



POSTAL AGENT○
233
2019: 235

POST OFFICE○
680
2019: 681

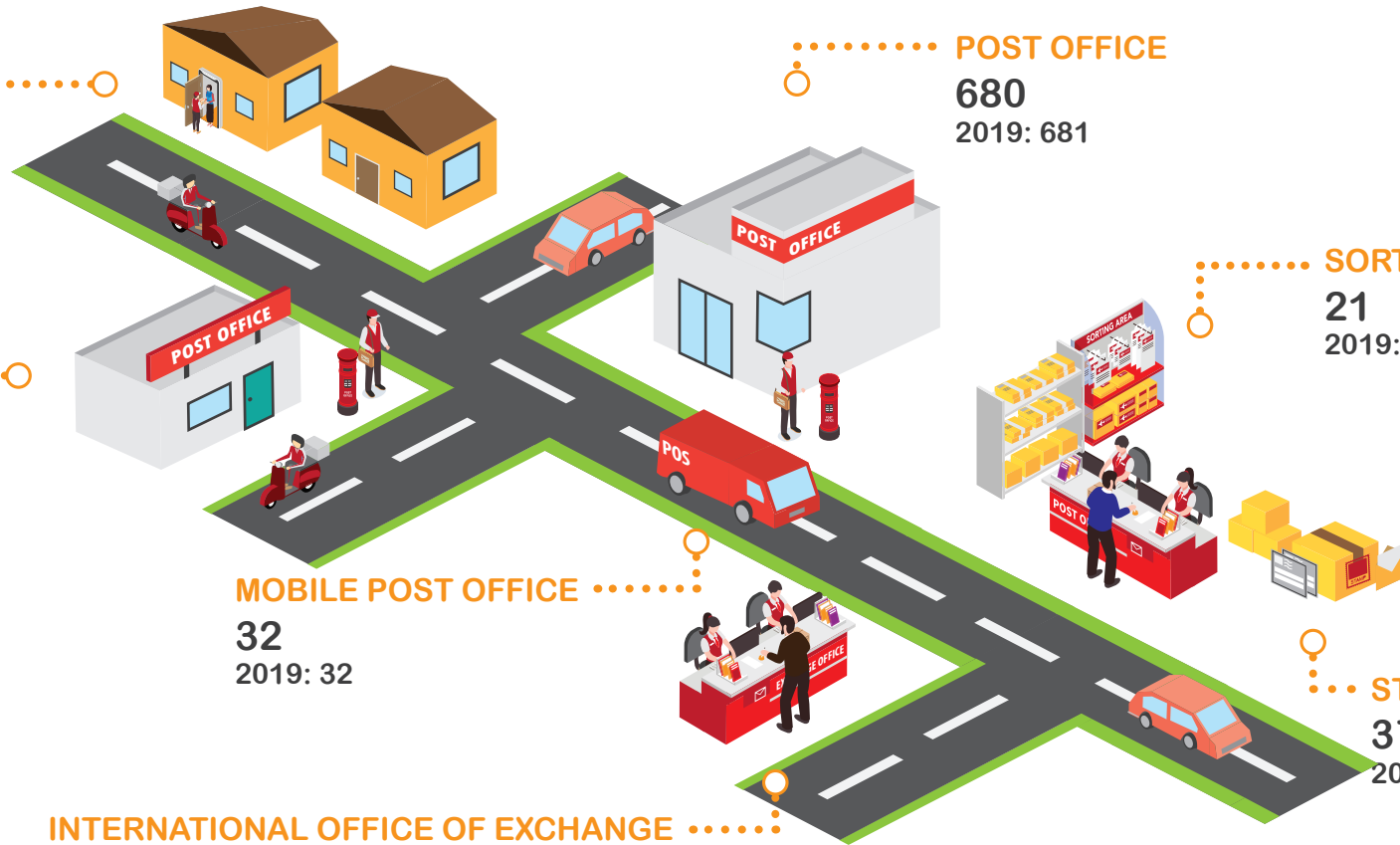
SORTING OFFICE○
21
2019: 21

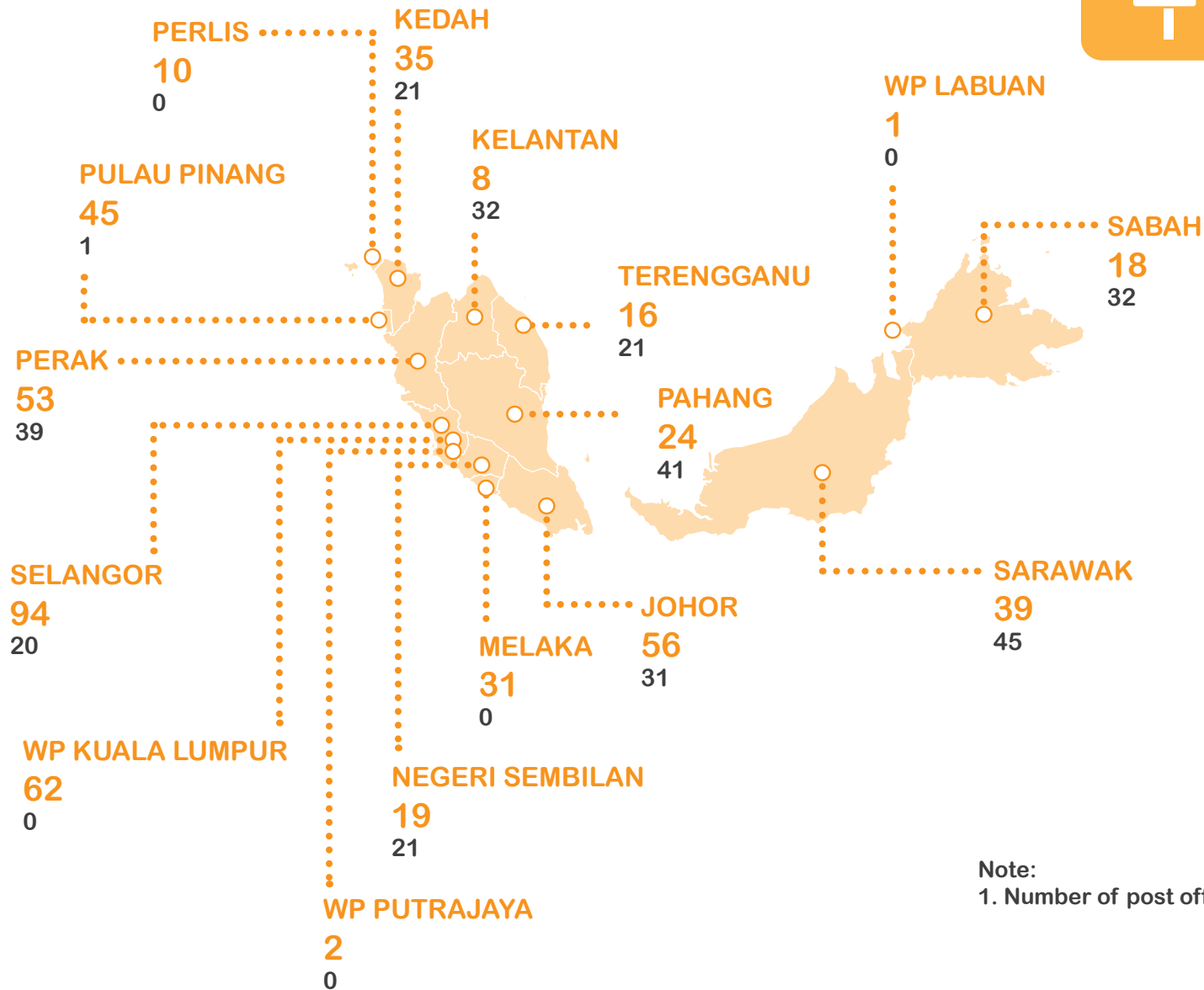
MINI POST OFFICE○
137
2019: 215

MOBILE POST OFFICE○
32
2019: 32

STAMP VENDOR○
374
2019: 1,058

INTERNATIONAL OFFICE OF EXCHANGE○
1
2019: 1





POST OFFICE BY STATE

Legend:

URBAN: 513 (National)
RURAL: 304 (National)

Note:

1. Number of post offices include post offices and mini post offices



CALL CENTER○
254
2019: 899



ADMINISTRATIVE
8,406
2019: 7,836



○..... **OTHERS***
537
2019: 760



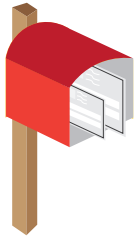
PICK UP & DESPATCH○
10,021
2019: 9,787



SORTING CREW○
2,930
2019: 2,266

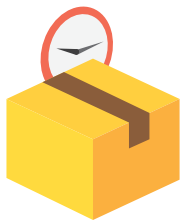


Note:
*Others include supervisor of postmen and wakil posmen



NUMBER OF LETTER POST ITEM ('000)

DOMESTIC	INTERNATIONAL
246,575.9	16,956.3
1H 2019: 315,606.9	1H 2019: 20,335.6



NUMBER OF EXPRESS ITEM ('000)

DOMESTIC	INTERNATIONAL
309.6	1,995.7
1H 2019: 606.2	1H 2019: 1,010.6



NUMBER OF INSURED PARCEL ('000)

DOMESTIC
0.1
1H 2019: 0.1



NUMBER OF REGISTERED ITEM ('000)

DOMESTIC	INTERNATIONAL
7,130.1	1,099.2
1H 2019: 8,706.4	1H 2019: 2,727.8



NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC
4,585.4
1H 2019: 4,323.4



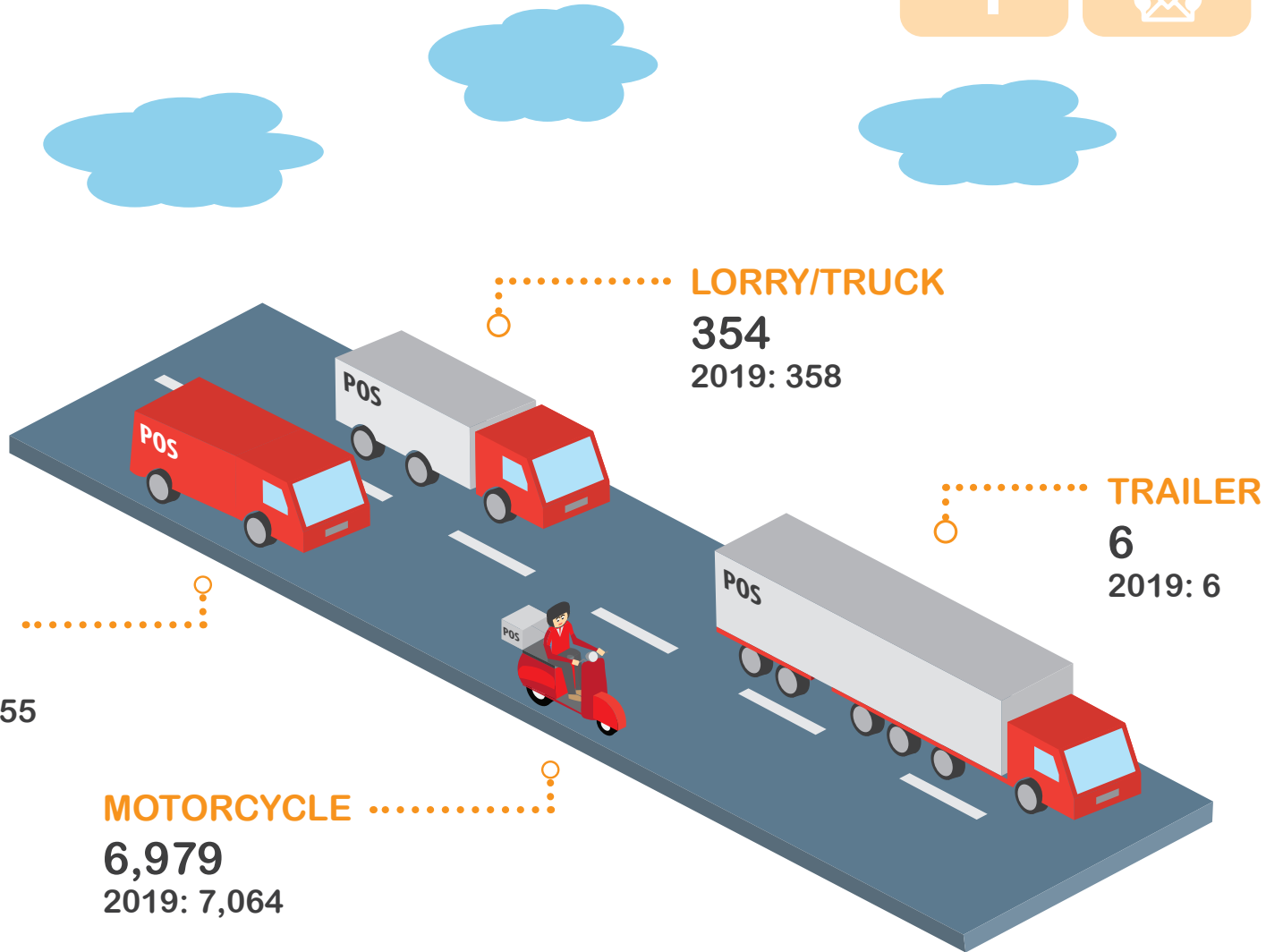
NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC	INTERNATIONAL
353.4	121.9
1H 2019: 501.2	1H 2019: 158.8



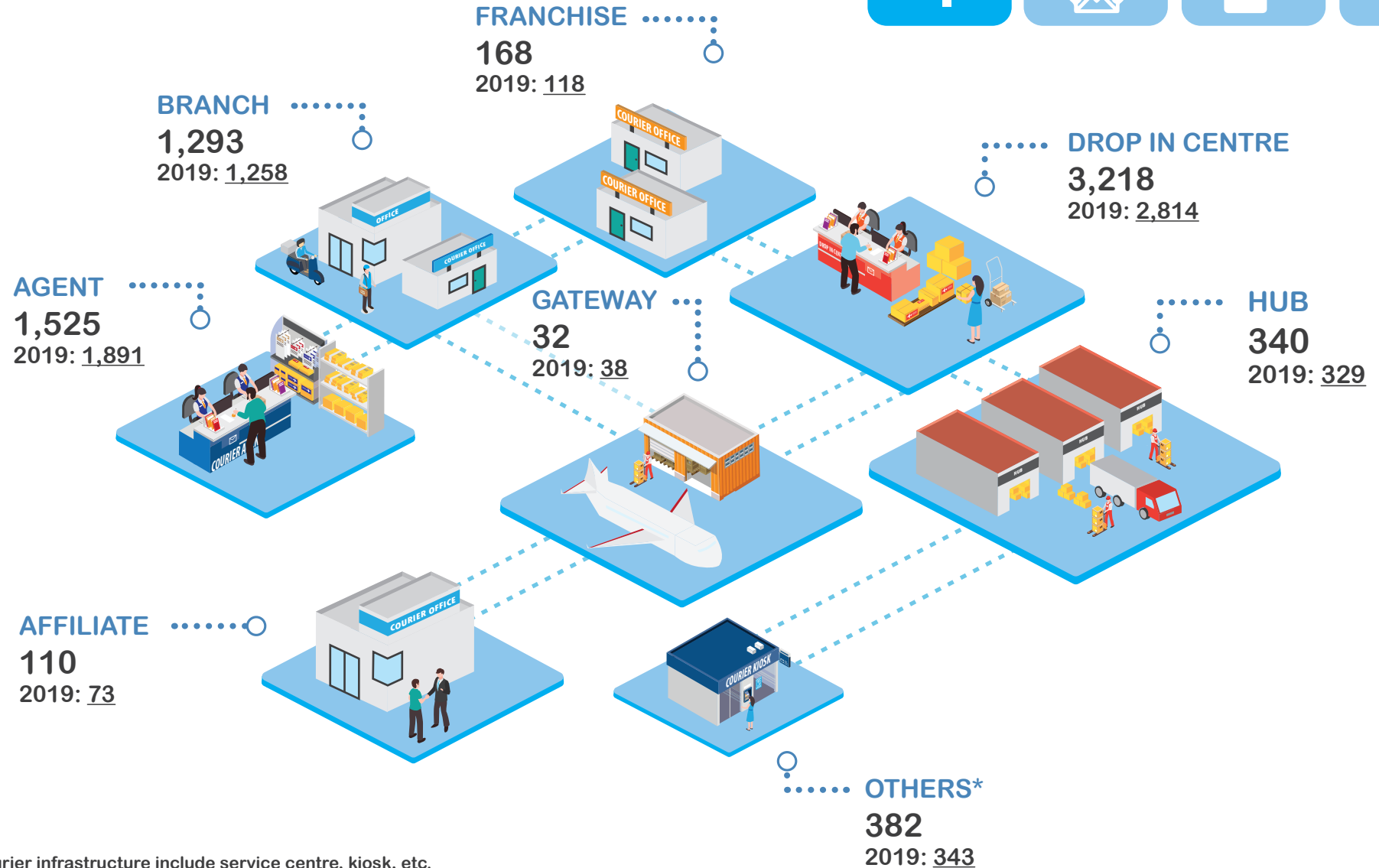
NUMBER OF POST FREE ITEM ('000)

DOMESTIC
20.1
1H 2019: 1,091.2



Note:

*Number of vehicles refer to vehicles owned by postal service provider and vehicles owned by outsource contractors/individual related to postal and courier activities



Note:
*Others in courier infrastructure include service centre, kiosk, etc.



CALL CENTER○
2,572
2019: 3,317



ADMINISTRATIVE
12,980
2019: 12,227



○..... **OTHERS***
7,778
2019: 7,573



PICK UP & DESPATCH○
34,289
2019: 30,454



SORTING CREW○
8,612
2019: 6,876

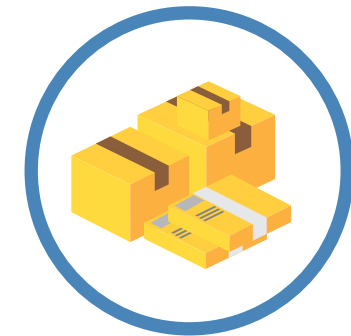


Note:
*Others in courier employment include employees in sales, marketing, finance, internship and non-operational, etc.



NUMBER OF DOCUMENT ('000)

DOMESTIC	INTERNATIONAL
54,851.0	1,414.0
2019: <u>91,800.7</u>	2019: <u>2,233.2</u>



NUMBER OF PARCEL ('000)

DOMESTIC	INTERNATIONAL
105,293.2	5,405.9
2019: <u>120,309.0</u>	2019: <u>9,316.7</u>

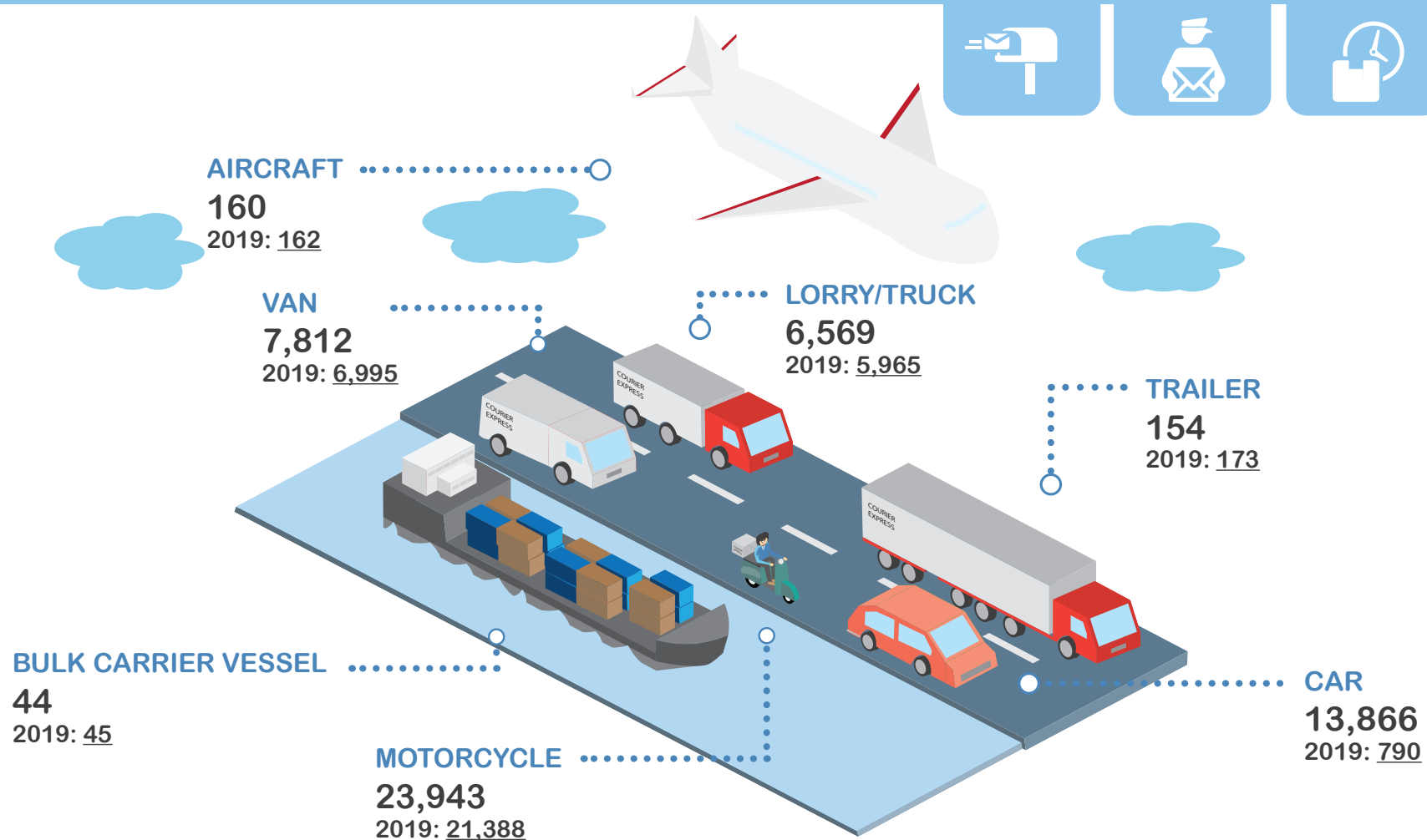


OTHERS* ('000)

DOMESTIC	INTERNATIONAL
14,634.1	580.9
2019: <u>23,445.3</u>	2019: <u>724.7</u>

Note:

*Others in courier traffic include non-priority mail, walk-in courier, prepaid, post express, etc.



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

Note:
1. In 1H 2020, statistics on courier services were collected from 98 courier licensees and postal service provider.
2. Published as at Nov 2020.
3. Revised figures are underlined.

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