

<b>Case Reference</b>	R/E/I/084
<b>Title</b>	SingPost's Failure to Comply with IDA's Postal Quality of Service ("QoS") Standards for November and December 2010
<b>Case Opened</b>	14 January 2011
<b>Case Closed</b>	23 February 2011
<b>Complainant</b>	IDA initiated enforcement proceeding
<b>Respondent</b>	Singapore Post Ltd ("SingPost")
<b>Case Summary</b>	<p>SingPost, as the designated Public Postal Licensee, is required to comply with IDA's Postal QoS Standards in its provisioning of basic letter services.</p> <p>In the two months of November and December 2010, SingPost failed to meet the QoS standard for "<i>100 % of local ordinary mail to be delivered within/outside CBD by the second working day</i>". For these two months, SingPost achieved 99.8% and 99.9% respectively.</p> <p>SingPost explained that its non-compliances were due to an increased volume of mail items it had experienced during the year-end festival period.</p>
<b>IDA's Determination</b>	<p>This was the first time SingPost had failed to comply with the QoS requirement for two consecutive months. IDA concluded that SingPost could have better managed its operations when it noticed the mail volume increasing in November 2010 and could have taken preventive measures, such as increasing resources, to mitigate and avoid a repeat of the situation in December 2010. When assessing SingPost's non-compliance, IDA also took into consideration the increase in the number of consumer complaints that IDA had received against SingPost's letter delivery service in 2010.</p> <p>Notwithstanding the above, IDA noted that SingPost had acknowledged its service lapses and had taken immediate measures to review and enhance its mail delivery processes.</p> <p>IDA has imposed a financial penalty of <b>S\$10,000</b> on SingPost for its failure to comply with the required QoS standard for November and December 2010, in accordance with its Postal QoS framework.</p>