box</b>
<b>2007</b>	<b>4,911</b>
<b>2008</b>	<b>3,795</b>

## POST BOX SERVICE

Post Box is a facility provided for the reliable, secured and expeditious collection of postal items from the post office by Post Box holders. Postal users can subscribe Post Boxes from any of the post offices in Nepal that provide this facility. Post Boxes are rented out to the postal users against the payment of a fix deposit and annual charges, as provided below:

**1. Deposit amount** **Rs. 1,000**

**2. Annual Charge (Renewal)**

- Small Size Post Box      Rs. 500
- Medium Size Post Box      Rs. 750
- Big Size Post Box      Rs. 1,200

As of 31<sup>st</sup> December 2008, a total number of 17,609 postal users have been using this service.

GPO Kathmandu makes available the largest number of Post Boxes in the country. GPO rented out a total number of 17,609 post boxes in 2008. Major users of the post boxes are public, business enterprises, non-government organization and International Organizations.

**Table – 10**  
**Overall statistics of Post Boxes**

Total Number of post boxes		
Year	Available	Rented Out
2005	23,914	20,241
2006	21,525	17,832
2007	21,942	18,137
<b>2008</b>	<b>22,568</b>	<b>17,609</b>

## POSTAL FINANCIAL SERVICES

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 these services is presented hereunder.

**Table – 11**  
**Region wise breakdown of Post Offices providing Postal Financial Services.**

Development Region	2007		2008	
	No. of POs providing MOS	No. of POs providing PSBS	No. of POs providing MOS	No. of POs providing PSBS
Eastern	114	24	114	24
Mid	120	28	120	28
Western	120	23	120	23
Mid-western	84	24	84	24
Far-western	82	18	82	18
<b>Total</b>	<b>520</b>	<b>117</b>	<b>520</b>	<b>117</b>

**Note:**

- POs = Post Offices
- MOS = Money Order Services
- PSBS = Postal Saving Banking Service

### 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 six 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 Emirates**. This service was known as secured, faster and reliable service in the beginning. But now it is not so effective. Efforts are being made to improve this service. The service will go online from next fiscal year with the software developed for this purpose. As of 31 December 2008, GPO Kathmandu, 4 Regional Postal Directorates, 70 District Post Offices and 446 Area Post Offices were providing Money Order Service.

An amount up to NRs. 10,000 inside the country, NRs. 8000 (equivalent to 5000 Indian Currency) to India and amount equivalent to 2000 US Dollar can be sent to other countries by one money order paper. A revolving fund of Rs. 20.5 millions is maintained for the smooth and prompt payment of Money Order and is operated by Central Money Order Office. Software for online money order is prepared in 2008 and the online money order system will be launched in 2009.

Table – 12  
Transaction of Inland and Foreign Money Order in 2008

Year	Inland Money Order		Foreign Money Order	
	No. of Money Order	Amount (NRs.)	No. of Money Order	Amount (NRs.)
2005	4,726	17,632,135		
2006	5,632	24,058,618		
2007	4,737	18,635,225	3530	11,799,548
<b>2008</b>	<b>1,003</b>	<b>36,35,751</b>	<b>2907</b>	<b>66,30,95</b>

### Postal Saving Bank

Postal Saving Bank came into existence in 1975. As of now 117 post offices ( GPO Kathmandu, 4 Regional Directorates, 70 DPOs and 42 APOs) are approved for operating postal saving bank service. The Bank offers 3 types of saving accounts: **Personal, Joint and Minor**. An annual interest rate of 5 % is paid to the general depositors. For the senior citizens of 70 years or above age the interest rate is 6%.

As of 31 December 2008, there are 39,383 individual saving accounts in operation at the above stated post offices and the total amount deposited in the accounts is Rs.783,720,000. The saving deposit in the postal saving bank account in the year 2008 rose steadily compare to the increase of 8.85% last year.

Postal Services Department introduced new Postal Saving Bank Investment Scheme 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 9%. The recovery of the loan amount has been almost 100 percent. Postal Saving Bank of Nepal will extend and diversify its various lending schemes in the future.

Table 13

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	51
4	Area Post Offices	42	1
	Total	117	57

### Money Transfer (Remittance) Service

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. Certain percentage of the charge is received by the post form WU for every transaction. Nepal Post offers Postal Saving Banking Service and Money Order services as its financial services.

## FINANCIAL REPORT

Nepal Post Services operates on the concept of social service obligation of the government in the communication sector. Despite of 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-fourth of expenses annually needed, This is evident from the table presented here.

Table No. -14

Details	2007	2008	Remarks	
<b>Details of Revenue in NRs:</b>				
Sales of Postage Stamp and Philatelic items	153,269,093	105720148.59	These figures pertain to Nepalese Fiscal Year that commences on 16 July and terminates on 15 July every year.	
Franking Machine	9,322,185	11912035.40		
Post Box	10,374,14	11158441.80		
Foreign Parcel	13,113,770	9085572.00		
EMS Services	28,378,467	26076723.00		
International Mail Account	14,643,863	20201049.58		
Money order	327,510	136127.70		
Miscellaneous	14,892,634	11755990.61		
<b>Total Revenue</b>	<b>244,321,664</b>	<b>19,60,46,088.68</b>		
<b>Details of Expenditure in NRs:</b>				
Salary and allowances	855,542,000	1,06,80,08,880.77		
Airways bill	21,191,000	2,35,05,362.08		
Miscellaneous	124,824,000	22,58,98,247.16		
<b>Total Expenditure</b>	<b>1,001,557,000</b>	<b>1,31,74,12,490.02</b>		

Nepal Post incurred an expenditure of Rs. 1,317,412,490.02 in fiscal year **2064/2065** (July 16, 2007 - July, 15 2008) which is 31.54% (Rs. 315,855,490.02) more than the expenditure of previous year. In the same year Nepal Post earned revenue of Rs. 196,046,088.68. The ratio between the revenue and expenditure in 2008 is approximately **1:6**. This show the gap between income and expenditure is increasing every year.

Again comparing its expenses area, most of the amount is being spent to pay the staffs salary and allowances. Nearly 81% of the working expenses goes for the payment of salary and allowances to the postal employees. All the financial resource comes from government budgetary system. To overcome these issues economically sound and business like services should be started through the post. New technology and contemporary changes should be addressed; entrepreneurship should be developed and exercising control over the unproductive expenditure for this purpose. By utilizing its resource properly, determining the cost of services by own, expending more for research and innovation and exercising more autonomy may lead Nepal Post to financially sound situation. Nepal Post needs to increase revenue by expanding the existing business services, creating new business services.

## HUMAN RESOURCE

Nepal Postal Services 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. In 2008; 9952 permanent staffs and 10,777 part time workers have been working in Nepal Postal Services. The total number of employee is 20,729, and among them 10% are female and 90% are male.

**Table No – 15**  
**Personnel engaged within the organization:**  
**The following table presents designation and office-wise break down**  
**of permanent staff strength of Nepal Post in 2008.**

S. N.	Offices	GTD 1st Class	GTD 2nd Class	GTD 3rd Class	NGTD 1st Class	NGTD 2nd Class	NGTD 3rd Class	Typist	Driver	Post Man	Mail Runner	Peon	Total
1	Postal Services Department	1	3	14	24	12	-	5	2	0	0	10	71
2	General Post Office	1	3	10	39	141	-	3	6	120	34	33	390
3	Central Office (4)	-	3	8	14	9	-	3	1	0	0	19	57
4	Regional directorate (5)	-	5	16	39	33	41	9	5	56	262	19	485
5	'A' Class DPO (4)	-	4	4	16	16	32	4	3	56	123	8	250
6	'B' Class DPO (6)	-	-	6	24	24	48	6	2	80	193	12	395
7	'C' Class DPO (60)	-	-	60	158	202	291	60	1	396	3136	120	4,424
8	'A' Class APO(4)	-	-	4	4	5	8	-	-	37	0	4	62
9	'B' Class APO(17)	-	-	-	17	17	34	-	-	70	0	17	155
10	'C' Class APO(190)	-	-	-	-	326	326	-	-	889	0	116	1,657
11	'D' Class APO(616)	-	-	-	-	495	495	-	-	998	0	2	1,990
	<b>Total</b>	<b>2</b>	<b>18</b>	<b>122</b>	<b>335</b>	<b>1,277</b>	<b>1,278</b>	<b>90</b>	<b>20</b>	<b>2702</b>	<b>3748</b>	<b>360</b>	<b>9,952</b>

**Table No.-16**

**Current status of position fulfillment and vacancies**

(Without Extra Departmental employee)

<b>S N</b>	<b>Designation</b>	<b>Number of Post</b>	<b>Fulfill Post</b>	<b>Vacant Post</b>	<b>Remarks</b>
1	Joint Secretary(Gazetted 1 <sup>st</sup> class )	2	2	x	
2	Under Secretary Gazetted 2 <sup>nd</sup> Class	18	11	7	
3	Section Officer Gazetted 3 <sup>rd</sup> Class	117	55	62	
4	Account Officer Gazetted 3 <sup>rd</sup> class	3	3	x	
5	Art Officer Gazetted 3 <sup>rd</sup> class	2	1	1	
6	Adm. Non Gazetted 1 <sup>st</sup> class	306	175	131	
7	Computer Operator Non Gazetted 1 <sup>st</sup> class	5	5	x	
8	Supervisor Non Gazetted 1 <sup>st</sup> class	1	1	x	
9	Accountant Non Gazetted 1 <sup>st</sup> class	23	9	14	
10	Typist	62	57	5	
11	Adm. Non Gazetted 2 <sup>nd</sup> class	1,575	1,205	370	
12	Asst. Accountant Non Gazetted 2 <sup>nd</sup> class	74	53	21	
13	Senior Technician Non Gazetted 2 <sup>nd</sup> class	4	4	x	
14	Adm. Non Gazetted 3 <sup>rd</sup> class	902	257	645	
15	Driver (class less)	20	9	11	
16	Halkara( class less)	2,702	2,423	279	
17	Hulaki (class less)	3,748	2,748	1,000	
18	Peon (class less)	360	323	37	
	<b>Total</b>	<b>9,952</b>	<b>7,341</b>	<b>2,611</b>	

**Total Number of Employee**

**Gazetted Level**

1<sup>st</sup> Class – 2

2<sup>nd</sup> Class – 1

3<sup>rd</sup> Class – 122

**Non-Gazetted Level**

1<sup>st</sup> Class – 335

2<sup>nd</sup> Class – 1651

3<sup>rd</sup> Class – 904

**Non-Graded Level**

(Typist, Postman, Runner,

Peon & Driver) – 6920

Regular Employees

– 9,952

Extra-Department Post Offices Employees

– 10,777

Male employee

– 90%

Female employee

– 10%

## TRAINING

### Domestic Training

Different types of training courses were conducted by the Postal Training Center for 213 Postal employees in 2008 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.- 17**  
**Domestic training program conducted in 2008**

SN	Name of training	Participants level	Duration	Number of Program	Number of Participants
1.	Commercial Service Training	Non Gazetted 2 <sup>nd</sup> class	30 working days	2	39
2.	Office Management & Postal Services Training	Non Gazetted 2 <sup>nd</sup> class	30 working days	1	21
3.	Quality Improvement of EMS Service (Job related employees)	Different level	3 working days	1	26
4.	Money Order and Postal Saving Bank operating training	Different level	6 working days	1	20
5.	Counter and public relation training	Different level		1	24
6.	Postman motivating mobile training	Classless (Postman)	5 working days	3	70
7.	Counter Automation	Different level	6 working days	1	13
8.	Publication of magazine "The Post"	-	-	3	-
	Total	-	-	13	213

**Table No. - 18**

**International Meetings Seminars, Workshops and Training Courses  
Attended by officers of Nepal Postal Services in 2008**

S.No	Name, Designation	Program	Duration	Venue
1.	Lok Prasad Acharya (Director General)	24 <sup>th</sup> UPU Congress	23-27 July, 2008	Geneva, Switzerland
2.	Divakar Devkota (Director)	1. APPU Executive Council Meeting 2. 24 <sup>th</sup> UPU Congress	9-13 June, 2008  23 July-12 Aug, 2008	Hanoi, Vietnam  Geneva Switzerland
3.	Khemraj Koirala Director,	International Executive Development Program	18-29 Feb, 2008	Ghaziabad India
4.	Gobinda Panthi Chief Instructor Postal Training Center, Kathmandu	UPU Terminal Dues World Round Table	21-22 Jan, 2008	Borne, Switzerland
5.	Achyut Prasad Poudel Senior Postal Officer GPO Kathmandu	Workshop on Customs	22-25 Sept, 2008	Bangkok Thailand
6.	Keshab Prasad Dhakal Chief Account Officer PSD Kathmandu	Postal Financial Services Course (Remittance)	13-24 Oct, 2008	Bangkok Thailand
7.	Prem Sing Kunwar Section Officer Regional postal Directorate, Dipayal, Doti	Financial Accounting, Costing and rate Living	25 Feb-15 Mar, 2008	Pakistan
8.	Keshab Prasad Ghimire Section Officer PSD Kathmandu.	APU Executive Council Meeting	9-13 June , 2008	Hanoi Vietnam
9.	Chiranjibi Timsina Section Officer, GPO Kathmandu	International Technology (ITC)	21 Apr -16 May, 2008	Bangkok Thailand
10.	Dhana Bahadur K C , Section Officer, District Post Office, Dang	International Mail Accounting Course (IMA) course.	28 Jan-15 Feb, 2008	Bangkok Thailand.
11.	Gitanjali K C Section Officer, Central Stamp Stores, Kathmandu	Advance Business Management Course (ADM)	20 Oct -7 Nov, 2008	Bangkok Thailand
12.	Basanta Kumar Kanouzia Section Officer,	International Postal Service (IPS)	1 <sup>st</sup> - 26 Sept, 2008	Bangkok Thailand
13.	Kamala Giri (Bharati) Section Officer, GPO Kathmandu	Postal Relation Selling and the Agency Service Course	17 Nov -4 Dec, 2008	Bangkok Thailand

## **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 becoming member.

Nepal Post has been receiving technical assistance from UPU and APPU in the form of consultancy mission, trainings and equipments. Nepal Post 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 is phased out after its successful implementation.

Nepal Post entered into agreement with Western Union Money Transfer Company in 6<sup>th</sup> June 2007 for providing payment of money transferred through the Western Union Money Transfer.

### **International Meetings attended**

#### **APPU EC**

Nepal attended the Executive Council Meeting of Asia Pacific Postal Union in Hanoi, Vietnam. The delegation to the meeting was headed by Mr Divakar Devkota, Acting Director General of Postal Services Department of Nepal. Mr. Keshav Prasad Ghimire, Section Officer of the International Relations and Mail Section of the Department was the member of delegation to the same meeting.

#### **UPU Congress**

Similarly, delegation of Nepal headed by Mr. Yubaraj Pandey, Secretary at the Ministry of Information and Communications, Mr. Lok Prasad Acharya, Director General and Mr. Divakar Devkota, Director, International Relations and Mail of the Postal Services Department, Mr. Bharatraj Paudyal, Minister at the Permanent Mission of Nepal to the United Nations in Geneva attended the 24<sup>th</sup> UPU Congress in Geneva, Switzerland in 2008 as member of delegation.

## **WORLD POST DAY**

Nepal Post celebrated World Post Day on 9<sup>th</sup> October 2008 by organizing national level Letter writing Competition and various other activities. Prizes were distributed to the winners of this event at different post offices.

On the Occasion, Minister of Information and Communications, Director General of Postal Service Department and Director General of the Universal Postal Union delivered message. The messages of the Minister and the Director General of UPU were carried by the radio and television and the print media on 9<sup>th</sup> October 2008.

## **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. The assistance has been instrumental for the development of human resources and improvement of the quality of the Nepal Postal Services.

Nepal received fellowship for training courses under the UPU Technical Assistance Programme, and from the Asia-Pacific Postal Union in 2008. The details of the fellowships available are provided in the list under the table: 19, 20 and 20 A , above.

## **E-POST**

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

- Dhankuta District Post Office
- Kavre District Post Office
- Mid-western Region Postal Directorate

This service is introduced in 2007 with the financial assistance of 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 all countries including. During the years 2008, a total number of 267 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

### **Issue of postage stamp**

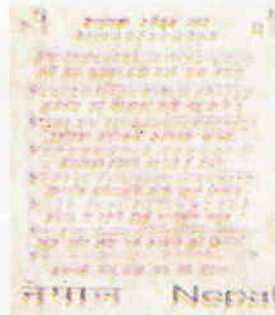
In the year 2008, Postal Services Department brought out different commemorative and regular postage stamps in single and series.

The following table presents the details of the postage stamps.

POSTAGE STAMPS ISSUED IN 2008



नेपाल नेपाल



Visit Nepal Series  
नेपाल  
नेपाल  
नेपाल  
नेपाल



04695

नेपाल



नेपाल

नेपाल

Bio-Diversity Series

नेपाल

Bio-Diversity Series

## AGENCY FUNCTION

### Tele-communication Services

Postal Services Department has been providing Tele-communication service as an agency function since 1994/95. PCO, STD, ISD and Fax Services are available at major post offices and Area Post Offices in urban and rural areas in 2008.

## MISCELLANEOUS

### Registered Newspapers and Periodicals

Nepal Post provides mailing facilities to the publishers of newspapers and periodicals who 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 mode of transport to carry mail in 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 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 – 19**

**Distances covered by vehicle and foot runners:**

Year	Number of Mail Routes	One-way Length of Mail Routes in Km.
2008	910	20,496

### Post Office Buildings

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

### Services on Electronic Diversity Visa Programme (EDVP)

From the year 2003, Nepal Post started providing E-Post Service to its customers for applying to the USA Diversity Visa Program through Internet. The service is available at Kathmandu GPO, Dharan, Sunsary, Parsa and Birgunj DPO. Customers have appreciated this service because it is provided at an affordable service charge. Nepal post continued this service also in 2008.

**EMS** EXPRESS MAIL SERVICE



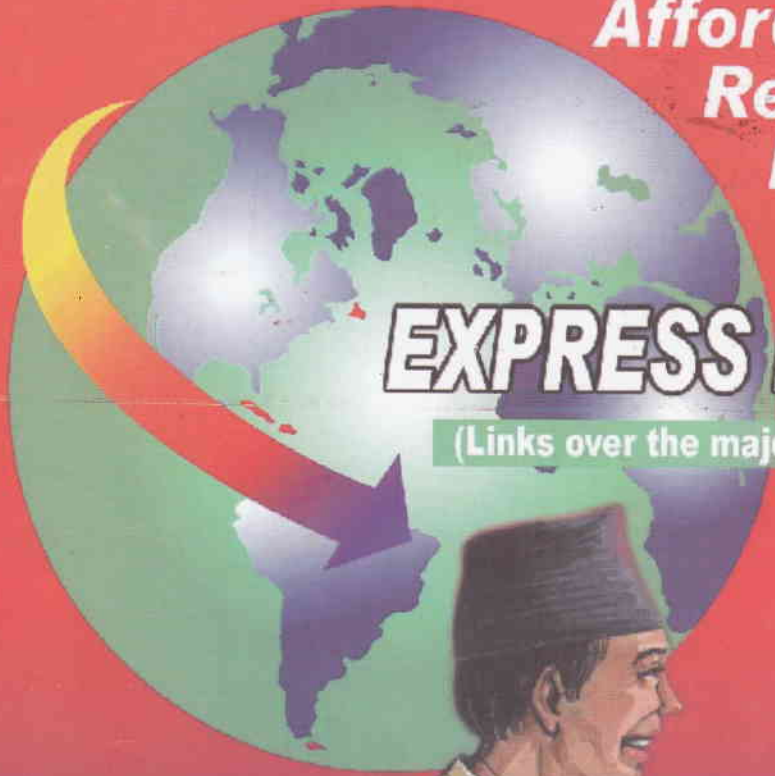
*"The Pleasure of receiving EMS Parcel."*

# Nepal Post has been offering:

**Affordable  
Reliable  
Faster  
Guaranteed**

## **EXPRESS MAIL SERVICE**

(Links over the major destinations of the world)



**THE WORLDWIDE POSTAL COURIER NETWORK**



**अन्तर्राष्ट्रिय द्रुत डाँक सेवा**

*For details, please contact:*

Express Mail Service, General Post Office, Sundhara, Kathmandu, Nepal

Tel: 258393, 228218, Fax: 225145, email: [ems@gpo.wiink.com.np](mailto:ems@gpo.wiink.com.np)