**GENERAL TERMS AND CONDITIONS GUIDELINES OF LICENSEE UNDER THE POSTAL SERVICES ACT 2012**

|  |  |
| --- | --- |
| NAME: |  |
| ORGANIZATION: |  |
| EMAIL: |  |
| TELEPHONE NO: |  |

Please submit your responses to the questions in the box via email to **pcpostal@mcmc.gov.my** no later than

**15 SEPTEMBER 2021.**

**QUESTION 1**

**The Commission would like to seek views on the proposed principles and components of Fair and Equitable Conduct between sender, receiver of postal item and licensee are clear and meet the requirements.**

**RESPONSE**

|  | Components | Feedback |
| --- | --- | --- |
| 1 | General responsibilities of the postal item sender | [x]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 2 | General responsibilities of the postal items receiver | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 3 | General responsibilities of the licensee | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |

**QUESTION 2**

**The Commission would like to seek views on the proposed principles and components of Disclosure and Transparency are clear and meet the requirements.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components | Feedback |
| 1 | Types of Services | ☐ Agree ☐ Not Agree ☐ No CommentComment/Suggestion:  |
| 2 | Delivery | ☐ Agree ☐ Not Agree ☐ No CommentComment/Suggestion:  |
| 3 | Information | ☐ Agree ☐ Not Agree ☐ No CommentComment/Suggestion:   |
| 4 | Rate | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 5 | Identity of Licensee | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 6 | Standard Delivery Services  | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 7 | Liability | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |

**QUESTION 3**

**The Commission would like to seek views on the proposed principles and components of Safety and Protection being comprehensive in protecting consumer rights.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components | Feedback |
| 1 | Extended protection for damage and loss | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 2 | Claim Process | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |

**QUESTION 4**

**The Commission would like to seek views on the proposed principles and components of Privacy Protection that licensees should adopt.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Component | Feedback |
| 1 | Consumer Data Protection | [x]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |

**QUESTION 5**

**The Commission would like to seek views on the proposed principles and components of Consumer Complaints and Disputes are adequate.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components  | Feedback |
| 1 | Complaint management procedures | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 2 | Complaint Feedback | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |

**QUESTION 6**

**The Commission would like to seek general views on the three components of Service Quality introduced in the guidelines.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components | Feedback |
| 1 | Guaranteed domestic courier service | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 2 | Postal Items Protection Services | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |
| 3 | Compensation for late delivery | [ ]  Agree [ ]  Not Agree [ ]  No Comment*Comment/Suggestion:*  |