2018 Postal Service Facts & Figures

Postal infrastructure

Number of postal infrastructure

687
Post office
2017: 694

227
Mini post office
2017: 227

914
Total post office
2017: 921

32
Mobile post office
2017: 32

1,114
Stamp vendor
2017: 1,112

100
Postal agent
2017: 107
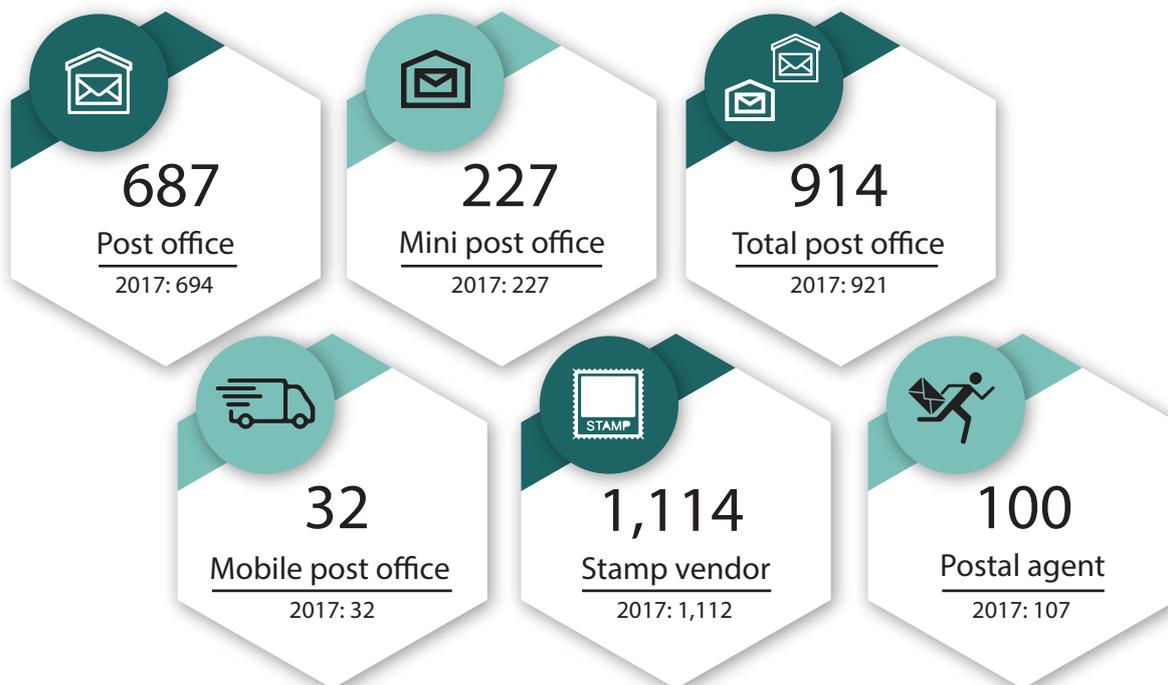
Number of post office by state

9
0
Perlis

30
17
Kedah

7
21
Kelantan

37
1
Pulau Pinang

13
15
Terengganu

51
34
Perak

80
15
Selangor

16
27
Pahang

60
0
W.P. Kuala Lumpur

2
0
W.P. Putrajaya

Negeri Sembilan
14
25

Melaka
28
0

Johor
54
25

Sabah
17
28

W.P. Labuan
1
0

21
39
Sarawak

LEGEND:
Urban: 440 (National)
Rural: 247 (National)
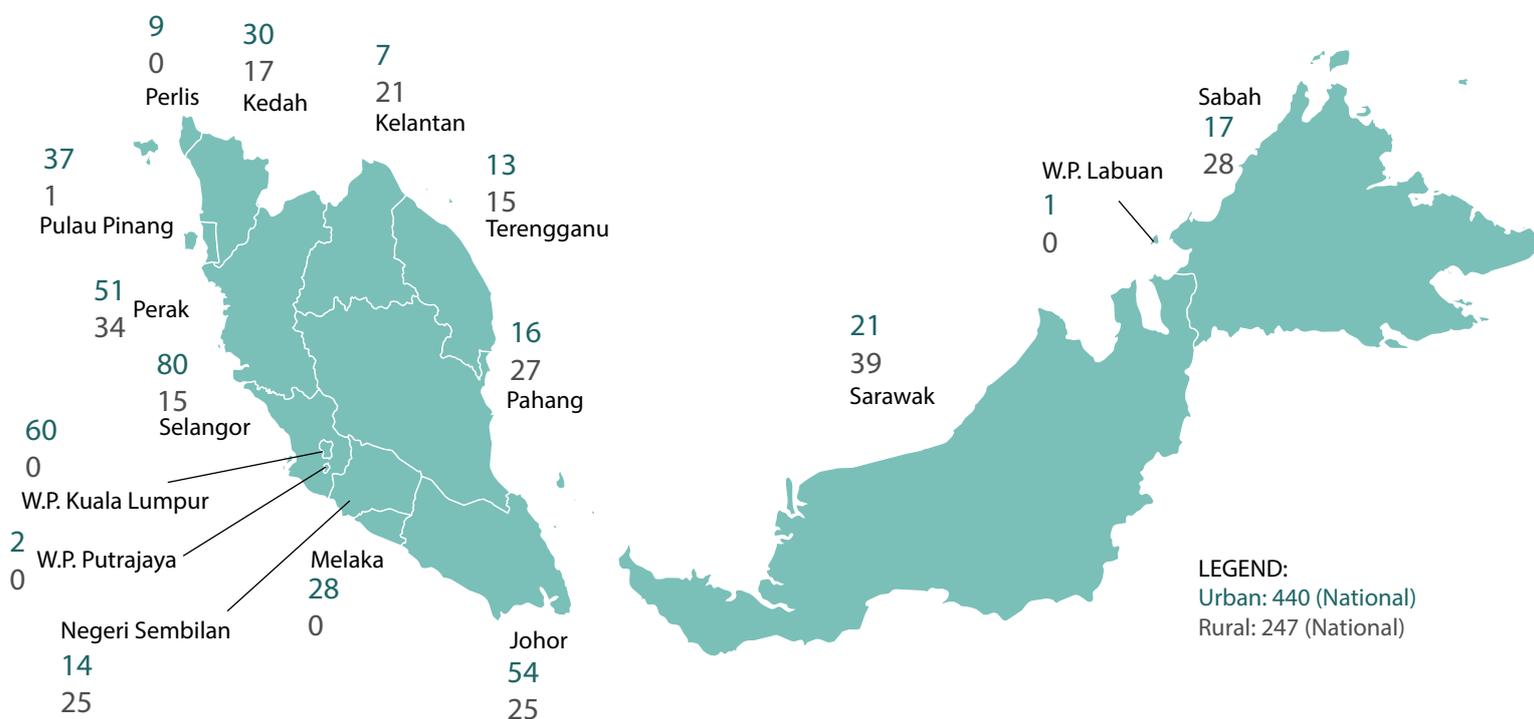
Postal employment

Number of full time staff

18,265	18,925	19,021	19,066	19,411
2014	2015	2016	2017	2018

Postal traffic

Number of letter post item (`000)

	Domestic	International issued	International received
2017	738,135.2	29,646.3	11,168.6
2018	672,340.0	27,430.0	9,416.2
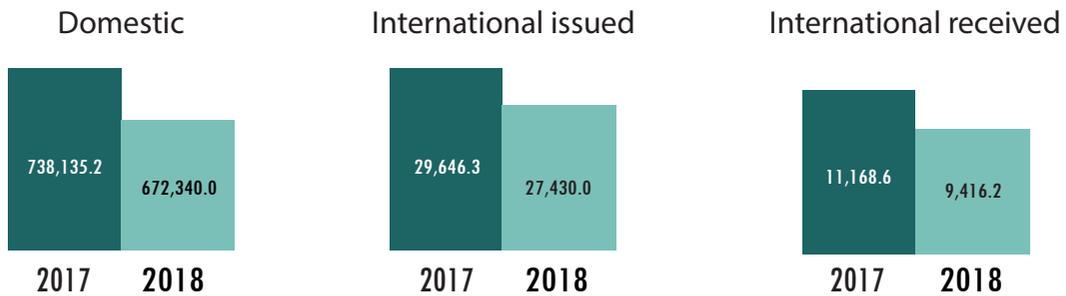
Number of registered item (`000)

	Domestic	International issued	International received
2017	21,715.0	8,283.2	994.3
2018	19,404.2	5,596.1	868.7
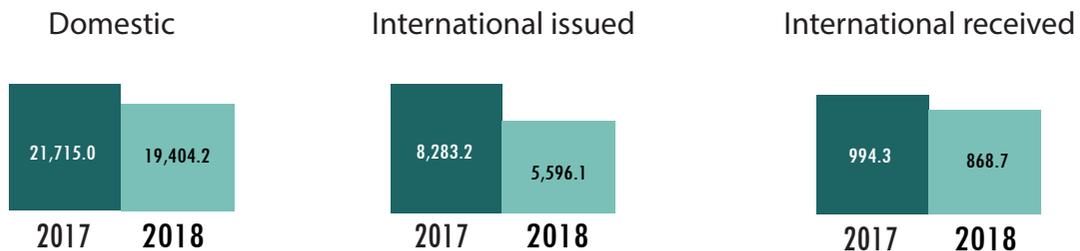
Number of ordinary parcel (`000)

	Domestic	International issued	International received
2017	1,040.3	169.8	170.2
2018	910.2	166.1	176.7

Postal vehicle

Number of postal vehicle

Linehaul

352
Truck
2017: 376

3
Aircraft
2017: 2

Despatch

6,623
Motorcycle
2017: 7,384

2,997
Van
2017: 2,910
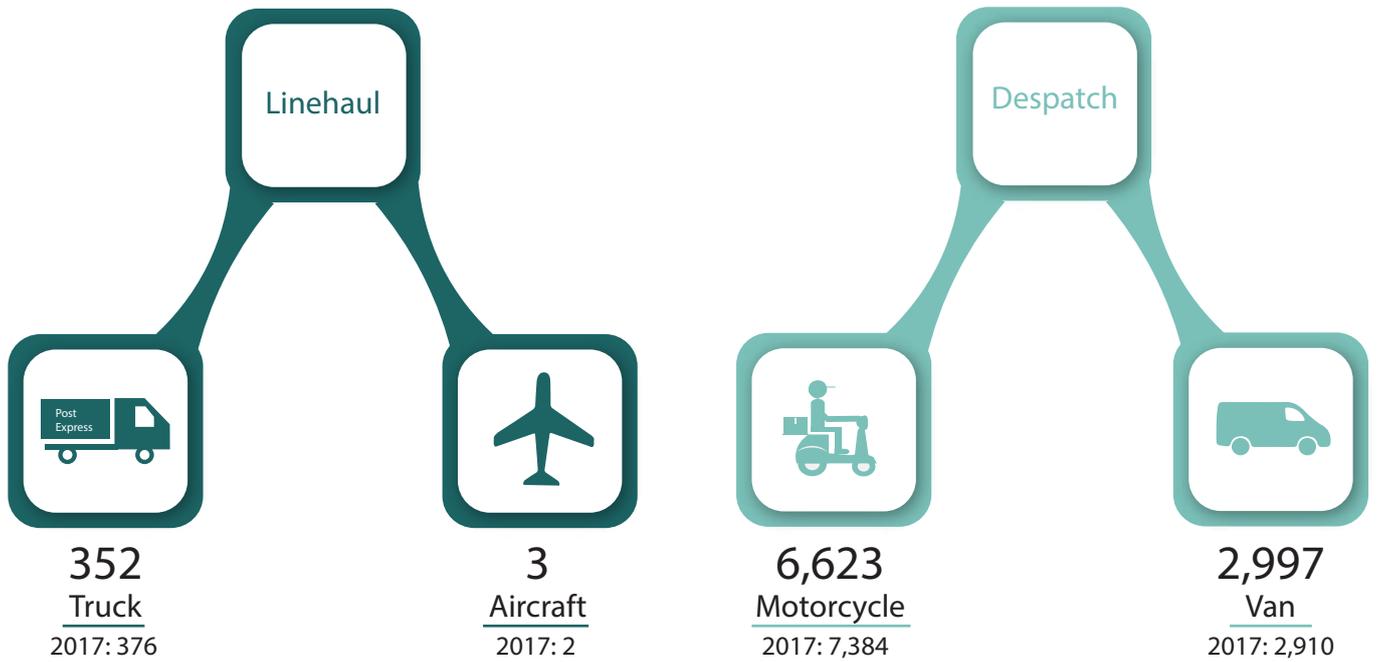
Post box

Number of post office box

2014	2015	2016	2017	2018
96,727	96,975	95,994	95,481	94,981

Number of letter box

2014	2015	2016	2017	2018
3,108	3,030	3,002	2,919	2,664
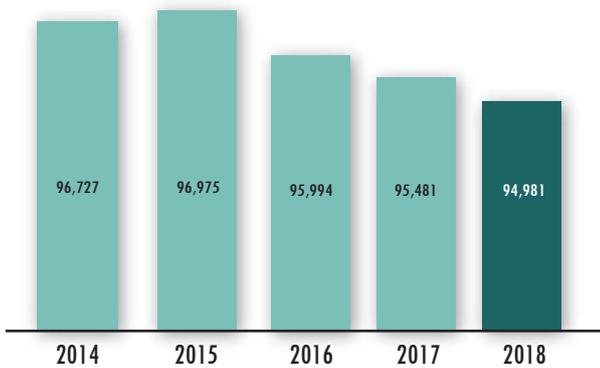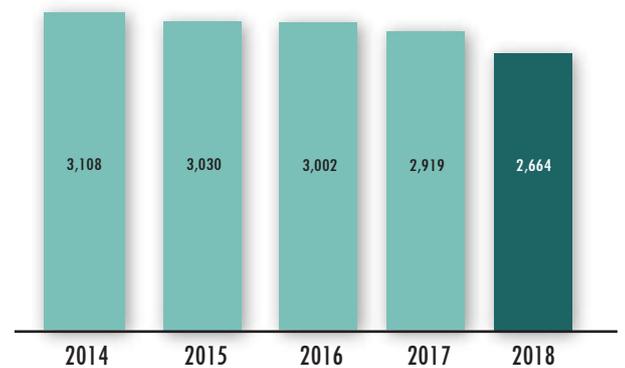
Number of automated parcel locker

2017	2018
73	111
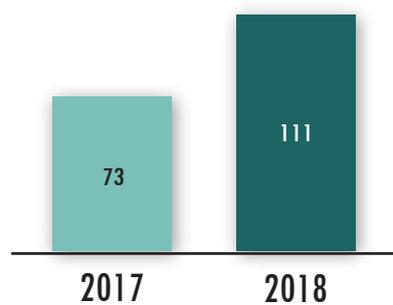
2018 Courier Service Facts & Figures

Courier infrastructure

52
Hub
2017: 18

416
Branch
2017: 322

12
Gateway
2017: 10

48
Franchise
2017: 39

46
Affiliate
2017: 47

527
Agent
2017: 322

340
Drop-in-centre
2017: 454

254
Others*
2017: 129

Courier employment

2,327
Administrative
2017: 1,450

2,784
Call centre
2017: 2,199

10,837
Despatch
2017: 7,945

1,558
Sorting
2017: 992

2,160
Others*
2017: 1,674
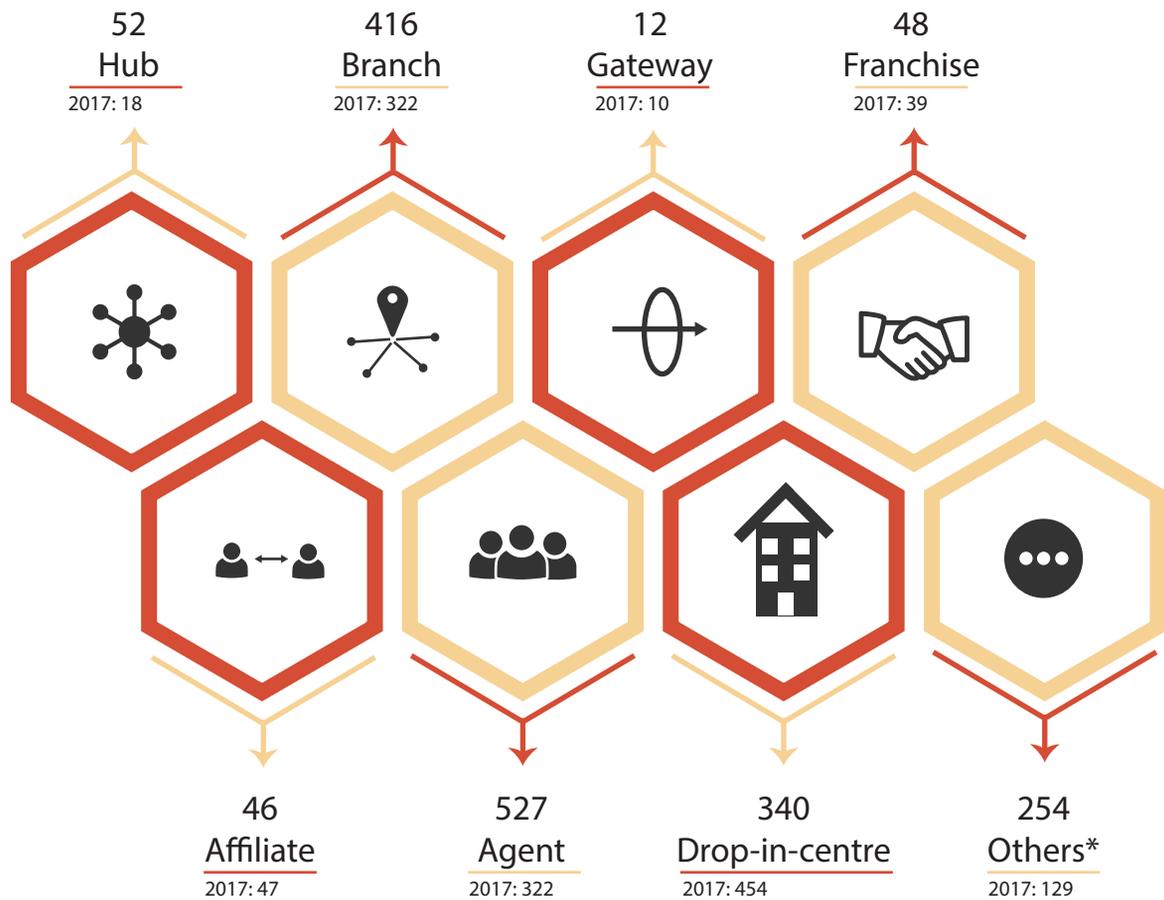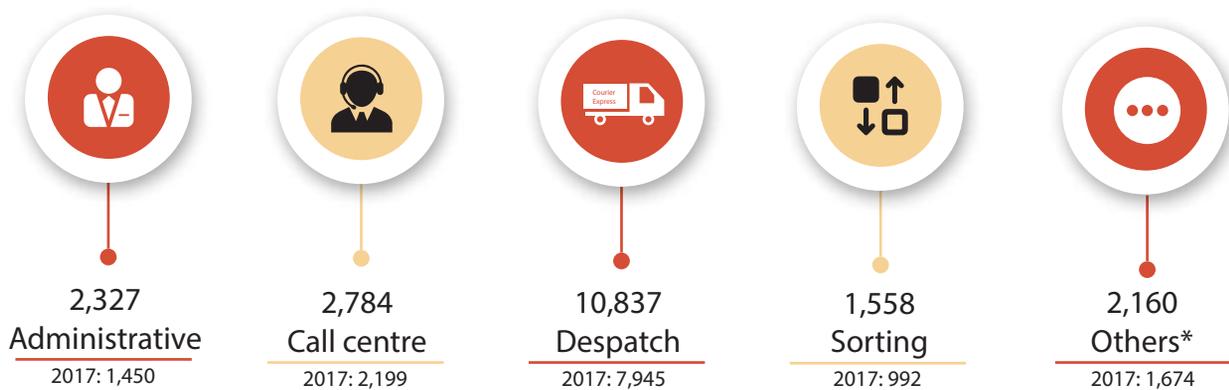
Courier infrastructure by state

Johor

Hub	5	Affiliate	6
Branch	51	Agent	38
Gateway	1	Drop-in-centre	11
Franchise	14	Others	11

Kedah

Hub	1	Affiliate	3
Branch	21	Agent	23
Gateway	0	Drop-in-centre	8
Franchise	3	Others	4

Kelantan

Hub	1	Affiliate	0
Branch	15	Agent	22
Gateway	0	Drop-in-centre	15
Franchise	2	Others	2

Melaka

Hub	1	Affiliate	5
Branch	14	Agent	8
Gateway	0	Drop-in-centre	2
Franchise	1	Others	7

Negeri Sembilan

Hub	1	Affiliate	2
Branch	26	Agent	12
Gateway	0	Drop-in-centre	7
Franchise	0	Others	5

Pahang

Hub	1	Affiliate	4
Branch	29	Agent	37
Gateway	0	Drop-in-centre	9
Franchise	4	Others	2

Perak

Hub	2	Affiliate	7
Branch	35	Agent	30
Gateway	1	Drop-in-centre	13
Franchise	8	Others	5

Perlis

Hub	0	Affiliate	1
Branch	5	Agent	8
Gateway	0	Drop-in-centre	0
Franchise	0	Others	1

Pulau Pinang

Hub	3	Affiliate	2
Branch	27	Agent	12
Gateway	3	Drop-in-centre	9
Franchise	1	Others	6

Sabah

Hub	2	Affiliate	0
Branch	30	Agent	66
Gateway	0	Drop-in-centre	10
Franchise	2	Others	2

Sarawak

Hub	2	Affiliate	1
Branch	26	Agent	84
Gateway	1	Drop-in-centre	9
Franchise	6	Others	1

Selangor

Hub	23	Affiliate	14
Branch	86	Agent	105
Gateway	5	Drop-in-centre	146
Franchise	3	Others	109

Terengganu

Hub	1	Affiliate	1
Branch	16	Agent	25
Gateway	0	Drop-in-centre	1
Franchise	4	Others	4

W. P. Kuala Lumpur

Hub	9	Affiliate	0
Branch	26	Agent	48
Gateway	1	Drop-in-centre	91
Franchise	0	Others	88

W. P. Labuan

Hub	0	Affiliate	0
Branch	6	Agent	3
Gateway	0	Drop-in-centre	0
Franchise	0	Others	0

W. P. Putrajaya

Hub	0	Affiliate	0
Branch	3	Agent	6
Gateway	0	Drop-in-centre	9
Franchise	0	Others	7

Courier traffic

Number of document (`000)

Domestic

- 2017: 53,466.7
- 2018: 85,188.0

International

- 2017: 2,612.9
- 2018: 2,626.7

Number of parcel (`000)

Domestic

- 2017: 35,230.2
- 2018: 43,564.4

International

- 2017: 4,915.9
- 2018: 6,034.4

Others* (`000)

Domestic

- 2017: 22,119.2
- 2018: 32,558.7
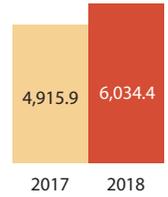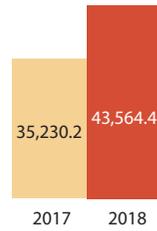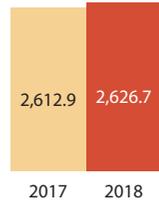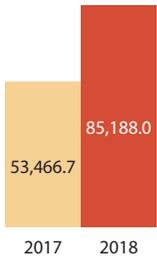
International
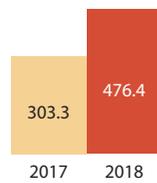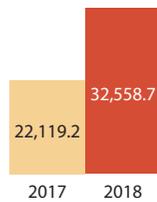
- 2017: 303.3
- 2018: 476.4

Courier Vehicle

Linehaul

Truck
617
2017: 414

Van
7
2017: 1

Despatch

Truck
1,944
2017: 1,703

Van/Car
3,393
2017: 3,010

Motorcycle
3,792
2017: 3,345

Courier Express
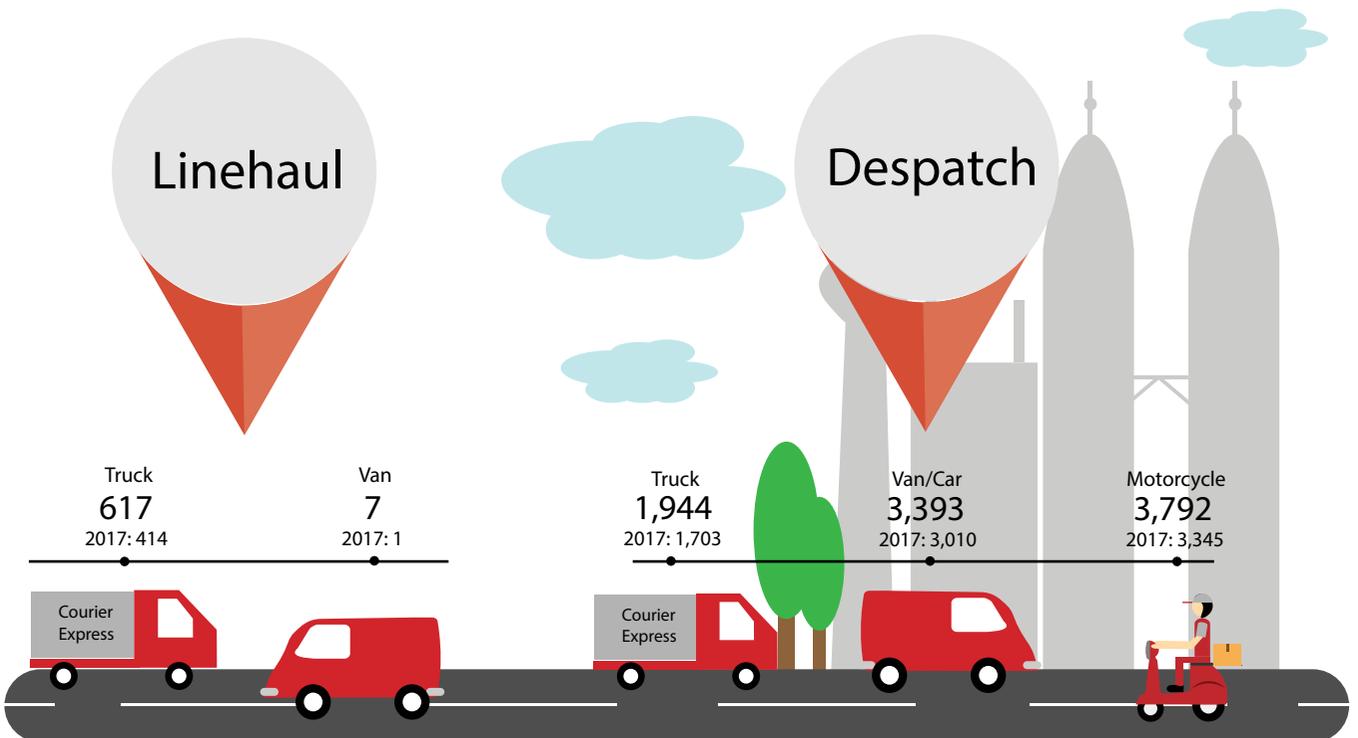
Note:
1. In 2018, courier statistics were collected from top 14 courier companies in 2018 in terms of traffic and revenue through a survey canvassed by MCMC.
   (2017:- top 10 courier companies)
2. Others in Courier infrastructure includes service centre, kiosk, etc
3. Others in Courier employment includes operation centre, sales, financial and customer service.
4. Others in Courier traffic includes non-priority mail, walk-in courier, prepaid and post express.

For further inquiries please contact Statistics Department MCMC at statistics@cmc.gov.my

MCMC