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# POSTAL AND COURIER SERVICES

Pocket Book Of Statistics



Suruhanjaya Komunikasi dan Multimedia Malaysia  
Malaysian Communications and Multimedia Commission



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## Notes

The statistics relating to courier services were culled from the quarterly Survey of Courier Companies canvassed by the Malaysian Communications and Multimedia Commission (MCMC). The survey covered only the top 10 courier companies in terms of revenue.

Where a table is not accompanied by a source acknowledgement, that table carries data that emanated solely from MCMC.

Preliminary figures are italicised.

Revised figures are underscored.

## Symbols and abbreviations

... - not available

Qtr – Quarter



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**MALAYSIA BASIC INDICATORS**

## 1 Malaysia basic indicators

Year	Qtr	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)
				Current price (billion)	Constant price (billion)	
<i>Note</i>		1	2		3	4
2014		30.29	7,029	<u>1,106.580</u>	<u>1,012.505</u>	<u>110.5</u>
2015	1	30.39	7,412	277.207	254.386	110.5
	2	30.49	7,435	283.244	261.080	111.4

**Source:**  
DOSM, MCMC

### Explanatory notes:

1. Population projections as at end of period, based on Census 2010.
2. Number of households derived by dividing populations by average household size.
3. Base year is 2010.
4. Base year is 2010.

*The CPI reported against a period, refers to the average index for the period spanning 1st January to the end of that period.*



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**POSTAL SERVICES**

## 2 Postal establishments

Year	Post offices computerised	Mini post offices computerised	Total number of post offices
2012	704	300	1,004
2013	704	265	969
2014	702	259	961
2015 in quarters			
1	702	238	940
2	702	237	939

**Source:**  
Pos Malaysia Berhad

**Note:**  
Computerised post office means post office with online system.

## 2 Postal establishments (cont'd)

Year	Qtr	State	Computerised post offices		Total computerised post offices
			Urban	Rural	
2015	2	Johor	56	25	81
		Kedah	30	18	48
		Kelantan	8	21	29
		Melaka	28	0	28
		Negeri Sembilan	14	25	39
		Pahang	15	28	43
		Perak	53	34	87
		Perlis	9	0	9
		Pulau Pinang	40	0	40
		Sabah	19	28	47
		Sarawak	22	39	61
		Selangor	84	15	99
		Terengganu	13	15	28
		WP Kuala Lumpur	61	0	61
		WP Putrajaya	2	0	2
		<b>Total</b>	<b>454</b>	<b>248</b>	<b>702</b>

## 2 Postal establishments (cont'd)

Year	Postal agents	Stamp vendors	Mobile post offices
2012	120	4,625	24
2013	107	2,265	24
2014	114	2,269	30
2015 in quarters			
1	113	2,214	30
2	113	2,259	30

**Source:**  
Pos Malaysia Berhad

## 2 Postal establishments (cont'd)

Year	Number of post offices accepting financial transactions	Number of sorting offices	Number of international offices of exchange
2012	704	29	1
2013	704	29	1
2014	702	29	1
2015 in quarters			
1	701	29	1
2	702	29	1

**Source:**  
Pos Malaysia Berhad

### 3 Postal staff

Year	Number of full time staff
2012	16,153
2013	17,072
2014	18,265
2015 in quarters	
1	18,377
2	18,336

**Source:**  
Pos Malaysia Berhad

#### 4 Postal coverage and service

Year	Average area covered by a permanent office (km <sup>2</sup> )	Average number of inhabitants served by a permanent post office
2012	329	29,064
2013	340	29,205
2014	342	31,120
2015 in quarters		
1	342	31,120
2	342	31,120

**Source:**  
Pos Malaysia Berhad

## 5 Post boxes and postal vehicles

Year	Number of boxes		Number of vehicles	
	Letter boxes	Post office boxes	Trucks and automobiles	Motorcycles
2012	3,550	97,701	1,761	6,308
2013	3,322	96,912	2,094	7,596
2014	3,108	96,727	2,205	6,686
2015 in quarters				
1	3,225	96,725	2,480	7,923
2	3,227	96,725	2,577	7,233

**Source:**  
Pos Malaysia Berhad



## 6 Postal machines

Year	Number				
	Pos automated machine	Franking machines	Cancelling machines	Facing cum cancelling machines	Sorting machines with automatic address reading
2012	24	8,182	122	4	7
2013	25	8,409	122	4	7
2014	25	8,502	82	4	7
2015 in quarters					
1	24	8,546	82	4	7
2	24	8,546	82	4	7

**Source:**

Pos Malaysia Berhad

## 7 Delivery of mail

Year	Average number of deliveries per week in rural areas	Percentage of items delivered through post office boxes	Percentage of the population having mail delivered at home	Percentage of the population having to collect mail from a postal establishment
2012	6	20	91	9
2013	5	20	93	7
2014	5	20	93	7
2015 in quarters				
1	5	20	94	6
2	5	20	94	6

**Source:**

Pos Malaysia Berhad

## 8 Postal traffic

Year	Number of letter post items, domestic service	Number of letter post items, international service		
		Issued	Received	
2012	1,006,911,921	15,038,224	22,979,071	
2013	978,094,914	13,896,987	21,217,722	
2014	913,007,779	11,081,587	16,399,798	
2015 in quarters				
1	246,157,909	1,650,527	3,843,258	
2	206,350,126	1,055,901	2,616,949	

**Source:**

Pos Malaysia Berhad

## 9 Postal traffic - special treatment

Year	Number of items post free, domestic service ('000)	Number of registered items, domestic service ('000)	Number of registered items, international service		
			Issued ('000)	Received ('000)	
2012	2,201	23,513	874	745	
2013	2,649	21,230	848	954	
2014	2,888	20,666	873	1,173	
2015 in quarters					
1	724	4,119	170	270	
2	515	5,489	123	317	

**Source:**

Pos Malaysia Berhad

## 10 Postal parcel service

Year	Ordinary parcels, domestic service	Ordinary parcels, international service		
		Issued	Received	
2012	777,550	254,670	211,048	
2013	662,681	199,681	220,210	
2014	1,266,123	153,766	261,099	
2015 in quarters				
1	180,421	35,028	50,271	
2	161,538	35,471	49,466	

**Source:**

Pos Malaysia Berhad

## 10 Postal parcel service (cont'd)

Year	Insured parcels, domestic service	Insured parcels, international service
2012	162	375
2013	381	704
2014	347	165
2015 in quarters		
1	47	7
2	23	1

**Source:**

Pos Malaysia Berhad

## 11 Financial service

Year	Number of money orders, domestic service	Value of money orders, issued in the domestic service (RM)
2012	550,433	271,452,083
2013	702,177	326,186,475
2014	521,436	258,008,887
2015 in quarters		
1	129,357	54,494,137
2	96,763	47,124,947

**Source:**

Pos Malaysia Berhad

## 11 Financial service (cont'd)

Year	Number of money orders, international service		Value of money orders, international service (RM)	
	Issued	Received	Issued	Received
2012	3,260	1,424	1,650,975	1,848,210
2013	3,464	501	1,957,338	941,789
2014	4,148	185	2,952,673	631,812
2015 in quarters				
1	1,072	87	781,167	106,474
2	1,234	7	698,236	61,858

**Source:**

Pos Malaysia Berhad



## 12 Philately

Year	Stamp issues		SODA members	
	Special	Commemorative	New members	Total members
2012	12	5	4,159	64,679
2013	13	2	6,233	70,895
2014	8	8	7,241	78,108
2015 in quarters				
1	3	2	1,435	79,534
2	3	3	1,337	80,868

### Source:

Pos Malaysia Berhad

### Explanatory notes:

- SODA - Standing Order Deposit Account. For purchase of philatelic items including first day covers via order whereby customers can register as a member and the orders will be sent to the customer's address each time new themed stamps are launched.
- Stamp Issues - Shows the beauty, uniqueness, pride, heritage, art, culture, personality, development of science and technology, civilisation, history as well as the uniqueness of flora and fauna of Malaysia.
- Special Commemorative - Commemorates important events in history which took place locally or internationally or events that are significant such as inaugural ceremonies, anniversaries and etc.
- Definitive - Illustrates national aspects such as agriculture, plantation and etc. These change once every 5 years on average.

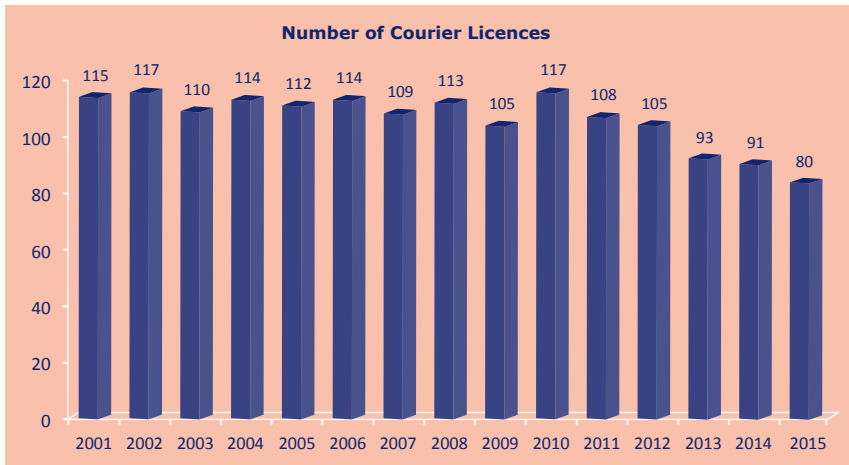


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**COURIER SERVICES**



As at 30 June 2015

## 14 Courier establishments

Year	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	"Drop in Centre"
2012	23	258	20	6	45	232	221
2013	21	270	20	6	43	391	212
2014	<u>23</u>	<u>306</u>	<u>15</u>	<u>60</u>	<u>43</u>	<u>402</u>	<u>134</u>

### 2015 in quarters

1	21	275	15	58	43	333	230
2	21	275	15	58	43	333	230

#### 14 Courier establishments (cont'd)

Year	Qtr	State	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre		
2015	2	Johor	2	38	2	13	6	33	9		
		Kedah	0	12	1	6	0	10	4		
		Kelantan	0	8	1	2	0	21	3		
		Melaka	0	9	0	4	3	3	3		
		Negeri Sembilan	0	18	0	1	3	7	2		
		Pahang	0	17	0	4	1	26	7		
		Perak	1	28	0	10	1	15	12		
		Perlis	0	3	0	1	0	4	0		
		Pulau Pinang	3	18	3	1	3	6	5		
		Sabah	2	24	1	3	1	36	9		
		Sarawak	2	20	1	5	0	52	4		
		Selangor	11	54	3	4	10	73	92		
		Terengganu	0	10	1	4	1	12	3		
		WPKL	0	16	2	0	14	35	77		
		<b>Total</b>			<b>21</b>	<b>275</b>	<b>15</b>	<b>58</b>	<b>43</b>	<b>333</b>	<b>230</b>

## 15 Courier staff

Year	Administrative	Call centre	Despatch	Sorting	Others
<i>Note</i>					<i>1</i>
2012	1,310	1,358	4,746	730	1,738
2013	1,524	1,486	5,151	1,394	1,086
2014	<u>1,597</u>	<u>1,704</u>	<u>5,828</u>	<u>1,309</u>	<u>1,285</u>

### 2015 in quarters

1	1,842	1,695	5,800	1,033	1,122
2	1,817	1,791	5,641	796	1,122

### Explanatory notes:

1. Includes operation centre, sales, financial and customer service.

## 16 Courier vehicles

Year	Linehaul		Despatch		
	Trucks	Vans/cars	Trucks	Vans/cars	Motorcycles
2012	240	0	683	1,352	2,064
2013	248	0	659	1,551	2,641
2014	<u>338</u>	<u>1</u>	<u>764</u>	<u>1,687</u>	<u>3,055</u>

### 2015 in quarters

1	326	1	829	2,232	3,210
2	338	1	875	2,277	3,277



## 17 Courier traffic

Year	Document		Parcel	
	Domestic	International	Domestic	International
2012	<u>30,136,549</u>	<u>2,533,536</u>	<u>10,863,439</u>	<u>3,700,048</u>
2013	32,110,206	2,549,217	12,659,642	3,826,352
2014	<u>33,402,914</u>	<u>2,637,635</u>	<u>14,102,808</u>	<u>4,039,626</u>

### 2015 in quarters

1	8,199,524	649,472	4,612,479	975,871
2	8,748,221	625,782	4,924,595	1,020,592





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## FOR MORE STATISTICS

### WEBSITE

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly.

The MCMC website is at [www.mcmc.gov.my](http://www.mcmc.gov.my)

### OTHER STATISTICAL PUBLICATIONS

Statistical Bulletins:

1. Communications & Multimedia: Pocket Book of Statistics (ISSN:2180-4656), a quarterly bulletin of the communications and multimedia industry.
2. Postal & Courier Services: Pocket Book of Statistics (ISSN:2231-9913), a half yearly bulletin of the postal & courier industry.

Statistical Brief:

Statistical Briefs, disseminate findings of surveys conducted by MCMC.

Contact MCMC for more details.

## STATISTICS DEPARTMENT

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