

Quality of Service Reports for 2021 (Jan - Dec)

Quality of Service for postal services

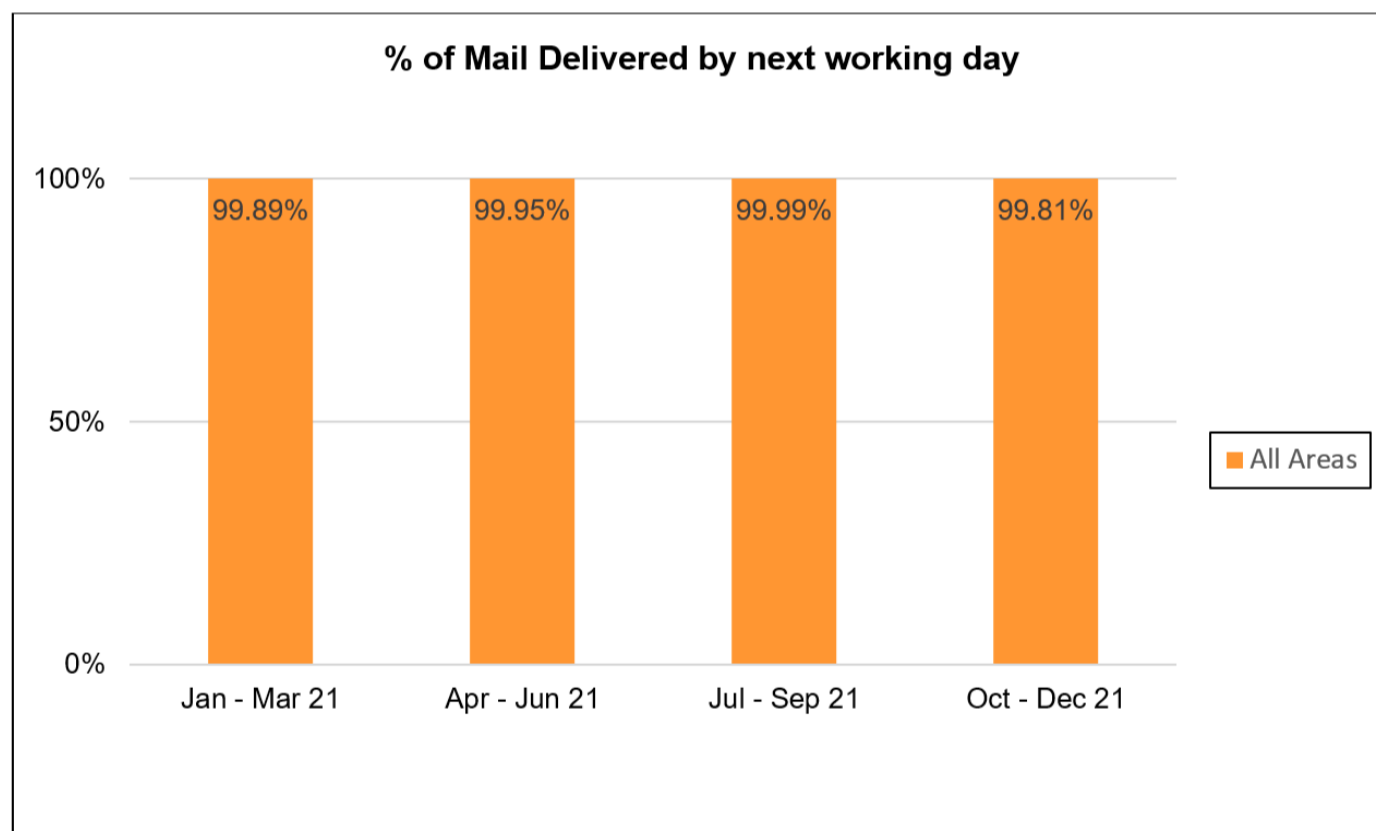
IMDA requires Singapore Post Ltd (SingPost) to comply with the **Postal Quality of Service (QoS)** standards established by IMDA. SingPost measures and submits to IMDA the performance results it achieved for the various indicators on a quarterly basis. From time to time, where feasible, the standards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

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)

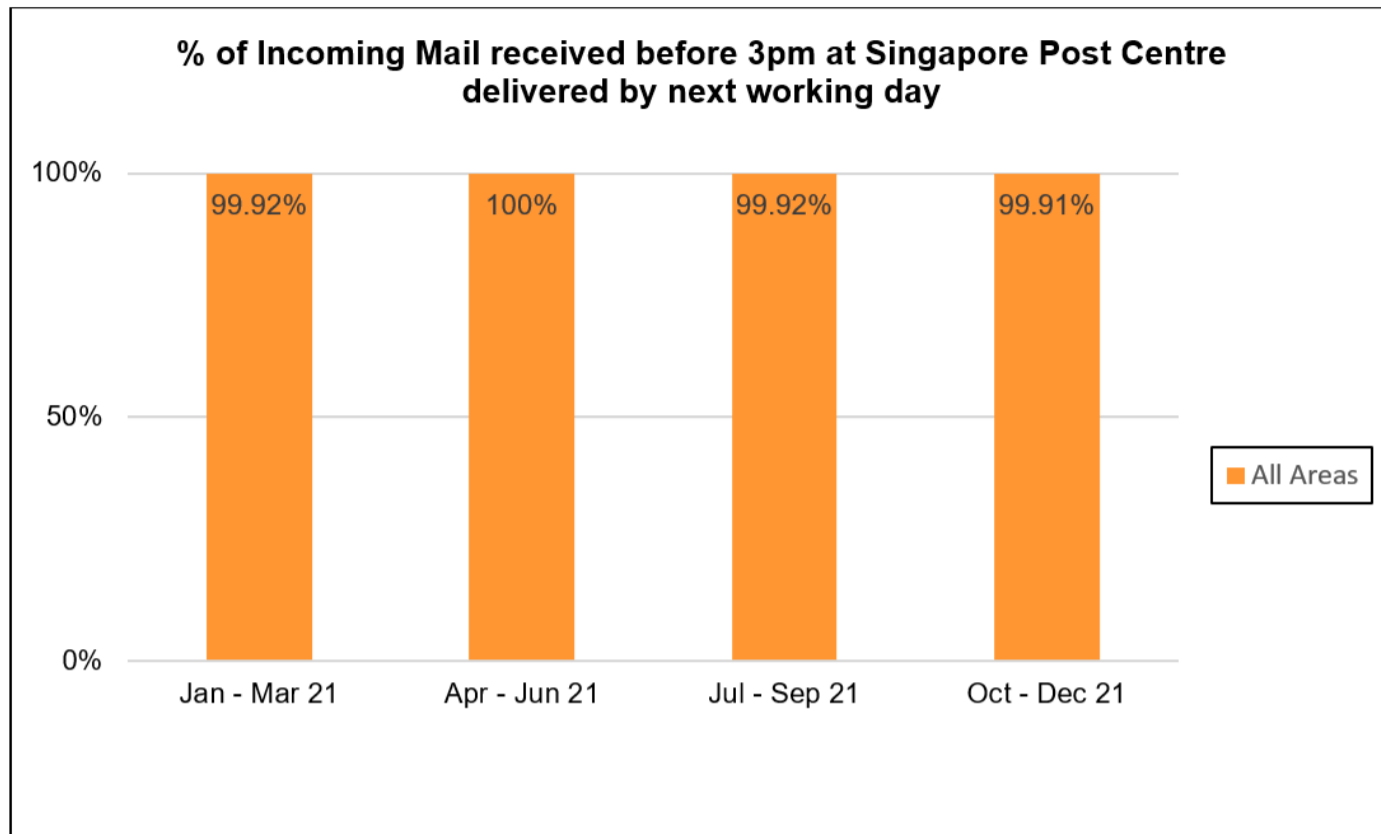
IMDA's requirement: 100%

**The Quality of Service standard for outgoing basic letters despatched remained suspended in 2021 due to disruptions in flight schedules due to the COVID-19 pandemic.*

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.