

Summary of IMDA’s Assessment and Decision for SingPost’s Failure to Meet the Postal QoS Standard for January to December 2017

Case Reference	R/E/I/132
Title	SingPost’s Failure to Comply with Postal Quality of Service (“ QoS ”) Standard for January to December 2017
Date of IMDA’s Decision	26 December 2018
Licensee	Singapore Post Limited (“ SingPost ”)
Case Summary	<p>SingPost, as the designated Public Postal Licensee, is required to comply with the Postal QoS standards set by IMDA in its delivery of basic letter services.</p> <p>SingPost’s compliance with the Postal QoS framework is currently measured via a simulated letter test that is carried out by an independent assessor on a monthly basis (“simulated letter test”). The simulated letter test serves as a proxy to check for SingPost’s compliance with the Postal QoS framework.</p> <p>In May 2017, SingPost failed to meet the QoS standard for “99% of local basic letters to be delivered by the next working day to an address within CBD (Central Business District)”. SingPost achieved 94.37% for this standard in May 2017.</p> <p>In January, April, May, October and November 2017, SingPost failed to meet the QoS standard for “100% of local basic letters to be delivered by the second working day”. SingPost achieved 99.58%, 99.68%, 99.25%, 99.46% and 99.75% for this standard in the aforementioned five months respectively.</p> <p>In January, September and November 2017, SingPost failed to meet the QoS standard for “100% of local registered letters to be delivered by the second working day”. SingPost achieved 98.81% for this standard for each of the aforementioned three months.</p> <p>The non-compliance with the QoS standards was largely due to late deliveries caused by mis-sorting of mails, or mis-routing of mail bags that needed additional time to redeliver the mails to the correct address. All late deliveries were completed within a week.</p>

<p>IMDA's Determination</p>	<p>In assessing SingPost's non-compliance with the QoS standards, IMDA took into consideration that this is not the first instance that SingPost has failed to comply with the QoS standards ¹. Furthermore, the margin of failure in the one-year period was significant compared to SingPost's previous instances of non-compliance with the QoS standards.</p> <p>Notwithstanding the above, IMDA also considered SingPost's efforts to redeliver the delayed mail, which ensured that late deliveries were redelivered within one week.</p> <p>Having considered all factors, IMDA decided to impose a financial penalty of \$100,000 on SingPost for the nine incidents of non-compliance with IMDA's QoS standards in the period from January to December 2017.</p> <p>IMDA takes a very serious view of SingPost's non-compliance with the QoS standards. While the monthly simulated letter test is used as a proxy measure of SingPost's compliance with the standards, SingPost is also expected to investigate every complaint lodged by members of public on delayed, mis-delivered or lost letters. As a Public Postal Licensee, SingPost is required to ensure that its systems and processes are sufficiently robust to minimise the occurrences of delayed, mis-delivered or lost mail. IMDA will continue to monitor SingPost's service standards and ensure that SingPost takes the measures to improve its operations and processes in serving the postal needs of the public.</p>
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¹ For November 2010, December 2010 and February 2013, SingPost achieved 99.9%, 99.8% and 99.6% respectively for the “% of local basic letters to be delivered by the second working day” indicator. SingPost was issued with a financial penalty of \$20,000 in total for the three aforementioned instances of non-compliance.