

Complaints - POSLAJU's efficiency, standard of service and reliability

Written by Administrator
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<p style="text-align: justify;">I have sent out a parcel with tracking no. ED873870849MY on 2010-06-25 via POSLAJU which it should be received on 2010-06-26 or latest 2010-06-28. However, recipient didn't receive it even on 2010-06-28.</p> <p style="text-align: justify;">I have tried to track the tracking no. via the POSLAJU track and trace website, it shows Item is in Transit to Delivery Office since 2010-06-26. This is totally ridiculous and unacceptable for a parcel to pend for whole 2 days just to "In Transit to Delivery Office". I have sent an email yesterday 2010-06-28 to POS MALAYSIA Customer Service on this but no replies received after that till now.
NCCC♦S ACTION
The complaint has been brought to the Pos Malaysia Bhd♦s attention and below is the feedback from them.
FEEDBACK FROM POS MALAYSIA BHD
We have completed the investigation on the issue, and we found that ED873870849MY has reached delivery office at Rembau Post Office on 26 June 2010, and it was brought out for delivery on the same day.♦♦ However the attempt was not successful due to no occupant at premise.♦ The postman had made his own initiative by contacting the recipient, who then instructed him to leave the said item to Ms. N, the recipient♦s neighbor who works at Rembau Post Office.♦ The postman informed the recipient that Ms. N was on leave, who then agreed to self-collect it at Rembau Post Office.♦

On 28 Jun 2010, the recipient went to PO to collect the item but it was unsuccessful due to miscommunication.♦ The recipient called Rembau Post Office on 29 June and was informed that the item is available for collection. Hence, the said item had been collected by the recipient, En. M at 5.14pm on the same day.♦

In view of the above, we would like to convey our apology for the inconvenient caused to both complainant and recipient.♦ Please note that we have contacted the complainant and En. M, and they agreed with our explanation.

Head Customer Care Unit
Pos Malaysia Bhd

NCCC♦S COMMENTS
Pos Malaysia Bhd raised its domestic postal rates for the first time in 18 years. Datuk Syed Faisal, Group Managing Director and Chief Executive Officer of Pos Malaysia assured they will improve its efficiency, standard of service and reliability. Above is the example of♦ their efficiency of the service as promised.

Consumer can directly lodge their complaints via csc@pos.com.my

As a service provider the Pos Malaysia Bhd must comply with guarantee in respect of supply of services under Section 53 Consumer Protection Act 1999 which clearly states ♦where services are supplied to a consumer, there shall be implied a guarantee that the services will be carried out with reasonable care and skill♦

Deivigarani Krishna
National Consumer Complaints Centre.</p>