

SEYCHELLES
POSTAL SERVICES



"We deliver more than mail"

CUSTOMER SERVICE **CHARTER**

Our Commitment to You — Setting the Standard for Postal Excellence

SEYCHELLES POSTAL SERVICES

2026

This charter outlines our commitment to providing high quality service to all our clients. **VALUES**

These are the values we stand by:

- Customer focus: We place our customers at the center of everything we do, striving to meet and exceed your expectations.
- Reliability: We are committed to delivering services you can depend on.
- Integrity and honesty: We act with honesty, transparency, and accountability in all our dealings with customers and partners.
- Innovation: We provide a seamless experience for our customers through technology-driven solutions and continuously improve and adapt our services through customer feedback.
- Efficiency: We aim to provide fast, secure, and cost-effective services using our resources wisely.

SERVICE STANDARDS

- Waiting time in the post office is 10 minutes
- Service is prompt, effective and courteous
- Telephone calls are answered within 3 rings
- Missed calls are returned before the end of the work day
- Written correspondence is acknowledged within 24 hours, from the time of receipt
- Feedback on any complaint-related investigation must be provided within 5 days from the date of receipt

RIGHTS

- Clients are entitled to quality service, accurate information, data privacy and prompt complaint resolution.

RESPONSIBILITY

- Clients are responsible for providing accurate information, complying with postal regulations, and paying all required fees. They must accurately declare the contents and value of their packages, use post office services responsibly, and treat postal staff with respect.

SERVICE STANDARDS

Product/ Service	Delivery Standards	Customer Obligations
<u>Outbound Services</u>		Address the letter/ post card as follows:

- Local / domestic ordinary and Registered Mail items(Mahe Praslin & La Digue) 0-30Kg International Mail Delivery: - Ordinary Services (Documents/ Good) - Registered Services (Documents Only) Tracking available (Good Only) - Parcels (Above 2-30KG) - Express Mail Services (EMS) 0-30KG Documents and goods) - Advice of Delivery Services - Delivery Duty Paid (DDP) Services for mail to USA (Goods Only)	0-5 days 1-5 days 7-14 days 7-14 days	Name of recipient: Apartment: (International) Street Name/ Number: (International) Sub-District /Village/ House number: District: City: (International) ZIP code: (International) State/Province: (International) Country: Telephone-(Excluding only Ordinary local and international Letters)
Inbound Mail Items - Express Mail Services (EMS 0-30Kg) - Parcels (2KG-30KG) - Small Packets 0-2Kg) Note: If an item is held or seized, a pending slip issued by the SRC will indicate the required next steps.	3Hrs 1-10Days 1-5Days (0800-1530) Saturday(0800-1130)	Name of recipient: District/ Sub-district/ Street: Building Name/ Floor/Room & Office Number: Telephone of addressee/ Recipient Identification Documents: Present/ Pack EMS Counter/ Centre Make Payment/ Obtain Track/ Trace Number Additional Documentation may be requested if required: Invoice, Letter of authorizations. Customers are required to collect the pending slip from the Post Office. The SRC provides 7 days of free storage, after which a storage fee of Rs20 per day applies, including weekends and public holidays.
Philatelic & Gift Shop Services Sale of stamps: Postal stationery, Air letters/ Aerogrammes) Transcription, Inscription, security inscription of movable documents. - Souvenir Gift - Stationeries	Instantly	Present to Counter for payment

Admin assistance services: • Photo Copies • Laminating • Printing		
<u>Agency Services</u> • Utility Services (PUC) Bill Payment • Intelvision: Bill Payment • SPTC-Local Public Bus Company: Purchase(stored value & visitors bus card) Recharge: Stored value, Workers Special, Student card) • Seychelles Land Transport Agency (SLTA) Sale of Monthly parking coupons only	Instantly	Customer Number Account & Customer Number) You have the correct amount of change after any payment conducted.
Bill of Entry (ASYCUDA)		Pending Slip (from SRC) Invoice(Bill of Entry
• Cable & wireless: Recharge (E-top Up)		You have the correct amount of change after any payment conducted.
<u>Direct Mail Marketing Advertising (Flyers/ Brochures)</u> Collaterals dropped in P.O Box	Twice a Day	Print brochure / Flyer Specifications as size/fitting-Post Office Present to Counter for payment
<u>Rental Boxes</u> Victoria -SCR 1500 Beau Vallon/ Providence- SCR 1200 Anse Aux Pins/ Perseverance/ Anse Royale/ Praslin/ La Digue SCR 600	Based on availability	Fill in Application Form
Box Renewal	Location- Instantly	Attach copy of certificate of incorporation/ Business Registration Certificate (For Corporate/ Company Attach Copy of identity card (For Individual Box)
All Categories of Users	Annually	Present to counter officer for payment. Pay through cash, cheque/ POS/ Bank Transfer/ Online Payment (Cyber source)
Key Cutting Services	Daily - Instantly	Identification document, Provide sample / Payment at counter Additional documentation may be requested if required: Letter

		of authorization if for a business/ Company
<u>Courier Service/ Door to Door</u>	As per Schedules Planner	Properly Addressed
Collection/ Dispatch	Victoria Daily	As per letter Mail details

Feedback and complaints handling procedures

- Customers may contact our Customer Service team by email at **customerservices1@seychellespost.gov.sc.**
- Customers can seek guidance from the Postal Controller/ Managers at any of our service locations
- We invite you to share your feedback on our services by scanning the QR codes at the entrances of all our locations or simply place your suggestions or complaints in the suggestion box at our service locations

Charter Review

We are committed to revisiting and refining our Customer Service Charter to maintain quality and relevance