



PERFORMANCE STANDARDS FOR POSTAL SERVICES

DOMESTIC PARCEL SERVICE

Malaysian Communications and Multimedia Commission
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GLOSSARY

<i>Commission</i>	Malaysian Communications and Multimedia Commission
<i>Delivery</i>	Delivery of parcel to the addressee including the notice duly left in the letter box in the case the addressee is not available at the premise
<i>Expiry Date</i>	31 December 2015
<i>Licensee</i>	Pos Malaysia Berhad
<i>Local Delivery</i>	Parcel posted and delivered within the same coverage area under the same parcel centre
<i>National Delivery</i>	The delivery of parcel item between parcel centers in different towns in Malaysia
<i>Domestic Parcel Service</i>	Basic parcel service up to 30kg provided by the Licensee within Malaysia
<i>PSA 1991</i>	Postal Services Act 1991
<i>Posting Cut off Time</i>	The latest time of posting published at the post offices for the collection of a parcel on the same day
<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 parcel 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 parcel service for the years as stated therein.

Objective	Year 2011	Year 2012	Year 2013	Year 2014	Year 2015
Speed	Baseline	82.0%	82.0%	82.0%	82.0%
Reliability	Baseline	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 parcel items that complies with the delivery standard specified in **Table 2** below; and
- 5.2 Reliability objective means the percentage of the total parcel items delivered within the delivery standard of D+21.

DELIVERY STANDARD

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

Category		Peninsular Malaysia	Sabah & Sarawak
Local Delivery		Up to D+3	Up to D+3
National Delivery	Intra-State	Up to D+4	Up to D+5
	Inter-State	Up to D+5	Up to D+7

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 Posting Cut off Time on the Working Day;
 - 7.2 The numeral after “D” refers to the number of Working Day 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, “up to D+3” means a parcel is to be delivered by the Licensee within 4 Working Days, the period that is to be calculated to include the posting day and the next 3 Working Days.

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

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

MEASUREMENT METHODOLOGY

10. The Licensee shall monitor the performance of domestic parcel service using a monitoring system which satisfies the following requirements–
 - 10.1 every parcel item shall be embedded with a unique identification number or barcode;
 - 10.2 every parcel item shall be recorded by the monitoring system at the point and time it is received by the Licensee outlets, excluding external agent(s) appointed by the Licensee;
 - 10.3 all delivery informations shall be recorded for monitoring purposes; and
 - 10.4 the monitoring system shall compare the date of posting and the date of delivery for every parcel item for the purpose of measuring the overall performance of the domestic parcel service as per **Table 1** and **Table 2**.
11. The Licensee shall ensure the integrity of the monitoring system for the purpose of this document.

PARCEL SERVICE GUIDE

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

REPORTING PROCEDURE

13. The Licensee shall submit to the Commission before 31 March every year a report which may consist but not limited to the followings–
 - 13.1 the annual performance measurement for the domestic parcel service which is verified by the Licensee's internal or external auditor;
 - 13.2 the total number of complaints that has been received and solved for the year related to the domestic parcel service; and

- 13.3 the service improvement plan for domestic parcel service if the annual service performance result is below the targets as set in **Table 1**.
14. 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.
15. The Commission reserves the right to appoint an independent third party to conduct on site inspection(s) to the Licensee's domestic parcel monitoring system.
16. The report shall be made available by the Licensee in any form(s) as may be required by the Commission.

EFFECTIVE DATE AND REVISION

17. 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