



PERFORMANCE STANDARDS FOR POSTAL SERVICES

DOMESTIC LETTER SERVICE

Malaysian Communications and Multimedia Commission
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GLOSSARY

| | |
|-------------------------------|---|
| <i>Commission</i> | Malaysian Communications and Multimedia Commission |
| <i>Expiry Date</i> | 31 December 2015 |
| <i>Inter - State Delivery</i> | Delivery of letters across state operational boundary |
| <i>Intra - State Delivery</i> | Letters posted and delivered within the same state operational boundary |
| <i>Independent Body</i> | Any internal or external independent body, institution or system which does not form part of Licensee's operations team |
| <i>Last Collection Time</i> | The last collection time as shown at the posting boxes |
| <i>Licensee</i> | Pos Malaysia Berhad |
| <i>PSA 1991</i> | Postal Services Act 1991 |
| <i>Test Letter</i> | Letter produced in the test measurement system for the purpose of measuring mail performance |
| <i>Remote Areas</i> | Areas that are not operationally feasible to provide home delivery service |
| <i>Working Day</i> | Malaysia official working day |

OBJECTIVE

1. The objective of this document is to provide for the performance standard of domestic letter service provided by the Licensee for the period of 5 years commencing from the effective date of this document until the Expiry Date.

BACKGROUND

2. The Commission has been assigned by the PSA 1991 with functions and duties to regulate the performance of postal services, *inter alia*-
 - 2.1 to exercise regulatory functions in respect of the postal services provided by the Licensee including the determination of performance standards and standards of facilities and services and the enforcement thereof; and
 - 2.2 to promote the interest of users of postal services supplied by licensees in respect of the quality of the postal services provided.
3. In addition, it is a requirement under the licence imposed to the Licensee that it must comply and meet the standard of performance determined by the Commission from time to time in respect of customer services.

SERVICE PERFORMANCE STANDARD

4. **Table 1** below shows the annual service performance target for the domestic letter service for the years as stated therein.

| Objective | Year 2011 | Year 2012 | Year 2013 | Year 2014 | Year 2015 |
|-------------|-----------|-----------|-----------|-----------|-----------|
| Speed | 89.0% | 89.0% | 89.0% | 89.0% | 89.0% |
| Reliability | 99.93% | 99.94% | 99.95% | 99.96% | 99.97% |

Table 1 – Service Performance Standard

5. For the purpose of **Table 1**-
 - 5.1 Speed objective means the percentage of the total Test Letter that comply with the delivery standard specified in **Table 2** below; and

5.2 Reliability objective means the percentage of the total Test Letter delivered within the delivery standard of D+14.

DELIVERY STANDARD

6. **Table 2** below shows the delivery standard for domestic letter service in Malaysia.

| Category | Peninsular Malaysia | Sabah & Sarawak |
|-------------|---------------------|-----------------|
| Intra-State | Up to D+2 | Up to D+3 |
| Inter-State | Up to D+3 | Up to D+4 |

Table 2 – Delivery Standard

7. For the purpose of **Table 2**–

7.1 “D” means the day when the act of posting takes place before the Last Collection Time on the Working Day;

7.2 The numeral after “D” refers to the number of Working Days after the posting day to complete the delivery; and

7.3 Remote Areas are not subject to the delivery standards shown in **Table 2**.

For clarity, “D+2” means a letter is to be delivered by the Licensee within 3 Working Days, the period that is to be calculated to include the posting day and the next 2 Working Days.

8. The Licensee shall publish the delivery standard for domestic letter service for customers’ easy reference within two (2) months from the effective date of this document.

9. Any variation to the domestic letter service delivery standard may be made upon obtaining written consent from the Commission.

MEASUREMENT METHODOLOGY

10. The service performance standard shall be measured by using the Test Letter System which mechanism may be but not limited to the followings–
 - 10.1 the delivery standard shall be the difference between the date a letter is deposited in any posting boxes until the date the letter is delivered to the addressee;
 - 10.2 the accuracy of the annual result shall be for a minimum of 2.0% and the measurement shall be done for at least in the main city for each state in Malaysia;
 - 10.3 the measurement shall be conducted by an Independent Body; and
 - 10.4 the integrity of the Test Letter System shall be maintained for the purpose of this document.

LETTER SERVICE GUIDE

11. The Licensee shall publish a letter service guide and to its best endeavor, take all reasonable actions to educate the customers on all matters pertaining to the letter service.

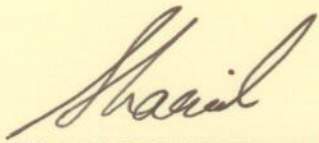
REPORTING PROCEDURE

12. The Licensee shall submit to the Commission before 31 March every year a report which may consist but not limited to the followings–
 - 12.1 the annual performance measurement for the domestic letter service which is verified by the Licensee's internal or external auditor;
 - 12.2 the total number of complaints that has been received for the year related to the domestic letter service; and
 - 12.3 the service improvement plan for domestic letter service if the annual service performance result is below the targets as set in **Table 1.**
13. The above report shall be accompanied by a declaration signed by the Licensee's Chief Executive Officer stating that the report is true and accurate.

14. The Commission reserves the right to appoint an independent third party to conduct on site inspection(s) to the Licensee's Test Letter System.
15. The report shall be made available by the Licensee in any form(s) as may be required by the Commission.

EFFECTIVE DATE AND REVISION

16. This document shall come into effect immediately until the Expiry Date and shall continue to be effective until and unless modified, varied or revoked whether in part or in full by the Commission before the Expiry Date.



DATO' MOHAMED SHARIL TARMIZI
Chairman

December 2011