

POSTAL AND COURIER

Facts & Figures

2019

POSTAL INFRASTRUCTURE

Number of postal infrastructure



Post office
681 | 2018:
687



Mini post office
215 | 2018:
227



Total post office
896 | 2018:
914



International office of exchange
1 | 2018:
1



Sorting office
21 | 2018:
22



Postal agent
98 | 2018:
100

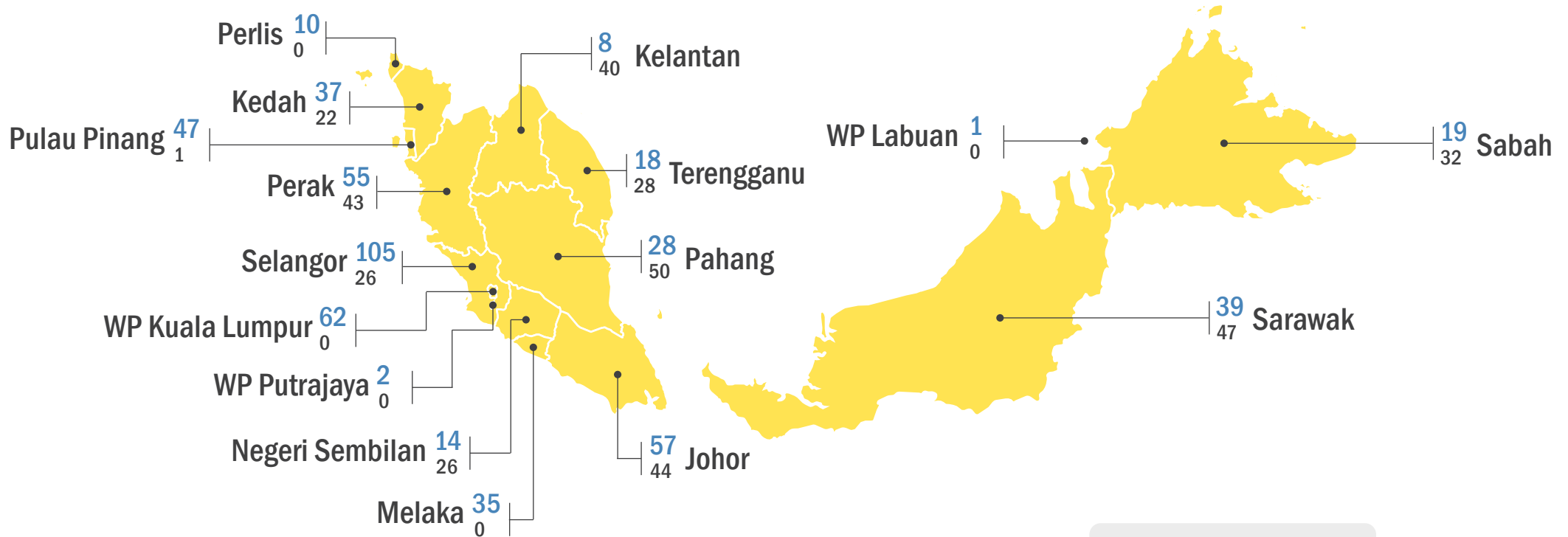


Mobile post office
32 | 2018:
32



Stamp vendor
1,058 | 2018:
1,114

POST OFFICE BY STATE



Legend:
Urban: 537 (National)
Rural: 359 (National)

Note:
 *Number of post offices includes post offices and mini post offices

POSTAL EMPLOYMENT



Inhouse employees

19,349

2018: 19,631



Outsource employees

2,199

2018: 2,089

Total number of postal employees

21,548

2018: 21,720

POSTAL TRAFFIC

Number of letter post item ('000)

Domestic

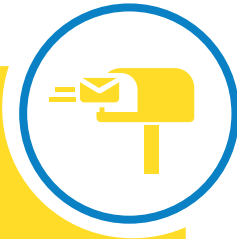
596,529.7 | 2018:
672,340.0

International issued

36,513.1 | 2018:
27,430.0

International received

6,710.6 | 2018:
9,416.2



Number of express item ('000)

Domestic

1,053.2 | 2018:
1,623.7

International issued

996.9 | 2018:
731.3

International received

952.2 | 2018:
633.7



Number of registered item ('000)

Domestic

16,730.9 | 2018:
19,404.2

International issued

3,323.7 | 2018:
5,596.1

International received

578.0 | 2018:
868.7



Number of ordinary parcel ('000)

Domestic

945.6 | 2018:
910.2

International issued

170.4 | 2018:
166.1

International received

160.2 | 2018:
176.7



Number of insured parcel

Domestic

292 | 2018:
81

International issued

0 | 2018:
6



Number of advertising item ('000)

Domestic

7,491.0 | 2018:
17,675.9



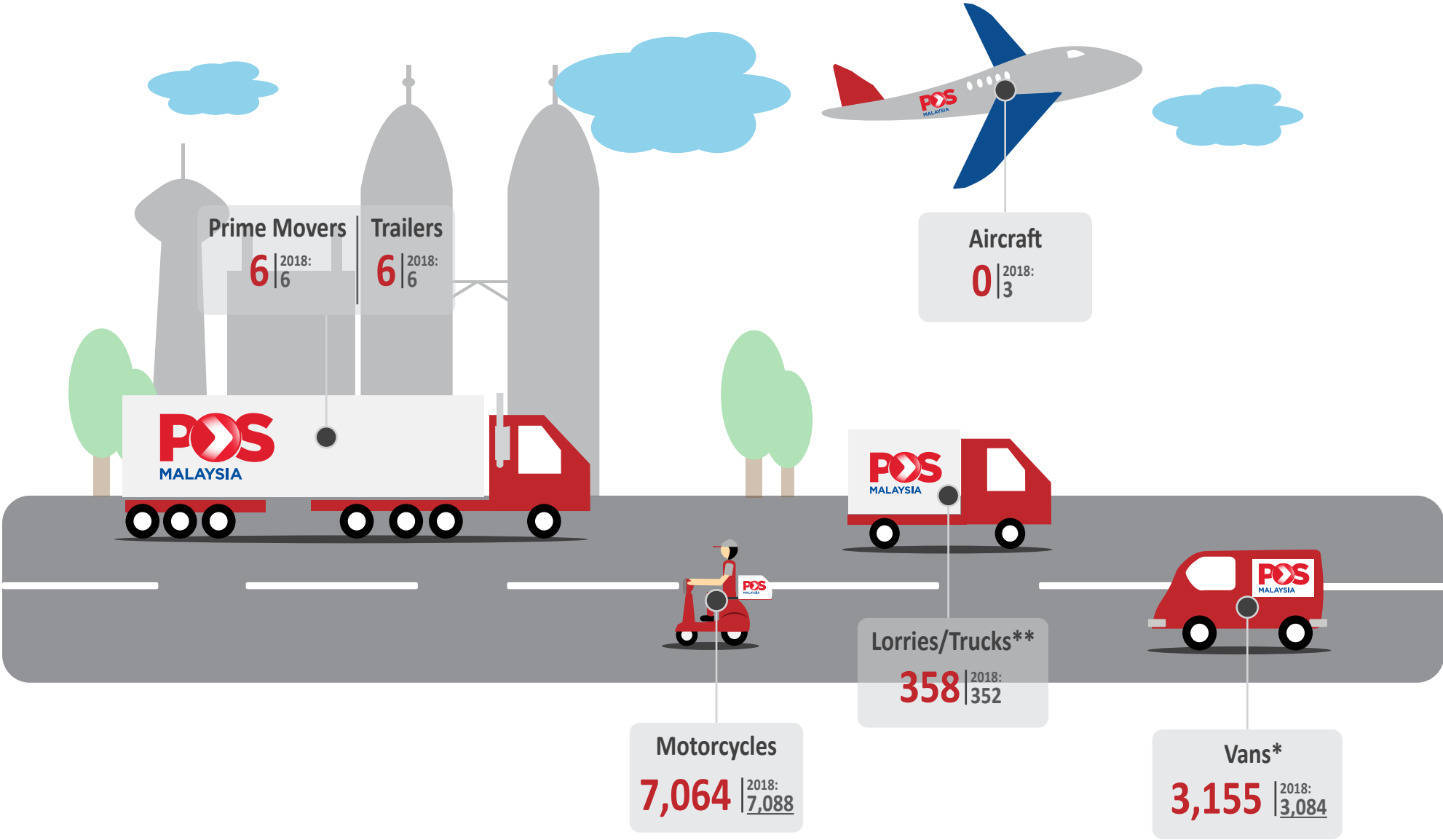
Number of post free item ('000)

Domestic

1,191.6 | 2018:
2,101.6

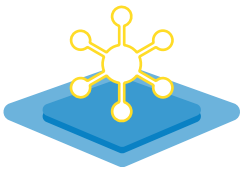


POSTAL VEHICLE



Note:
* Inclusive of 14 Pos On Wheels (POW) vans in Peninsular Malaysia
**Inclusive of 6 Go2U (Pos Laju mobile units) and 18 POW lorries (in Sabah & Sarawak)

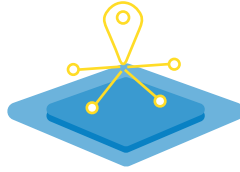
COURIER INFRASTRUCTURE



324

Hub

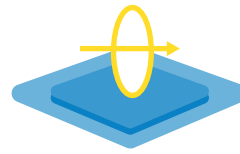
2018: 302



1,169

Branch

2018: 1,038



298

Gateway

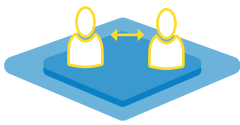
2018: 287



177

Franchise

2018: 97



80

Affiliate

2018: 50



1,754

Agent

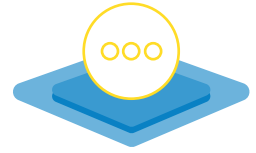
2018: 1,352



2,340

Drop-in-centre

2018: 340



558

Others

2018: 365

COURIER EMPLOYMENT



Number of courier employees

63,700

2018: 53,900

COURIER TRAFFIC

Number of document ('000)



Domestic

90,824.3 | 2018:
86,775.3

International

2,162.9 | 2018:
2,651.7

Number of parcel ('000)



Domestic

114,998.7 | 2018:
79,251.1

International

8,099.6 | 2018:
11,127.2

Others ('000)



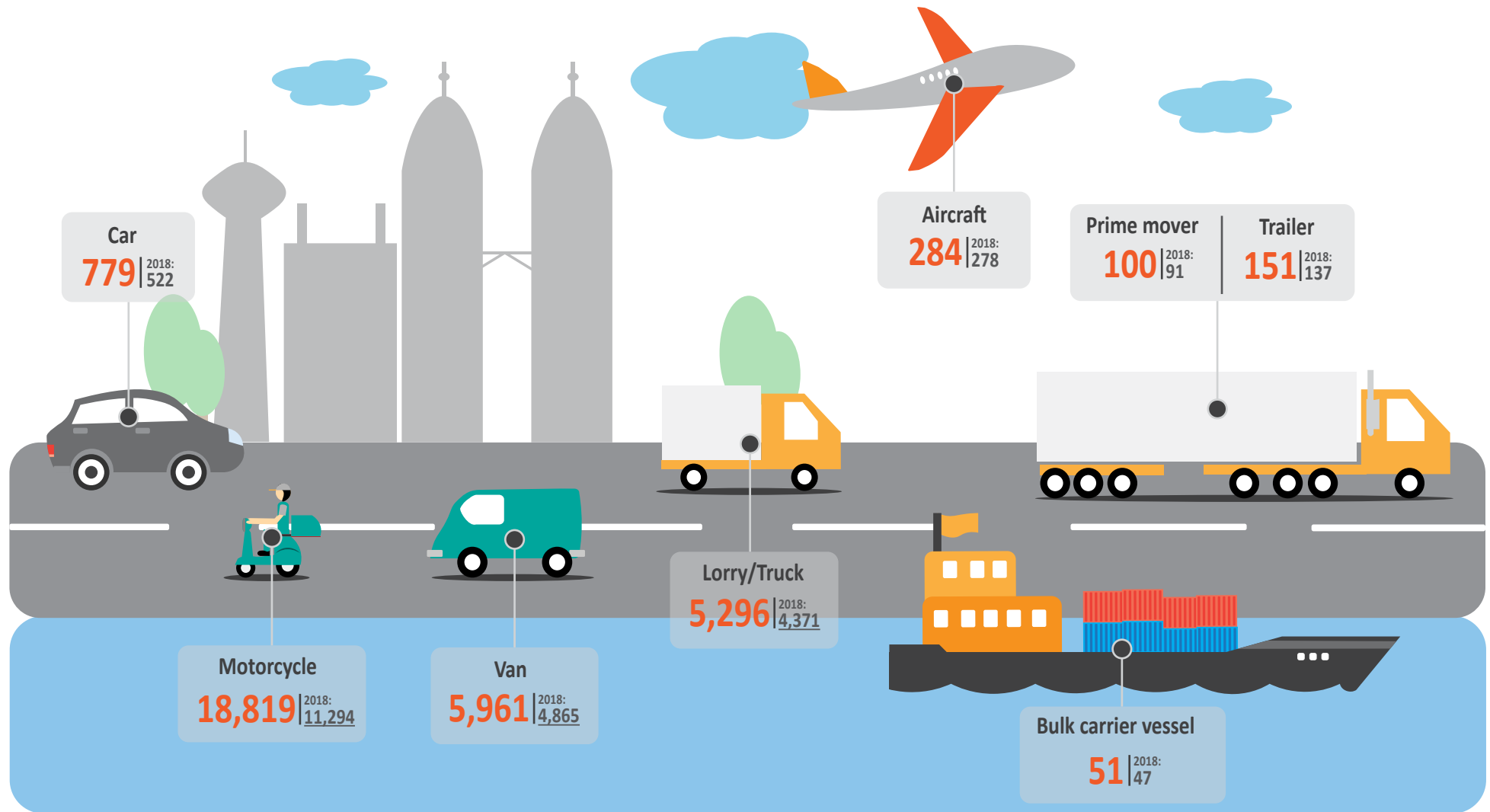
Domestic

23,718.7 | 2018:
31,018.4

International

725.9 | 2018:
476.8

COURIER VEHICLE



Note: Vehicles refers to vehicles owned by courier companies, outsource vehicles and staff personal vehicles for courier activities

Note:

1. In 2019, statistics on courier services were collected from 85 courier licensees. Figure 2018 were revised due to additional courier licensees from 14 to 81. Revised figures are underlined.
2. Others in Courier infrastructure includes service centre, kiosk, etc.
3. Others in Courier traffic includes non-priority mail, walk-in courier, prepaid and post express.

For further inquiries please contact Statistics and Data Intelligence Department MCMC at statistics@mcmc.gov.my