

Dear Mr Haire

As a shareholder of Singapore Post, I've been watching out for news of the postal market deregulation on the Government Consultation Portal. I thought it was disappointing that the paper was not posted on the website for the public's views, even though the paper was released as a public consultation. But following a timely query, I discovered the consultation paper released by IDA.

As I am not an expert in the business of mail, I would like to provide some comments on the paper from my perspective as a Singaporean. While I am a shareholder of SingPost, I hope I have succeeded in viewing the proposals objectively. Here are two issues that I feel would require further explanation and clarification from the authorities.

1) What are the benefits of having another company provide islandwide delivery?

My view is that the delivery business is a low wage, labour intensive business. This seems contradictory to me, as Singaporeans have often been encouraged to focus on the knowledge-based economy because of the small labour market we have. It would seem incongruous to promote the creation of new postman jobs. It is also a waste of effort having a new team of people running all over the island to deliver the same mail that Singapore Post has been doing.

I would also like to share my experience with deliverymen. I have received documents and packages delivered by non-uniformed people. As they were not in uniform, it was not possible to tell who and what company they were from. If there are going other deliverers of mail items, I would ask that the authorities set some regulations regarding their standards and deliverables. Also, there should be some standards on who are hired to do delivery, as I would not like my items to be handled by foreign workers, who are the cheapest source of labour.

2) Why is the IDA promoting slower mail delivery? Why is Singapore Post not doing it?

I note that the aim is also to make available to mail senders slower delivery options. This leads me to the underlying question – why is Singapore Post not doing all this at this point in time, if the authorities want it? It would be extremely easy, from my layman point of view, to provide slower delivery than the current levels (its Annual Report says over 99% of mail is delivered the next day). That would save all the extra costs, especially with our high labour costs.

Thank you.

Yours sincerely,

Lee Song Kiat (Ms)