



Press Release

MCMC ORGANISES WORLD POST DAY 2019 CELEBRATION

- **For the first half of 2019, domestic delivery of small packets and parcels increased by 9% to 82.1 million items as compared to the same period in 2018**
- **Investment for high-technology infrastructure development is essential to increase capacity and efficiency of small packets and parcels processing, which is expected to reach 1 billion items by 2025**

CYBERJAYA, 9 October 2019 --- The Malaysian Communications and Multimedia Commission (MCMC) today organised World Post Day 2019 celebration in Cyberjaya to celebrate the country's post and courier industry that is rapidly expanding following the robust growth of the e-commerce sector.

MCMC's record shows that, as at first half of 2019, the domestic delivery volume of small packets and parcels increased by 9% to 82.1 million items as compared to the same period in 2018. This indicate that on average, more than 680,000 small packets and parcels have been delivered daily by postal and courier workers to customers nationwide.

Overall, the nation's post and courier industry handled 170 million small packets and parcels in 2018. In 2019, the number is expected to increase to 230 million small packets and parcels or 35.3%, driven by festive sales and exclusive online sales by e-commerce platforms such as Lazada, Shopee and others.

With the rising demand for postal and courier services, MCMC foresees the investment for high-technology infrastructure development is essential to increase the handling capacity and parcel processing efficiency, which is expected to reach 1 billion items by 2025.

This investment will increase the competitiveness of the postal and courier industry, enabling them to offer high-quality service, a variety of products, as

well as utilisation of the latest technology and innovation to further enhance existing services.

Based on the service quality measurement undertaken by MCMC in 2019, the achievement for delivery service quality for the postal and courier industry is 88% for a duration of three (3) days. This achievement is consistent for the past three years, even though the number of small packets and parcels are increasing by double digits, annually. However, the industry players are encouraged to continue increasing their efficiency levels for better quality of service to customers.

Earlier, the World Post Day 2019 celebration in MCMC saw an active participation from the postal and courier industry players. Sideline activities such as mini sales by online entrepreneurs, photo booth and Instagram contest added fun to the event. Top performing postmen were also recognised during the annual celebration.

World Post Day is celebrated annually on 9 October by postal administrations from all over the world, including Malaysia. It is the celebration of the anniversary of the establishment of Universal Postal Union (UPU) in 1874 in Bern, Switzerland.

About Malaysian Communications and Multimedia Commission (MCMC)

The Malaysian Communications and Multimedia Commission (MCMC) is a statutory body established under the Malaysian Communications and Multimedia Commission Act 1998 (MCMCA) which implements and promotes the Government's national policy objectives for the communications and multimedia sector. MCMC regulates and promotes the development of the communications and multimedia industry, which includes telecommunications, broadcasting, and online activities, postal services and digital certification. The Communication and Multimedia Act provides that MCMC undertake a policy implementation role, while policy decision-making is vested with the Minister. For more details, visit www.mcmc.gov.my or contact:

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