



OCTOBER-DECEMBER, 2016 FOURTH QUARTER QUALITY OF SERVICE REPORT FOR COURIER OPERATORS

1.0 INTRODUCTION

The Malawi Communications Regulatory Authority (MACRA) through Section 5 of the Communications Act, 1998 is mandated to ensure that there is provision of safe, reliable efficient and affordable postal services throughout Malawi.

In order to ascertain that the licensed operators are providing reliable services, the Authority conducts quarterly quality of service audit through analysis of waybills to determine delivery period.

2.0 QUALITY OF SERVICE PARAMETERS

There are three service categories that MACRA has used to analyze performance of the licensed operators and these are:

1. Same day (12 hrs)
2. Overnight (24hrs)
3. 48 hrs service.

Same day means intracity delivery of mail/parcels

24hrs period means inter-city delivery of mail/parcels

48hrs – Period allowed for delivery of mail parcels outside the cities.

The operators that have been assessed during this period are licensed under the following license categories:

a) **International Commercial Courier**

- Air Cargo
- DHL
- Globe flight 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**

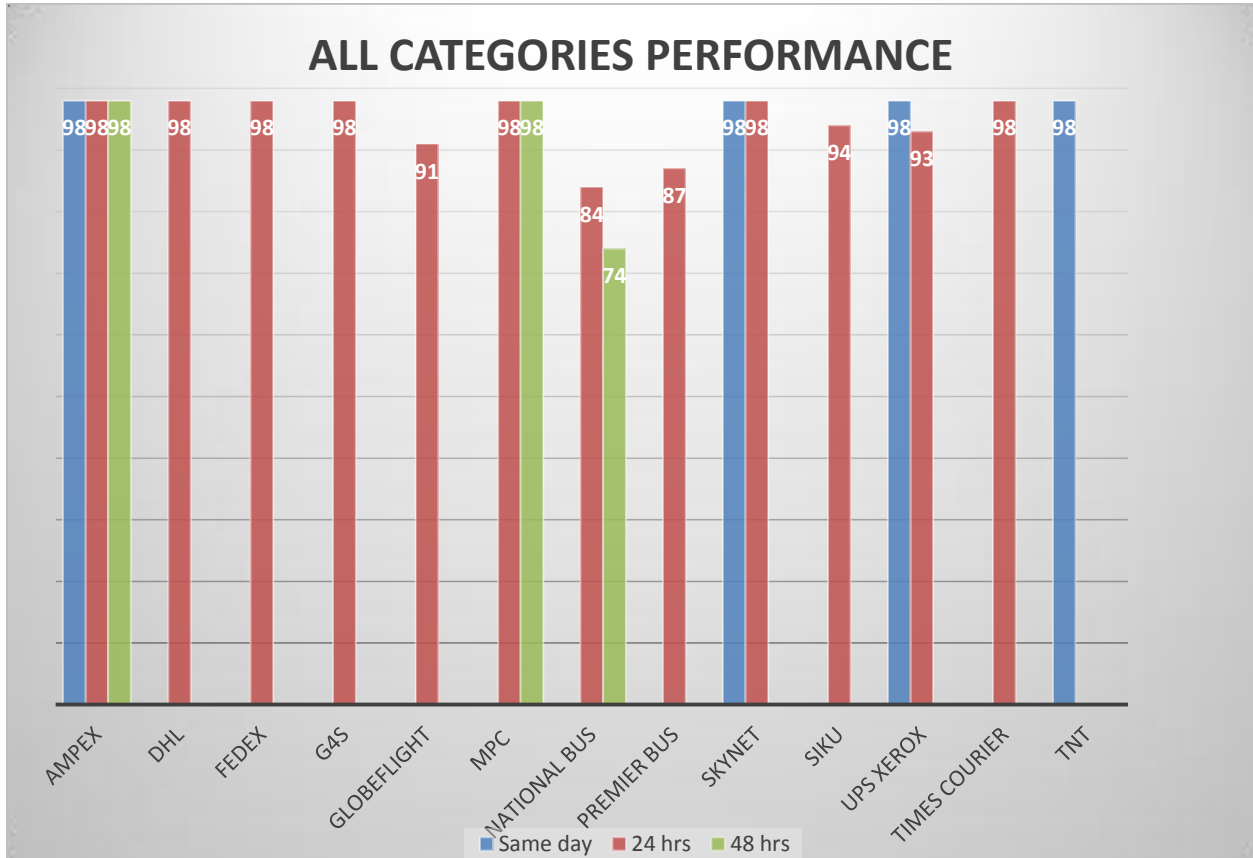
- Premier Bus Service Courier
- Siku Transport Courier
- WB Courier

3.0 METHODOLOGY

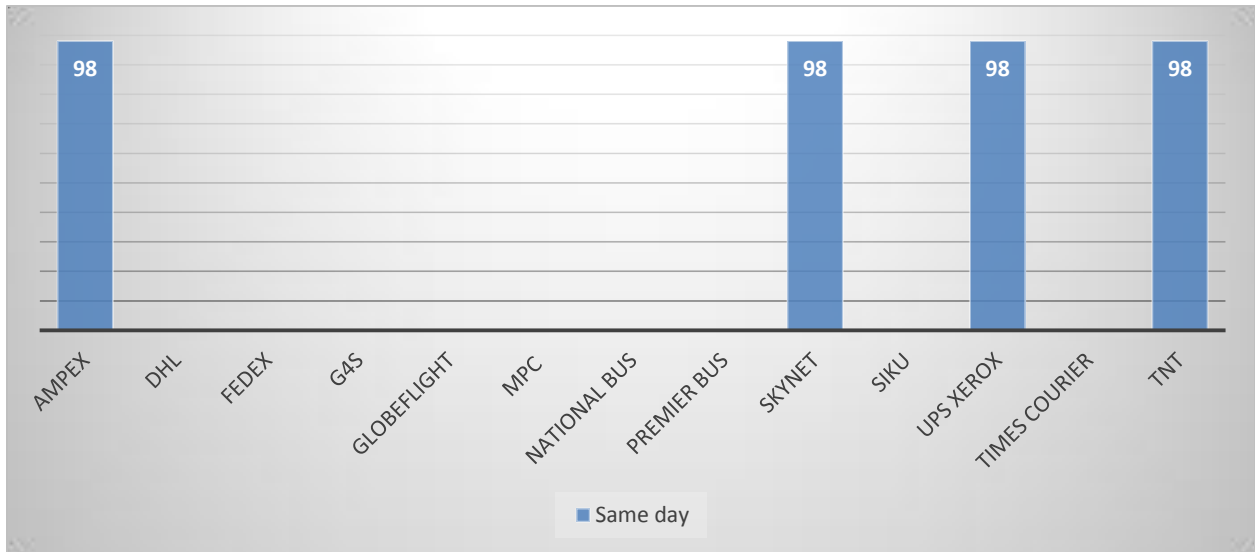
Data used for this analysis was obtained from waybills used by the operators themselves. However, not all information required by MACRA for the purpose of this analysis was available on the waybills.

4.0 PERFORMANCE OF COURIER OPERATORS

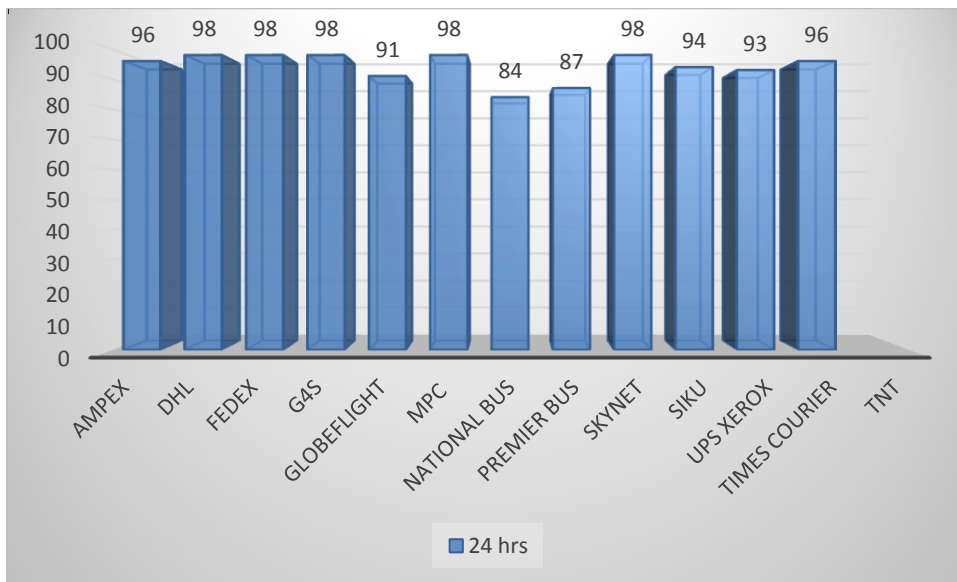
MACRA target is achievement of 98% delivery in all service categories.



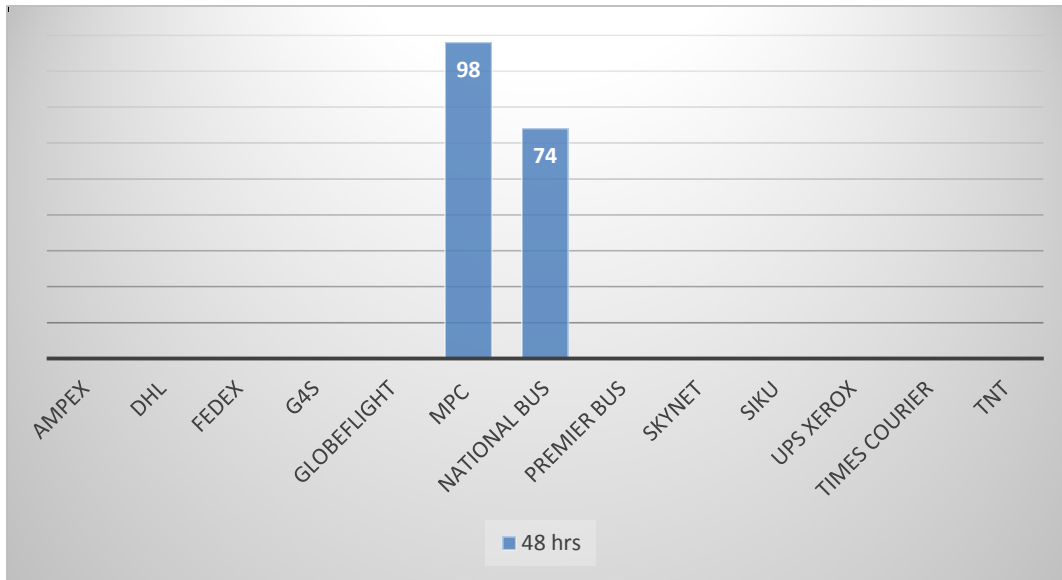
SAME DAY (12HRS TRANSMISSION PERIOD CATEGORY)



24 HRS TRANSMISSION PERIOD CATEGORY



48HRS TRANSMISSION CATEGORY



5.0 COMMON CHALLENGES DURING THE PERIOD UNDER REVIEW

Most of the operators have made tremendous improvement in sending proof of deliveries. In the period under review two operators provided their waybills late which affected the period the report has come out. The Authority will be engaging the concerned operators to remind them of the need to provide the waybills to ensure data analysis is done on time.

6.0 BENEFITS OF SEEKING SERVICES FROM LICENSED OPERATORS

Licensing as a regulatory mechanism aims to promote effective competition in supply of services which in turn benefits consumers in terms of tariffs and good quality of services.

The Authority therefore urges members of the general public to only deal with duly licensed operators. Any person or entity who carries on business as a postal/courier operator without being registered by MACRA commits an offence of operating without a valid licence. Consequently, using the services of licensed operators for conveyance and delivery of letters, packets, documents, packages, parcels and other postal articles guarantees customers of secure, quality and reliable services.

7.0 CONCLUSION

The Authority will continue to pursue objectives of making sure that Courier Companies provide reliable, secure, speedy, competitively priced and quality service to the consumers.

The Authority would like to commend the operators who are continuously meeting their targets. The Authority will continue to monitor performance of all operators in the respective areas to ensure continued improvements in the sector.