

Summary of IMDA’s Assessment and Decision for SingPost’s Failure to Meet the Postal QoS Standards for January to December 2018

Care Reference	R/E/I/134
Title	SingPost’s Failure to Comply with Postal Quality of Service (“ QoS ”) Standards for January to December 2018
Date of IMDA’s Decision	14 March 2019
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 March, April, July and August 2018, 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 between 96.92% and 98.73% for this standard in the aforementioned four months.</p> <p>In January, February, March, April, June, July, August, November and December 2018, SingPost failed to meet the QoS standard for “100% of local basic letters to be delivered by the second working day”. SingPost achieved between 98.58% and 99.75% for this standard in the aforementioned nine months.</p> <p>In February, March, April and September 2018, 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 four months.</p> <p>In March, April and June 2018, SingPost failed to meet the QoS standard for “99% of international incoming basic letters to be delivered by the next working day to an address within the CBD”. SingPost achieved between 98.32% and 98.96% for this standard in the aforementioned three months.</p> <p>The non-compliance with the QoS standards was largely due to lost mails, and late deliveries caused by mis-sorting of mails, or mis-routing of mail bags that needed additional time to redeliver the</p>

	<p>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 account that there were 20 incidents of non-compliance in 2018 as compared to nine incidents of non-compliance in 2017. IMDA also took into consideration that some failures were repeated, with some months involving lost letters. However, IMDA noted that the average failure margins in 2018 were generally lower as compared to the year before. IMDA also considered SingPost's efforts to ensure that mis-routed or mis-delivered mail were redelivered within one week.</p> <p>Having considered all factors, IMDA decided to impose a financial penalty of \$300,000 on SingPost for the 20 incidents of non-compliance with IMDA's QoS standards in the period from January to December 2018.</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 necessary measures to improve its operations and processes in serving the postal needs of the public.</p>