



2H 2013

POSTAL AND COURIER SERVICES

POCKET BOOK OF STATISTICS



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

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Published by:

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Aduan SKMM: 1-800-888-030
<http://www.mcmc.gov.my>

Design and printed by:

Legasi Press Sdn. Bhd.



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Notes

The statistics relating to courier services were culled from the quarterly Survey of Courier Companies canvassed by the Malaysian Communications and Multimedia Commission (MCMC). The survey covered only the top 10 courier companies in terms of revenue.

Where a table is not accompanied by a source acknowledgement, that table carries data that emanated solely from MCMC.

Preliminary figures are italicised.

Revised figures are underscored.

Symbols and abbreviations

... - not available

Qtr – Quarter



MALAYSIA BASIC INDICATORS

1 Malaysia basic indicators

Year	Otr	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)
				Current price (billion)	Constant price (billion)	
<i>Note</i>		1	2		3	4
2012		29.00	6,744	941.237	751.471	<u>104.9</u>
2013	1	29.62	6,873	<u>232.730</u>	<u>186.847</u>	<u>106.1</u>
	2	29.71	6,895	<u>237.589</u>	<u>192.972</u>	106.3
	3	29.82	6,919	248.676	200.475	106.6
	4	29.91	6,939	107.1

Source:

DOSM, MCMC

Explanatory notes:

1. Population projections as at end of period, based on Census 2010.
2. Number of households derived by dividing populations by average household size.
3. Base year is 2005.
4. Base year is 2010.
The CPI reported against a period, refers to the average index for the period spanning 1st January to the end of that period.



POSTAL SERVICES

2 Postal establishments

Year	Post offices computerised	Post offices not computerised	Mini post offices computerised	Mini post offices not computerised	Total number of post offices
2010	702	0	344	0	1,046
2011	704	0	327	0	1,031
2012	704	0	300	0	1,004
2013	704	0	265	0	969
2013 in quarters					
1	704	0	288	0	992
2	704	0	280	0	984
3	703	0	272	0	975
4	704	0	265	0	969

Source:

Pos Malaysia Berhad

Note:

Computerised post office means post office with online system.

2 Postal establishments (cont'd)

Year	Qtr	State	Computerised post offices		Total computerised post offices
			Urban	Rural	
2013	4	Johor	49	32	81
		Kedah	13	35	48
		Kelantan	14	15	29
		Melaka	16	11	27
		Negeri Sembilan	16	23	39
		Pahang	19	24	43
		Perak	37	50	87
		Perlis	3	6	9
		Pulau Pinang	33	7	40
		Putrajaya	2	0	2
		Sabah	21	26	47
		Sarawak	24	38	62
		Selangor	82	17	99
		Terengganu	13	15	28
		WPKL	63	0	63
		TOTAL	405	299	704

2 Postal establishments (cont'd)

Year	Postal agents	Stamp vendors	Mobile post offices
2010	134	4,763	2
2011	120	4,578	24
2012	120	4,625	24
2013	107	2,265	24
2013 in quarters			
1	112	4,579	24
2	112	4,575	24
3	107	5,649	24
4	107	2,265	24

Source:

Pos Malaysia Berhad

2 Postal establishments (cont'd)

Year	Number of post offices accepting financial transactions	Number of sorting offices	Number of international offices of exchange
2010	702	32	5
2011	704	29	1
2012	704	29	1
2013	704	29	1
2013 in quarters			
1	<u>704</u>	29	1
2	<u>704</u>	29	1
3	703	29	1
4	704	29	1

Source:
Pos Malaysia Berhad

3 Postal staff

Year	Number of full time staff
2010	15,618
2011	15,860
2012	16,153
2013	17,072
2013 in quarters	
1	16,193
2	16,423
3	16,772
4	17,072

Source:

Pos Malaysia Berhad

4 Postal coverage and service

Year	Average area covered by a permanent office (km ²)	Average number of inhabitants served by a permanent post office
2010	314	24,856
2011	320	25,218
2012	329	29,064
2013	340	29,205
2013 in quarters		
1	333	28,528
2	333	28,528
3	338	29,026
4	340	29,205

Source:

Pos Malaysia Berhad

5 Post boxes and postal vehicles

Year	Number of boxes		Number of vehicles	
	Letter boxes	Post office boxes	Trucks and automobiles	Motorcycles
2010	3,740	97,410	1,558	5,999
2011	3,575	96,803	1,655	6,056
2012	3,550	97,701	1,761	6,308
2013	3,322	96,912	2,094	7,596
2013 in quarters				
1	3,462	97,530	1,876	6,612
2	3,332	97,530	1,937	6,612
3	3,356	<u>96,882</u>	2,009	7,158
4	3,322	96,912	2,094	7,596

Source:

Pos Malaysia Berhad

6 Postal machines

Year	Number		
	Pos automated machine	Franking machines	Machines for facing letter post items
2010	5	7,667	1
2011	10	7,924	0
2012	24	8,182	0
2013	25	8,409	0
2013 in quarters			
1	25	8,250	0
2	25	8,278	0
3	25	8,335	0
4	25	8,409	0

Source:

Pos Malaysia Berhad

6 Postal machines (cont'd)

Year	Number		
	Cancelling machines	Facing cum cancelling machines	Sorting machines with automatic address reading
2010	122	4	7
2011	122	4	7
2012	122	4	7
2013	122	4	7
2013 in quarters			
1	122	4	7
2	122	4	7
3	122	4	7
4	122	4	7

Source:

Pos Malaysia Berhad

7 Delivery of mail

Year	Average number of deliveries per week in rural areas	Percentage of items delivered through post office boxes	Percentage of the population having mail delivered at home	Percentage of the population having to collect mail from a postal establishment
2010	6	30	91	9
2011	6	30	91	9
2012	6	20	91	9
2013	5	20	93	7
2013 in quarters				
1	5	20	93	7
2	5	20	93	7
3	5	20	93	7
4	5	20	93	7

Source:
Pos Malaysia Berhad

8 Postal traffic

Year	Number of letter post items, domestic service	Number of letter post items, international service	
		Issued	Received
2010	1,102,294,709	16,409,525	24,803,508
2011	1,034,449,223	18,115,534	26,535,164
2012	1,006,911,921	15,038,224	22,979,071
2013	978,094,914	13,896,987	21,217,722
2013 in quarters			
1	276,189,510	3,918,084	5,925,685
2	251,888,057	3,437,636	3,949,834
3	228,609,781	3,329,296	5,422,563
4	221,407,566	3,211,971	5,919,640

Source:
Pos Malaysia Berhad

9 Postal traffic - special treatment

Year	Number of items post free, domestic service ('000)	Number of registered items, domestic service ('000)	Number of registered items, international service	
			Issued ('000)	Received ('000)
2010	2,596	18,105	923	584
2011	2,829	18,012	965	675
2012	2,201	23,513	874	745
2013	2,649	21,230	848	954
2013 in quarters				
1	585	5,579	245	205
2	631	5,942	214	251
3	659	4,474	164	251
4	774	5,235	225	247

Source:
Pos Malaysia Berhad

10 Postal parcel service

Year	Ordinary parcels, domestic service	Ordinary parcels, international service	
		Issued	Received
2010	951,454	234,340	165,353
2011	587,131	294,689	195,109
2012	777,550	254,670	211,048
2013	662,681	199,681	220,210
2013 in quarters			
1	166,308	58,501	55,124
2	165,529	54,545	54,716
3	142,050	45,514	55,327
4	188,794	41,121	55,043

Source:

Pos Malaysia Berhad

10 Postal parcel service (cont'd)

Year	Insured parcels, domestic service	Insured parcels, international service
		Issued
2010	358	262
2011	163	226
2012	162	375
2013	381	704
2013 in quarters		
1	57	221
2	199	<u>301</u>
3	79	130
4	46	52

Source:
Pos Malaysia Berhad

11 Financial service

Year	Number of money orders, domestic service	Value of money orders, issued in the domestic service (RM)
2010	724,171	341,876,329
2011	609,265	288,833,433
2012	550,433	271,452,083
2013	702,177	326,186,475
2013 in quarters		
1	300,108	105,134,468
2	134,553	78,209,758
3	139,550	72,763,920
4	127,966	70,078,329

Source:
Pos Malaysia Berhad

11 Financial service (cont'd)

Year	Number of money orders, international service		Value of money orders, international service (RM)	
	Issued	Received	Issued	Received
2010	3,195	2,339	1,040,539	2,905,274
2011	2,040	1,737	626,155	2,213,739
2012	3,260	1,424	1,650,975	1,848,210
2013	3,464	501	1,957,338	941,789
2013 in quarters				
1	974	345	465,148	430,906
2	849	65	479,486	274,092
3	890	41	543,080	108,411
4	751	50	469,624	128,380

Source:
Pos Malaysia Berhad

12 Philately

Year	Stamp issues			SODA members	
	Special	Commemorative	Definitive	New members	Total members
2010	<u>15</u>	0	0	762	<u>59,277</u>
2011	13	1	0	1,466	<u>60,699</u>
2012	12	5	0	4,159	<u>64,679</u>
2013	13	2	0	6,233	70,895

2013 in quarters

1	3	0	0	264	64,939
2	3	0	0	755	65,693
3	3	1	0	2,139	67,829
4	4	1	0	3,075	70,895

Source:

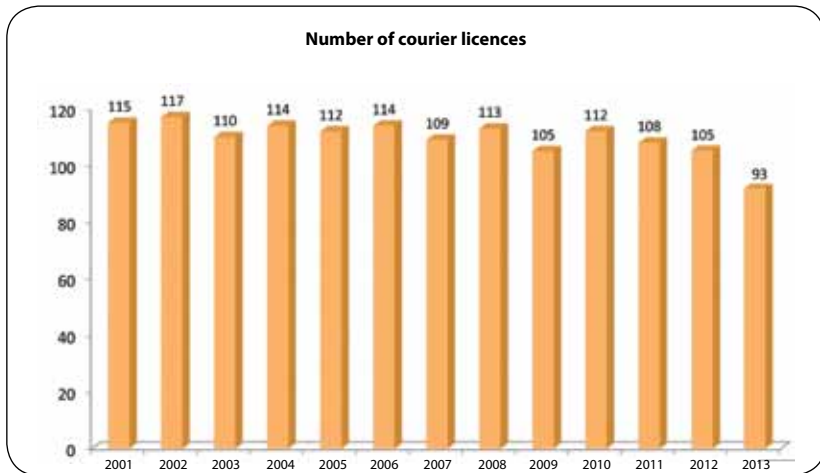
Pos Malaysia Berhad

Explanatory notes:

- SODA - Standing Order Deposit Account. For purchase of philatelic items including first day covers via order whereby customers can register as a member and the orders will be sent to the customer's address each time new themed stamps are launched.
- Stamp Issues
Special - Shows the beauty, uniqueness, pride, heritage, art, culture, personality, development of science and technology, civilisation, history as well as the uniqueness of flora and fauna of Malaysia.
- Commemorative - Commemorates important events in history which took place locally or internationally or events that are significant such as inaugural ceremonies, anniversaries and etc.
- Definitive - Illustrates national aspects such as agriculture, plantation and etc. These change once every 5 years on average.



COURIER SERVICES

13 Number of courier licences

As at 31 December 2013

14 Courier establishments

Year	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre
2010	25	240	18	5	2	269	87
2011	24	252	19	5	2	285	135
2012	23	258	20	6	45	232	221
2013	21	266	25	6	43	383	212

2013 in quarters

1	24	258	20	6	45	243	233
2	23	266	20	6	43	308	210
3	21	266	25	6	49	246	214
4	21	266	25	6	43	383	212

14 Courier establishments (cont'd)

Year	Qtr	State	Hubs	Branches	Gateways	Franchise	Affiliates	Agent	Drop in Centre		
2013	4	Johor	1	39	3	0	6	32	10		
		Kedah	0	12	1	1	0	14	8		
		Kelantan	0	7	1	0	0	20	4		
		Melaka	0	9	0	1	3	3	2		
		Negeri Sembilan	0	14	0	1	3	6	2		
		Pahang	1	18	0	0	1	39	5		
		Perak	1	30	0	1	1	25	10		
		Perlis	0	4	0	0	0	3	0		
		Pulau Pinang	2	15	4	0	3	8	10		
		Sabah	3	23	2	1	1	54	9		
		Sarawak	3	19	2	1	0	67	3		
		Selangor	9	53	10	0	10	67	77		
		Terengganu	0	10	1	0	1	16	4		
		WPKL	1	13	1	0	14	29	68		
		Total			21	266	25	6	43	383	212

15 Courier staff

Year	Administrative	Call centre	Despatch	Sorting	Others
Note					1
2010	1,224	1,192	4,018	776	1,491
2011	1,212	1,173	4,521	649	1,753
2012	1,310	1,358	4,746	730	1,738
2013	1,535	1,473	5,111	1,395	1,085

2013 in quarters

1	1,403	1,336	5,072	868	1,504
2	1,453	1,360	5,212	871	1,682
3	1,600	1,408	5,243	1,228	1,244
4	1,535	1,473	5,111	1,395	1,085

Explanatory notes :

1. Includes operation centre, sales, financial and customer service.

16 Courier vehicles

Year	Linehaul		Despatch		
	Trucks	Vans/cars	Trucks	Vans/cars	Motorcycles
2010	248	1	636	1,257	1,832
2011	240	0	647	1,275	1,923
2012	240	0	683	1,352	2,064
2013	245	0	634	1,551	2,617

2013 in quarters

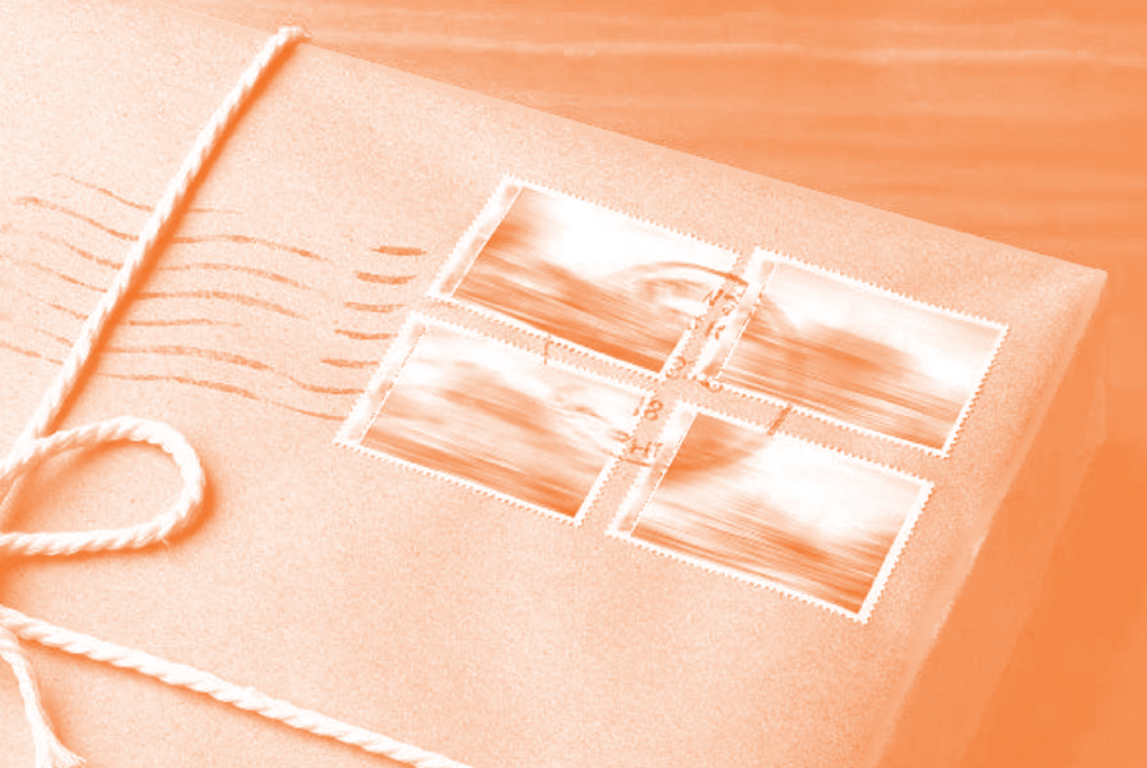
1	239	0	592	1,433	2,725
2	248	0	625	1,462	2,782
3	247	0	636	1,494	2,606
4	245	0	634	1,551	2,617

17 Courier traffic

Year	Document		Parcel	
	Domestic	International	Domestic	International
2010	27,685,105	1,626,472	9,074,596	4,631,591
2011	28,030,027	2,381,364	9,034,998	3,634,742
2012	15,198,570	1,241,239	5,276,761	1,831,964
2013	32,035,639	2,549,267	12,648,604	3,826,744

2013 in quarters

1	7,607,738	633,642	2,873,615	905,058
2	8,091,740	611,233	3,037,312	925,930
3	7,931,500	680,166	3,220,034	983,766
4	8,404,661	624,226	3,517,643	1,011,990



FOR MORE STATISTICS**WEBSITE**

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry.

This is updated quarterly/half yearly.

The MCMC website is at www.mcmc.gov.my

OTHER STATISTICAL PUBLICATIONS

Statistical Bulletins:

1. Communications & Multimedia: Pocket Book of Statistics (ISSN:2180-4656), a quarterly bulletin of the communications and multimedia industry.
2. Postal & Courier Services: Pocket Book of Statistics (ISSN:2231-9913), a half yearly bulletin of the postal and courier industry.

Statistical Brief:

Statistical Briefs disseminate findings of surveys conducted by MCMC.

Contact MCMC for more details.

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