

In principle, the 14 PAP Town Councils support the liberalisation of the postal services. Along with this liberalisation, IDA encourages Town Councils to allow licensed postal services operators to access to the letterbox Aperture Masterdoor keys, so as to facilitate their mail delivery.

However, there are some concerns raised by the Town Councils:

Firstly, the original objective of providing the anti-junk mail letter boxes is to offer residents the choice to receive or to keep out junk/unsolicited mails. Are we now saying to the residents that with the liberalisation of the postal services, they have no choice but to receive unsolicited/junked mails such as flyers. Hence, it defeats the purpose in the first place, for implementing anti junk mail letterboxes.

Secondly, SingPost pastes sticker or put up plastic sign on top of every letterboxes to inform residents to contact them on any matters concerning mail delivery. With more Postal Services Operator Licensees now to be given access to the Aperture Masterdoor Panel/Locks, who then shall be responsible for addressing concerns/ feedback raised by residents who continue to receive junk/unsolicited mails delivered via these Postal Services Operator Licensees? Currently SingPost assumes this accountability and is responsible on the proper usage of the Aperture Masterdoor Panel and Locks. If the Panel and Locks are being accessed by more than one Postal Services Operator Licensees, it is difficult for the Town Councils to work with the licensee on the proper maintenance of the Aperture Masterdoor Panel and Locks.

3) Finally, mail security and integrity - The proposed amendment to the Letterbox Guidelines specifies that going forward, there may be more than one PPLs given access to the masterdoor keys, and under the IDA proposed framework, there will be one master key type for all 3-way masterdoors. It is foreseeable that the mail security and integrity will be compromised until and unless the following is addressed:

- Who is to ensure that the Aperture Masterdoor Keys are not duplicated by any of the Postal Service Operator Licensees, and that the keys are duly returned as and when the license is terminated/given up;
- How to identify which Postal Services Operator Licensee failed to lock up the Aperture Masterdoor Panel, thereby causing a mail security breach?
- Who shall be responsible for answering to the residents in the event of security of their mail is compromised (now with several Postal Services Operator Licensees having access to the Aperture Masterdoor Panel)? And, who shall be responsible for replacing all the Aperture Masterdoor Panel Locks in the event that a key is lost by any of the Postal Services Operator Licensees?

We would appreciate it if IDA could seriously help to look into how to solve some of these problems and address the concerns before we can consider allowing other licensed postal services operators to access to the letterbox Aperture Masterdoor keys.