

# 2020

## Postal Facts & Figures

# Postal Infrastructure



POSTAL AGENT .....○  
232  
1H 2020: 233

.....○ POST OFFICE  
674  
1H 2020: 680

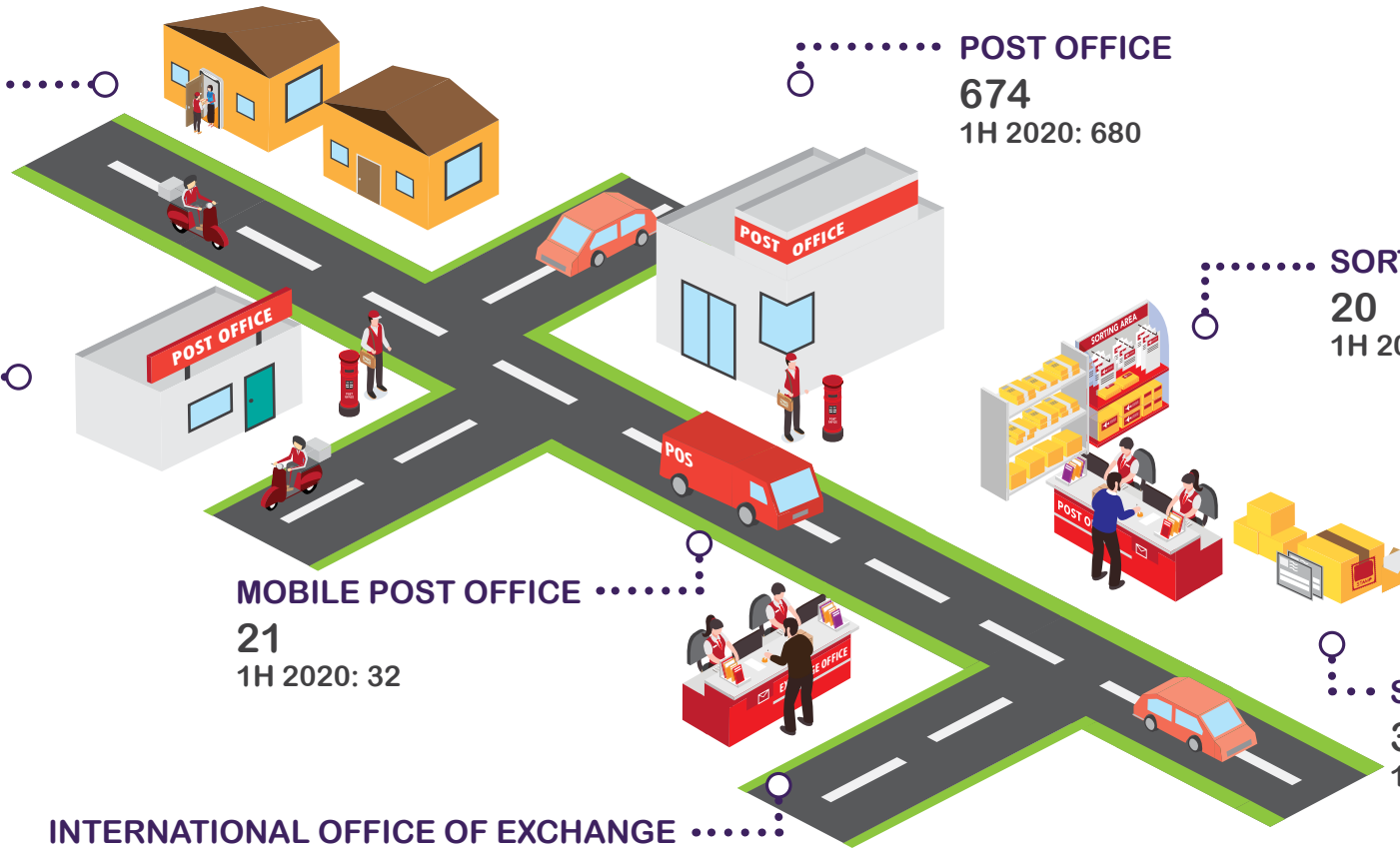
MINI POST OFFICE .....○  
136  
1H 2020: 137

.....○ SORTING OFFICE  
20  
1H 2020: 21

MOBILE POST OFFICE .....○  
21  
1H 2020: 32

.....○ STAMP VENDOR  
381  
1H 2020: 374

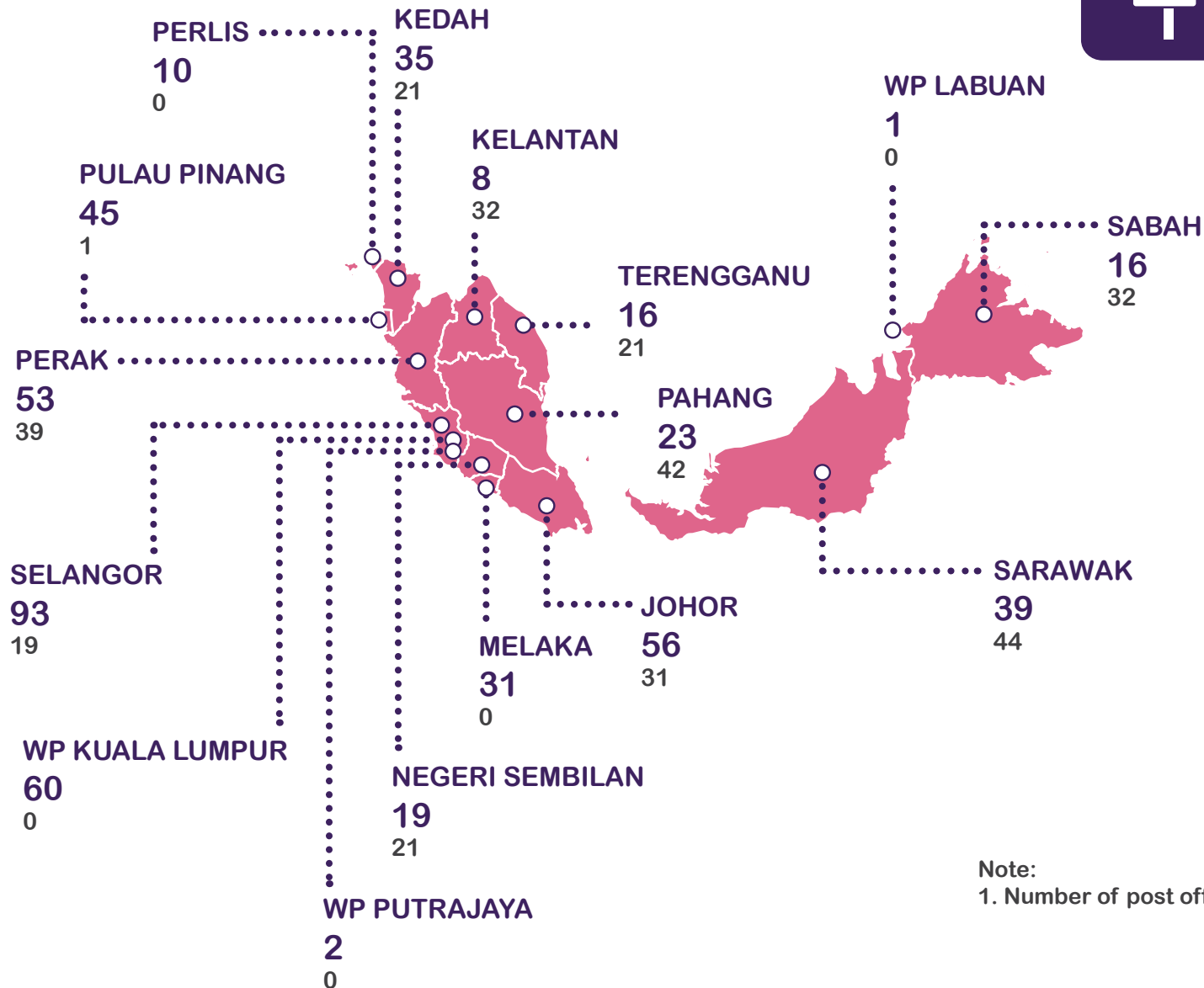
INTERNATIONAL OFFICE OF EXCHANGE .....○  
1  
1H 2020: 1



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## Postal Facts & Figures

# Postal Infrastructure



## POST OFFICE BY STATE

Legend:

URBAN: 507 (National)

RURAL: 303 (National)

Note:

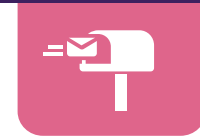
1. Number of post offices include post offices and mini post offices



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## Postal Facts & Figures

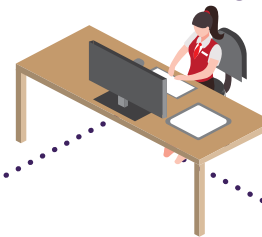
# Postal Employment



**CALL CENTER** .....○  
**255**  
1H 2020: 254



**ADMINISTRATIVE**  
**8,327**  
1H 2020: 8,406



○..... **OTHERS\***  
**550**  
1H 2020: 537



**PICK UP & DESPATCH** .....○  
**10,625**  
1H 2020: 10,021

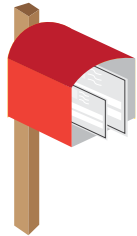


**SORTING CREW** .....○  
**3,105**  
1H 2020: 2,930



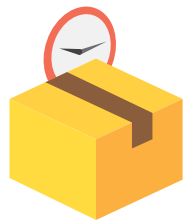
Note:  
\*Others include supervisor of postmen and wakil posmen





### NUMBER OF LETTER POST ITEM ('000)

DOMESTIC	INTERNATIONAL
456,868.0	30,899.5
2019: 596,529.7	2019: 43,223.8



### NUMBER OF EXPRESS ITEM ('000)

DOMESTIC	INTERNATIONAL
462.8	3,493.0
2019: 1,053.2	2019: 1,949.1



### NUMBER OF INSURED PARCEL ('000)

DOMESTIC
0.2
2019: 0.3



### NUMBER OF REGISTERED ITEM ('000)

DOMESTIC	INTERNATIONAL
19,262.0	1,812.4
2019: 16,730.9	2019: 3,901.6



### NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC
5,955.8
2019: 7,491.0



### NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC	INTERNATIONAL
793.6	234.3
2019: 945.6	2019: 330.6



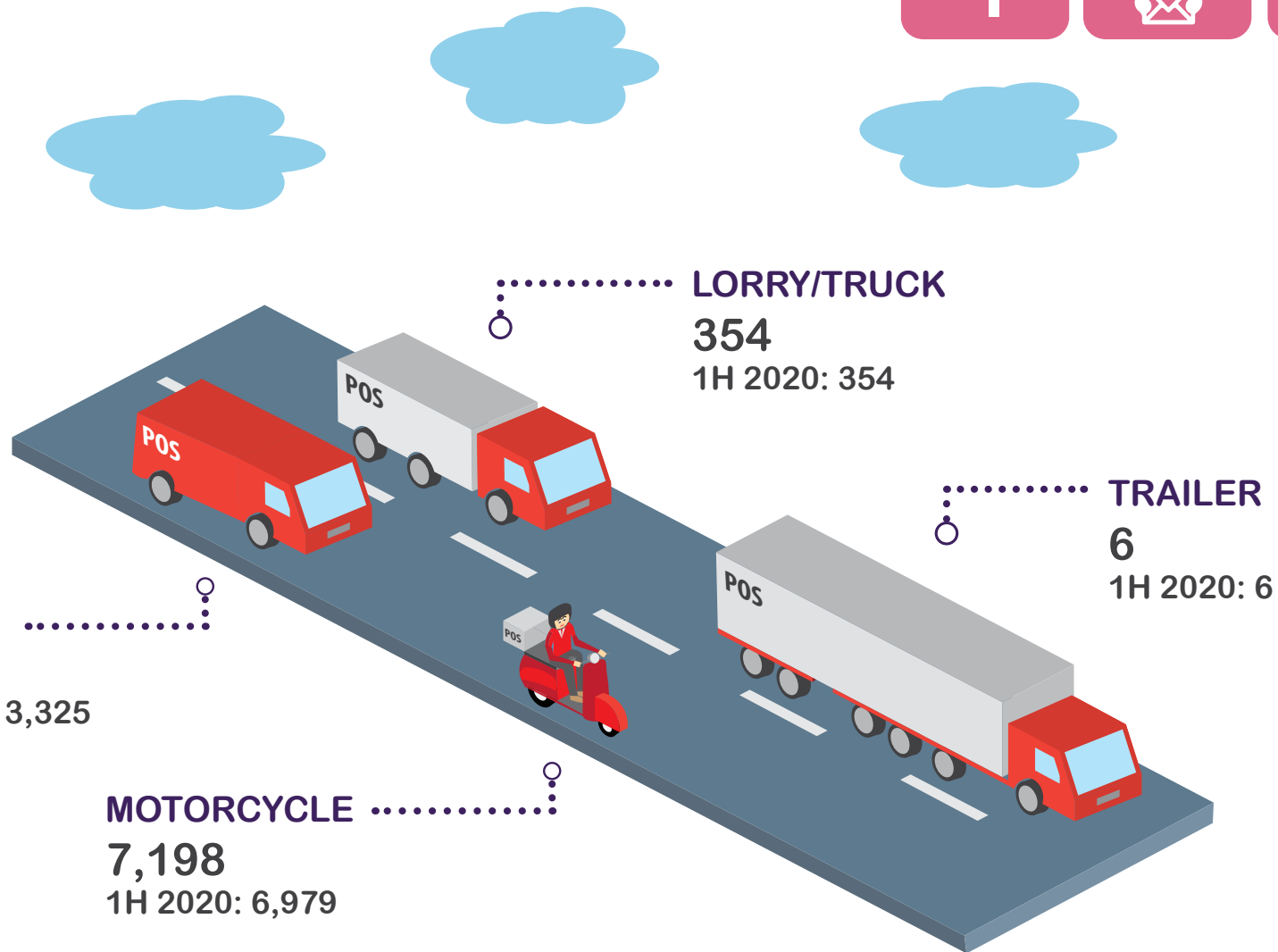
### NUMBER OF POST FREE ITEM ('000)

DOMESTIC
2,321.9
2019: 1,191.6

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## Postal Facts & Figures

# Postal Vehicle



Note:

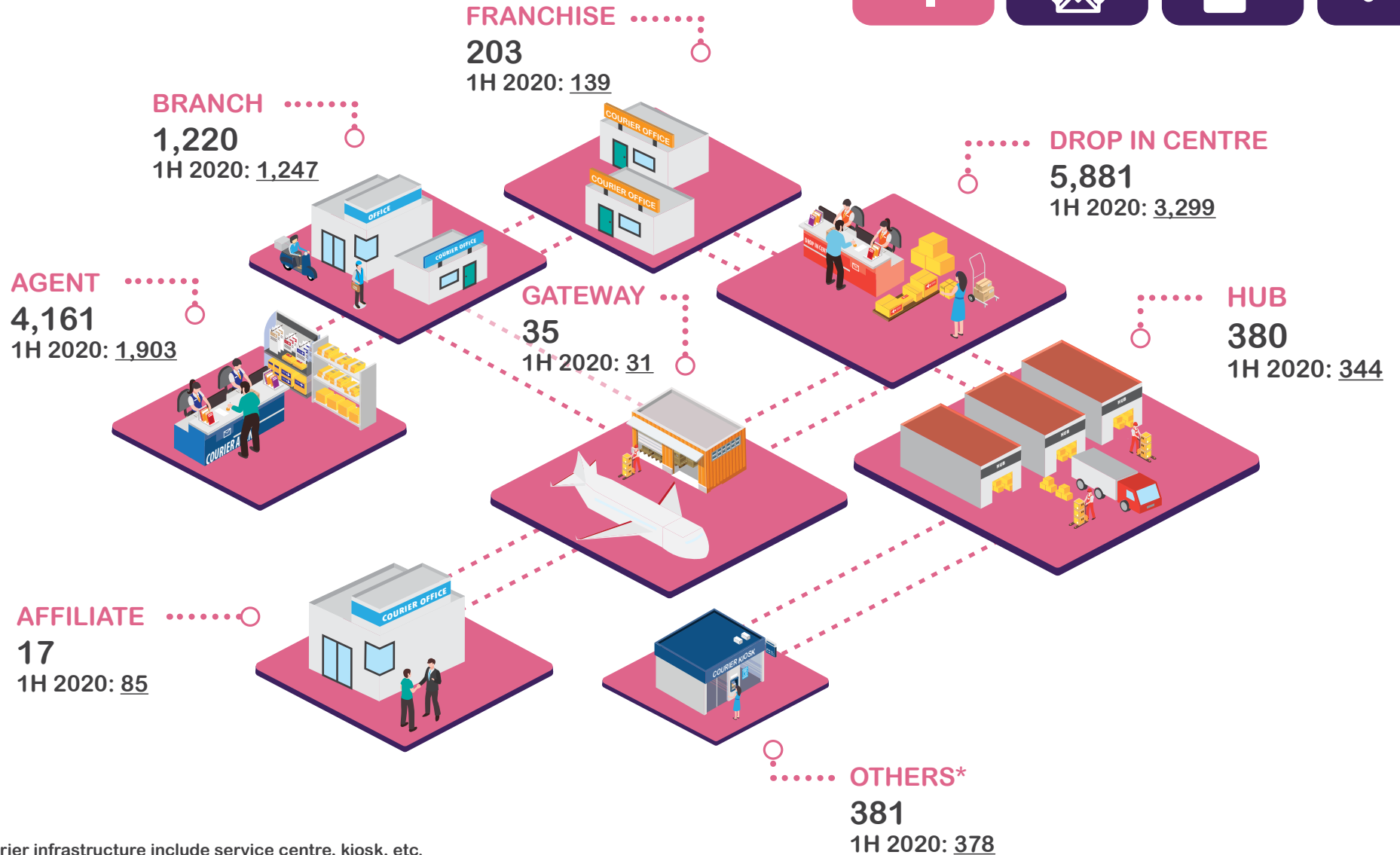
\*Number of vehicles refer to vehicles owned by postal service provider and vehicles owned by outsource contractors/individual related to postal and courier activities



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## Courier Facts & Figures

# Courier Infrastructure



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



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## Courier Facts & Figures

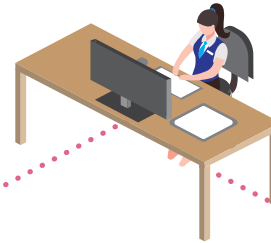
# Courier Employment



**CALL CENTER** .....○  
**2,757**  
1H 2020: 2,573



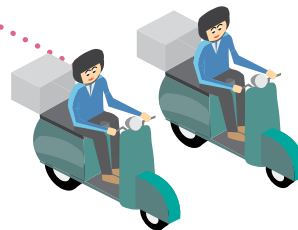
**ADMINISTRATIVE**  
**13,167**  
1H 2020: 12,983



**OTHERS\***  
**7,883**  
1H 2020: 7,478



**PICK UP & DESPATCH** .....○  
**94,565**  
1H 2020: 53,143



**SORTING CREW** .....○  
**10,926**  
1H 2020: 8,615



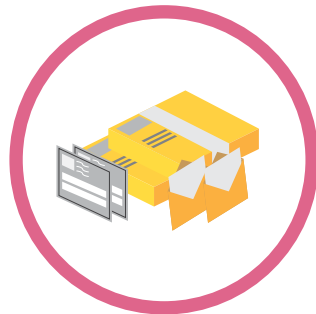
Note:  
\*Others in courier employment include employees in sales, marketing, finance, internship and non-operational, etc.



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## Courier Facts & Figures

# Courier Traffic



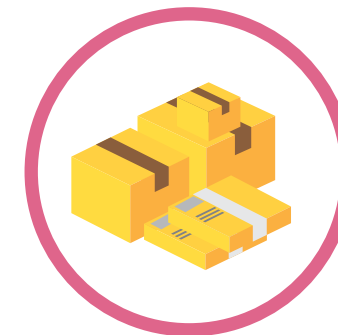
### NUMBER OF DOCUMENT ('000)

#### DOMESTIC

107,301.1  
2019: 91,633.2

#### INTERNATIONAL

2,525.7  
2019: 2,221.5



### NUMBER OF PARCEL ('000)

#### DOMESTIC

303,160.7  
2019: 120,297.4

#### INTERNATIONAL

19,658.0  
2019: 9,316.7



### OTHERS\* ('000)

#### DOMESTIC

28,498.8  
2019: 23,445.3

#### INTERNATIONAL

888.0  
2019: 724.7

Note:

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

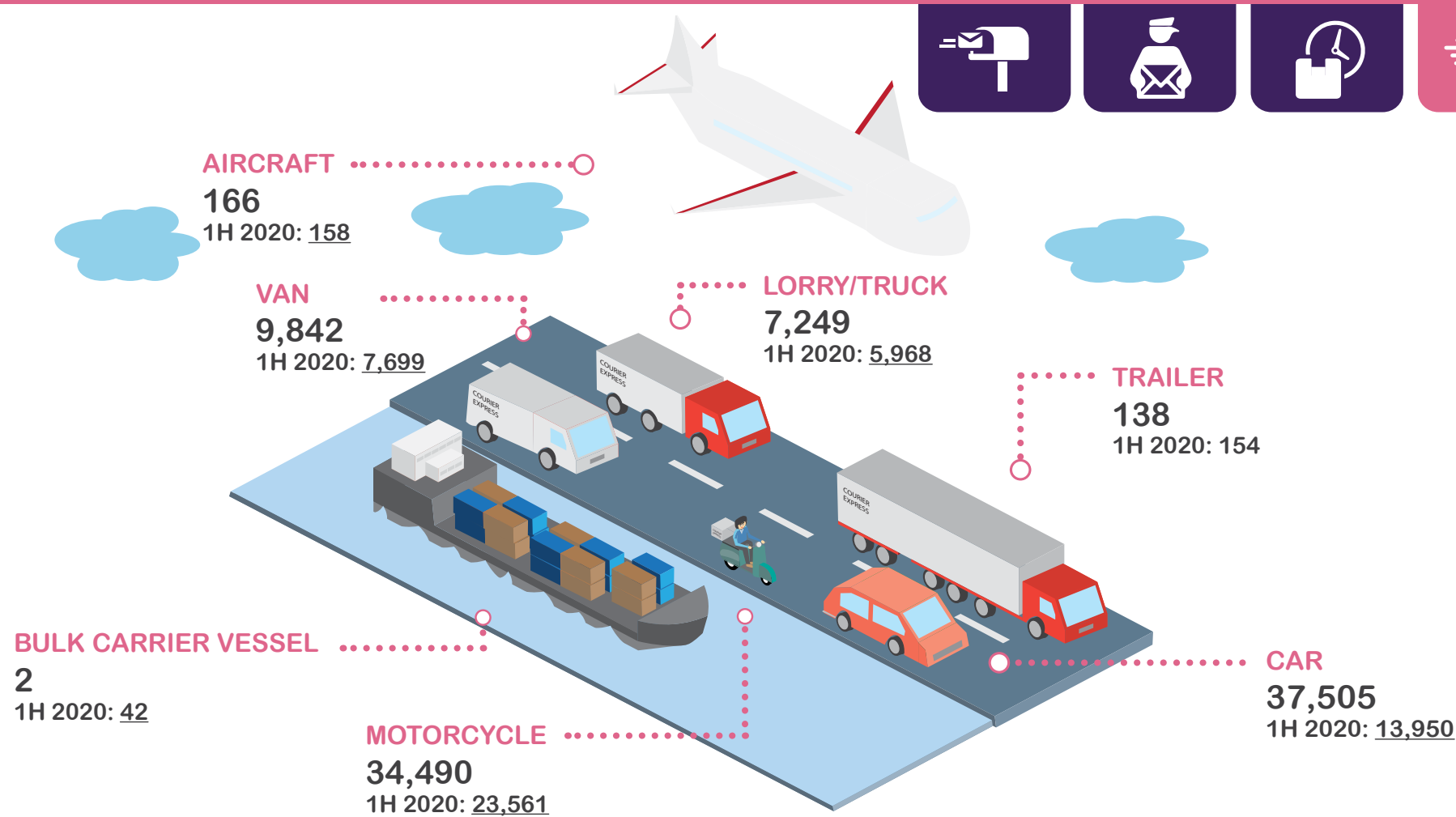




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## Courier Facts & Figures

# Courier Vehicle



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

- Note:**
1. In 2020, statistics on courier services were collected from 106 courier licensees and postal service provider.
  2. Published as at Dec 2020.
  3. Revised figures are underlined.

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