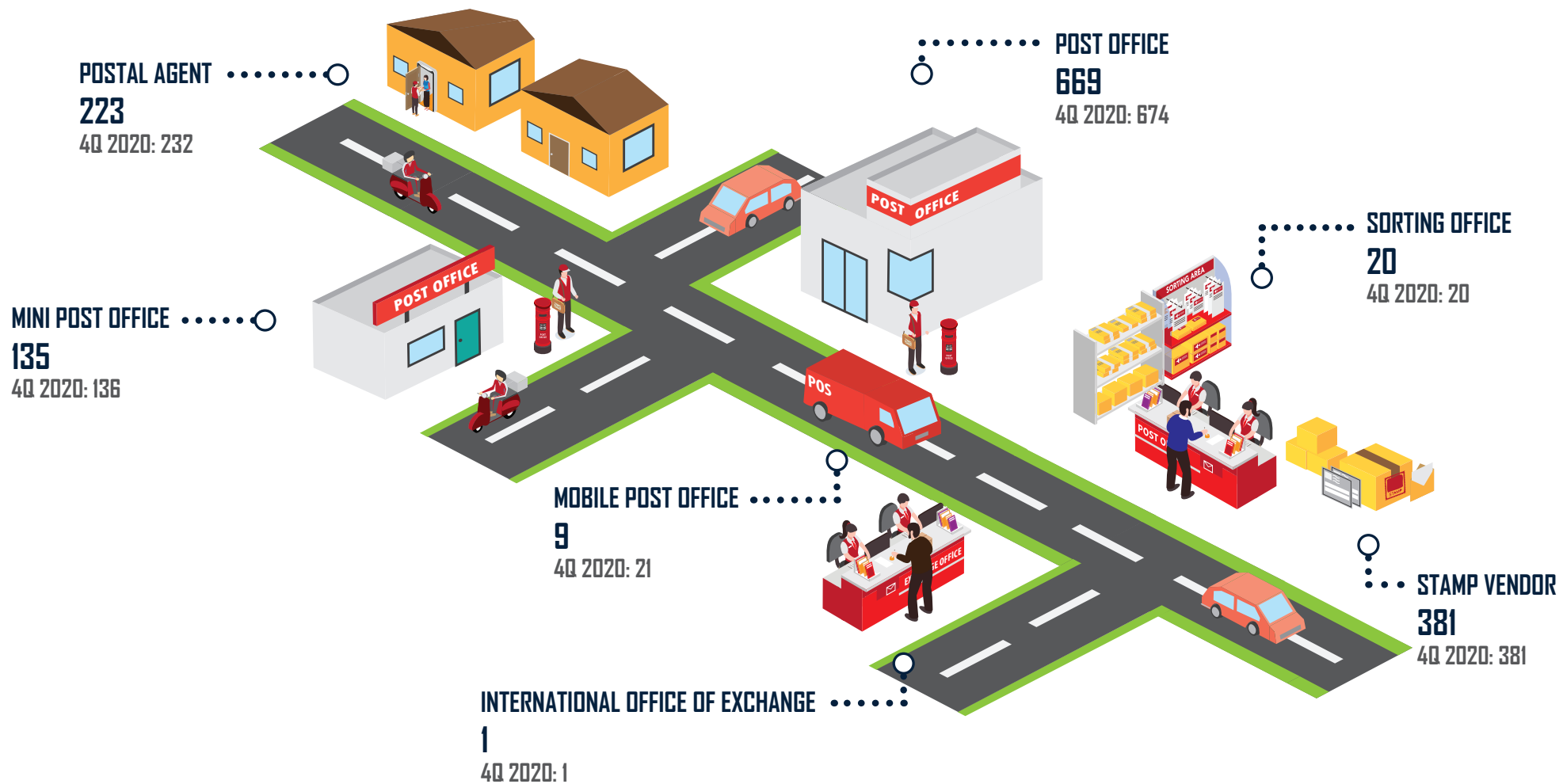
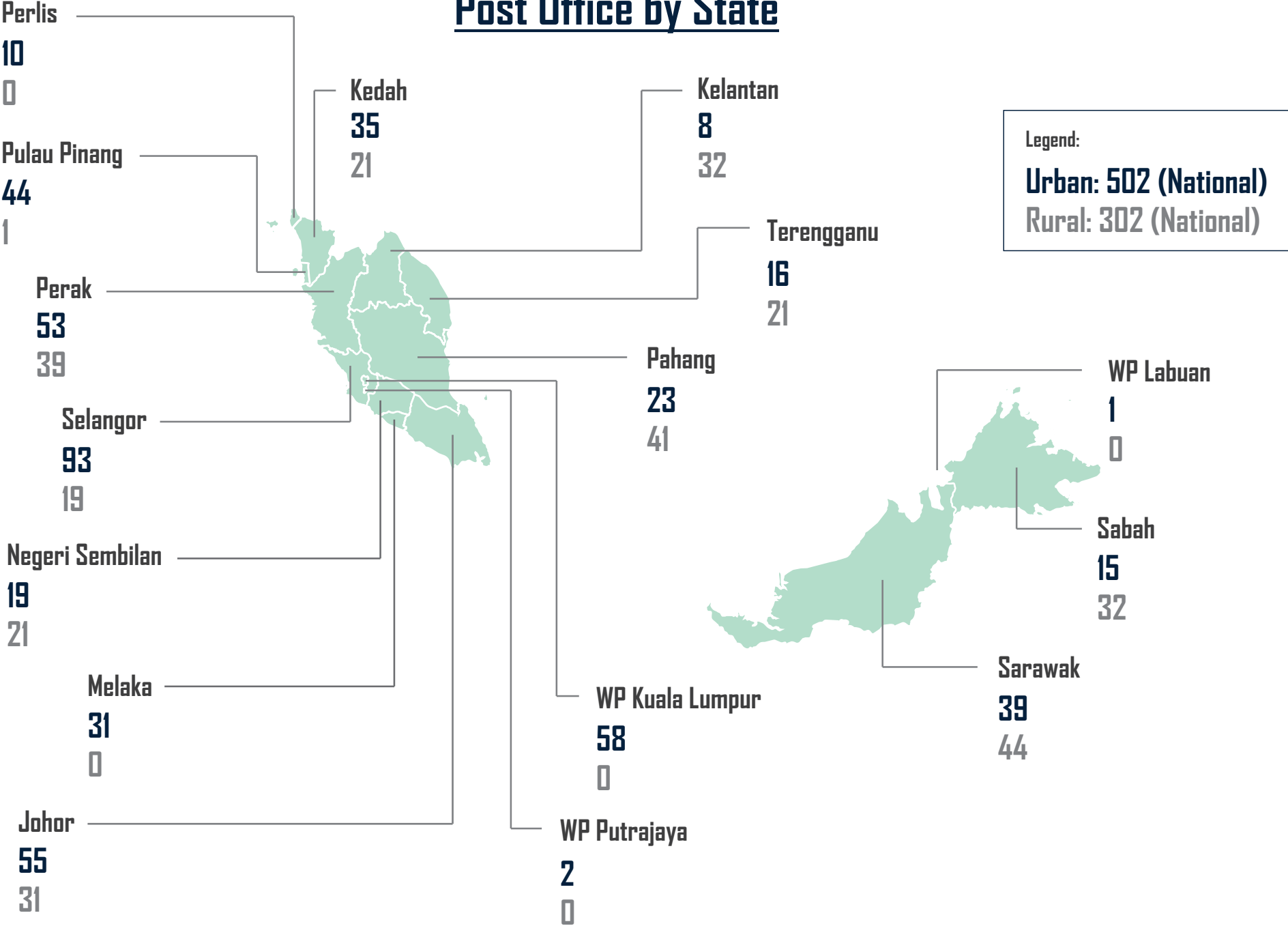


Postal Infrastructure



Post Office by State



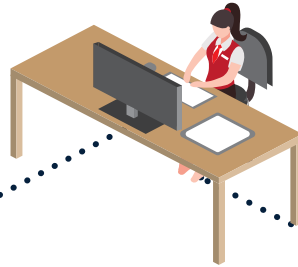
Note:
Number of post offices include post offices and mini post offices

Postal Employment

CALL CENTER
248
4Q 2020: 255



ADMINISTRATIVE
8,144
4Q 2020: 8,327



OTHERS*
475
4Q 2020: 550



PICK UP & DESPATCH
10,383
4Q 2020: 10,625



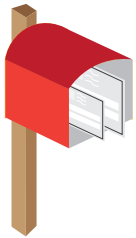
SORTING CREW
3,063
4Q 2020: 3,105



Note:

*Others include supervisor of postmen and wakil postmen

Postal Traffic



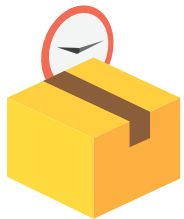
NUMBER OF LETTER POST ITEM ('000)

DOMESTIC
105,685.3

4Q 2020: 98,978.6

INTERNATIONAL
3,544.7

4Q 2020: 6,020.8



NUMBER OF EXPRESS ITEM ('000)

DOMESTIC
25.8

4Q 2020: 54.4

INTERNATIONAL
239.1

4Q 2020: 439.3



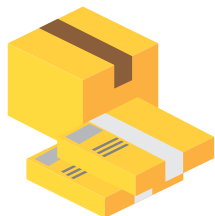
NUMBER OF REGISTERED ITEM ('000)

DOMESTIC
3,145.7

4Q 2020: 4,053.0

INTERNATIONAL
254.0

4Q 2020: 231.3



NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC
271.0

4Q 2020: 224.7

INTERNATIONAL
48.7

4Q 2020: 46.1



NUMBER OF INSURED PARCEL

DOMESTIC
166

4Q 2020: 24



NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC
197.0

4Q 2020: 856.9

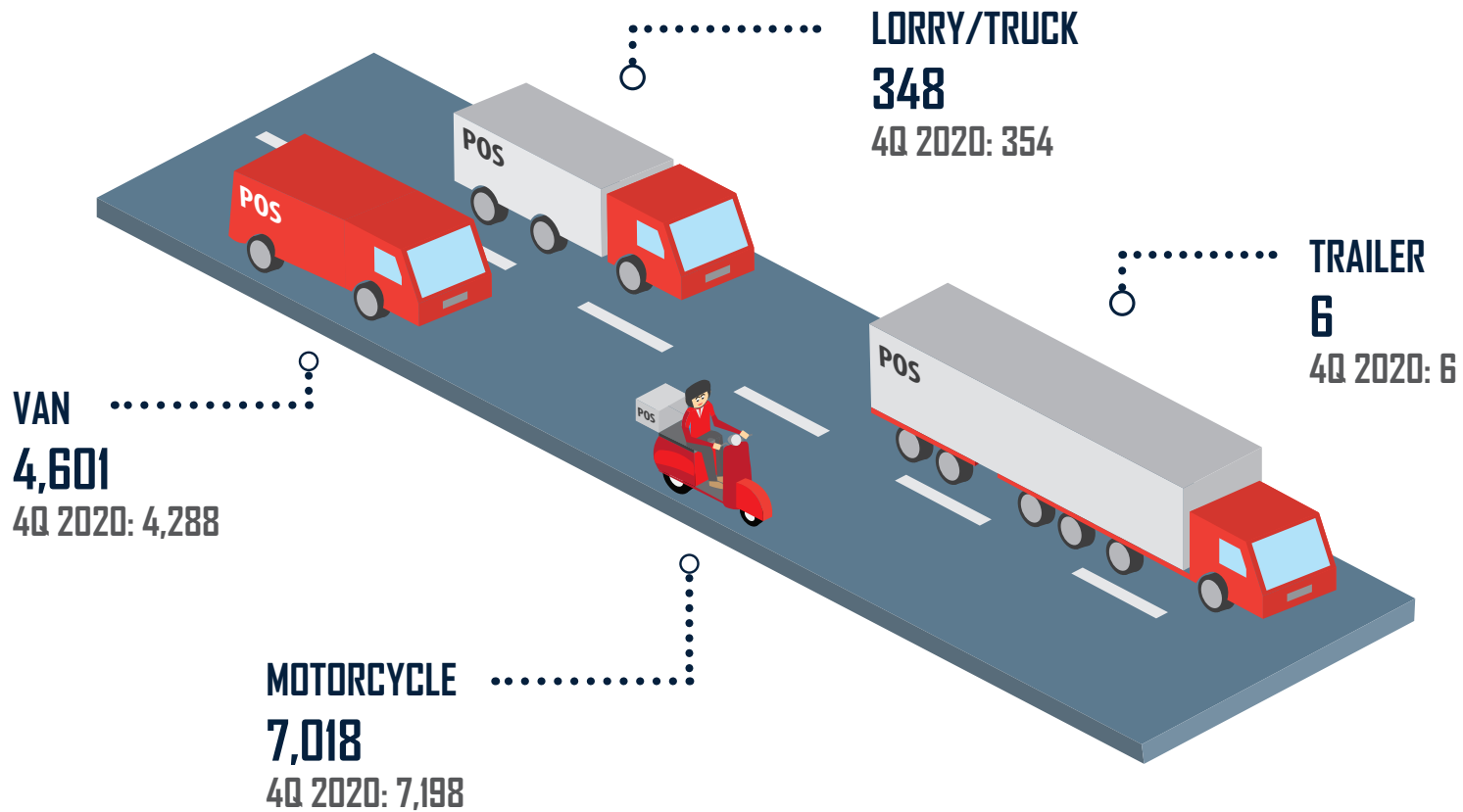


NUMBER OF POST FREE ITEM ('000)

DOMESTIC
284.0

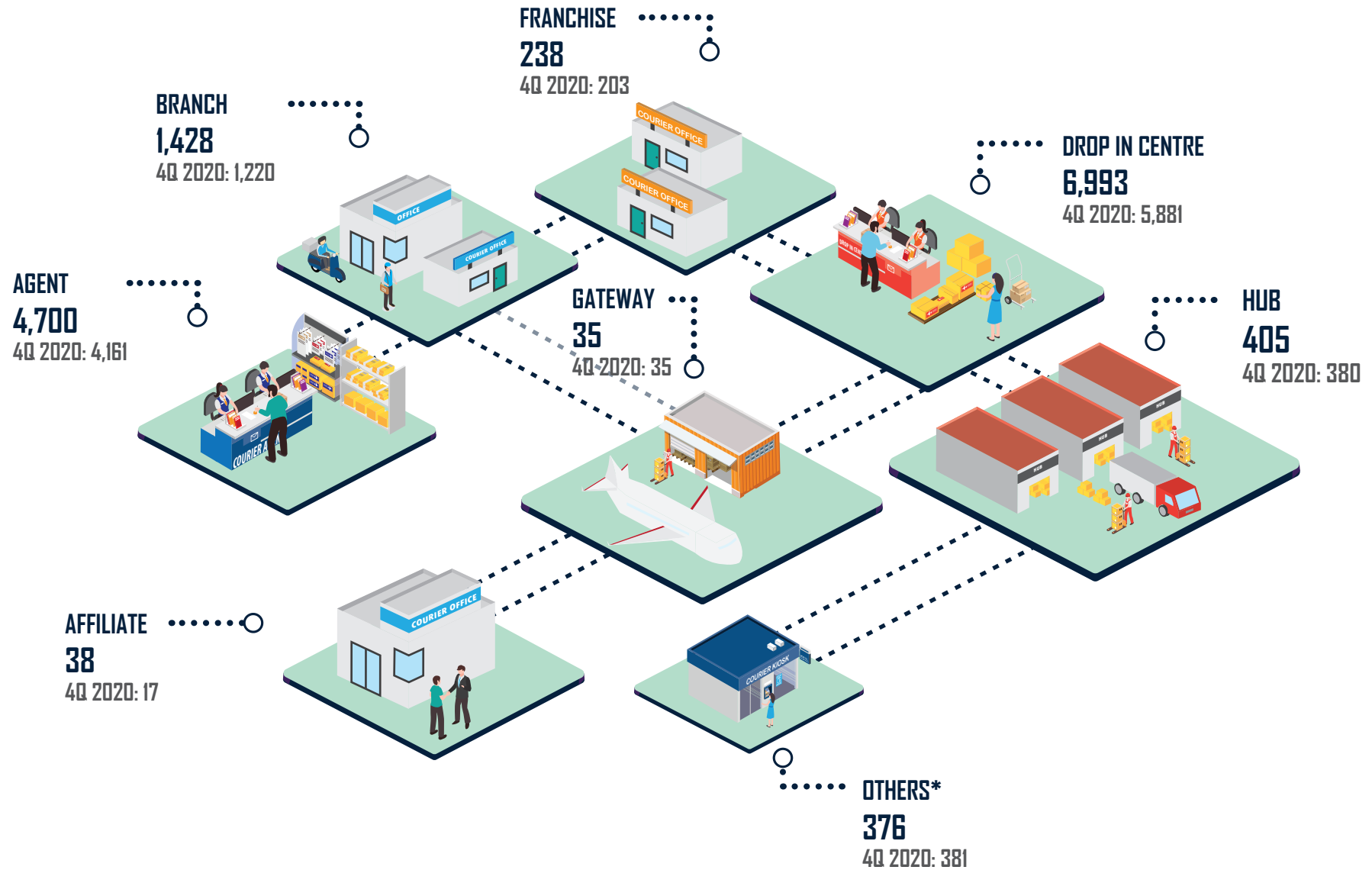
4Q 2020: 410.8

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

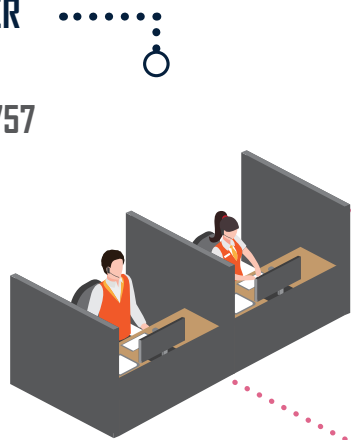
Courier Infrastructure



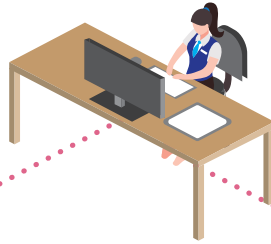
Note:
*Others in courier infrastructure include service centre, kiosk, etc.

Courier Employment

CALL CENTER
2,788
4Q 2020: 2,757



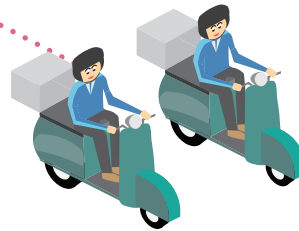
ADMINISTRATIVE
13,060
4Q 2020: 13,167



OTHERS*
8,895
4Q 2020: 7,883



PICK UP & DESPATCH
93,572
4Q 2020: 94,565



SORTING CREW
11,342
4Q 2020: 10,926



Note:

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

Courier Traffic



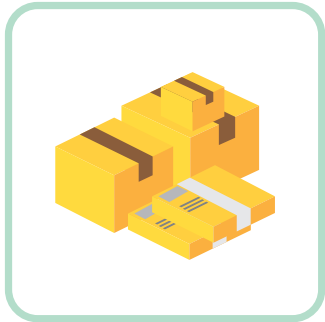
NUMBER OF DOCUMENT ('000)

DOMESTIC
26,973.1

4Q 2020: 25,227.6

INTERNATIONAL
535.9

4Q 2020: 582.8



NUMBER OF PARCEL ('000)

DOMESTIC
118,021.4

4Q 2020: 106,185.0

INTERNATIONAL
7,149.6

4Q 2020: 8,129.4



OTHERS* ('000)

DOMESTIC
6,784.9

4Q 2020: 6,659.2

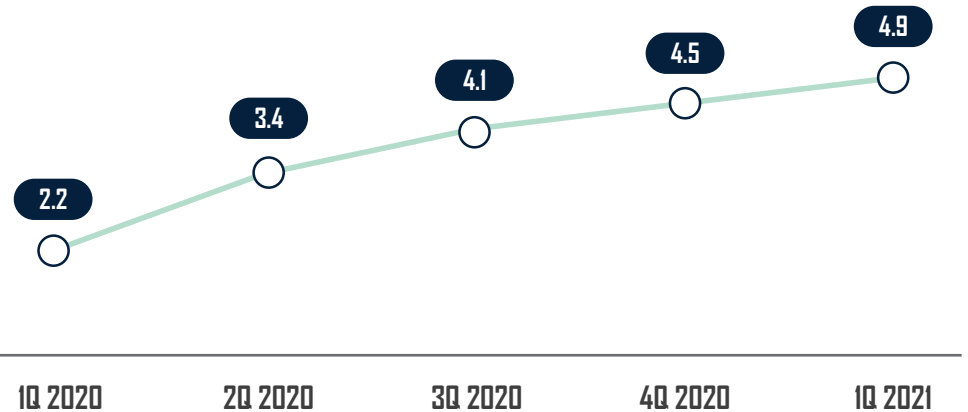
INTERNATIONAL
48.0

4Q 2020: 66.9

Note:

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

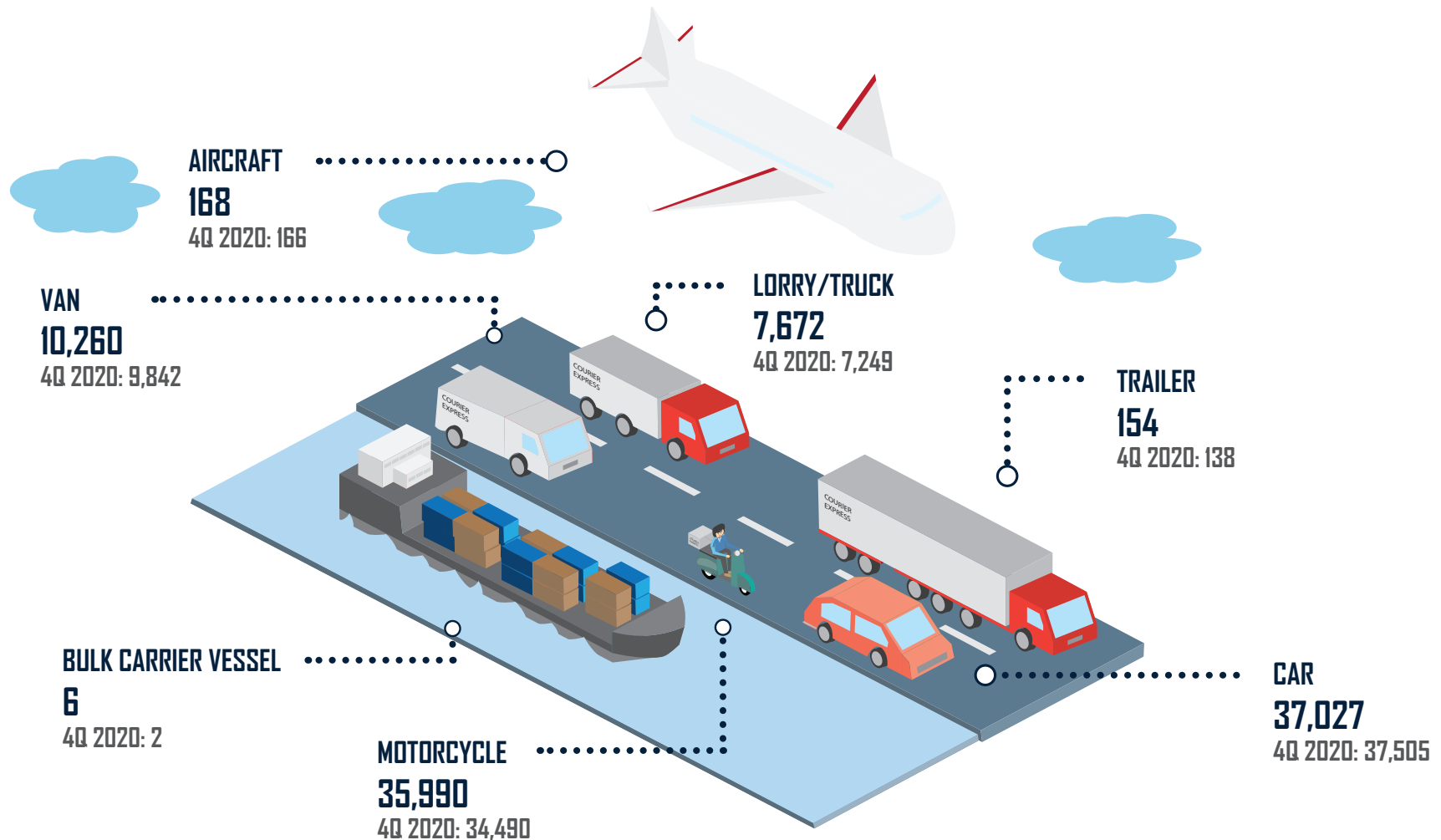
Parcel per Capita



Note:

Parcel per capita is calculated based on total courier volume divide by population as at particular quarter

Courier Vehicle



Note:

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

Note:

1. In 2021, statistics on courier services were collected from 124 courier licensees and postal service provider.
2. Published as at March 2021.