



2017/18 THIRD QUARTER QUALITY OF SERVICE REPORT FOR COURIER OPERATORS

1.0 INTRODUCTION

The Communications Act 2016 mandates the Malawi Communications Regulatory Authority (MACRA) to regulate the Courier sector. In order to ascertain that the licensed operators are providing reliable services, the Authority conducts quarterly quality of service audit through analysis of waybills.

This waybill analysis report for measurement of QoS is for the period January - March 2018 and covers selected licenced operators offices in all regions of the country.

2.0 CATEGORIES OF POSTAL/COURIER OPERATORS

The Authority has licensed twelve (12) courier operators in various categories offering a wide range of postal and courier services.

a. International Commercial Courier

- Air Cargo
- Posts Courier
- DHL
- Fed Ex Express
- Skynet
- Xerox UPS

b. Domestic Commercial Courier

- Ampex Courier
- G4S Courier
- National Bus Ltd Courier
- Times Courier

c. Domestic (Inter-City) Commercial Courier

- WB Courier
- Siku Transport

3.0 QUALITY OF SERVICE (QoS) PERFORMANCE

There are three service categories that MACRA used to analyze performance namely:

1. Same day delivery -12hrs
2. Overnight delivery -24hrs
3. 48hrs service

Same day means intracity delivery of mail/parcels (within the same city)

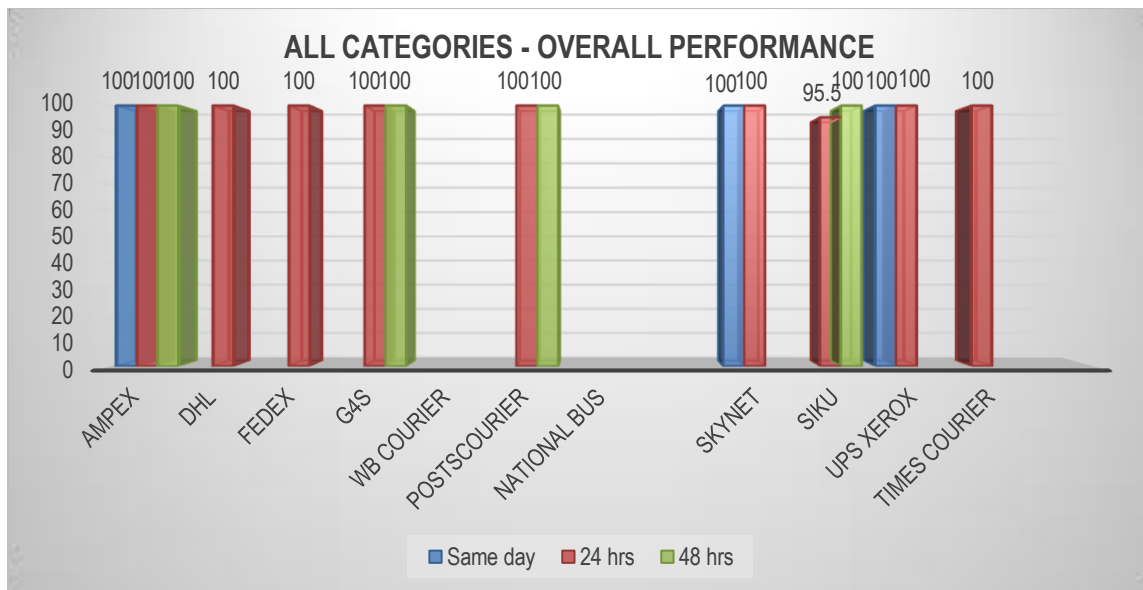
24 hrs period means inter-city delivery of mail/parcels (within the cities of Blantyre, Zomba, Lilongwe and Mzuzu)

48hrs period means period allowed for delivery of mail/parcels outside the cities.

4.0 PERFORMANCE OF COURIER OPERATORS

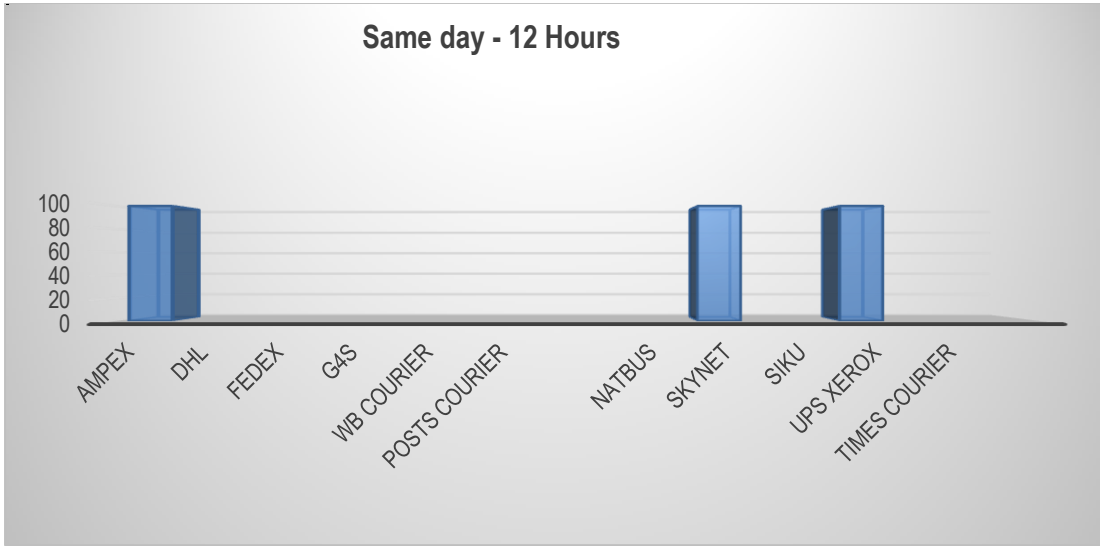
MACRA target is achievement of 98% delivery in all service categories. Below is an average summary of how the operators performed in the third Quarter of 2017/18 financial year.

ALL CATEGORIES PERFORMANCE

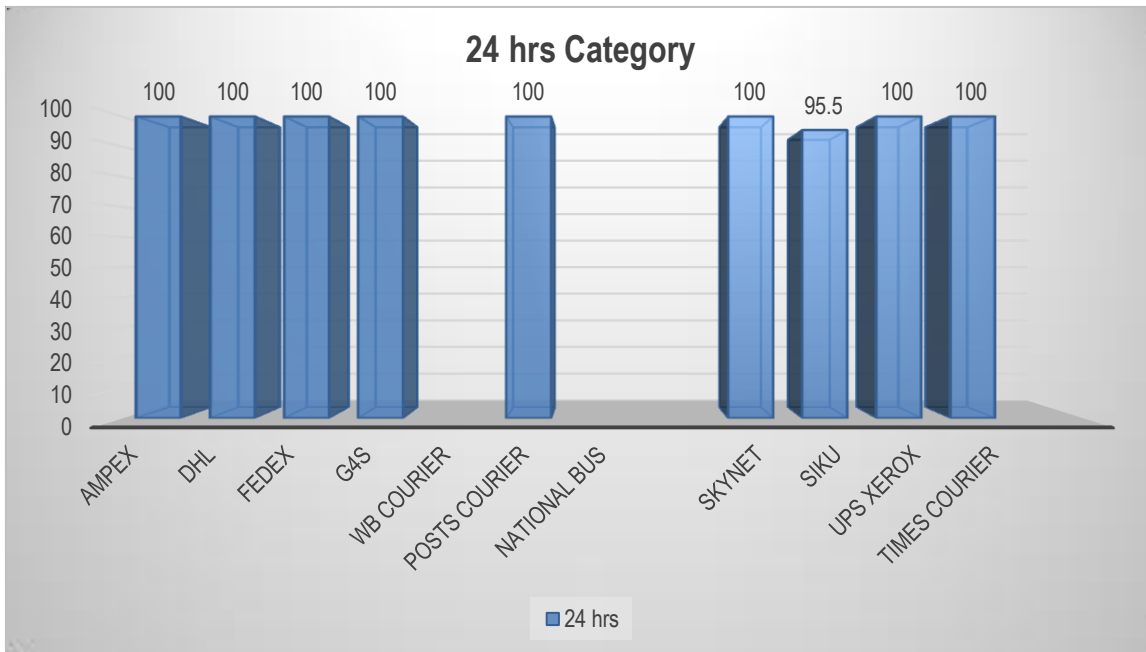


The overall performance of all operators in the Quarter under review was satisfactory except for Siku Transport in the 24hour category.

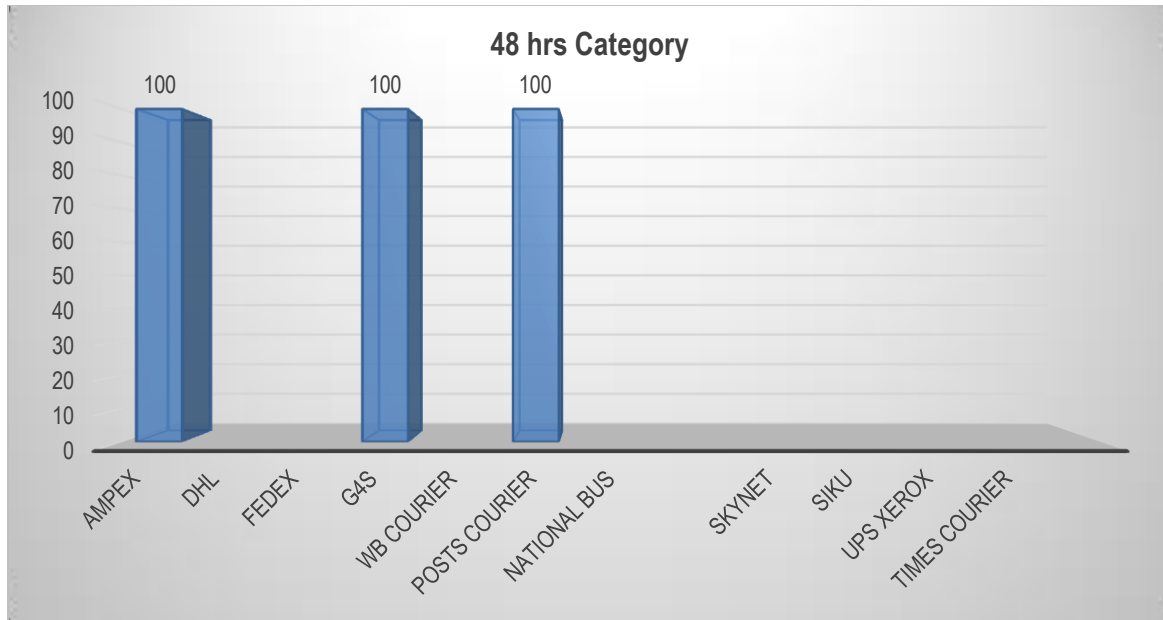
12 HOURS CATEGORY



24 HOURS CATEGORY



48 HRS CATEGORY



5.0 ANALYSIS OF THE PERFORMANCE

The Authority analysed the performance of all operators through collection of receipt-signed waybills.

6.0 CONCLUSION

The Authority will continue to monitor all operators in order to ensure all licensed operators meet the set service requirements.