



## **Suruhanjaya Komunikasi dan Multimedia Malaysia**

Malaysian Communications and Multimedia Commission

### **POSTAL SERVICES ACT 2012**

#### **PERFORMANCE STANDARDS FOR BASIC POSTAL SERVICES (DOMESTIC LETTER SERVICE)**

In exercise of the powers conferred by subsections 4(1)(e) and the principle under subsection 5(1) of the Postal Services Act 2012 [Act 741] and pursuant to subregulation 8(1) of the Postal Services (Universal Service) Regulations 2015, the Commission hereby determines as follows:

#### **Citation and commencement**

1. This document may be cited as the Performance Standards for Postal Services for Domestic Letter Service.
2. This document shall come into effect immediately on 1 January 2024 until it is revoked.

#### **Citation and Interpretation**

3. For the purpose of this document, unless the context otherwise requires,
  - i) any terms used in this document shall have the same meaning as provided in the Postal Services Act 2012 ("Act") or the subsidiary legislations made under it;
  - ii) words in the singular include the plural and vice versa; and
  - iii) the following terms used in this document shall have the following stated meaning:

"Auditor" means a qualified auditor appointed by the Universal Service Licensee;

"Commission" means the Malaysian Communications and Multimedia Commission;

"domestic letter service" means the collection, transmission and delivery of letters less than two kilograms in weight per letter by ordinary post within Malaysia, excluding the collection, transmission and delivery of postcards and letters by registered post;

"delivery standard" means the delivery time as published in this document;

"Service Performance" means the criteria established in this document to ensure the delivery service meets the objective of the service;

"Test Letter" means a letter posted through the universal service licensee's posting boxes and receiving the posted letter in private and/or business premises to assess the performance;

"universal service licensee" means a company that has been granted a universal service licence under subsection 10(a) of the Act;

"Working Day" means any day which is not a public holiday, Saturday and weekly holiday; and

"Zone" means the population zoning based on population size, number of individuals and population density determined by the Commission upon consultation with the relevant authorities.

### **Universal Service Licensee subject to the Standard**

4. The universal service licensee is subject to the standards specified in this document.

### **Service Performance Standard**

5. Annual Service Performance target for domestic letter service.

<b>Objective</b>	<b>Target</b>
Speed	89.0%
Reliability	99.97%
Description: "Speed" objective means the percentage of the total Test Letter that comply with the delivery standard specified in paragraph 6; and "Reliability" objective means the percentage of the total Test Letter delivered within the delivery standard of D+14.	

### **Delivery Standard**

6. Delivery standard for domestic letter service.

<b>Category</b>	<b>Peninsular Malaysia</b>	<b>Sabah &amp; Sarawak</b>
Urban (Zone 1)	D+3	D+5
Sub-urban (Zone 2)	D+4	D+6
Rural (Zone 3 & 4)	D+6	D+7
Description: "D" means the day when the act of posting takes place before the last collection time on a Working Day; and The numeral after "D" refers to the number of Working Days after the posting day to complete the delivery.		



7. The Commission may update the Zone categories under the delivery standard for domestic letter service and disclose the Zone categories to the universal service licensee from time to time for the purpose of assessment.

### **Disclosure of Delivery Standard**

8. The universal service licensee shall disclose the delivery standard for domestic letter service and ensure that the delivery standards are easily accessible by the customers through publication via website, social media platforms and other means deemed suitable.

### **Assessment Methodology**

9. The service performance standard shall be assessed by using the Test Letter, whereby the mechanism shall be the following:
  - i) The delivery standard shall be the difference between the date a Test Letter is deposited in any posting boxes until the date the letter is delivered to the addressee of private and/or business premises;
  - ii) The accuracy of the annual result for the assessment shall be a minimum of 2.0% and the assessment shall be done nationwide;
  - iii) The assessment shall be conducted by an Auditor; and
  - iv) The integrity of the Test Letter shall be maintained for the purpose of this document.

### **Reporting Procedure**

10. The universal service licensee shall submit to the Commission within 30 days from the last day in the month of February every year, a report which may consist but not limited to the following:
  - i) The total number of complaints that have been received for the year related to the domestic letter service; and
  - ii) The service improvement plan for domestic letter service if the universal service licensee fails to comply with the service standard as stipulated in paragraph 5. The universal service licensee shall obtain the Commission approval and implement it as stipulated in subregulations 8(5) and 8(6) of the Postal Services (Universal Services) Regulations 2015.
11. The above report shall be accompanied by a declaration signed by the universal service licensee's Chief Executive Officer stating that the report is true and accurate.
12. The Commission reserves the right to appoint an independent third party to conduct an on-site inspection(s) of the universal service licensee's Test Letter assessment.

13. The report shall be made available by the universal service licensee in any form(s) as may be required by the Commission.
14. The universal service licensee shall disclose their annual performance assessment for the domestic letter service to the public within 30 days of submission of the report to the Commission.



**TAN SRI MOHAMAD SALIM BIN FATEH DIN**  
Executive Chairman  
Malaysian Communications and Multimedia Commission  
6 December 2023