

QOS STANDARDS FOR POSTAL SERVICES

Indicator	Target per Quarter
<i>(Non-compliance attracts financial penalty of up to \$50,000 per quarter per indicator)</i>	
<u>Local Basic Letters</u>	
(i) % of mail delivered by next working day (D+1)	98%
(ii) % of mail delivered by second working day (D+2)	100%
<u>Local Registered Letters Delivery</u>	
(i) % of registered mail delivered by second working day (D+2)	100%
<u>Incoming Basic Letters Received</u>	
(i) % of mail received before 3pm at Singapore Post Centre delivered by next working day	98%
<u>Outgoing Basic Letters Despatched</u>	
(i) % of outgoing mail processed and connected to departing flights by next working day*	100%
<i>*Subject to availability of flights</i>	