



**REPUBLIC OF SINGAPORE**

**INFO-COMMUNICATIONS DEVELOPMENT AUTHORITY OF SINGAPORE**

**PUBLIC CONSULTATION ON THE  
PROPOSED AMENDMENT TO  
LETTER BOX SPECIFICATIONS AND GUIDELINES**

ISSUED ON 2 January 2009

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## **PUBLIC CONSULTATION ON THE PROPOSED AMENDMENT TO LETTER BOX SPECIFICATIONS AND GUIDELINES**

The Info-Communications Development Authority of Singapore (“**IDA**”) hereby invites comments on its proposed amendment to Letter Box Specifications and Guidelines.

### **1. Introduction**

- 1.1 Section 16(1) of the Postal Services Act (Cap 237A) states that IDA may issue or amend any specifications relating to the number, place, dimensions and other characteristics of letter boxes. IDA last reviewed and revised the Letter Box Guidelines in 2005. IDA has authorised Singapore Post Ltd (“**SingPost**”) to administer the specifications and guidelines for the purpose of ensuring that developers of residential, commercial and industrial properties conform to the design and installation of letter boxes in Singapore. In the event a developer wishes to seek an exemption or deviate from this set of specifications and guidelines, IDA’s approval must first be sought.
- 1.2 On 1 April 2007, the basic mail services market was fully liberalised. IDA had announced on 5 February 2007 its decision to fully liberalise the basic letter services market and the regulatory framework that would be adopted. Over the past year, IDA has focused on developing and putting in place the legal and regulatory frameworks for market liberalisation. The Letter Box Guidelines will also need to be reviewed and revised to take into account this new environment.

### **2. Proposed Amendment to Letter Box Guidelines**

#### General Amendment

- 2.1 In view that there is now more than one Postal Service Operator (“**PSO**”) providing basic letter services, a general amendment to be made to the Letter Box Guidelines is to replace all singular mention of SingPost with the term PSOs, where appropriate. However, SingPost, the designated Public Postal Licensee (“**PPL**”), will continue to administer the Letter Box Guidelines, for the purposes of ensuring that the developers conform to the requirements.

#### Specific Amendment to Sections on Letter Box with Masterdoors

- 2.2 On the issue of allowing multiple operators to access letter box masterdoor keys, IDA conducted a public consultation in August 2006 and noted that consumers are concerned with receiving junk mails and the industry recognised that the issue of mail integrity and security cannot be completely addressed despite stringent and detailed regulations. In the interest of ensuring mail integrity and security in the public postal system and safeguarding consumers’ interests, IDA decided that it will not allow every

operator to have access to the masterdoor keys that reveal the letter box pigeonholes (**"Pigeonhole Masterdoor Keys"**). Instead, IDA will only allow designated PPLs (currently only SingPost) to have access to these masterdoor keys in the first instance. Going forward, however, if there are other PPLs who would like to have access to letter box masterdoor keys and can propose arrangements that can adequately address the mail security concerns, IDA will be open to considering providing letter box masterdoor keys to such PPLs. As a longer-term solution, IDA will also consider requiring all new letter boxes to be fitted with 3-way access masterdoors. IDA will consider relaxing the framework to allow other licensed postal operators to obtain letter box masterdoor keys when all HDB letter boxes are replaced with 3-way masterdoors in the future.

- 2.3 To reflect IDA's decision above, section 3.1 of the Letter Box Guidelines will be amended to *"Types of Masterdoor Letter Boxes"* and will include a paragraph stating: *"It is recommended that all new letter boxes should adopt the 3-way front opening or 3-way front/ back opening design"*.

Section 3.8 on *"Pigeonhole Masterdoor Keys, Aperture Masterkeys and Aperture Masterdoor Keys"* will be amended to make it clear that SingPost as the designated PPL will continue to have access to the Pigeonhole Masterdoor Keys. For those letter boxes with 3-way masterdoors, the Developer/Owner or the appointed Managing Agent will be encouraged to allow other PSOs licensed by IDA access to the Aperture Masterkeys and Aperture Masterdoor Keys, so as to facilitate their mail delivery. The proposed revised section 3.8 will now read:

*"To ensure the security and integrity of the mail, only the designated Public Postal Licensee, SingPost is allowed to have access to the Pigeonhole Masterdoor Keys. It is recommended that all Pigeonhole Masterdoor Keys be handed to SingPost upon completion of the letter box installation. If the Developer or the appointed Managing Agent wishes to retain duplicates of the keys, the Developer or his appointed Managing Agent should inform SingPost in writing. Under such circumstances, SingPost should be absolved of any sole liability should there be mail violation. The Developer/Owner or the appointed Managing Agent is strongly advised not to give the Pigeonhole Masterdoor Keys to a third party other than SingPost, as it may compromise mail security and integrity."*

*The Developer/Owner or the appointed Managing Agent is however encouraged to allow other Postal Service Operators licensed by IDA access to the Aperture Masterkeys or Aperture Masterdoor Keys, so as to facilitate their mail delivery."*

#### Amendment Proposed by SingPost for Operational Reasons

- 2.4 SingPost has also proposed changes to the Letter Box Guidelines to reflect recent operational changes and to address operational concerns. Some of the changes include specifying the minimum letter box nest dimension for easy mail delivery by postman and mail retrieval by occupants, clarifying the

minimum height of the base of the letter box nest to provide comfort for occupants when collecting their mails and clarifying the need for spare letter boxes in anticipation of newer units and the respective location of the spare letter boxes.

The mark-up version of the Letter Box Guidelines is attached as **Annex A**.

### **3. Invitation to Comment**

- 3.1 IDA invites interested parties to submit comments on the proposed amendment to the Letter Box Guidelines. All submissions should be clearly and concisely written, and should provide a reasoned explanation for any proposed revisions. Where feasible, parties should identify the specific sections of the Letter Box Guidelines on which they are commenting. Parties are welcome to comment on areas of the Letter Box Guidelines that IDA has not raised in this consultation document.
- 3.2 All submissions must reach IDA before **12 noon on 2 February 2009**. All comments must be submitted in writing and a softcopy must be provided to IDA. Respondents are required to include their personal / company particulars as well as their correspondence address, contact numbers and email addresses in their submissions. Submissions should be addressed to:

**Mr Andrew Haire  
Deputy Director-General (Telecoms & Post)  
Infocomm Development Authority of Singapore  
8 Temasek Boulevard  
#14-00 Suntec Tower Three  
Singapore 038955**

Please submit your softcopy via e-mail to [IDA\\_Consultation@ida.gov.sg](mailto:IDA_Consultation@ida.gov.sg). You may also submit a hardcopy to fax number: (65) 6211-2116.

- 3.3 IDA will make public all or parts of any written submissions made in response to the consultation paper and to disclose the identity of the source. Any part of the submission which is considered commercially confidential should be clearly marked and placed as a separate annex. IDA will take this into consideration when disclosing the information submitted.