

Quality of Service Reports for 2020 (Jan - Dec)

Quality of Service for Postal Services

IMDA requires Singapore Post Ltd (SingPost) to comply with the **Postal Quality of Service (QoS)** standards established by IMDA. SingPost measures and submits to IMDA the performance results it achieved for the various indicators on a quarterly basis. From time to time, where feasible, the standards set are reviewed and modified to meet with the growing demand for a higher level of service to the consumers at large.

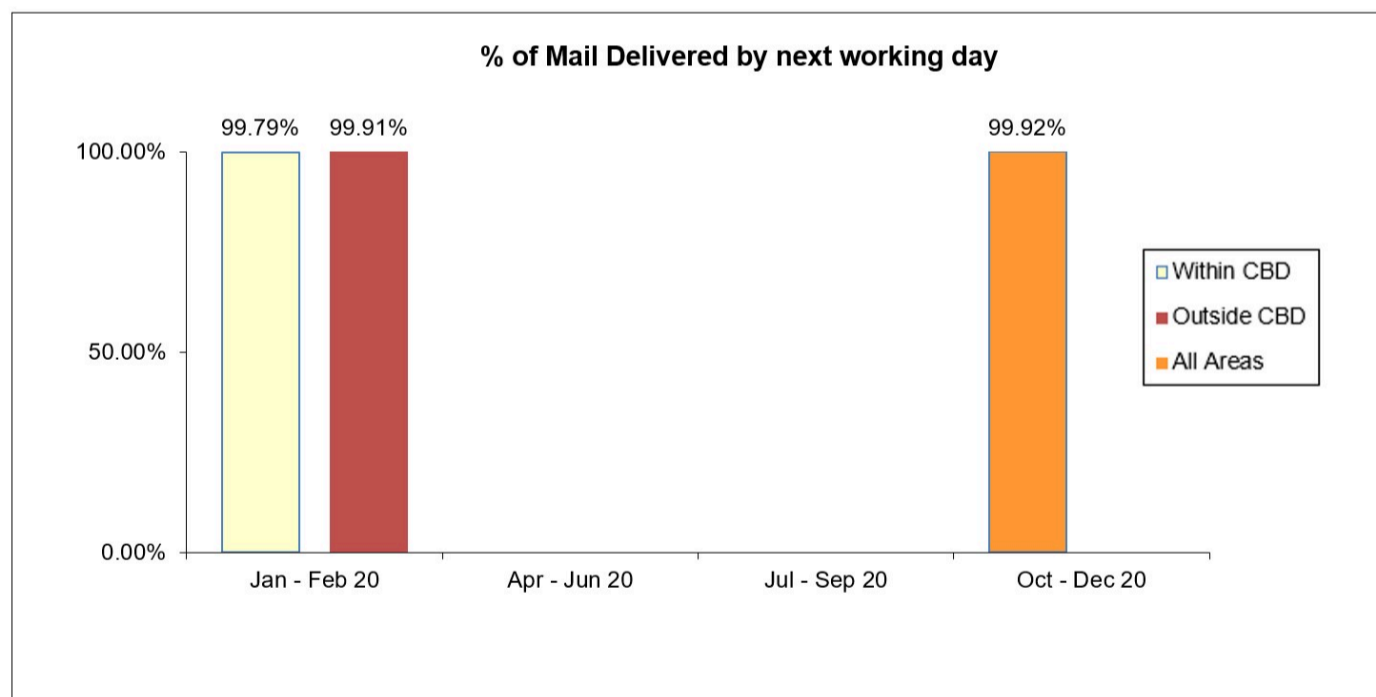
Note: IMDA suspended the Quality of Service standards for postal services from Mar to Sep 2020 due to the COVID-19 pandemic. All Quality of Service standards were reinstated from Oct 2020 except for outgoing letters despatched.

The information below is based on SingPost's quarterly submission.

Delivery of Local Basic Letters

(a) % of mail delivered by next working day (D+1)

IMDA's requirement: % of mail delivered by next working day - 98%[^]

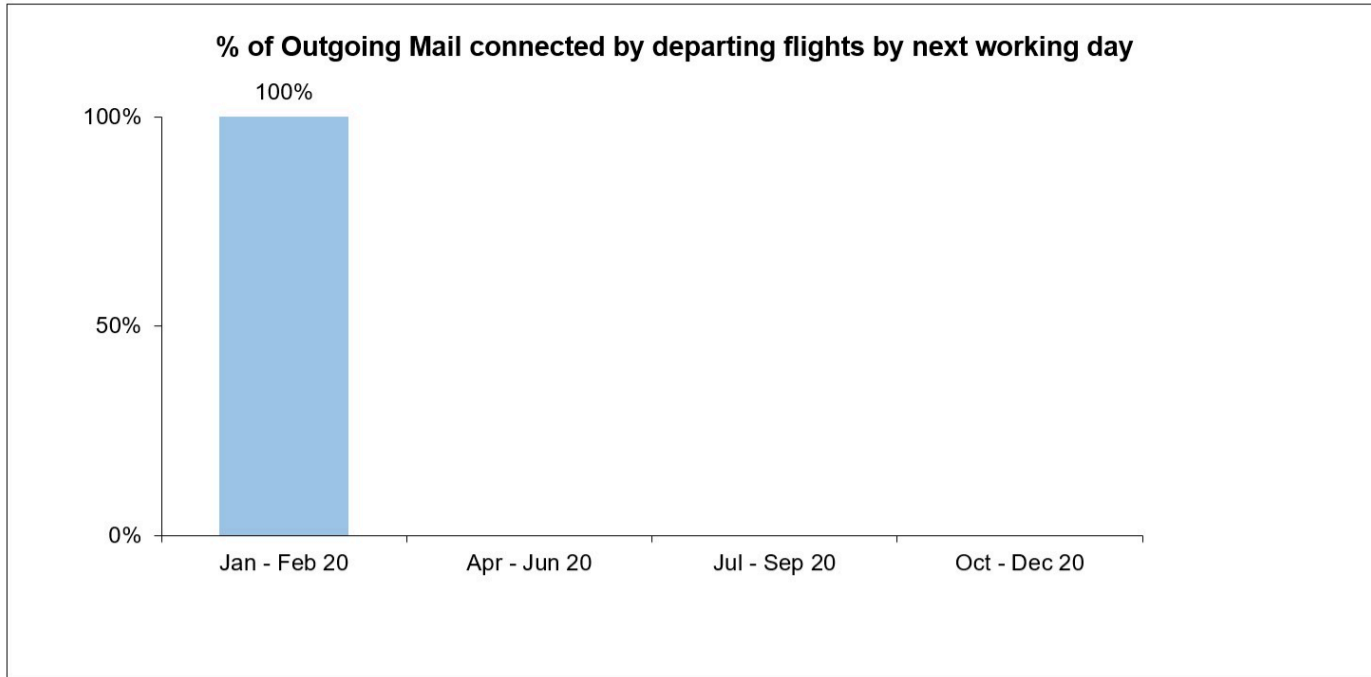


[^] With effect from 1 April 2020.

Outgoing Basic Letters Despatched

(b) % of outgoing mail processed and connected to departing flights by next working day (subject to availability of flights)

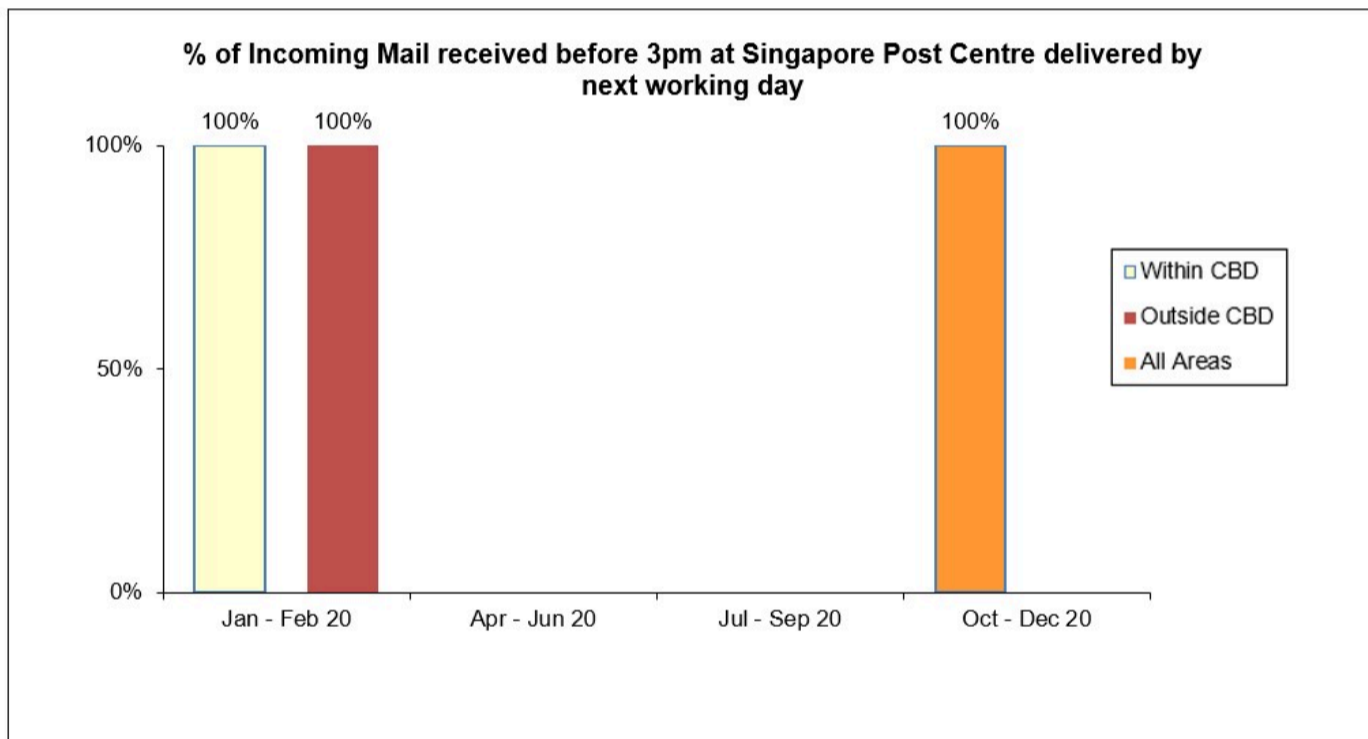
IMDA's requirement: 100%



Incoming Basic Letters Received

(c) % of mail received before 3pm at Singapore Post Centre delivered by next working day

IMDA's requirement: % of mail delivered by next working day - 98%[^]



[^] With effect from 1 April 2020.