

POSTAL NEWS

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1. Saudi Post loses out SR13bn to illegal courier operators

By P.K. ABDUL GHAFOUR | ARAB NEWS

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JEDDAH: Saudi postal sector incurs an annual loss of SR13 billion as a result of unlicensed operators in the market, said Muhammad Banten, president of Saudi Post. “The Saudi postal market is estimated at SR20 billion annually but the actual sales volume does not exceed SR7 billion due to unauthorized couriers,” he said.

Speaking to Radio Riyadh, Banten said people and organizations all over the world still depend on the postal services a lot to reach their important documents and parcels to various destinations. “Modern technology has contributed to increasing use of postal services,” he said answering to a question.

His statement comes soon after the department launched its new Wasel Aalami service which enables people in the Kingdom to do shopping through the Internet and then get it delivered to their homes. This service helps clients to receive four free postal addresses in the US, Britain, China and Australia.

The service will help subscribers to conduct shopping at well-known international supermarkets. Those who want to register their names for this service may contact the department’s offices across the country or log on to its website: www.sp.com.sa

Banten said the Wasel project carried out by his organization helped in establishing clear addresses of people and institutions in different parts of the Kingdom. It also assisted a number of public departments such as police, passports, civil services, Civil Defense and first-aid services.

Banten also spoke about Saudi Post’s new services such as mubtaes, which serves Saudi students in foreign universities and institutes of higher studies. “Our Jamie service aims at dispatching valuable documents of Saudi students to universities,” said.

He said Saudi Post’s market share was increasing day by day to the extent that it was affecting profits of foreign courier companies. “About 17 million people follow up on their applications at government departments, creating a lot of traffic problems as some of the customers do their work during office hours,” he said, adding that his

organization would help these people to complete their procedures at government offices.

Comments (17 Comments) :

JEDDAWI

May 23, 2011 11:02

Report abuse

Or, might it be due to their lack of competence and organization that forces people to seek alternatives that are more reliable.

YUSUF MARIO GERMINO

May 23, 2011 11:05

Report abuse

The Saudi Post with its efforts especially the installation of CHEAP postal boxes in residential building was a big JOKE and big WASTE of money and resources. Someone somewhere earned big bucks through this useless undertaking.

We need more post offices! And in this day and age of electronic communication - be it online or through multi-functional mobile phones and portable gadgets, the role of snail-mail is coming to an end. The postal service here in Saudi Arabia must revive the benefits of postal money orders, small package courier services instead of depending on the mail service business.

DENTON

May 23, 2011 11:06

Report abuse

Saudi Post is very similar to Saudia-----lack of courtesy to customers, inordinate delays in delivering mail, similar delays in sending mail through their system, lazy 'salary sponge' employees, untidy and dirty-looking post offices and appalling treatment of expats. No wonder they lose business to illegal operators-----they perform much more efficiently !!

DAVID

May 23, 2011 11:06

Report abuse

If the Saudi Post provided proper service, consumers would not be so eagerly seeking out other options. Trying to regulate people's choices is not the solution, it will actually make the problem worse. Focus on service and you won't have worry about competitors.

HH

May 23, 2011 11:07

Report abuse

You have got to be kidding me. Saudi Post is a joke Mr. Muhammad Banten. I tried using the service twice. First time I was sent to 5 different branches until I found my parcel. The second time a valuable \$2000 parcel was lost completely.

You charge people subscription to have the mail delivered to their homes. And then you are surprised that people use Aramex?

HUSSAINUL ASHFAQ

May 23, 2011 11:08

Report abuse

Every one prefers official and standard ways, so the ministry need to find out the reasons behind the failure and flourishing of illegal operators. They will find that the saudi post official on th edesk lacks freindly and soft approach toward customer and their is big que and lack of information at thye offices apart from higher prices.

Whereas the illegal operator wins over them in all the aspect witha cheap price. so the people have the choice !!

HYDERABADI

May 23, 2011 11:09

Report abuse

Wonderful, I've been to SP thrice and the conditions are quite pathetic. Losses are evident as the staff is not trained on how to handle the customers. None of them speak in english and I being an expatriate, hardly understand the language. The head office in Batha, is more trouble some. One of my posts did not reach the destination and I was aked to visit the head office to collect it back. Trust me, every communication was in Arabic and too new for me to understand. After moving from person to person for help, at last I reached the basement office where they gave me a tracking print out which was in Arabic again... Such incidents force customers to move onto to other better service providers

ALI

May 23, 2011 11:17

Report abuse

Maybe in Saudi Post improved its services more people would use the company. Non-existent customer service don't help Saudi Post.

AMIR

May 23, 2011 11:19

Report abuse

Why Saudi Post is not complaining to related authorities instead of grieving to Media. The reason for preference to private operator is quality of service. For example Barid Mumtaz will charge you minimum SR 50 and you shall visit them, find a suitable paid parking, stand in the queue while the officer is busy in making calls and when your number comes you shall bless the officers with success of this world and hereafter and wait for the right luck and right time before your shipment is delivered. Besides a

private courier will come to you, say salam to you, ask about your health, take the shipment and leave and there is a whole team to look after your shipment and give you updates about your shipment through call center or through webpage. Till the time Saudi Post is willing to come at par with quality of service available in the market, they don't have any choice but to keep wailing.

DADA

May 23, 2011 11:25

Report abuse

If they are losing it, they deserve so. Saudi Mail Service was never at its best at least during the past two decades. Me and some of my friends had a real bad experience with them sending parcels back home. First of all their treatment of expats is never positive, secondly the beaurocratic procedure in sending the parcel is ridiculous compared to private courier, and finally when the parcel reaches its destination part of the contents are missing for sure. So simply, if they don't correct their attitude and improve their services, nobody will go to them.

DENTON

May 23, 2011 12:16

Report abuse

Do the Minister of Post and Telecommunications, and The head of the Presidency of Civil Aviation, realize, or even care, that all the comments following articles about their organizations are 100% NEGATIVE ?????

These government departments are a disgrace to the country !! They have performed dismally for decades !!

AFJAL TARIQUE

May 23, 2011 12:19

Report abuse

its not surprise that saudi post is going down.i was having my po box and when it expired i got a call from post office.i told him that i,ll come to u on my dayoff and i went.there was a guy working there he told me that mudir is not yet come and u have to come after magrib ,again i went after maghrib but still the great mudir was not available.i tried again next day and still the same story.finally i decided that better i,ll not renew my po box.and i dint renew that again.and the another reason they r not treating good with expats.best of luck saudi post

LOSS IS A BIG JOKE

May 23, 2011 15:22

Report abuse

Well if you perform better then why would people go to illegal operators, I wanted to open a PO BOX, i went to post office they said i need a letter from kafeel. Now every department is scrapping(including drivers license), they still need a letter. that too for PO Box keys they make you wait for One Month + and later say that why don't you take PO BOX at home. its stupidity.. as some body said SP is just like Saudia, lack of courteous staff, lazy attitude and very punctual to Salah brakes.

MUSSOKHATTAK

May 23, 2011 16:11

Report abuse

I really don't know why you guys are moaning about. I have always used Saudi Post to send my parcels to Pakistan and I will continue to use them as I find them very economical and simple ! I see nothing wrong with their attitude or behaviour. I have been to three different post office in Khobar area and I am quite satisfied with them. Cheaper and better then these courier runned by cheater kerala people.

KINGSTON

May 24, 2011 00:07

Report abuse

I agree with all comments. They are very lazy and the job is carry over mostly non-saudies. I've bad experiences with them, many time they return us saying that forms not available or any reason that we can not argue them, also it is for there country man too..some people blame & just leave. This country is leads to a big disaster in near future, they can not come up with a solution because of too late. See the women driving,,,,,how simple issue, if they want they can allow them but "Mutawwas" make it complected. If they allow to drive it will help in many ways to the socaity but this fools do not understand.

DARING

May 24, 2011 00:08

Report abuse

Believe Me - few days back i used this service (EMS) when sending they promised me that it will reach in 3 working days to the destination! - but even after 8 days it was not reached!! when i inquired with the office from where i sent they informed me that system not working - come after some time - when i went again, they told me i have to go to the head office !!! (but Thanks to ALLAH my document collected by the party on the 9th day (it was collected not delivered !!!) I took an oath that day -- that i will not use this service - ever again!!!

DECCAN STATE

May 24, 2011 00:12

Report abuse

I think if Saudi Post will start Cheap Post and LEGAL service then why people will go to Cheap and illegal post when legal is available.

Millions of post boxes fixed all around the kingdom is wastage of money.

Saudi Posts employes (Saudis) salary increased almost 50% during the last 2 years even though 90% of postal business gown down because of Internet, Mobile Phones and competative legal speed post services.

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2. Expert: postal strike to have lesser effect on young people

The economic impact may not be so bad thanks to technology

Tanya Fletcher May 21, 2011 20:03:28 PM

VANCOUVER (NEWS1130) - Canada Post workers could trade in their mail bags for picket signs as early as Thursday. But according to a communications professor with Simon Fraser University, the economic impact wouldn't be nearly as bad nowadays thanks to our addiction to technology.

Peter Chow-White says 10 or 15 years ago, a postal strike would have brought communication to a halt.

"But now with email and social media, a lot of personal and business communication is online. So its effects on the Canadian economy and personal communication is a lot less than it would have been in the past."

Chow-White says while a postal strike would still be a bit of a blow to the Canadian economy, it'll affect individuals differently.

The older generation would likely feel the effects more, with many still dependent on snail mail. But younger people probably wouldn't even notice it at all, thanks to things like mobile banking and instant messaging.

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