

Services Directory Guide

Bahrain Post

Table of Contents

Postal Offices in the Kingdom of Bahrain	2
Postal Offices Working Hours	3
Postal Services	4
Ordinary Mail	4
Registered Mail	5
Parcels	6
Barid Mumtaz (Express Mail)	7
Advice of Delivery	8
Bulk Mail	9
Government Paper, Envelopes, and Stamps	10
Postage Rates	11
Ordinary Mail	11
Registered Mail	12
Parcels	13
Barid Mumtaz (Express Mail)	14
Advice of Delivery	15
Government Paper, Envelopes, and Stamps	16
Non-Postal Services	17
Passport Renewal Service for People's Republic of Bangladesh Residents	17
General Organisation for Social Insurance Payments	18
Customer Service Level Agreement	19
Escalation Mechanism	20
Prohibited Items	21

Postal Offices in the Kingdom of Bahrain

	Post Office	Contact Number	Address
1	Manama	80001100	Building No 138, Government Avenue, Manama 315
2	Muharraq	80001100	Building No 1118, Road 10, Muharraq 215
3	Isa Town	80001100	Building No 3200, Road 1012, Isa Town 810
4	Adliya	80001100	Building No 13, Road 3605, Manama 336
5	Riffa	80001100	Building No 174, 1213 Riffa Street, Riffa 912
6	Budaiya	80001100	Building No 1381, Road 5339, Budaiya 553
7	Hidd Post	80001100	Building No 1352, Road 331, Al Hidd 103
8	Diplomatic Area	80001100	Building No 60, Road 1701, Manama 317
9	Hamad Town	80001100	Building No 1186, Road 1223, Hamad Town 1212
10	Bahrain Mall	80001100	Building No 207, Road 28, Sanabis 410
11	Sitra	80001100	Building No 335, Road 808, Wadiyan
12	Sanad	80001100	Building No 2172, Road 4566, Sanad 745
13	Post Sorting Center	80001100	Building No 725, Road 1510, Hidd Industrial Area

Postal Offices Working Hours

Branches Timing		توقيت المكاتب
Muharraq	السبت إلى الخميس Saturday – Thursday 7:00 AM to 2:00 PM	المحرق
Adliya		العدلية
Budaiya		البديع
Hamad Town		مدينة حمد
Isa Town		مدينة عيسى
Manama		المنامة
Diplomatic Area		المنطقة الدبلوماسية
Hidd		الحد
Sitra		سترة
Sanad		سند
Riffa		الرفاع
Bahrain Mall		مجمع البحرين
Sorting Centre	السبت إلى الخميس Saturday – Thursday 6:00 AM to 7:00 PM	مجمع الفرز البريدي

Customer Service Center

مركز اتصال العملاء



enquiry@mtt.gov.bh



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80001100

Postal Services

Ordinary Mail

An untracked mail service for local and international items weighing 0-2000 grams.

Service requirements and documents:

- Present ID
- Ensure that the sender and the recipient's details on the postal item are complete and correct.
- Ensure that postal items are packaged in a secure manner.
- Postal items must meet the weight and dimensions criteria for the service.
- Postal items should not contain any prohibited items as per international laws and agreements.

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill in sender and recipient details on the postal item.
- Pay associated service fees.
- Place postage stamps on the postal items.
- Place the postal item in the designated boxes (P.O. Box or post office).

Payment:

Debit/Credit Card

Registered Mail

A mail service for sending items weighing up to 2000g locally or internationally with an additional charge of BD 0.500 to track items.

Service requirements and documents:

- Present ID
- Ensure that the sender and the recipient's details on the postal item are complete and correct.
- Ensure that postal items are packaged in a secure manner.
- Postal items must meet the weight and dimensions criteria for the service.
- Postal items should not contain any prohibited items as per international laws and agreements.

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill in electronic form.
- Pay associated service fees.

Payment:

Debit/Credit Card

Parcels

A tracked local and international mail service for postal items weighing more than 2001g and up to 30kg.

Service requirements and documents:

- Present ID
- Filled electronic form
- Ensure that the sender and the recipient's details on the postal item are complete and correct.
- Ensure that postal items are packaged in a secure manner.

- Postal items must meet the weight and dimensions criteria for the service.
- Postal items should not contain any prohibited items as per international laws and agreements.

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill in electronic form.
- Pay associated service fees.

Payment:

Debit/Credit Card

Barid Mumtaz (Express Mail)

Barid Mumtaz offers express delivery of letters, documents, and packages with tracking for items weighing 1g-30 kg and includes capped insurance coverage in case of loss of the postal item.

Service requirements and documents:

- Present ID
- Filled electronic form
- Ensure that the sender and the recipient's details on the postal item are complete and correct.
- Ensure that postal items are packaged in a secure manner.
- Postal items must meet the weight and dimensions criteria for the service.
- Postal items should not contain any prohibited items as per international laws and agreements.

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill in electronic form.
- Pay associated service fees.

Payment:

Debit/Credit Card

Advice of Delivery

An additional service provided for mailing letters, packages and registered mail, at a fixed rate of 300 fils for each receipt notice for local and international mailing as a confirmation of delivery to the addressee.

Service requirements and documents:

- Present ID
- Filled electronic form
- Ensure that the sender and the recipient's details on the advice of delivery card are complete and correct.

- This service can be added for items mailed using registered mail or express mail.

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill in advice of delivery card.
- Pay associated service fees.

Payment: Debit/Credit Card

Bulk Mail

This service allows for large quantities of mail (10 items and above) to be distributed locally or internationally via Barid Mumtaz (express mail), registered mail, or ordinary mail. This service is ideal for the distribution of publications, magazines, annual reports, brochures etc.

Service requirements and documents:

- Present ID
- Filled electronic form
- Ensure that the sender and the recipient's details on the postal item are complete and correct
- Ensure that postal items are packaged in a secure manner
- Postal items must meet the weight and dimensions criteria for the service
- Postal items should not contain any prohibited items as per international laws and agreements

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill electronic form.
- Pay associated service fees.

Payment:

Debit/Credit Card

Delivery of Postal Items

This service allows customers to receive their parcels directly from post office counters.

Service requirements and documents:

- Present ID

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Receive items upon presenting proof of ID.
- No fees are associated with this service.

Payment:

Debit/Credit Card

Government Paper, Envelopes, and Stamps

Government Paper, Envelopes, and stamps are available for purchase in all Bahrain Post branches.

Service requirements and documents:

- Present ID

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Pay associated service fees.

Item	Price
Government Paper	BD 0.100 each
Postage Stamps	As per denomination required
Postal Envelopes	BD 0.050 each

Payment:

Debit/Credit Card

Postage Rates

Ordinary Mail

Local Mail Rates

Weight	Price
From 1 - 20 grams	BHD 0.200
From 21 - 40 grams	BHD 0.250
From 41 - 60 grams	BHD 0.300
From 61 - 100 grams	BHD 0.350
From 101 - 250 grams	BHD 0.450
From 251 - 500 grams	BHD 0.600
From 501 - 750 grams	BHD 0.700
From 751 - 1000 grams	BHD 0.800
From 1001 - 1500 grams	BHD 1.000
From 1501 - 2000 grams	BHD 1.200

International Mail Rates

Weight	Zone A	Zone B	Zone C	Zone D
From 1 - 20 grams	BHD 0.300	BHD 0.350	BHD 0.500	BHD 0.600
From 21 - 40 grams	BHD 0.350	BHD 0.425	BHD 0.625	BHD 0.750
From 41 - 60 grams	BHD 0.400	BHD 0.500	BHD 0.750	BHD 0.900
From 61 - 100 grams	BHD 0.500	BHD 0.650	BHD 1.000	BHD 1.200
From 101 - 250 grams	BHD 1.000	BHD 1.200	BHD 2.000	BHD 2.400
From 251 - 500 grams	BHD 1.750	BHD 2.200	BHD 3.500	BHD 4.000
From 501 - 750 grams	BHD 2.500	BHD 3.200	BHD 5.000	BHD 6.750
From 751 - 1000 grams	BHD 3.200	BHD 4.200	BHD 6.500	BHD 7.500
From 1001 - 1500 grams	BHD 4.600	BHD 6.200	BHD 9.250	BHD 11.000
From 1501 - 2000 grams	BHD 6.000	BHD 8.000	BHD 12.000	BHD 14.000

Registered Mail

International Airmail Rates

Weight	Zone A	Zone B	Zone C	Zone D
From 1 - 20 grams	BHD 0.800	BHD 0.850	BHD 1.000	BHD 1.100
From 21 - 40 grams	BHD 0.850	BHD 0.925	BHD 1.125	BHD 1.250
From 41 - 60 grams	BHD 0.900	BHD 1.000	BHD 1.250	BHD 1.400
From 61 - 100 grams	BHD 1.000	BHD 1.150	BHD 1.500	BHD 1.700
From 101 - 250 grams	BHD 1.500	BHD 1.700	BHD 2.500	BHD 2.900
From 251 - 500 grams	BHD 2.250	BHD 2.700	BHD 4.000	BHD 4.500
From 501 - 750 grams	BHD 3.000	BHD 3.700	BHD 5.500	BHD 6.250
From 751 - 1000 grams	BHD 3.700	BHD 4.700	BHD 7.000	BHD 8.000
From 1001 - 1500 grams	BHD 5.100	BHD 6.700	BHD 9.750	BHD 11.500
From 1501 - 2000 grams	BHD 6.500	BHD 8.500	BHD 12.500	BHD 14.500

Parcels

Local Rates for Parcels

Weight	Price
2 Kg	BHD 1.200
5 Kg	BHD 2.400
10 Kg	BHD 4.400
15 Kg	BHD 6.400
20 Kg	BHD 8.400
For each additional 1-100 grams of the above-mentioned weights.	BHD 0.200

International Airmail Parcels Rates

Weight	Zone A	Zone B	Zone C	Zone D
2 Kg	BHD 6.000	BHD 8.000	BHD 12.000	BHD 14.000
5 Kg	BHD 7.500	BHD 12.500	BHD 21.000	BHD 29.000
10 Kg	BHD 10.000	BHD 20.000	BHD 36.000	BHD 54.000
15 Kg	BHD 12.500	BHD 27.500	BHD 52.000	BHD 79.000
20 Kg	BHD 15.000	BHD 35.000	BHD 66.000	BHD 104.200
For each additional 1-100 grams of the above-mentioned weights.	BHD 0.250+	BHD 0.750+	BHD 1.500+	BHD 2.500+

Barid Mumtaz (Express Mail)

Barid Mumtaz (Express Mail) Rates

Zone	First 500 grams	For each extra 1-500 grams
Local (inside Kingdom of Bahrain)	BHD 1.000	BHD 0.300
GCC countries	BHD 7.000	BHD 1.000
Other Arab Countries	BHD 8.000	BHD 1.000
Europe	BHD 9.000	BHD 3.000
South Eastern Asia	BHD 9.000	BHD 3.000
North & Latin America	BHD 10.000	BHD 3.000
Australia & New Zealand	BHD 10.000	BHD 4.000

Zones

Zone A GCC Countries

Zone B Other Arabian Countries

Zone C Europe, India, Pakistan, Iran, Afghanistan, Bangladesh, Sri Lanka, Maldives

Zone D Americas, Canada, Japan, South East Asia, Australia, New Zealand, Africa, Seychelles

Advice of Delivery

Zone	First 500 grams
Local	BHD 0.300
International	BHD 0.300

Post Office Boxes

Bahrain Post offers P.O. Box services that serve as an efficient, secure, and reliable means to manage and receive mail. Individuals and businesses can rent a mailbox at any of the designated Post Offices across the country.

Service requirements and documents for new post box:

- Present ID
- For companies: Copy of Commercial Registration (CR) signed by authorized company signatory.

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill relevant form.
- Pay associated service fees.
- For new post box/change lock requests: Receive keys.

	Personal Purposes	Commercial Purposes
Rent Per year	BHD 15.000	BHD 50.000
Fixing new locks and keys	BHD 15.000	BHD 15.000

Service requirements and documents new post box renewal:

Post box subscriptions can be renewed via kiosks, Bahrain Post's website or mobile application.

Non Postal Services

Passport Renewal Service for People's Republic of Bangladesh residents

Expatriate residents of Bangladesh in the Kingdom of Bahrain can now renew their passports via Bahrain Post offices.

Service requirements and documents:

- Original passport + copy and ID card + copy.
- Pay slip showing the job title.
- Passport validity should be less than 1 year and a visa validity that is less than 6 months.

Steps to proceed with the service:

- Advise the customer service representative on the required service.
- Fill application form.
- Service fee depends on the job title / applicant's salary.
- Receive receipt and original passport copy upon completing the transaction.

Salary	Service Fee
Salary less than BD 249	BHD 17.000
Salary more than BD 250	BHD 45.500

General Organisation for Social Insurance Payments

In conjunction with the General Organisation for Social Insurance (GOSI), members enrolled with GOSI can now pay their social insurance fees via the Post Office outlets.

Service requirements and documents:

- Personal attendance or via video call
- Present ID

Steps to pay GOSI contribution

- Proceed to counter and request service from counter staff.
- Enter invoice details.
- Complete the payment process and receive receipt.

Steps to print GOSI documents

- Proceed to counter and request service from counter staff.
- Enter GOSI contributor's details.
- Receive requested documents.

Customer Service Level Agreement

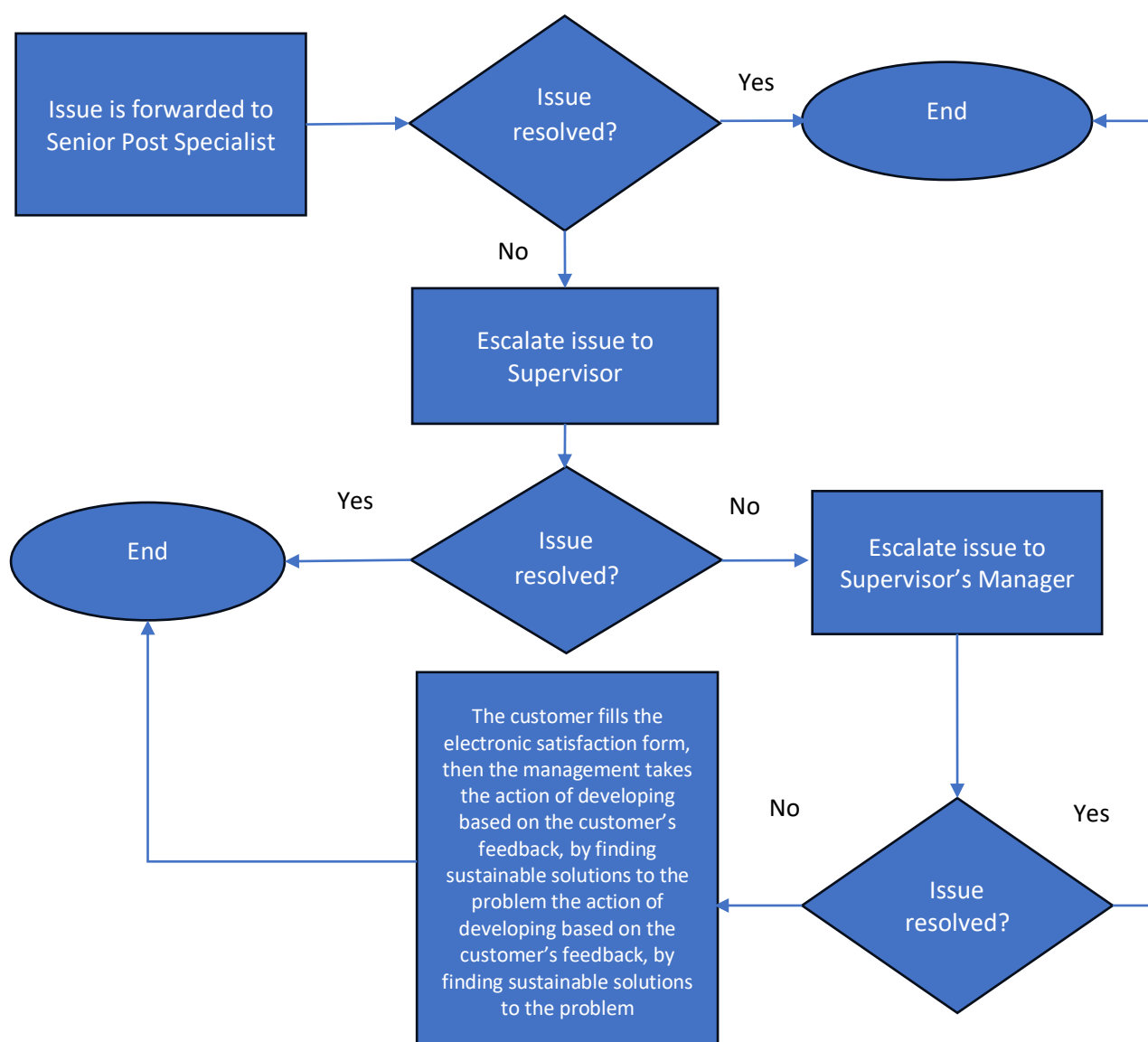
Type of Service	Service	Service Duration
Postal Services	Barid Mumtaz (Express Mail) + Advice of Delivery	7 min 30 sec
	Registered Mail + Advice of Delivery	7 min 30 sec
	Parcels + Advice of Delivery	7 min 30 sec
	Ordinary mail + Advice of Delivery	7 min 30 sec
	Post Office Boxes	7 min 30 sec
	Delivery of Postal Items	7 min 30 sec
	Purchase of Government Paper, envelopes, and stamps	7 min 30 sec
Non Postal Services	Passport Renewal for People's Republic of Bangladesh residents	7 min 30 sec
	General Organisation for Social Insurance Payments	7 min 30 sec

Bahrain Post is fully committed towards providing a positive customer experience through its network of post offices and services and by ensuring that we:

- Receive the correct documentation and payment for each transaction.
- Retain customer's information to update them on status of their transaction.
- Enter all transaction's data into the systems in the event that any error occurs.
- Deliver payment receipts via postman or email.
- Provide our services via all our post offices throughout the Kingdom.

Escalation Mechanism

In the event that a customer service representative is unable to resolve an issue, the below escalation mechanism is followed:



Prohibited Items

المواد الممنوعة

Toxic and Infectious Substances and Drugs:

المواد السامة والمعدية والمخدرات:

- All types of pesticides and drugs

- جميع أنواع المبيدات والمخدرات

Flammable Liquids Substances and Materials:

المواد السائلة الحارقة والمواد القابلة للاشتعال:

- All flammable materials
- Matches and coal
- Hydrochloric acid

- جميع المواد القابلة للاشتعال
- أعواد الثقاب والفحم
- حمض الهيدروكلوريك

Flammable and Non-Flammable Liquids:

السوائل القابلة للاشتعال والغير قابلة للاشتعال:

- Liquids of all kinds
- Oil & paint
- Perfume
- Glue

- السوائل بجميع أنواعها
- الدهانات (الأصباغ) والزيت
- عطور
- غراء

Compressed Gases:

الغازات المضغوطة

- Gas cylinders
- Lighters
- Suba cylinders

- أسطوانات الغاز
- القداحات (الولاعات)
- أسطوانات الغوص

Explosives, Dangerous Goods and Oxidizing Materials:

المتفجرات والبضائع الخطرة والمواد المؤكسدة.

- Lithium batteries
- Firecrackers, ammunition, gunpowder
- All drugs and oxidizing chemicals

- بطاريات الليثيوم
- مفرقات نارية، ذخيرة، بارود
- جميع الأدوية الشعبية والمواد الكيميائية المؤكسدة

Electronic devices & other items:

أجهزة إلكترونية ومواد أخرى

- Mobile & Laptop
- Currency, jewelry, precious antiques

- الهواتف النقالة وأجهزة الحاسب الآلي (اللابتوب)
- العملات النقدية والمجوهرات والتحف الثمينة