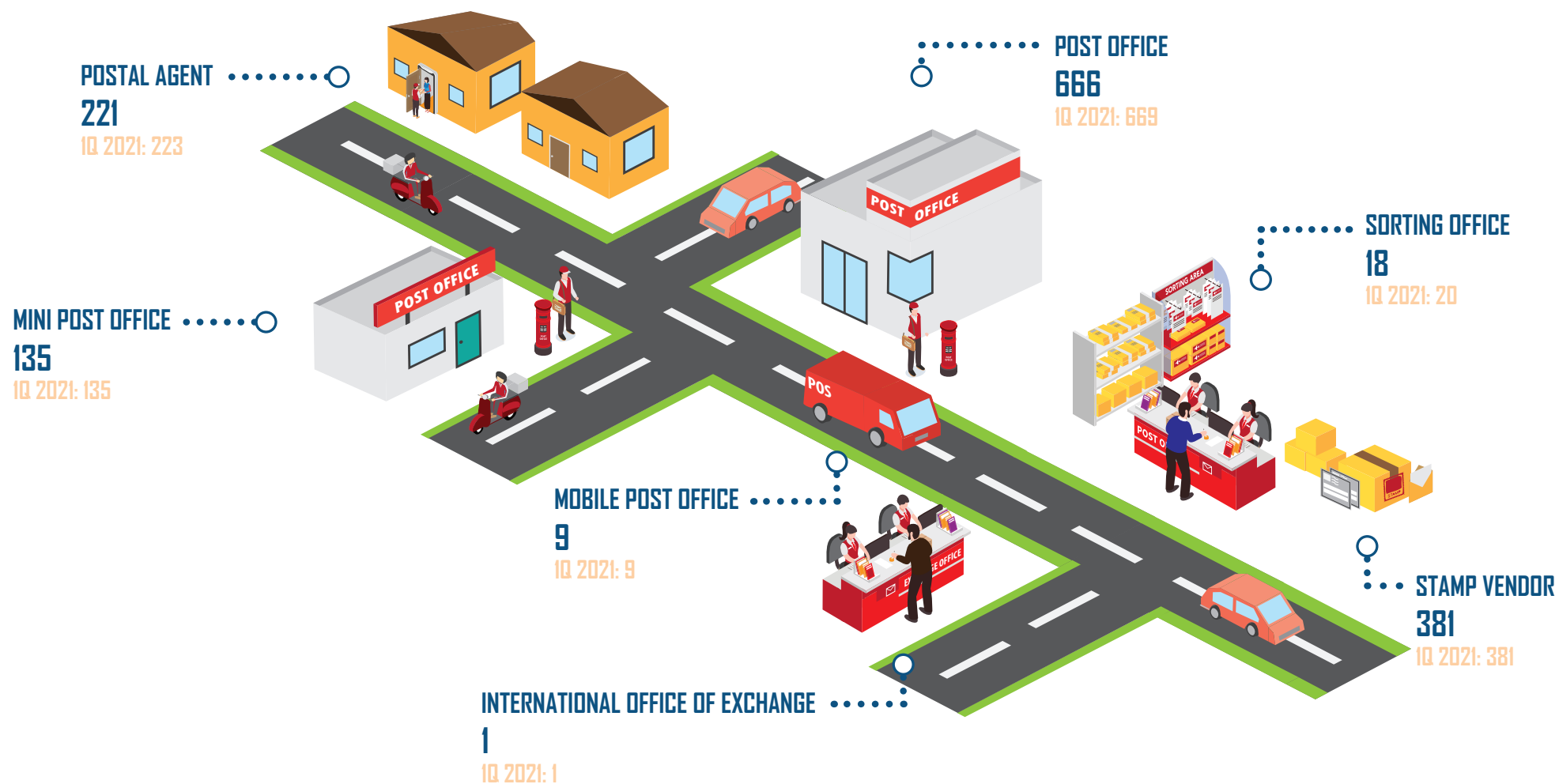
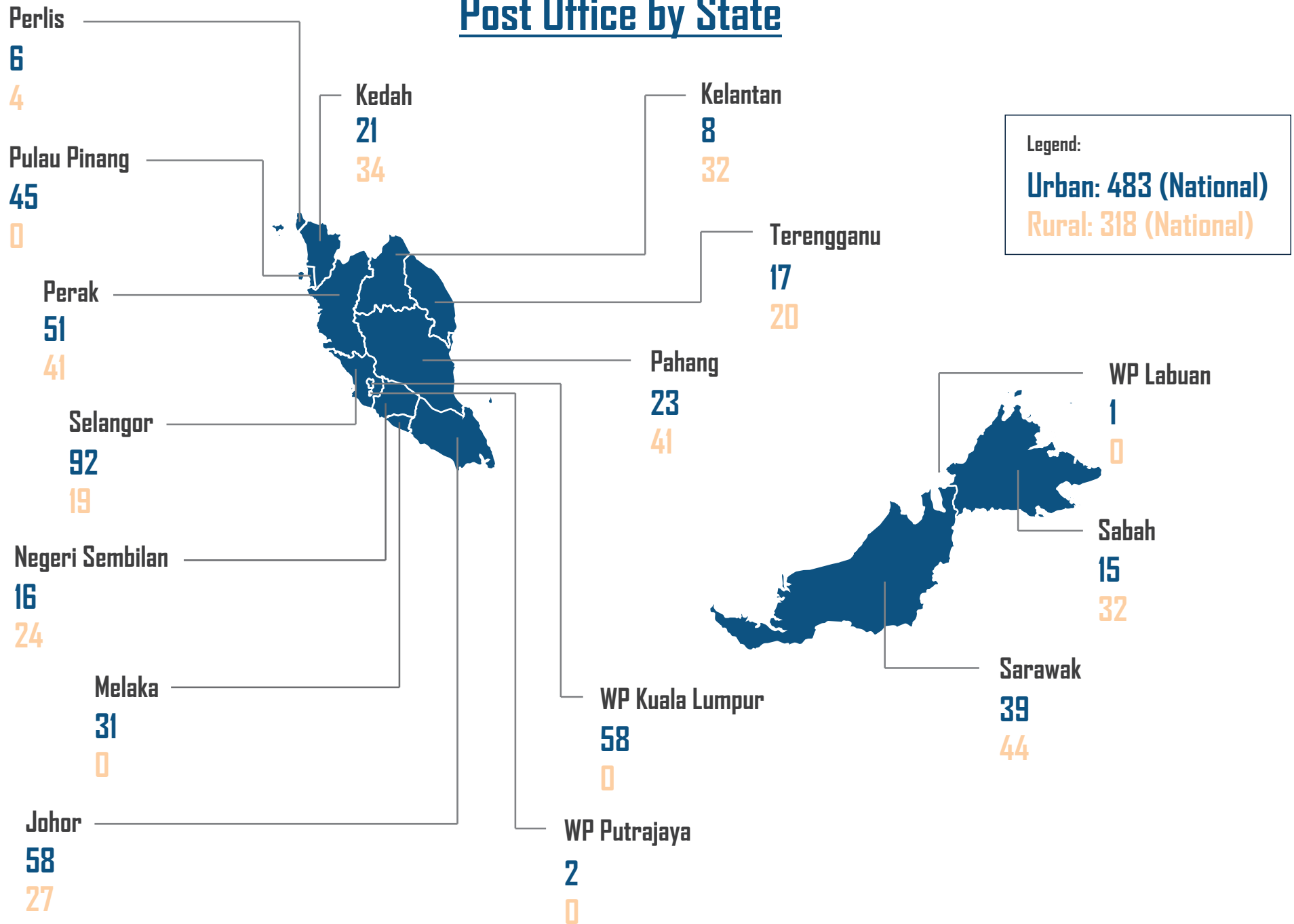


Postal Infrastructure



Post Office by State



Note:
Number of post offices include post offices and mini post offices

Postal Employment

CALL CENTER
253
1Q 2021: 248

ADMINISTRATIVE
8,034
1Q 2021: 8,144

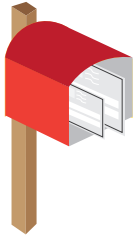
OTHERS*
458
1Q 2021: 475

PICK UP & DESPATCH
9,608
1Q 2021: 10,383

SORTING CREW
2,960
1Q 2021: 3,063

Note:
*Others include supervisor of postmen and wakil posmen

Postal Traffic



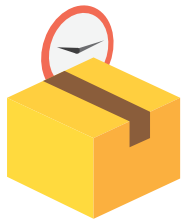
NUMBER OF LETTER POST ITEM ('000)

DOMESTIC
84,916.3

1Q 2021: 105,685.3

INTERNATIONAL
3,399.5

1Q 2021: 3,544.7



NUMBER OF EXPRESS ITEM ('000)

DOMESTIC
11.1

1Q 2021: 25.8

INTERNATIONAL
263.2

1Q 2021: 239.1



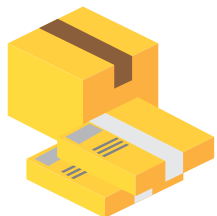
NUMBER OF REGISTERED ITEM ('000)

DOMESTIC
2,771.7

1Q 2021: 3,145.7

INTERNATIONAL
337.5

1Q 2021: 254.0



NUMBER OF ORDINARY PARCEL ('000)

DOMESTIC
223.8

1Q 2021: 271.0

INTERNATIONAL
43.2

1Q 2021: 48.7



NUMBER OF INSURED PARCEL

DOMESTIC
429

1Q 2021: 166



NUMBER OF ADVERTISING ITEM ('000)

DOMESTIC
241.4

1Q 2021: 197.0

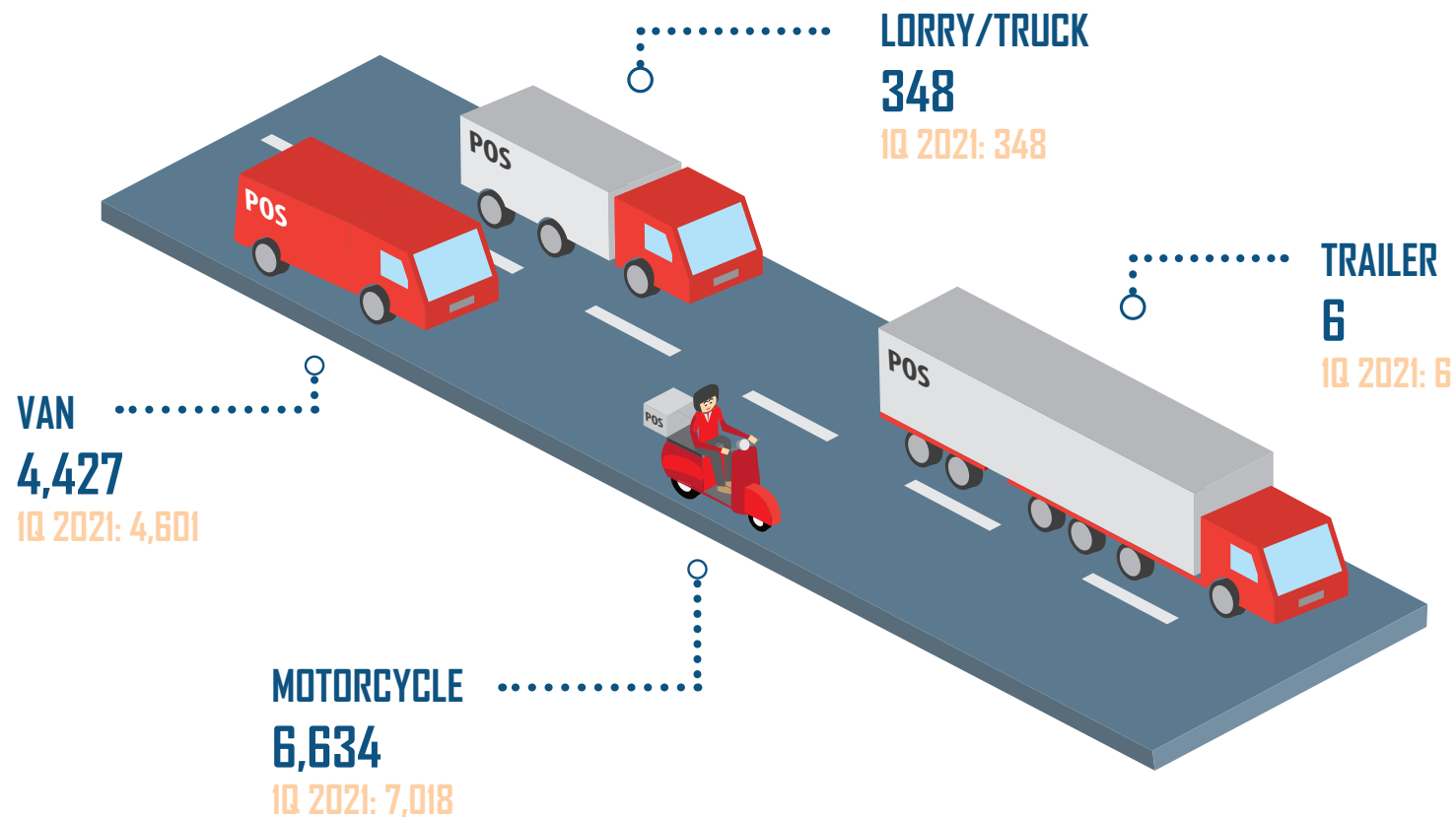


NUMBER OF POST FREE ITEM ('000)

DOMESTIC
308.4

1Q 2021: 284.0

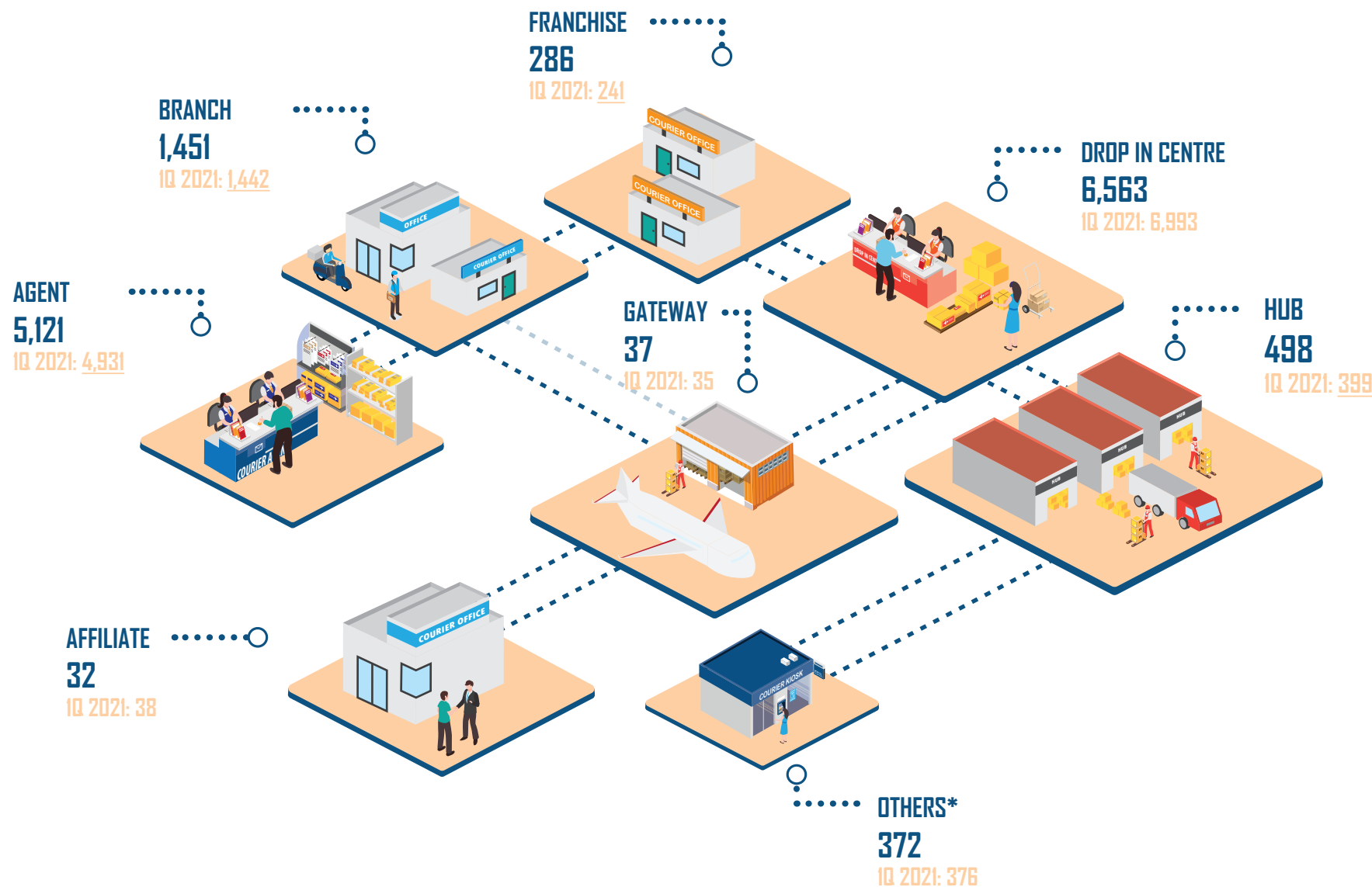
Postal Vehicle



Note:

*Number of vehicles refer to vehicles owned by postal service provider and vehicles owned by outsource contractors/individual related to postal and courier activities

Courier Infrastructure



Note:

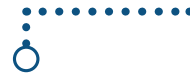
*Others in courier infrastructure include service centre, kiosk, etc.

Courier Employment

CALL CENTER
2,887
1Q 2021: 2,787



ADMINISTRATIVE
14,018
1Q 2021: 13,056



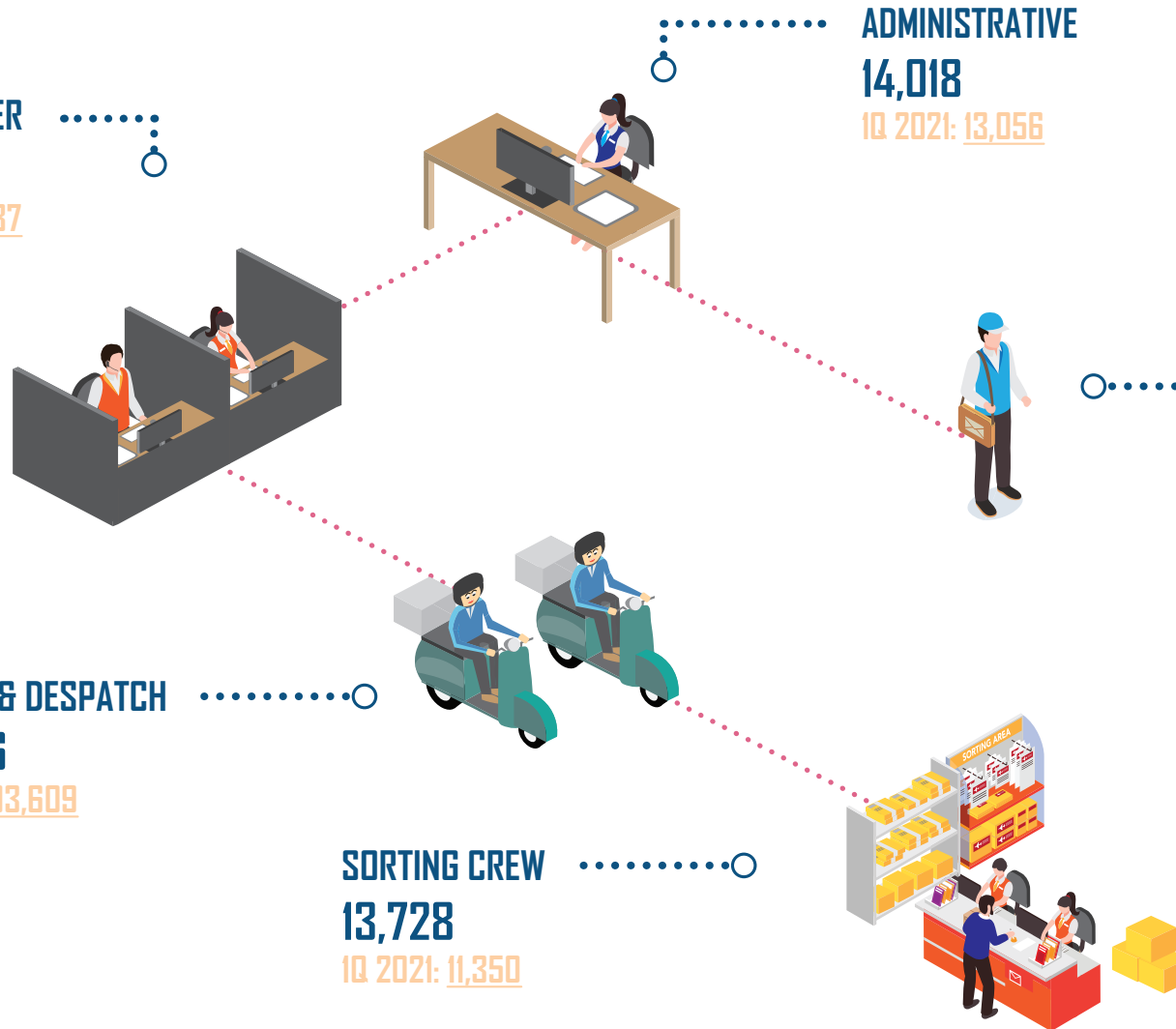
OTHERS*
9,866
1Q 2021: 8,894



PICK UP & DESPATCH
87,306
1Q 2021: 93,609



SORTING CREW
13,728
1Q 2021: 11,350



Note:

*Others in courier employment include employees in sales, marketing, finance, internship and non-operational, etc.

Courier Traffic



NUMBER OF EXPRESS DOCUMENTS ('000)

DOMESTIC

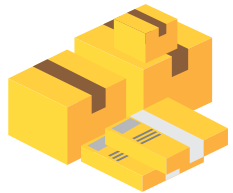
22,454.6

1Q 2021: 26,973.1

INTERNATIONAL

506.5

1Q 2021: 535.3



NUMBER OF PACKAGES AND PARCELS ('000)

DOMESTIC

148,884.7

1Q 2021: 118,021.4

INTERNATIONAL

8,700.4

1Q 2021: 7,149.6



OTHERS* ('000)

DOMESTIC

4,826.9

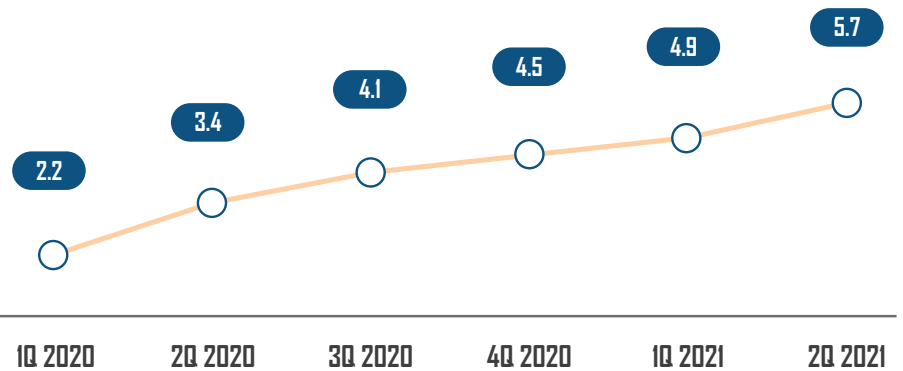
1Q 2021: 6,784.9

INTERNATIONAL

58.7

1Q 2021: 48.0

Parcel per Capita



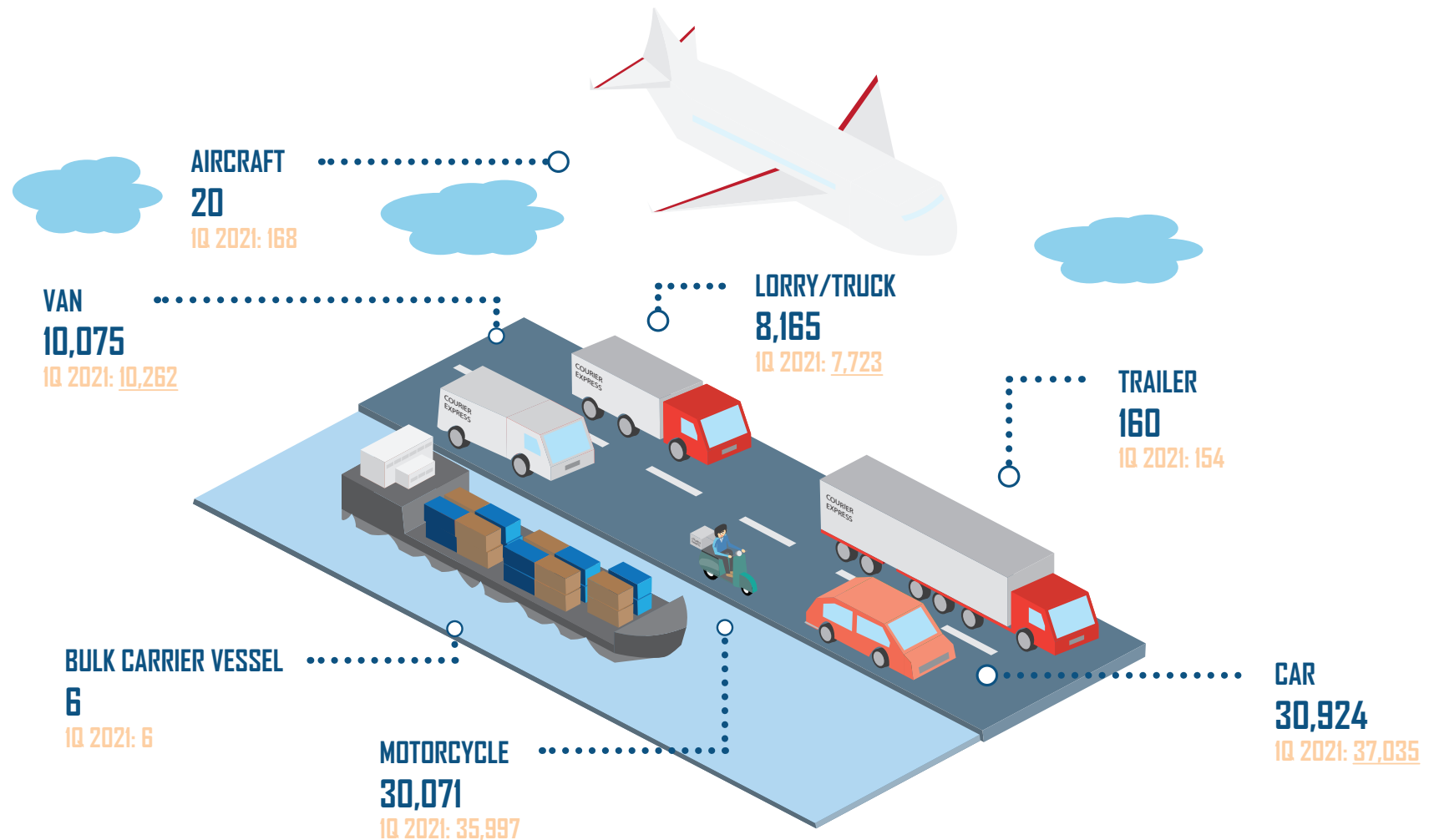
Note:

*Others in courier traffic include non-priority mail, walk-in courier, prepaid, post express, etc.

Note:

Parcel per capita is calculated based on total courier volume divide by population as at particular quarter

Courier Vehicle



Note:

Vehicles refer to vehicles owned by courier companies, outsource vehicles and staff personal vehicles for courier activities

Note:

1. In 2021, statistics from courier services were collected from all active courier licensees who conducted courier activity
2. For postal and courier traffic, the number of traffic for Q1 is from January-March, whereas the number of traffic for Q2 is from April-June
3. Published as at June 2021
4. Revised figures are underlined

For further inquiries please contact Statistics and Data Intelligence Department MCMC at, statistics@mcmc.gov.my

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