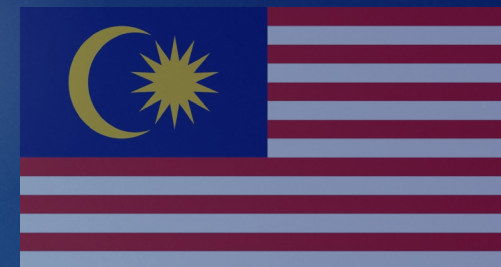




ASIAN-PACIFIC  
POSTAL  
UNION



# REGULATORY REFORMS FOR A FUTURE READY POSTAL SECTOR IN MALAYSIA

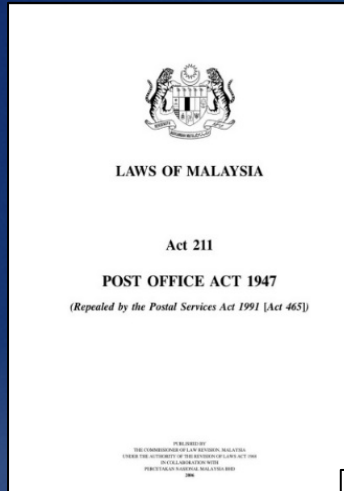
by

The Ministry of Communications Malaysia

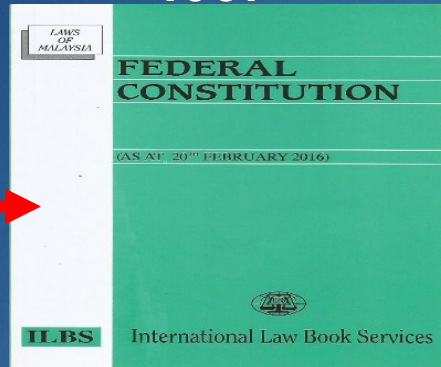
3 July 2025 – Ulaanbaatar, Mongolia

# Postal Reform in Malaysia

1947



1957

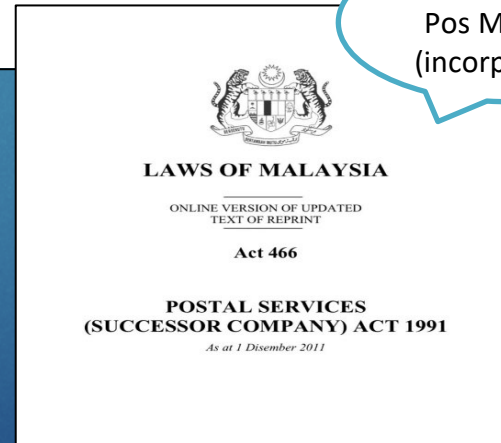
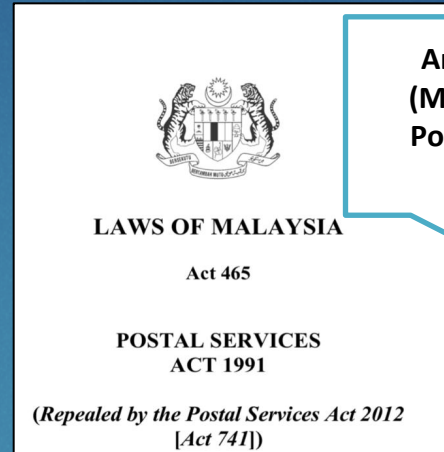


**Federal Constitution – Federal Lists – (9<sup>th</sup> Schedule)**

Communications and transport, including –

- Roads, bridges, ferries and other means of communications if declared to be federal by or under federal law;
- Railways;
- Airways, aircraft and air navigation;
- Carriage of passengers and goods by land, water and air;
- Mechanically propelled vehicles;
- **Posts and telecommunications;** and
- Wireless, broadcasting and television.

1991



2001

**Amendment 2001  
(MCMC became the  
Postal Regulator on  
1/11/2001 )**

**\*The Birth of  
Pos Malaysia  
(incorporated)**

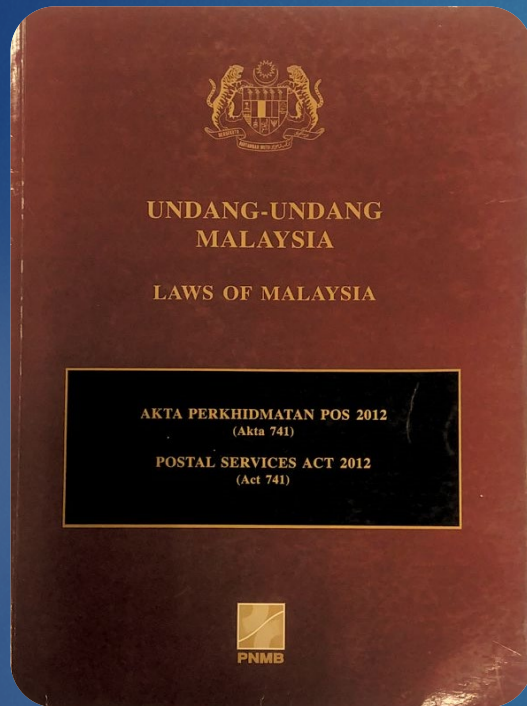
2012



*\*Separation of functions between regulatory bodies and service provider in 1991*



# Current Postal Legislation



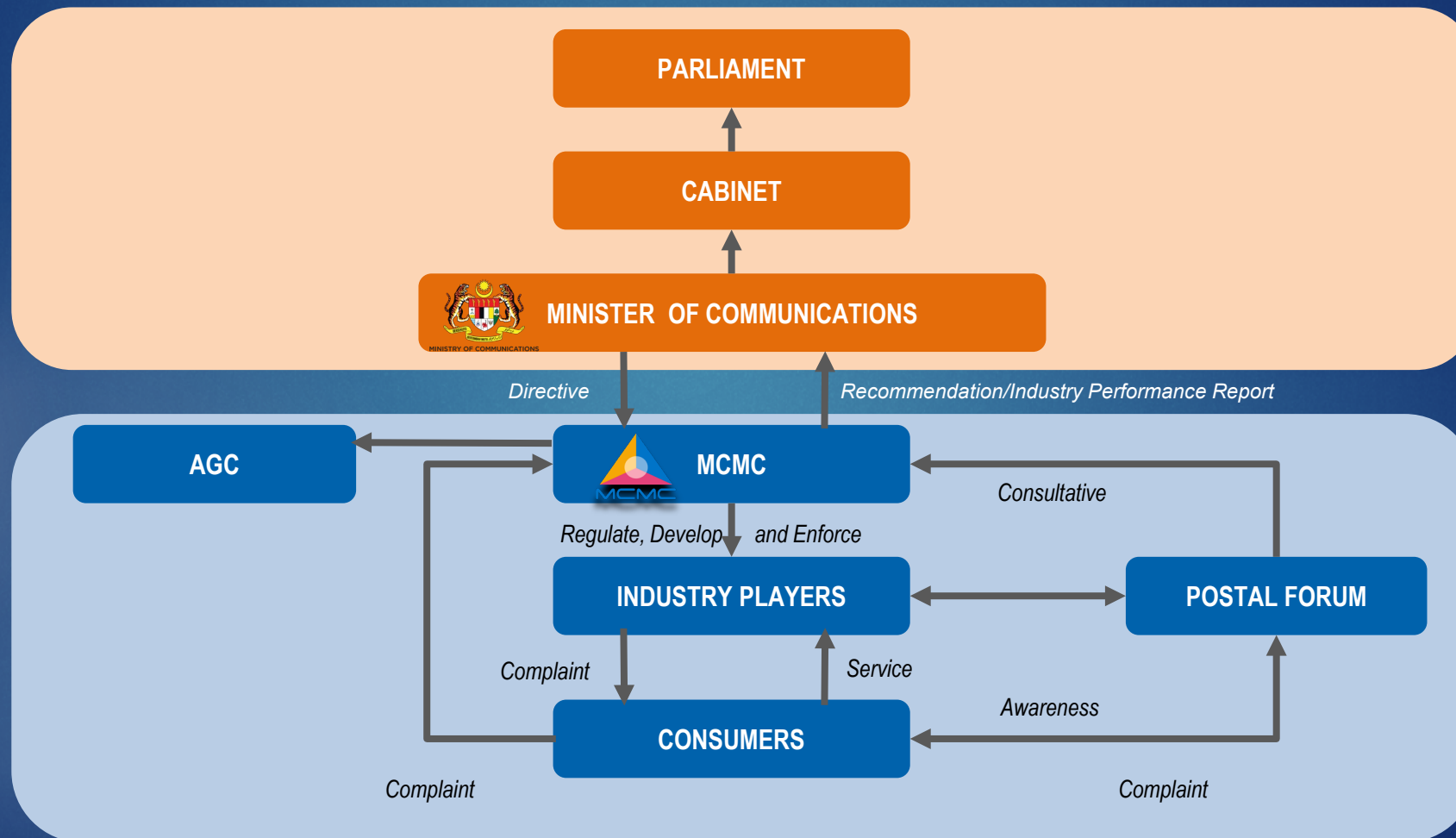
- **Postal Services Act 2012 (Act 741)**
  - Enacted: 2012
  - In effect: 1 April 2013
  - Regulatory Authority:  
Malaysian Communications and Multimedia  
Commission (MCMC)

# Subsidiary Legislations



Subsidiary legislations	Description
<ul style="list-style-type: none"><li>Postal Services (Universal Service) Regulations 2015<ul style="list-style-type: none"><li>Postal Services (Universal Service) (Amendment) Regulations 2020</li></ul></li></ul>	Regulations that provide the scope of the universal service and related matters
<ul style="list-style-type: none"><li>Postal Services (Licensing) Regulations 2015</li></ul>	Regulations that prescribe all matters relating to the issuance of universal service licences and non-universal service licences and related fees and charges under the PSA 2012.
<ul style="list-style-type: none"><li>Postal Services (Postage Rates) Regulations 2020</li></ul>	Regulations that prescribe rates with respect to products and services that are within the universal service.
<ul style="list-style-type: none"><li>Post Office Rules 1947<ul style="list-style-type: none"><li>Postal Services (Post Office Rules, 1947) (Amendment) Regulations 2020</li></ul></li></ul>	Rules pertaining to the operation of post offices, free postage and other related matters.
<ul style="list-style-type: none"><li>Postal Services (Compounding of Offences) Regulations 2024</li></ul>	Regulations that provide offences under the PSA 2012 that may be compounded and the forms to be used.









# Governance of the Postal Sector in Malaysia





# Universal Service Obligation as legislated in Malaysia



Scope	Description
	<b>SCOPE OF SERVICE</b> <ul style="list-style-type: none"> <li>▪ Ordinary letter up to 2kg</li> <li>▪ International inbound and outbound service</li> <li>▪ Registered and insured services</li> </ul>
	<b>DELIVERY FREQUENCIES</b> <ul style="list-style-type: none"> <li>▪ A daily delivery and collection service on every working days (5 days a week)</li> </ul>
	<b>NATIONAL ACCESSIBILITY</b> <ul style="list-style-type: none"> <li>▪ Postal access point (computerised and non-computerised outlets, postal agents &amp; stamp vendors)</li> <li>▪ Maintain at least 1,000 post offices/outlets</li> <li>▪ Maintain reasonable number of posting boxes</li> </ul>
	<b>RURAL SERVICES</b> <ul style="list-style-type: none"> <li>▪ Licensee to submit a rural service plan (criteria, rural postal routes and outlets)</li> </ul>
	<b>SERVICE STANDARDS FOR DOMESTIC LETTER</b> <ul style="list-style-type: none"> <li>▪ SLA based on zoning (urban, sub-urban, rural)</li> </ul>
	<b>RATES</b> <ul style="list-style-type: none"> <li>▪ Postal Services (Postage Rates) Regulations 2020 prescribes the postage rates for basic postal service</li> </ul>
	<b>SECURITY</b> <ul style="list-style-type: none"> <li>▪ Trustworthy postal system including workers, contractors and agents</li> <li>▪ Contingency plan to be submitted to the Commission</li> </ul>
	<b>REPORTING</b> <ul style="list-style-type: none"> <li>▪ Compliance report to be submitted before 31 March every year</li> </ul>

## Universal Service Model

The whole country  
(Save for rural areas and exceptional circumstances)

Funding mechanisms:

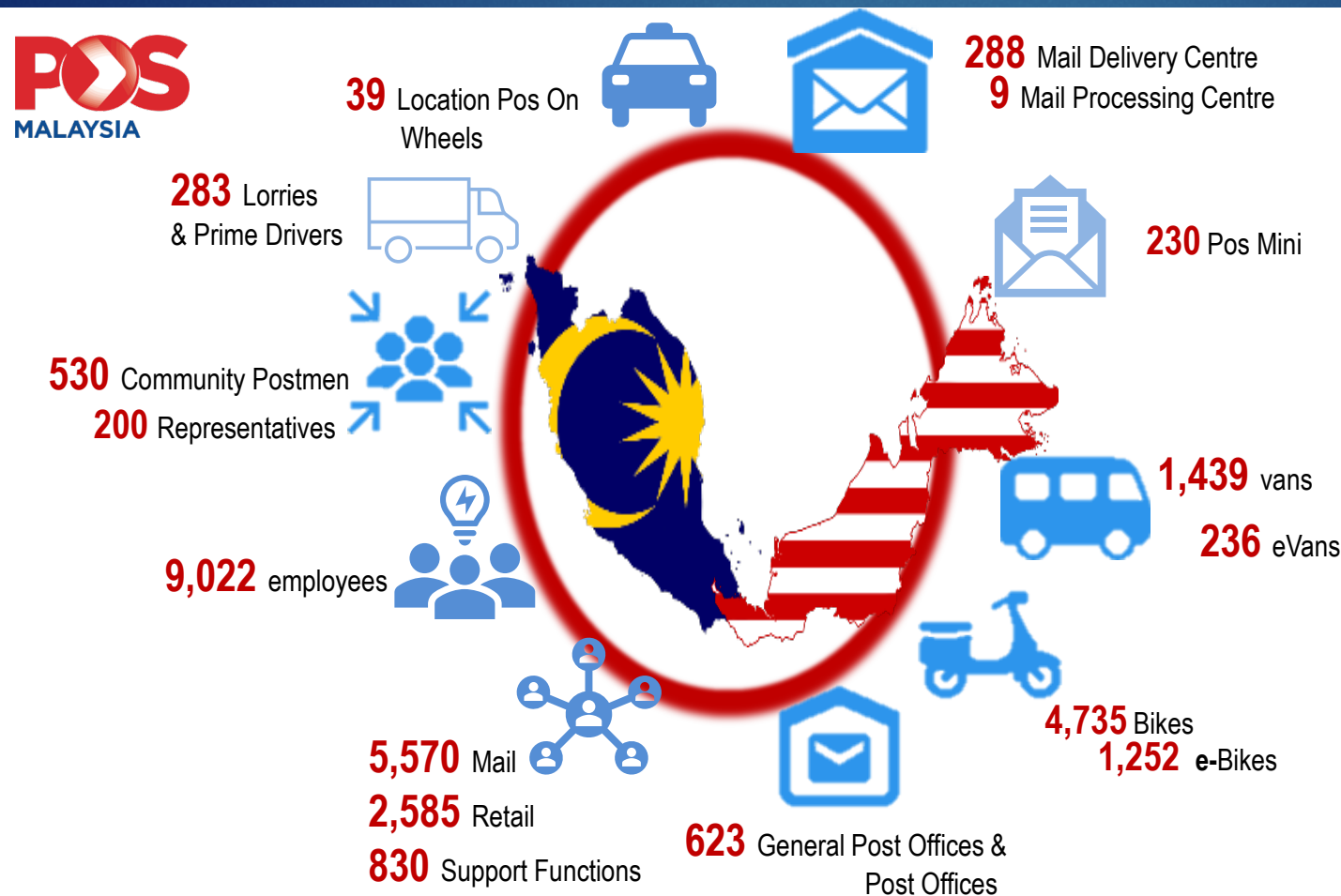
- Reserved area (economies of scale) – RM5 and letter below 500g
- Special privileges (stamp issue, UPU network, trade name, postal land etc.)

# Strength of Pos Malaysia Berhad as the Universal Service Provider



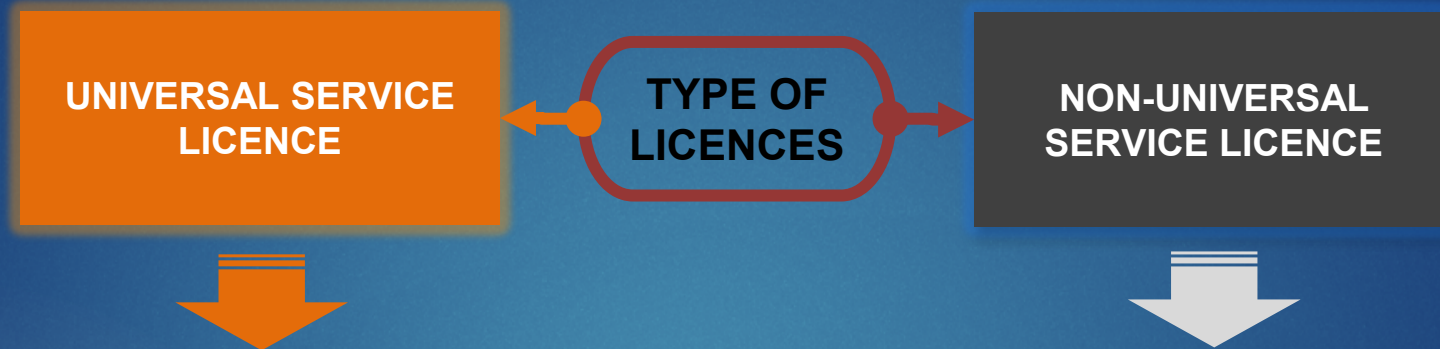
## UNIVERSAL SERVICE PRINCIPLES

- The scope shall be clearly established.
- Available to all persons at reasonable quality and affordable rates.
- Accessible with sufficient access points to meet the needs of all consumers.
- Available to consumers under transparent, objective non-discriminatory terms and conditions.
- Security and confidentiality shall be maintained.
- Provided on a permanent basis without interruption.



Source: Pos Malaysia Berhad (as of May 2025)

# Licencing System Under The PSA 2012



## Main Elements:

- **One service provider** (Pos Malaysia Bhd)
- Compulsory to provide universal service (basic service) including rural area
- Regulated rates for basic mail services
- Reserved area (exclusivity)
- Provide and maintain post office network
- Responsible to implement national obligations under the International Convention
- Production and issuance of postage stamps of Malaysia

## Main Elements:

- Provide courier/express service (**101 licensees as of 30 April 2025**)
- Highly competitive
- Autonomous liberalization - 1 January 2012
- **3 classes of licence A, B and C.**
  - **A – International (Inbound & Outbound) & Domestic**
  - **B – Domestic and International Inbound**
  - **C - Domestic (Within a State)**
- Required to comply with the standards set by MCMC (number of outlets, customer service, track and trace system and minimum pricing)



# Licence Application Process and Approval



Submit all related documents required in the Licensing Guidebook to MCMC

Application fee for the application is RM100.00

Within 60 days upon receipt of an application, MCMC shall submit a written recommendation to the Minister

The decision to refuse or grant shall be communicated to applicant as soon as practicable

# Taxation/Duty Imposed To Postal Items



The authority body is the **Royal Malaysian Customs Department**

Domestic Postal Items	Cross-border Postal Items
<ul style="list-style-type: none"><li>• <b>Courier services are subject to 6% service tax:</b><ul style="list-style-type: none"><li>a) Service provider licenced under Section 10 of the PSA 2012;</li><li>b) Domestic courier service; and</li><li>c) Service providers registered under the Service Tax Act 2018.</li></ul></li><li>• <b>Exemption:</b> <b>Postal services provided by the USO provider by way of letters.</b></li></ul>	<ul style="list-style-type: none"><li>• <b>Threshold value: RM500</b></li><li>• <b>Sales tax: 10%</b></li></ul>
<ul style="list-style-type: none"><li>• Guide on Courier Service by Royal Malaysian Customs</li></ul>	<ul style="list-style-type: none"><li>• Sales Tax Act (Amendments) 2022</li></ul>

# Direction of Malaysia's Postal Sector Policy



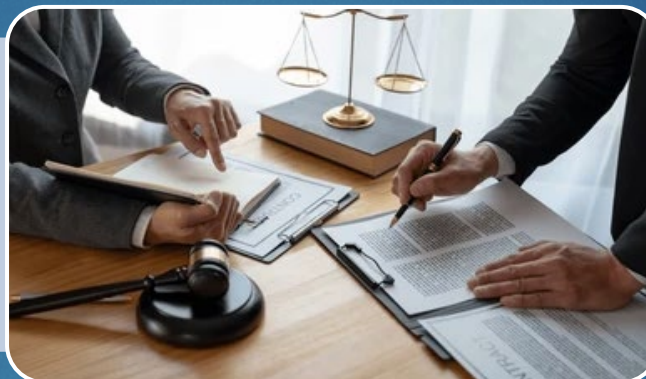
- Postal Services Act 2012 has been in operation for more than ten (10) years. During this period, the industry has undergone profound changes driven by diminishing mail volume and changing consumer behavior due to the advent of **e-commerce** and **digitalization**.



# Justifications of the PSA 2012 Review



Recognising the dynamic digital landscape and its impact on the postal industry



The Act's scope should be broadened to ensure legal framework remains relevant not only on the reformation of the industry but also institutional reform



To prepare for the future, cater for emerging trends, new and disruptive technologies and services, threats, opportunities, and other related developments that may occur in the short, medium and long term

# 18 Focus Areas Identified For Review of Postal Sector Policy



1 Universal Services Obligation (USO)



2 Non-USO



3 Licensing



4 Post Office Network



5 Postal Network



6 Electronic Registered Letter



7 Postal Forum



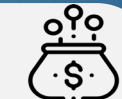
8 Mandatory Standard



9 Network Sharing (Downstream Access)



10 Postal Services Fund



11 Competition



12 Security



13 Enforcement



14 Information Sharing



15 Postcode & Addressing System



16 E-Commerce Platform



17 Environmental, Social & Governance (ESG)



18 Assessing PSA 2012, subsidiary regulations, relevant laws

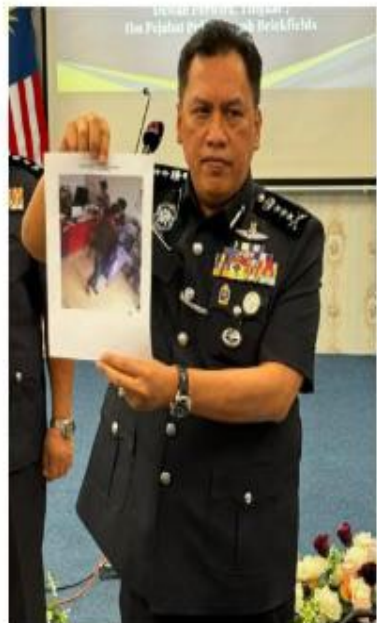




# DELIVERY OF DANGEROUS WEAPONS VIA POSTAL NETWORK



**PENGHANTARAN BUNGKUSAN BOM PALSU KE MOTAC**  
- 05 Jun 2024



Ketua Polis Kuala Lumpur Datuk Rusdi Mohd Isa menunjukkan gambar seorang individu dipercayai suspek yang membuat penghantaran bungkusan bom palsu di Kementerian Pelancongan, Seni dan Budaya (MOTAC) di Putrajaya, pada 5 Jun lalu.

KUALA LUMPUR, 27 Jun (Bernama) -- Polis memburu seorang individu dipercayai suspek yang membuat penghantaran bungkusan bom palsu di Kementerian Pelancongan, Seni dan Budaya (MOTAC) di Putrajaya, pada 5 Jun.



**JKDM RAMPAS PEMBELIAN SENJATA**  
**DIHANTAR MENERUSI KURIER**  
- 24 Mac 2022

Taktik pembelian peralatan senjata melalui kurier terbongkar

Erika George  
am@hmetro.com.my



Senjata yang dirampas JKDM dari seorang lelaki tempatan di Bintulu dipercayai dibeli dari luar negara secara kurier. FOTO ERIKA GEORGE



**PENGEDARAN SENJATA TIRUAN MELALUI KURIER SELEPAS PESANAN DIBUAT MELALUI WHATSAPP** - 07 Julai 2019

Astro Awani  
07/07/2019 | 16:22 MYT



Serbuan menemukan pelbagai senjata api tiruan, termasuk peluru dan gari yang dianggarkan bernilai RM70,000. - Foto Astro AWANI



# DRUG TRAFFICKING VIA POSTAL NETWORK



**KASTAM RAMPAS 6 KG DADAH**  
- 11 Januari 2023



BULETIN  
BERNAMA

**KASTAM SABAH RAMPAS LEBIH 6 KG DADAH BERNILAI RM200,000**



**JKDM SABAH GAGALKAN PENGEDARAN**  
**DADAH TERBESAR, RAMPAS 205**  
**KILOGRAM SYABU BERNILAI RM6.85**  
**JUTA - 23 Februari 2024**



RAMPAS: Mohd Nasir menunjukkan rampasan syabu semasa sidang media di sini.

**25 KG SYABU DAN 717 GRAM HEROIN UNTUK**  
**DIHANTAR KE AUSTRALIA - 19 Ogos 2024 - PDRM**





# DELIVERY OF ENDANGERED SPECIES VIA POSTAL NETWORK



**HAIWAN DISELUDUP MENGGUNAKAN PARCEL, KURIER ATAU POS UNTUK DIJADIKAN PELIHARAAN**  
- 21 Mei 2021



**SINDIKET MENGGUNAKAN KURIER UNTUK POS ULAR SAWA BATIK**  
- 12 Nov 2018



**PENGHANTARAN BUAYA MENGGUNAKAN KURIER - 12 Januari 2019**



PELBAGI jenis haiwan dilindungi menjadi sasaran penyeludup yang menggunakan parcel.



INGAN Pos Malaysia mengeluarkan ular sawa batik yang cuba dipos oleh sindiket menggunakan khidmat pos. Sindiket ini dikenakan denda.



JABATAN Kastam Diraja Malaysia mendapati cubaan menghantar buaya berukuran 30 sentimeter menerusi kurier. FOTO Ihsan Sarawak Forestry Corporation



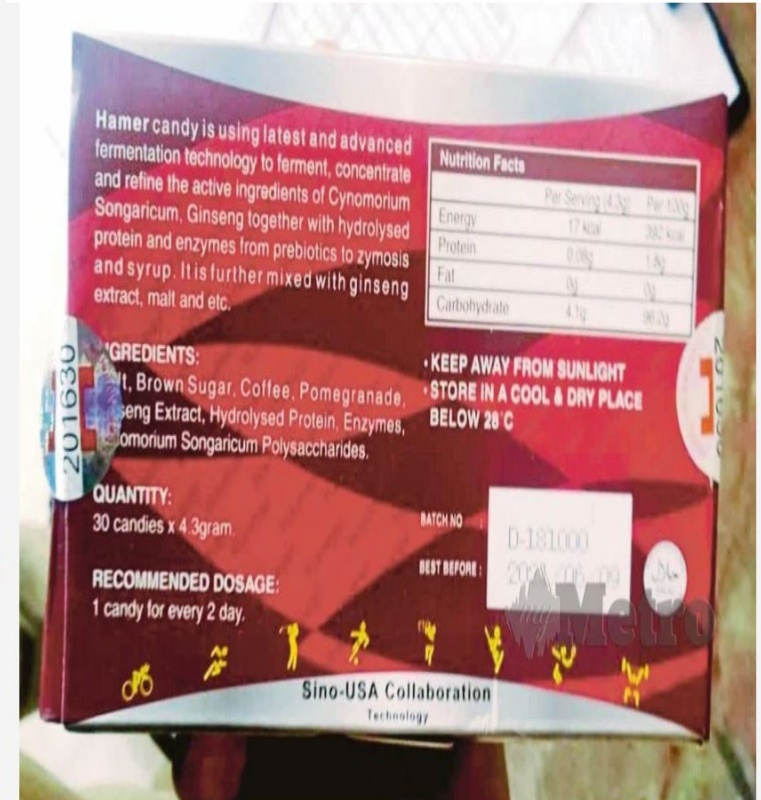
# DELIVERY OF MEDICINAL DRUGS VIA POSTAL NETWORK



PENGHANTARAN PIL GUGUR JANIN TIDAK BERDAFTAR MELALUI PERKHIDMATAN POS DAN KURIER – 16 JULAI 2019



RAMPASAN HAMER GINSENG & COFFEE CANDY BERACUN OLEH BAHAGIAN PENGUATKUASA FARMASI, KKM – 7 SEPTEMBER 2019



PRODUK Hamer Ginseng dan Coffee Candy yang dirampas mengandungi racun Nortadafetil.





## Structure of the Proposed Postal Security Rules

1. **Governance** (Appointment of a security chief)
2. **Recruitment of Employees and Contractors** (Develop recruitment guidelines)
3. **Security Training and Awareness Programme** (Attend security training)
4. **Consignment Security Declaration** (Senders details)
5. **Compliance Audit** (by MCMC and licensee)
6. **Postal Security Incident** (SOP)
7. **Postal Network Facilities** (Scan equipment, canine)
8. **Transport Network** (maintainance)
9. **Information System** (sufficient security element)



## “Pos Malaysia - Here for the nation for over 200 years and beyond”



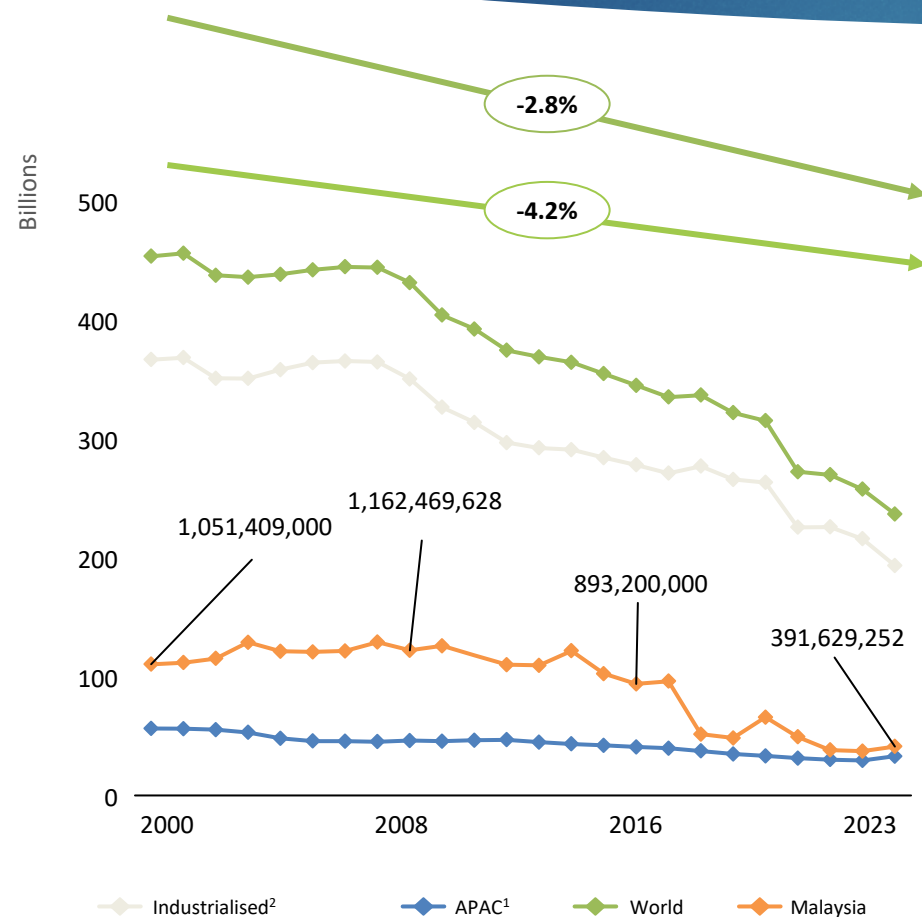




**Thank You!**

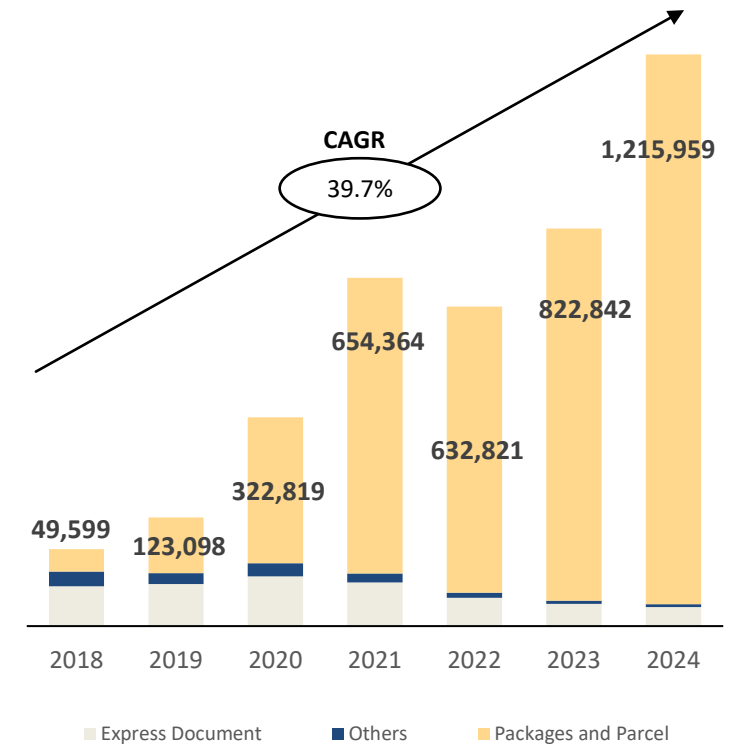
# Malaysia's Letter and Parcel Trend

Domestic postal letters volume (billion)



Parcel volume (million)

37ppc = 1.26b parcels in 2024



Source: MCMC