

Summary of IDA's Assessment and Decision for SingPost's Failure to Meet the Postal QoS Standard for February 2013

Title	SingPost's Failure to Comply with IDA's Postal Quality of Service ("QoS") Standard for February 2013
Date of IDA's Decision	17 June 2013
Licensee	Singapore Post Limited ("SingPost")
Case Summary	<p>SingPost, as the designated Public Postal Licensee, is required to comply with IDA's Postal QoS standards in its delivery of basic letter services.</p> <p>SingPost's compliance with IDA's Postal QoS framework is currently measured via a sample-based letter test implemented on a monthly basis ("monthly sampling test") that is carried out by an independent assessor. The monthly sampling test serves as a proxy to check for compliance with the Postal QoS framework.</p> <p>In February 2013, SingPost failed to meet the QoS standard for "100% of local basic letters to be delivered by the second working day". SingPost achieved 99.6% for this standard in February 2013.</p> <p>SingPost explained that its non-compliance for this QoS standard was due to late delivery of five test letters in February 2013. Three of the test letters were delivered on the third working day and the remaining two on the fourth working day. SingPost was not able to establish the reasons for the late delivery.</p>
IDA's Determination	Arising from SingPost's non-compliance with IDA's QoS standard in February 2013, IDA decided to impose a financial penalty of \$10,000 on SingPost.