

Summary of IMDA’s Assessment and Decision for SingPost’s Failure to Meet the Postal QoS Standards for January to December 2019

Title	SingPost’s Failure to Comply with Postal Quality of Service (“ QoS ”) Standards for the period from January to December 2019
Date of IMDA’s Decision	9 March 2020
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 basic letter delivery 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>SingPost failed to meet the QoS standard for “100% of Local Registered Letters to be delivered by the second working day” for five months, mostly in the early part of 2019¹. SingPost achieved 98.81% in January 2019, and 99.63% in each of the other four months.</p> <p>SingPost met the standard for all other QoS indicators, including the delivery of Local Basic Letters, International Incoming Basic Letters and International Outgoing Basic Letters, for the period of January to December 2019.</p>
IMDA’s Determination	<p>In assessing SingPost’s performance under the postal QoS framework, IMDA notes SingPost has significantly improved its QoS performance in 2019, with fewer number of incidents of non-compliance with the QoS standard in 2019, as compared to the 20 incidents of non-compliance in 2018. SingPost had met all QoS standards for the delivery of Local and International Basic Letters, but marginally failed to meet its QoS standard for Local Registered Letters for five months in 2019.</p> <p>In addition, IMDA notes that SingPost had taken significant measures to improve its delivery of letters, such as increasing manpower, making salary adjustments and welfare improvements for its postmen, and implementing procedures to improve letters delivery. IMDA also took into consideration the higher number of complaints received by SingPost on the delivery of Local Basic Letters in March and April 2019, before these improvement measures were put in place.</p>

¹ SingPost failed to meet the QoS standard in January, March, May, June and July 2019.

Having considered all factors, IMDA decided to impose a financial penalty of \$20,000 on SingPost for its performance under the postal QoS framework in the period from January to December 2019.

IMDA takes a 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 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.