**GENERAL TERMS AND CONDITIONS GUIDELINES OF LICENSEE UNDER THE POSTAL SERVICES ACT 2012**

|  |  |
| --- | --- |
| NAME: |  |
| ORGANIZATION: |  |
| EMAIL: |  |
| TELEPHONE NO: |  |

Please submit your responses to the questions in the box via email to **pcpostal@mcmc.gov.my** no later than

**15 SEPTEMBER 2021.**

**QUESTION 1**

**The Commission would like to seek views on the proposed principles and components of Fair and Equitable Conduct between sender, receiver of postal item and licensee are clear and meet the requirements.**

**RESPONSE**

|  | Components | Feedback |
| --- | --- | --- |
| 1 | General responsibilities of the postal item sender | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 2 | General responsibilities of the postal items receiver | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 3 | General responsibilities of the licensee | Agree  Not Agree  No Comment  *Comment/Suggestion:* |

**QUESTION 2**

**The Commission would like to seek views on the proposed principles and components of Disclosure and Transparency are clear and meet the requirements.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components | Feedback |
| 1 | Types of Services | ☐ Agree ☐ Not Agree ☐ No Comment  Comment/Suggestion: |
| 2 | Delivery | ☐ Agree ☐ Not Agree ☐ No Comment  Comment/Suggestion: |
| 3 | Information | ☐ Agree ☐ Not Agree ☐ No Comment  Comment/Suggestion: |
| 4 | Rate | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 5 | Identity of Licensee | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 6 | Standard Delivery Services | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 7 | Liability | Agree  Not Agree  No Comment  *Comment/Suggestion:* |

**QUESTION 3**

**The Commission would like to seek views on the proposed principles and components of Safety and Protection being comprehensive in protecting consumer rights.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components | Feedback |
| 1 | Extended protection for damage and loss | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 2 | Claim Process | Agree  Not Agree  No Comment  *Comment/Suggestion:* |

**QUESTION 4**

**The Commission would like to seek views on the proposed principles and components of Privacy Protection that licensees should adopt.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Component | Feedback |
| 1 | Consumer Data Protection | Agree  Not Agree  No Comment  *Comment/Suggestion:* |

**QUESTION 5**

**The Commission would like to seek views on the proposed principles and components of Consumer Complaints and Disputes are adequate.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components | Feedback |
| 1 | Complaint management procedures | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 2 | Complaint Feedback | Agree  Not Agree  No Comment  *Comment/Suggestion:* |

**QUESTION 6**

**The Commission would like to seek general views on the three components of Service Quality introduced in the guidelines.**

**RESPONSE**

|  |  |  |
| --- | --- | --- |
|  | Components | Feedback |
| 1 | Guaranteed domestic courier service | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 2 | Postal Items Protection Services | Agree  Not Agree  No Comment  *Comment/Suggestion:* |
| 3 | Compensation for late delivery | Agree  Not Agree  No Comment  *Comment/Suggestion:* |