



JANUARY – MARCH 2017 (1st QUARTER) REPORT FOR COURIER OPERATORS

1.0 INTRODUCTION

The Communications Act 1998 mandates the Authority to regulate the Communications Industry in the country. Section 5 of the said Communications Act (1998) gives the Authority specific mandate to regulate the provision of postal services throughout Malawi so as to achieve an efficient, effective, sustainable and orderly development of Postal services in the country. With such a mandate and in its quest to improve postal services delivery, the Authority sets out rules for Quality of Service (QoS) standards and targets.

The primary objective of quality of service standards and targets is to provide a basis on which the Authority can assess the performance of the operator. The standards ensure that users get value for money in the process of seeking services from the Operators.

Currently, the Authority has licensed the following Fifteen (15) courier operators;

a) International Commercial Courier

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

b) **Domestic Commercial Courier**

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

c) **Domestic (Inter-City) Commercial Courier**

- Premier Bus Service Courier
- Siku Transport Courier
- WB Courier

2.0 BENEFITS OF SEEKING SERVICES FROM LICENSED OPERATORS

Consumers who use licensed operators benefit from the customer protection mechanisms established by the Authority. Using the services of licensed operators for conveyance and delivery of courier items guarantees customers of secure, quality, and reliable services and recourse to redress in the event of poor service delivery.

3.0 ANALYSIS OF WAYBILLS

In the analysis, performance was measured in terms of transmission time i.e. from date of posting to actual date of delivery of the courier items.

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

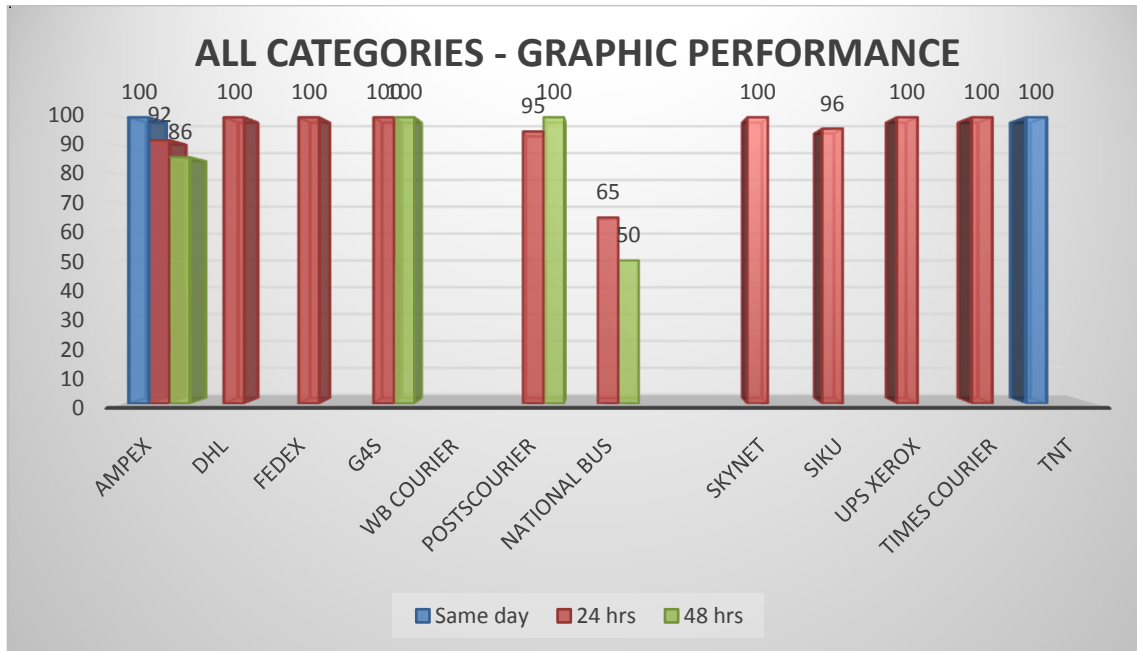
1. Same day delivery -12hrs
2. Overnight delivery -24hrs
3. 48hrs service

- ✓ *Same day means intracity delivery of mail/parcels(within the same city)*
- ✓ *24 hrs periods 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.*
- ✓

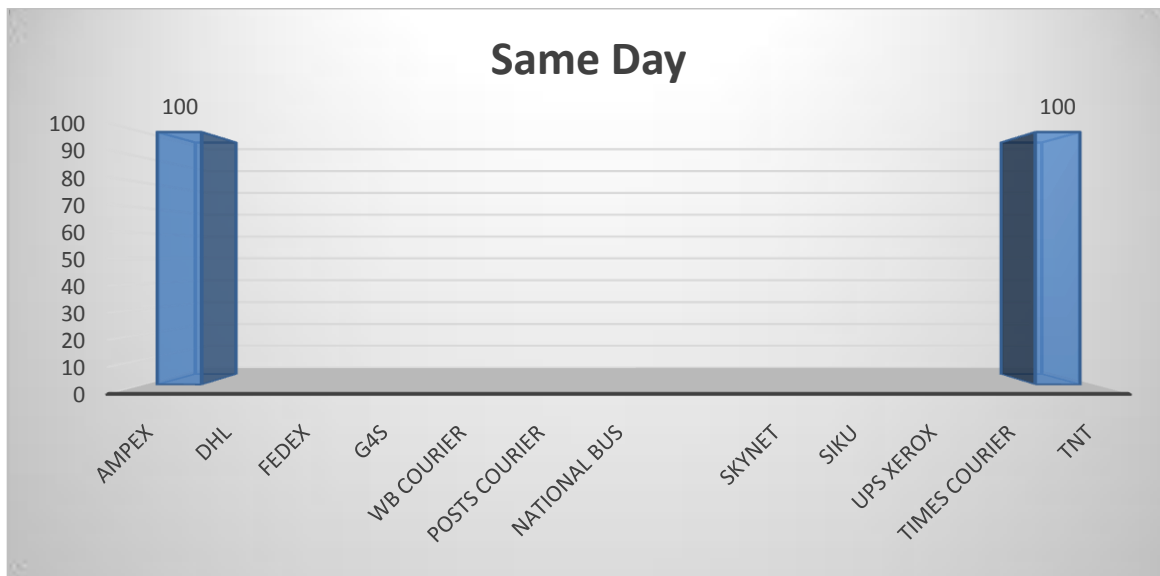
4.0 PERFORMANCE OF COURIER OPERATORS

MACRA target is achievement of 98% delivery in all service categories.

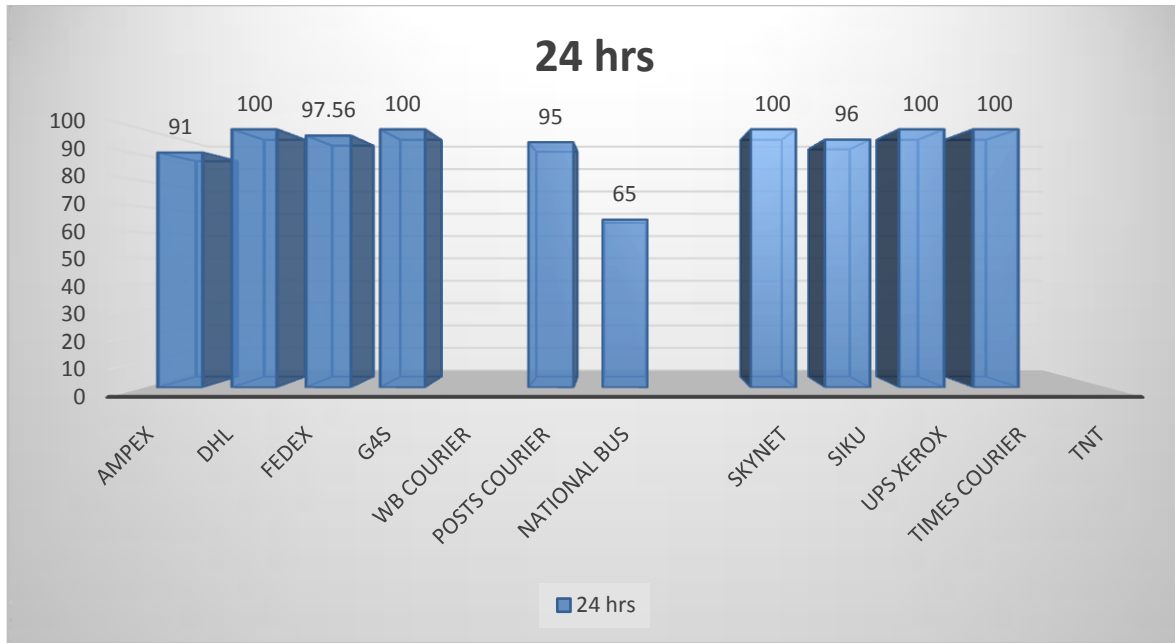
OVERALL PERFORMANCE – ALL OPERATORS



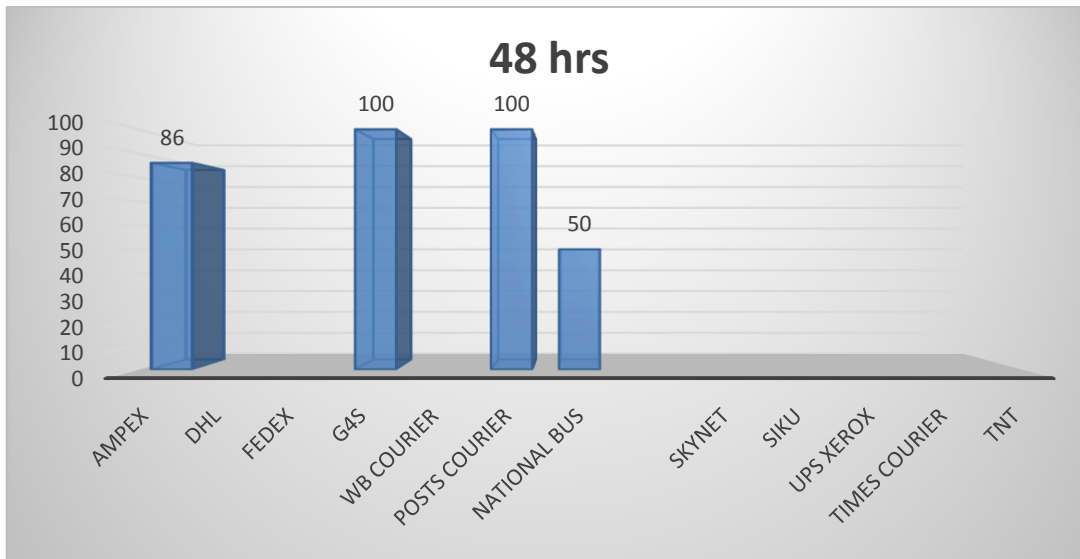
SAME DAY (12HRS TRANSMISSION PERIOD CATEGORY)



24 HRS TRANSMISSION PERIOD CATEGORY



48 HRS TRANSMISSION CATEGORIES



5.0 ANALYSIS OF THE PERFORMANCE

The performance of most operators in all the two main categories of 24 hours and 48 hours need to be applauded as they have maintained the expected standards.

6.0 CONCLUSION

The Authority would like to encourage the operators to be innovative as they strive to meet the ever increasing consumer demands. Embracing technology is a must for operators because unlike the traditional postal services which are threatened by technologies such as the internet, courier business is however growing due to increased opportunity in areas such as e-commerce.

The Authority will continue to monitor all operators in order to ensure all licensed operators achieve the highest level of efficiency in the provision of courier services in the country.