



**DIRECTORATE GENERAL PAKISTAN POST, ISLAMABAD**

**Tender Document**

**For**

**PROCUREMENT OF SERVICES OF AIRLINES/TRANSPORT PARTNERS/  
FREIGHT FORWARDERS/CONSOLIDATORS  
FOR TRANSPORTATION OF AIRMAIL OF PAKISTAN POST FOR  
WORLD-WIDE DESTINATIONS AND  
FOR DOMESTIC SECTORS WITHIN PAKISTAN**

Send your bids latest by 16<sup>th</sup> May 2022 at 1030 to;

**Director (International Postal Services),**

Directorate General Pakistan Post,

Sector G-8/4, Islamabad-44080-Pakistan.

Tel. +92 51 9260103

Fax. +92 51 9260257



**Government of Pakistan  
Ministry of Communications  
Directorate General Pakistan Post**

## **INVITATION FOR BIDS**

Pakistan Post invites sealed Bids from Airlines and well-established & reputed Transport Partners/Freight Forwarders/Consolidators for transportation of Airmail of Pakistan Post for world-wide destinations and for domestic sectors within Pakistan for a period of 01-year w.e.f. July 1<sup>st</sup> 2022 to June 30<sup>th</sup> 2023.

2. Sealed Bids should reach the undersigned till **16-05-2022 upto 1030 hours**. As per Rule 36 (b) of PPRA Rules 2004, Technical Bids will be opened on the **same day at 1100 hours** and Financial Bids of technically qualified bidders shall be opened on a date within the bid validity period in the presence of bidders or their authorized representatives. Bids received after due date and time will not be entertained. **Technical proposals are not required from Airlines. They can submit a single envelope containing financial proposal only.**
3. Bidding document containing detailed terms & conditions can be obtained from Quality-of-Service Branch Room No.14 Directorate General Pakistan Post G-8/4, Islamabad during office hours **(10 am to 4 pm)** before closing date.
4. Financial Bids of Transport Partners/Freight Forwarders/Consolidators must be accompanied with a Bank Draft/Pay Order of PKR.100,000/- as an earnest money (Refundable) in favor of Director General, Pakistan Post, Islamabad otherwise the bids will not be accepted. **However, earnest money is not required from the Airlines.**
5. This advertisement is also available on Pakistan Post and PPRA websites at [www.pakpost.gov.pk](http://www.pakpost.gov.pk) and [www.ppra.org.pk](http://www.ppra.org.pk)
6. Pakistan Post reserves the right to accept or reject any or all bids in accordance with PPRA Rules-2004.

**Farhan Ali Mirza**

Director (International Postal Services)  
Directorate General, Pakistan Post, G-8/4, Islamabad,  
Ph. 051-9260103

## **TERMS OF REFERENCE FOR AIR CONVEYANCE OF INTERNATIONAL MAIL**

1. Sealed tenders are invited in the form of Technical and Financial proposals on single stage-two envelopes procedure basis from Airlines and well-established and reputed Transport Partners/Freight Forwarders/Consolidators for transportation of Airmail of Pakistan Post for world-wide destinations (Annexure-A). **Technical proposals are not required from Airlines. They can submit a single envelope containing financial proposal only.**
2. **Mandatory requirements attached to this bidding document are only for Transport Partners/Freight Forwarders/Consolidators and not for Airlines.**
3. Evaluation of bids of Airlines and Transport Partners/Freight Forwarders/ Consolidators will be made separately.
4. The Airlines/Transport Partners/Freight Forwarders/Consolidators should have the following valid documents: -
  - a. NTN Registration Certificate
  - b. Sales Tax Registration Certificate
5. The bidder should have arrangement to receive Postal Mail from these cities:
  - a. Islamabad
  - b. Karachi
  - c. Lahore
  - d. Sialkot
6. The bidder should have the following capabilities:
  - a. ISO certification.
  - b. Registration with relevant Chamber/Association/Organization.
  - c. Audit reports of last 5 years.
  - d. Work Experience during Last 5 Years (Proof must be provided).
  - e. Should have annual turnover of Rs. 200 million or more.
7. **One Envelop should contain technical proposal only and should be clearly marked "Technical Proposal" which will be required only from Transport Partners/Freight Forwarders/Consolidators.**
8. An earnest money of Rs. 100,000/- (One hundred thousand only) in the form of Bank Draft/Postal Draft/Pay Order in favor of the Director General, Pakistan Post Office, Islamabad must accompany the Technical Proposal by the Transport Partners, otherwise it will not be considered. The earnest money draft/Pay Order will be refunded to unsuccessful bidders. **However, earnest money is not required from the Airlines.**
- 8B. Technical and Financial bids of the transport partners may contain the following information:
  - a. Technical bids may contain the information i.e., company profile, IATA/FIATA membership, Air routes, airline alliance, offices in Pakistan, company/ GSA.
  - b. Financial Bid categorically showing the rates of mail i.e., for LC/AO, CP, EMS, SAL, and for Empty bags and discount offered on each category on UPU rates.
  - c. Technical bids meeting all criteria available in this document will be accepted and financial bids will be opened in the presence of available bidders.

- d. On the basis of discount offered on the UPU basic air conveyance rate, such bidder will get priority for business.
9. Bids will be processed and evaluated in accordance with Public Procurement Rules, 2004 as well as terms and conditions contained in the tender document/ evaluation criteria.
10. The Transport Partners/Freight Forwarders/Consolidators should submit an affidavit stating that their company has not been black-listed/debarred by any Government/ Semi Government/ Autonomous body and no legal action is under way against their company. All the companies black-listed/debarred by any Government/ Semi Government/Autonomous body shall not be entertained.
11. Pakistan Post being the tendering authority can cancel the tender any time without intimating the reason thereof which shall not be challengeable in any Court of Law.
12. The competent authority reserves the right to accept or reject one or all the proposals in line with the PPRA Rules 2004.
13. The bidder shall quote %-age of discount on UPU Basic Air Conveyance Rate with a list of destinations/sectors where it operates.
14. The basic air conveyance rate fixed for airlines by the Universal Postal Union in consultation with IATA for the calendar year 2022 is (0.486 SDRs per Kg per thousand kilometers) and for the calendar year 2023 is (\_\_\_ SDRs per Kg per thousand kilometers).
15. The bidder is required to quote separate rate to return Pakistan Post empty mail bags. Usually, UPU fixes it for airlines @ 30% of basic air conveyance rate.
16. The payment to the transport partner shall be subject to taxes to be deducted at source, if the Tax Exemption Certificate is not provided in advance.
17. The payment will be made in PKR. The value of SDR will be taken as on the first of the month during which service will be provided and the exchange rate of SDR will be taken from IMF website.
- 18. The bidder is required to enlist the destinations for which they are ready to provide service.**
19. The bidder is required to mention the No. of days to be taken from acceptance of mail from Pakistan Post to its hand-over to destination Postal Administration. The time taken by ground handling agents at the destination is to be included in that.
20. The mail may be conveyed through regular passenger's flights/scheduled air freighters.
- 21. The bidder should have a computerized Trace & Track system compatible with Pakistan Post IPS Server and provide transmission details of every mail up to destination by exchanging CARDIT/RESDIT messages.**
- 22. All OEs of Pakistan Post are using IPS for processing of Mail. IPS (International Postal System) is the system of exchange of messages in a specified format with airlines to update the status of mail. The bidder should comply with this system or provide its own interface for updating the status of movement of mail.**
23. The bidder will provide the following information with the tender.

- e. Frequency of dispatches for each destination from Karachi, Lahore, Sialkot and Islamabad in a week.
  - f. Accept the liability for End-to-End disposal of mail originating from the above airports.
  - g. Ground handling facilities i.e., time required for uplifting of mail.
24. **The bidders are required to give end to end disposal of Pakistan post mail assigned to them. They are required to provide receipt of handing over (On demand) to postal administration of destination.**
25. The accounts for the carriage of mail presented directly by the Airlines/Transport Partner will be cleared by the PPOD within 90 days of the receipt of claim in case the accounts are correct.
26. The successful bidder shall not sublet, transfer or assign the contract to another party. However, the partner may utilize its existing arrangements or make new arrangements with any party for carrying mail world-wide. In the event of sub-contracting or contravening the conditions, Pakistan Post shall be entitled to place the contracts elsewhere on the Contractor' s account and at his/her risk and the Contractor shall be liable for any loss or damage which the Pakistan Post may sustain in consequence or arising due to such award of the contract.
27. In cases of operational/unforeseen delay due to justified reasons, the airlines/transport partners will inform Pakistan Post immediately to update its customers.
28. **The earnest money of successful Transport Partners submitted at the time of bid will be converted into security deposit/performance guarantee and deposited in a Saving bank account and pledged in the name of D.G. Pakistan Post.**
29. Pakistan Post will decide the sectors on which the services of a particular airlines /transport partners are to be utilized for transportation of mail on the basis of choice keeping in view the quality of service/rates offered.
30. **Penalty & Compensation:**
- i. The airlines /transport partners shall be responsible and liable for any loss or damage to p.o. mail or its contents and late transportation/handing over at the destination, if such loss or damage or delay occurs whilst the mail was in its custody. In the event of such loss or damage or delay, it shall be liable to pay to the PPOD.
  - ii. In the event of failure to transport Post Office mail in time (as per given time), PPOD may terminate the contract and assign to the next lowest bidder besides imposing penalty of upto 100 SDR in each case and will be adjusted from the bills of the airlines /transport partners.
  - iii. In the event of loss of mail or damage to the mail or late transportation/hand over, the airlines /transport partners will have to pay compensation as per compensation rates given below:
    - The current maximum amount of compensation payable for international mail is for every:  
Registered Letter @ 30 SDR;  
Registered M. Bag @ 150 SDR;  
Insured article as per insured value declared (Value in SDR) not exceeding Rs. 50,000/-

Insured parcel as per insured value declared (value in SDR) not exceeding Rs. 50,000/-  
Ordinary registered parcels combining the rate of 40 SDR per parcel + 4.50 SDR per KG;  
Express Mail Service (EMS); Documents: 30 SDR, Merchandize: 130 SDR  
Fee and value of the claim, not exceeding Rs. 50,000/-.

- Cost of damage will be equal to the proportionate value of the article to the proportionate damage occurred to the value of article as stated above. The extent of damage will be determined as per claim of customer.

### **31. ACCEPTANCE OF LIABILITY**

- i. The current maximum liability as stated above does not include the cases where compensation is ordered by the Court of Law or Wafaqi Mohtasib (OMBUDSMAN). The liability of the airlines /transport partners in such cases shall be equal to the amount of compensation ordered for payment by the Court of Law or the Wafaqi Mohtasib (OMBUDSMAN) as the case may be.
- ii. In cases, where the compensation has been awarded by the Court of Law or the Wafaqi Mohtasib (OMBUDSMAN), the amount of compensation shall be accepted by the airlines /transport partners on the production of the orders of the Court or Wafaqi Mohtasib (OMBUDSMAN), as the case may be.
- iii. The PPOD shall refer the claim for the lost/damage/delayed transportation of dispatches in the custody of the airlines /transport partners immediately but not later than 30 (thirty) days of the date of occurrence.
- iv. The airlines /transport partners shall settle such claims within 30 (sixty) days of receipt of the claims.
- v. In the event of failure to settle the claim as stated above, the PPOD shall deduct the amount of such claims from the billing invoices of the airlines/ transport partners.

### **32. Term of Agreement**

- i. Selected airlines /transport partners will execute an agreement with Pakistan Post initially for a period of 01 (one) Year (01-07-2022 to 30-06-2023) from the date of commencement. The term of the agreement can be extended through addendum on annual basis if both parties agree to it.
- ii. Extension Criteria would be the performance of the airlines /transport partners, meeting Quality of service Standards and after-sale service i.e., complaint handling. Performance history of airlines /transport partners would also be considered in this regard.
33. Pakistan Post will hand over mail bags to the Transport Partner with CN 38 form after getting consignments customs cleared duly capturing ITMATT and PREDES under the provisions of EAD. If Transport Partner wishes to prepare their own documentation for transportation, they can do with their own system.
34. The Transport Partner will hand over mail with documents to the Destination Postal Operator without getting it custom cleared.
35. Mail will be handed over for a specific office having a unique Six Character I.D. (example; Islamabad International Mail Office "PKISBA").

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**PAKISTAN POST-LIST OF AIRMAIL DESTINATIONS WORLD-WIDE**

Annexure-A

S.No.	Country of Destination:	Office of Exchange:	Weight Slabs		
			1-50 KG	50-100 KG	100-300 KG
1	AFGHANISTAN (AF)				
2	ALBANIA (AL)				
3	ALGERIA (DZ)				
4	ANGOLA (AO)				
5	ANTIGUA & BARBUDA (AG)				
6	ARGENTINA (AR)				
7	ARMENIA (AM)				
8	ARUBA (AW)				
9	AUSTRALIA (AU)				
10	AUSTRIA (AT)				
11	AZERBAIJAN (AZ)				
12	BAHAMAS (BS)				
13	BAHRAIN (BH)				
14	BANGLADESH (BD)				
15	BARBADOS (BB)				
16	BELARUS (BY)				
17	BELGIUM (BE)				
18	BELIZE (BZ)				
19	BENIN (BJ)				
20	BHUTAN (BT)				
21	BOLIVIA (BO)				
22	BOSNIA & HERZEGOVENIA (BA)				
23	BOSTAWANA (BW)				
24	BRAZIL (BR)				
25	BRUNEI DARUSSALAM (BN)				
26	BULGARIA (BG)				
27	BURKINA FASO (BF)				
28	BURUNDI (BI)				
29	CAMBODIA (KH)				
30	CAMEROON (CM)				
31	CANADA (CA)				
32	CAPE VERDE (CV)				
33	CENTRAL AFRICAN REP (CF)				
34	CHAD (TD)				
35	CHILE (CL)				
36	CHILE - EASTER ISLANDS (CL)				
37	CHINA (CN)				
38	CHINA - HONG KONG (HK)				
39	CHINA - MACAO (MO)				
40	COLOMBIA (CO)				
41	COMOROS (KM)				
42	CONGO (CG)				
43	COSTA RICA (CR)				
44	COTE D'IVOIRE (CI)				
45	CROTIA (HR)				
46	CUBA (CU)				

47	CURACAO (CW)				
48	CYPRUS (CY)				
49	CZECH (CZ)				
50	DEM. REP. OF KOREA (KP)				
51	DEM. REP. OF CONGO (CD)				
52	DENMARK (DK)				
53	DJIBOUTI (DJ)				
54	DOMINICA (DM)				
55	DOMINICAN REPUBLIC (DO)				
56	ECUADOR (EC)				
57	EGYPT (EG)				
58	EL SALVADOR (SV)				
59	EQUATORIAL GUINEA (GQ)				
60	ERITREA (ER)				
61	ESTONIA (EE)				
62	ETHIOPIA (ET)				
63	FIJI (FJ)				
64	FINLAND (FI)				
65	ALAND ISLANDS (AX)				
66	FRANCE (FR)				
67	FRENCH GUIANA (GF)				
68	FRENCH POLYNESIA (PF)				
69	GUADELOUPE (GP)				
70	MARTINIQUE (MQ)				
71	MAYOTTE (YT)				
72	NEW CALEDONIA (NC)				
73	REUNION (RE)				
74	SAINT PIERRE & MIQUELON (PM)				
75	WALLIS & FUTUNA (WF)				
76	GABON (GA)				
77	GAMBIA (GM)				
78	GEORGIA (GE)				
79	GERMANY (DE)				
80	GHANA (GH)				
81	GREAT BRITAIN (GB)				
82	ANGUILLA (AL)				
83	ASCENSION (SH)				
84	BERMUDA (BM)				
85	CAYMAN ISLANDS (KY)				
86	FALKLAND ISLANDS (FK)				
87	GIBRALTAR (GI)				
88	MONTSERRAT (MS)				
89	PITCAIRN ISLANDS (PN)				
90	ST. HELENA (SH)				
91	TRISTAN DA CUHNA (TA)				
92	TURKS & CAICOS ISLANDS (TC)				
93	VIRGIN ISLANDS (VG)				
94	GREECE (GR)				
95	GRENADA (GD)				
96	GUATEMALA (GT)				
97	GUINEA (GN)				

98	GUINEA-BISSAU (GW)				
99	GUYANA (GY)				
100	HAITI (HT)				
101	HONDURAS (HN)				
102	HUNGARY (HU)				
103	ICELAND (IS)				
104	INDIA (IN)				
105	INDONESIA (ID)				
106	IRAN (IR)				
107	IRAQ (IQ)				
108	IRELAND (IE)				
109	ITALY (IT)				
110	JAMAICA (JM)				
111	JAPAN (JP)				
112	JORDAN (JO)				
113	KAZAKHSTAN (KZ)				
114	KENYA (KE)				
115	KIRIBATI (KI)				
116	KOREA (KR)				
117	KUWAIT (KW)				
118	KYRGYZSTAN (KG)				
119	LAO PEOPLE'S DEM. REP. (LA)				
120	LATVIA (LV)				
121	LEBANON (LB)				
122	LESOTHO (LS)				
123	LIBERIA (LR)				
124	LIBYAN JAMAHIRIYA (LY)				
125	LIECHTENSTEIN (LI)				
126	LITHUANIA (LT)				
127	LUXEMBOURG (LU)				
128	MADAGASCAR (MG)				
129	MALAWI (MW)				
130	MALAYSIA (MY)				
131	MALDIVES (MV)				
132	MALI (ML)				
133	MALTA (MT)				
134	MAURITANIA (MR)				
135	MAURITIUS (MU)				
136	MEXICO (MX)				
137	MOLDOVA (MD)				
138	MONACO				
139	MONGOLIA (MN)				
140	MONTENEGRO (ME)				
141	MOROCCO (MA)				
142	MOZAMBIQUE (MZ)				
143	MYANMAR (MM)				
144	NAMIBIA (NA)				
145	NAURU (NR)				
146	NEPAL (NP)				
147	NETHERLANDS (NL)				
148	BONAIRE, SABA & SINT AUSTATIUS				

149	NEWZEALAND (NZ)				
150	COOK ISLANDS (CK)				
151	NICARAGUA (NI)				
152	NIGER (NE)				
153	NIGERIA (NG)				
154	NORWAY (NO)				
155	OMAN (OM)				
156	PALESTINE (PS)				
157	PANAMA (PA)				
158	PAPUA NEW GUINEA (PG)				
159	PARAGUAY (PY)				
160	PERU (PE)				
161	PHILIPPINES (PH)				
162	POLAND (PL)				
163	PORTUGAL (PT)				
164	QATAR (QA)				
165	ROMANIA (RO)				
166	RUSSIAN FED. (RU)				
167	RWANDA (RW)				
168	SAINT CHRISTOPHER & NEVIS (KN)				
169	SAINT LUCIA (LC)				
170	SAINT VINCENT & GRENADINES (VC)				
171	SINT MAARTEN(SX)				
172	SAMOA (WS)				
173	SAO TOME & PRINCIPE (ST)				
174	SAUDI ARABIA (SA)				
175	SENEGAL (SN)				
176	SERBIA (RS)				
177	SEYCHELLES (SC)				
178	SIERRA LEONE (SL)				
179	SINGAPORE (SG)				
180	SLOVAKIA (SK)				
181	SLOVENIA (SI)				
182	SOLOMON ISLANDS (SB)				
183	SOMALIA (SO)				
184	SOUTH AFRICA (ZA)				
185	SOUTH SUDAN (SS)				
186	SPAIN (ES)				
187	SRI LANKA (LK)				
188	SUDAN (SD)				
189	SURINAME (SR)				
190	SWAZILAND (SZ)				
191	SWEDEN (SE)				
192	SWITZERLAND (CH)				
193	SYRIAN ARAB REP (SY)				
194	TAIWAN (TW)				
195	TAJIKISTAN (TJ)				
196	TANZANIA (TZ)				
197	THAILAND (TH)				
198	THE EX-YUGOSLAV REPUBLIC OF MACEDONIA (MK)				
199	TIMOR-LESTE (TL)				

200	TOGO (TG)				
201	TONGA (TO)				
202	TRINIDAD & TOBAGO (TT)				
203	TUNISIA (TN)				
204	TURKEY (TR)				
205	TURKMENISTAN (TM)				
206	TUVALU (TV)				
207	UGANDA (UG)				
208	UKRAINE (UA)				
209	UAE (AE)				
210	URUGUAY (UY)				
211	USA (US)				
212	UZBEKISTAN (UZ)				
213	VANUATU (VU)				
214	VATICAN (VA)				
215	VENEZUELA (VE)				
216	VIET NAM (VN)				
217	YEMEN (YE)				
218	ZAMBIA (ZM)				
219	ZIMBABWE (ZW)				

## MANDATORY REQUIREMENTS FOR TRANSPORT PARTNERS

S #	Preliminary Parameters	Yes	No	Page no.
1.	Company profile/expertise in the relevant field			
2.	Registration certificate with Income Tax/ General Sales Tax Department			
3.	Whether company/firm is active taxpayer? (Documentary evidence should be attached)			
4.	National Tax Number			
5.	Company registration with relevant authority			
6.	ISO Certification			
7.	IATA/FIATA Membership			
8.	Does the company has at least average annual turnover of Rs.200 million or more			
9.	An affidavit on Judicial Stamp Paper of Rs.20/- (Rupees Twenty Only) stating that bidding firm has not been black-listed by any Government/Semi Government/ Autonomous body and that no legal action is under way against the firm			
10.	Physical presence/offices in Pakistan (please provide complete contact detail)			
11.	Does the company has transport agreement/ arrangements with airlines (any detail)			
12.	Does the company has tracking portal (please provide web address)			
13.	Will company provide tracking to Pakistan Post by integrating their system with Pakistan post			
14.	Will company exchange RESDIT message in response to the PPOD's CARDIT message?			
15.	Is company ready to accept payment in PKR?			
16.	Will the partner accept liability in case of loss of postal items?			
17.	Does the company has capability to accept mail in major cities? Lahore, Islamabad, Karachi, Sialkot.			
18.	Have you enclosed demand draft/ pay order/ postal draft equal to Rs.100,000/- as earnest money?			
19.	Copy of CNIC of the director/partner/authorized person.			

Name of the Company/Firm

Signature

Date & Stamp

Phone # Mobile No

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Note: - Any single "No" against above mentioned items or any false statement will lead to rejection of a bid or tender.

## **TERMS OF REFERENCE FOR AIR CONVEYANCE OF DOMESTIC MAIL**

1. Pakistan Post intends to hire services of Airlines/Transport Partners/Freight Forwarders/Consolidators through an agreement which will enable Pakistan Post for air conveyance of P.O. mail.
2. The Bidder is required to provide its domestic network for the air conveyance of P.O. mail according to airmail schedule of Pakistan Post.
3. The Bidder shall advise Pakistan Post of its domestic schedule arrangement, as & when they are made or amended during the currency of a schedule. They shall supply the copies of their own schedules, both summer and winter seven days prior to their implementation to the Postal Authorities.
4. Pakistan Post shall have the discretion to use only those flights of the Airline/Transport Partner, which are suited to mail transmission. In the selection of these flights, the interest of the users/the Pakistan Post shall rank supreme, together with economy & speed.
5. Pakistan Post shall handover its closed airmail dispatches including Express Post Services at the designated Cargo Offices of the Airline/Transport Partner before flight take off in order to meet the security requirements. The Airline/Transport Partner is required to intimate the desired time.
6. The handing over /transfer of Air Mail dispatches between the postal & the Airline/Transport Partner's cargo staff will take place after proper documentation & checking of entries on Air Mail Way bill to be signed by both the parties. The liability of Airline/Transport Partner for the safe custody of mail & its transmission on designated flights shall commence immediately on the transfer of the mail dispatches & cease at the destinations after hand-over to the postal staff within two hours after the landing of the aircraft.
7. Both, before the acceptance of the dispatches & its subsequent handover, the representative of the Airline/Transport Partner will physically check the safe & sound condition of the mail bag & shall thereafter be responsible for any damage or loss to it during their custody or transmission by air. The physical checking of mails will also include verification of weight as recorded on the Airway Bills & labels as the case may be.
8. Airmail will be handed over to the Airline/Transport Partner with a security certification from Pakistan Post.
9. The Airline/Transport Partner shall uplift all mail bags correctly, presented for a flight, as per Schedule.
10. Any failure except, force majeure on the part of the Airline/Transport Partner to uplift the mail on designated flight shall be compensated to the extent of loss sustained by Pakistan Post.
11. Pakistan Post shall have the right to terminate the agreement in case the Airline/Transport Partner willfully and consistently fails thrice to uplift Air Mail dispatches for carriage on designated flights.
12. Any failure on the part of the Airline/Transport Partner to carry a mail dispatch on designated flight shall be notified to dispatching office of Pakistan Post within two hours of the departure of the flight.

13. Where mail is required to be transshipped between two or more flights of the Airline/Transport Partner and transshipment does not take place, the Airline/Transport Partner shall notify such failure within two hours of departure of the designated flight to the concerned postal staff.
14. The Airline/Transport Partner shall be responsible for the safe and secure storage of mail from the time of its handing over till its final delivery to Pakistan Post.
15. No charge will be levied on Pakistan post for storage of mail during transit and at destinations.
16. During the custody of the mail & its transfer to the aircraft or from the aircraft to postal staff, the Airline/Transport Partner shall ensure to protect the dispatches from inclement weather in general & from rain in particular.
17. The Airline/Transport Partner should have a computerized Trace & Track system compatible with Pakistan Post IPS/EMTTS System and provide transmission details of every mail up to destination.
18. Pakistan Post is using IPS for processing of international mail and EMTTS for domestic mail. The Airline/Transport Partner should comply with this system or provide its own interface for updating the status of movement of mail.
19. The Airline/Transport Partner shall be responsible and liable for any loss of or damage to mail or its contents and late transportation/handing over at the destination, if such loss or damage or delay occurs whilst the mail was in its custody. In the event of such loss or damage or delay, the Airline/Transport Partner shall be liable to pay to Pakistan Post such money as shall be equal to the amount which may have been awarded and paid by Pakistan Post to the sender or to the addressee of the lost, damaged and the items delivered with delay, in accordance with the provisions of the Post Office Act 1898 and prevailing Rules and Regulations of UPU.
20. The current maximum amount of compensation payable for mail items is as follows:

For every registered letter = Rs. 1000.00

For every parcel = Rs. 1000.00

For every UMS = Rs. 500.00 upto 2 Kg & *Rs.100.00 for every additional Kg upto 30 Kg*

For every Insured Article = Amount equal to the insured value of the article/per Article but not exceeding Rs.50, 000.

International parcels, letters and EMS as per UPU rates.

21. The current maximum liability as mentioned in 20 above does not include the cases where compensation has been ordered by a Court of Law or Wafaqi Mohtasib (OMBUDSMAN). The liability of the Air Carrier/Transport Partner in such cases shall be equal to the amount of compensation as ordered by the Court of Law or the Wafaqi Mohtasib (OMBUDSMAN), as the case may be.
22. In case, where the compensation has been ordered by a Court of Law or the Wafaqi Mohtasib (OMBUDSMAN), the amount of compensation shall be accepted by the Airline/Transport Partner on the production of the orders of the Court or Wafaqi Mohtasib (OMBUDSMAN), as the case may be.

23. Pakistan Post shall refer the claim for the lost / damage caused and delayed dispatches during custody of the Airline/Transport Partner, immediately but not later than 30 days of the date of occurrence.
24. Each claim raised by Pakistan Post shall be accompanied by the following documents: -
  - i. Copy of inventory report signed by the Airline and Pakistan Post representatives.
  - ii. Copy of short delivery report of Postal representative, containing detail of the lost bags, where applicable.
  - iii. Copy of Air Mail Way Bill.
  - iv. Detail of contents in case the mail bag was lost / damaged/delayed delivery.
  - v. Copy of Court's / OMBUDSMAN orders authorizing compensation to sender / addressee, as the case may be.
  - vi. Copy of letter authorizing compensation to sender/addressee by competent authority of Pakistan Post or Foreign Postal Services as the case may be.
25. The Airline/Transport Partner shall settle such claims within 30 days of receipt of the claims and the payment of such claim will be made through Cheque.
26. In the event of failure to settle the claim as per article 25 above, Pakistan Post shall deduct the amount of such claims from the billing invoices of the Airline/Transport Partner at source after giving notice of one month.
27. The Airline/Transport Partner may quote **SINGLE RATE PER KG** for different sectors (Annexure-A) for carriage of p.o. mail from the airport of origin to the airport of destination.
28. The Airline/Transport Partner having facility of provision of tracking of postal mail will be preferred.
29. The Airline/Transport Partner shall respond to Pakistan Post's enquiries about disposal of mail within 24 hours.
30. Accounts for the carriage of mail presented directly by the Airline/Transport Partner for payment will be due for payment within 90 days of receipt by Pakistan Post.
31. Payment of accounts will normally be made by Cheque in favor of the Airline/Transport Partner.
32. The agreement will be treated as confidential document by both the parties and no part of the agreement or whole of it shall be divulged to any third party without the prior written consent of the other party unless required by Court of Law, Federal Ombudsman or the Federal Government.
33. For effective and close liaison to ensure execution of different articles of the agreement, the two parties shall nominate their representatives at each station of mail exchange.
34. The Agreement shall enter into force on the date of signature and shall be deemed to have taken effect from 1st July 2022. It shall remain valid till 30th June 2023 and may be renewed, through mutual written consent of the Parties on such terms and conditions as may be agreed between the Parties. However, the rates as mentioned in Article 27 and amount of compensation as shown under article 20 may be amended as mutually agreed and as per prevailing UPU rules.

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**Pakistan Post- List of Domestic P.O. Mail Sectors**

<b>From</b>	<b>To</b>
Karachi	Islamabad
	Lahore
	Peshawar
	Quetta
	Multan
Lahore	Karachi
	Islamabad
	Quetta
Islamabad	Karachi
	Lahore
	Quetta
	Gilgit
	Skardu
	Multan
Quetta	Lahore
	Karachi
	Islamabad
	Peshawar
	Multan
Multan	Karachi
	Quetta
	Islamabad
	Peshawar
Peshawar	Karachi
	Quetta
	Multan