



Mr. TSETEN GELTSEN : CHIEF EXECUTIVE OFFICER

BHUTAN POSTAL CORPORATION LIMITED

The country's only postal operator takes immense pride in Royal Government of Bhutan hosting the Sixteenth SAARC Summit and the manner in which it was being hosted coinciding with its Silver Jubilee occasion. Bhutan Post is grateful to the Royal Government of Bhutan for providing an opportunity to participate in an event of regional significance. It is my submission that we executed the assigned tasks to the best of our abilities.

The beginning of postal service in Bhutan dates back to 1962 with the opening up of the first post office in Phuentsholing on 10th October 1962. Two other post offices were also opened in the same year in Paro and Thimphu. This was during the era while Bhutan was opening its door to the outside world with the implementation of first five-year plan. Since then the postal sector functioned as the Department of Post and Telegraph under the then Ministry of Communications. During the period, basic postal services were introduced across the country in support of development activities breaking the barriers to basic communication facilities.

Bhutan became a member of the Universal Postal Union (UPU), the body of the United Nations concerned with postal affairs, in 1969. Although Bhutan had already established mail exchange with a few other countries, it was the first time that its presence was felt at an international postal gathering. In 1983 Bhutan also became a member of the Asian Pacific Postal Union (APPU).

In October 1996, the erstwhile Department of Post and Telegraph was converted to Bhutan Postal Corporation Limited that functioned purely as a commercial entity. This was done under the premise to allow the postal sector greater autonomy and flexibility in the competitive international postal sector development. However, it is still a fully owned corporation of the Royal Government of Bhutan that is mandated with Universal Service Obligation (USO) in providing basic letter post services both within and outside country at affordable prices.



The beginning of postal service in Bhutan dates back to 1962 with the opening up of the first post office in Phuentsholing on 10th October 1962. Two other post offices were also opened in the same year in Paro and Thimphu.

Bhutan Post today operates within a network of 43 Post Offices and 33 Community Mail Offices with 241 employees. The Head Office of the corporation is in Thimphu and a Board of Directors governs the corporation with its Chairman appointed by the government from the Ministry of Information & Communication. The members of the Board comprise representatives of various government agencies and private sector.

THE VISION

To deliver high quality services that will enhance the well being of the Bhutanese people, thereby making Gross National Happiness a reality.

THE MISSION

- Always be there for our customers- “Customer first” is our commitment.
- Provide affordable & quality services through the network of post offices.
- Venture in to enterprises that will enhance the sustainability of the corporation.
- Ensure the universal reach of all devices provided by Bhutan Post.

SERVICES

1. LETTER POST

Letter Post includes ordinary letter mails and registered mails. The letter mails and registered mails are subject to a weight limit of 2000gms.

DELIVERY METHODS

- Mail Vans: For conveyance of mails between different offices and for delivery within the same locality.
- Local Urgent Mail (LUM): This delivery service caters to different government offices, NGOs and private organizations for pickup and delivery of mails twice a day. Offices could exchange correspondences and mails twice a day and mails from outside are also being door-delivered through this service.
- Mail Buses: Buses are deployed between certain locations for the conveyance of mails within the country and extends to neighbouring Indian state of Kolkata.
- Postal Runners: The people living in the places divided by the rugged terrain is being connected to other places by these postal runners.

2. CARGO AND TRANSPORTATION SERVICE

Bhutan Post operates Passenger transport service between Phuentsholing and Kolkata and vice-versa. It also provides cargo and consignment service for imports from Kolkata. Also, Bhutan Post operates daily bus service between Thimphu and Phuentsholing engaged solely to convey mails. However, the remaining space is used to carry passengers. Cargo and logistics service is another area of its activities within and outside the country. With business partnership with Gati Cargo Management we provide clearing and forwarding of your shipment and export and import shipments within country and outside .

3. COURIER SERVICES:

Express Mail Service

It is a high quality express mail service that is being provided nationally as well as

internationally to suit the needs of customers seeking speed, reliability and safety. It has the limitation of weight up to 20kg for every international EMS item and up to 30kg for every domestic EMS item.

Parcel Post

Parcel post is one more convenient solution to your delivery needs – by providing express, ordinary and registered parcel post. The service is available in all post offices and we are linked with 216 international postal operators worldwide.

FedEx

Bhutan Post in partnership with Federal Express provides FedEx International priority to send document, parcel and package around the world with free packing, free home delivery, free pick-up and fast and effective custom clearances.

4. FINANCIAL SERVICES

Financial Services are provided both domestically and internationally. The domestic services include Fax Money Order and Ordinary Money Order. Fax Money Order is paid to the payee instantly on the remittance of the money order. However, Ordinary Money Orders takes time for delivery depending on the distance between the point of remittance and delivery.

The service is available in all post offices and we are linked with 216 international postal operators worldwide.

Foreign and Express Money Orders are provided only with India and Western Union Money Transfer is another instant means of transferring money worldwide.

5. STRATEGIC ALLIANCES

Bhutan Post has strategic alliances with the following Indian companies and functions in the following respect:

- Alliance with GATI Corporation Ltd., for the shipment and delivery of cargo consignments both documents and non-documents including shipping heavy equipment like machineries and furniture, throughout India and worldwide.
- Alliance with Post Overnite Courier (POC) and Desk to Desk Courier Service (DTDC) since 1998 for the carriage of documents and consignments throughout India.

6. ELECTRONIC SERVICES

Bhutan Post provides electronic services to help transcend physical or geographical barrier to its services.

- Fax Mail and E-post

7. RETAILING BUSINESS

In alliance with government and private organizations, the following products and services are available at post offices :

- Postcards
- Lottery
- Recharge vouchers
- Newspapers
- Pension Payments
- Newspapers distribution

Post Code : Bhutan Post launched Post Code on 21st February 2010 to commemorate 30th Birth Anniveray of His Majesty the Fifth Druk Gyalpo.

Post code is the code of digit added to postal address to facilitate delivery. Every country has its own coding system and in some countries it is referred to as zip code. ■

**FOR MORE INFORMATION,
PLEASE VISIT**

www.bhutanpost.com.bt
call: +975-2-334444/
322296(2014/2025)
e-mail: customercare@bhutanpost.com.bt

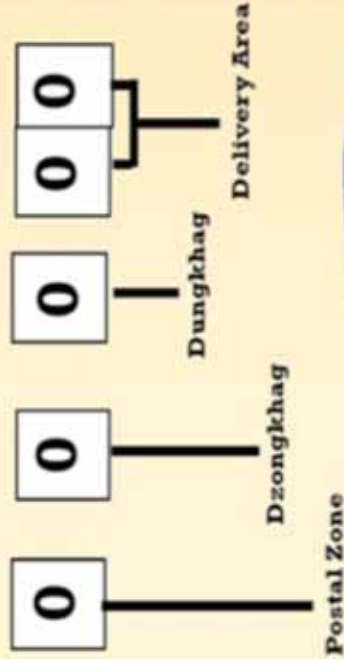
Bhutan Post remains committed to fulfilling its Vision, Mission and Objectives thereby enhancing the well-being of the Bhutanese people in whatever ways possible.

Tashi Delek.

STRUCTURE OF THE NEW POSTCODE

The new postcode for Bhutan is five-digit numeric code as follows:

- The first digit indicates the Region
- The second digit indicates the Dzongkhag
- The third digit indicates the Dungkhag
- The last digit indicates the GPO, PO and CMOs (delivery area).



REGION-WISE POST CODE

REGION	CODE
Western Region	1
Southern Region	2
Central Region	3
Eastern Region	4

DETAIL POSTCODE LIST REGION - WISE

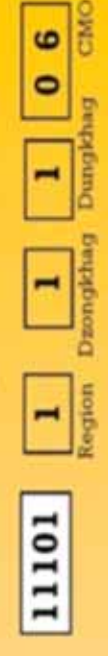
WESTERN REGION(CODE-1)			
DZONGKHAG&CODE	DZONGKHAG&CODE	NM&OF GPO/OMs	GPO/OM CODE
THIMPHU(1)	0	Thimphu GPO	01
	0	Tashicholing PO	02
	0	Changji PO	03
	0	Nasidagchu PO	04
	0	Thimphu CMO	05
	0	Ligshi CMO	06
PARO(2)	0	Paro PO	01
	0	Bashe CMO	02
	0	Dawa CMO	03
PUNAKHA(3)	0	Punakha PO	01
	0	Wangdue PO	01
	0	Sipu CMO	02
	0	Nitong CMO	03
WANGDUE PHODANG(4)	0	Phodang CMO	04
	0	Hu PO	01
	0	Santoyha CMO	02
	0	Gasa PO	01

INTREPRETING POSTCODES

1. Postcode for Thimphu GPO



2. Postcode for Lighzhi CMO



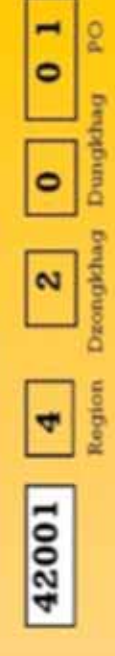
3. Postcode for Phuentsholing GPO



4. Postcode for Gelephu PO



5. Postcode for Trashigang PO



NOTE:
 GPO : General Post Office
 PO : Post Office
 CMO : Community Mail Office



**Available at your post office:
Mobile Recharges,
International and
Domestic Air Tickets,
Indian Railways Tickets,
Bus Tickets...**



Now get a lot more services out of your post office!

Bhutan Post now provides services like International and Domestic Air tickets, Indian railways tickets, Bus tickets, Hotel bookings, Mobile recharges and Tour Packages.

For more information, please contact the ticketing counter at the post office.

*Services are currently available in Thimphu and Phuentsholing.

Technology Partner

Hermes
LOGISTICS

Bhutan
POST

For more information please contact:-

Customer Care:- +975-2-334444, 322281(2029) Fax:- No +975-2-323108



འབྲུག་འགྲེམ་རང་སྐྱོང་ཚད་ལྡན་ལས་འཛོལ།

BHUTAN POSTAL CORPORATION LIMITED

Your Favourably Service Provider



EMS is a fast and most reliable service that gives complete solution for delivery of shipment and documents within contry and worldwide with guaranteed on-time delivery.Log onto our website or



FedEx:Send or receive your shipment worldwide with free packing,home delivery,free pick-up.Log onto WWW.fedex.com enter tracking number and get real time tracking information.Contact us at 22296/325969



City Bus service is Eco-friendly, cost effective and convenient transportation service covering Thimphu and Phuentsholing towns with provision to expand in other towns. Contact us at 325734



Western Union: you can receive your money from worldwide and send money to India within 15 minutes. Contact 322296/325969



For reliable Passenger bus service between Phunetsholing &Thimphu daily and between Phuentsholing to Kolkatta 3 times a week. Contact (05)253350(P/ling)/(02)325969(Thimphu GPO)

Personalized Stamp- Turn your photo into stamps



Local Urgent Mail(LUM): A local Postal courier service that provide delivery and collection of urgent doucments and shipments within 2-3 hours in Thimphu city.Contact 325969/22296



Bhutan Postal Corpoation Ltd.
Thimphu GPO Buliding,Chang Lam
Thimphu 11001
Bhutan

For more information,please vist:
www.bhutanpost.com.bt
Call +975-2-334444/322296(2014/2025)
e-mail:customercare@bhutanpost.com.bt