



Independent Communications Authority of South Africa

Pinmill Farm, 164 Katherine Street, Sandton
Private Bag X10002, Sandton, 2146

COUNCIL SUBMISSION

Office of Cllr Currie
Tel: +27 11 566 3033
Fax: +27 11 566 3034

Ref. no: Postal/16/2/1/2/2/1

TO : COUNCIL

**FROM : WILLIAM CURRIE
COUNCILLOR**

**SUBJECT : RESERVED POSTAL SERVICES REPORT - SOUTH AFRICAN POST
OFFICE ("SAPO") ANNUAL COMPLIANCE REPORT 2012/2013**

1. PURPOSE

The purpose of this memorandum is to request Council to approve the Annual Compliance Report of the reserved postal services for 2012/2013 financial year, carried out by the South African Post Office ("SAPO") Limited.

2. BACKGROUND

The Independent Communications Authority of South Africa ("Authority") has a mandate in terms of the Constitution¹, the Independent Communications Authority of South Africa Act ("ICASA Act"),² and the Postal Services Act³, as amended, to regulate postal services in South Africa in the public interest.

¹ The Constitution of the Republic Act No. 108 of 1996.

² Electronic Communications Act No.36 of 2005.

³ Postal Services Act 124 of 1998.

The licensee derives its existence and mandate from the Postal Services Act.

SAPO was granted a Reserved Postal Service licence with a validity period of twenty five years (25) in terms of Section 16 (2) of the Postal Services Act, to provide basic postal services to the public. In terms of Clause 16 (2) of SAPO license, the Authority is enjoined to monitor compliance by SAPO with its license terms and conditions, applicable regulations and legislation. The Authority is enjoined by legislation to ensure that all citizens have access to basic postal services.

The Authority conducted monitoring visits in order to verify or audit SAPO's Quarterly Reports and to determine the extent to which SAPO has complied with its license terms and conditions and the applicable Regulations for the 2012/2013 Financial Year.

The Compliance Report focuses on the Address rollout, Delivery Performance Standards, Customer Care Standards, as published on 23 January 2008, in Government Gazette No. 30690, and the Conveyance of Mail Regulations, as published on 16 October 2009, in Government Gazette No.9172. Below is a summary of the findings on each obligation referred to above.

3. The findings

The Report is an analysis of SAPO's Quarterly Reports and the monitoring conducted by the Authority in respect of the licensee's compliance with the obligations hereunder:

3.1. Infrastructure roll-out

With regards to the Infrastructure roll-out targets, the Authority approved SAPO's fifty (50) proposed infrastructure roll-out for the financial years 2012/13. They've achieved a total roll out of twenty six (26). The Licensee has been given an opportunity to improve on the balance in their next financial year, 2013/2014.

3.2. Customer Care Standard

With the exception of Limpopo, North West, and Northern Cape Provinces, the Licensee has made satisfactory strides on providing an acceptable customer service in their postal outlets.

3.3. Conveyance of Mail Regulations

Generally SAPO did not comply with the requirements of this regulation especially clause 6.1(a), where the conveyor of mail should:

- (a) Maintain strict access control to the area in which mail is kept. These strict access control measures must include but not limited to:
 - (i) Installing alarms and surveillance equipment,
 - (ii) Limiting access to authorized personnel only, and
 - (iii) Locking high value items.

Full compliance with this requirement has been taken up with the Licensee and the 2013/14 report and Authority's monitoring will provide the full status quo.

3.4. Quality of Service Measurement

In the absence of the Postal Monitoring Tool, the Authority was unable to accurately conclude whether SAPO has complied with this obligation. The Authority relied only SAPO's internal QSM.

3.5. Customer Care Standard

Following the Provincial analysis, SAPO has made notable improvements on retail postal outlets with the exception of the Retail Postal Agency (RPA's) that showed poor performance. This observation was shared with the licensee in order that they make amends and any improvements will be reflected in the next report.

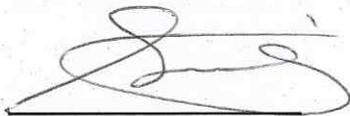
3.6. Delivery Point roll-out

To monitor in full this obligation, it requires human intervention. The Authority with limited resources at its disposal, could not carry out the task.

4. RECOMMENDATION

It is recommended that Council approve the SAPO Compliance Report for 2012/2013 financial year.

Prepared by:

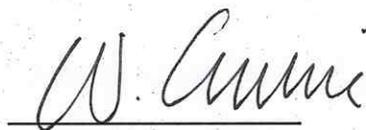


**SIPHO TSOTETSI
GM: LICENSING AND COMPLIANCE**

DATE: 24/03/2014

Recommended by:

Comments (if any)



**WILLIAM CURRIE
COUNCILLOR**

DATE: 24/03/2014



Independent Communications Authority of South Africa
Pinmill Farm, 164 Katherine Street, Sandton
Private Bag X10002, Sandton, 2146

POSTAL/16/2/1/2/2/1

**SOUTH AFRICAN POST OFFICE (“SAPO”)
COMPLIANCE REPORT 2012/2013**

1. BACKGROUND

The Independent Communications Authority of South Africa (“Authority”) has a mandate in terms of the Constitution¹, the Independent Communications Authority of South Africa Act (“ICASA Act”),² and the Postal Services Act³, as amended, to regulate postal services in South Africa in the public interest.

The South African Post Office (“SAPO”) Limited derives its existence and mandate from the Postal Services Act. SAPO was granted license with a validity period of twenty five years (25) in terms of Section 16 (2) of the Postal Services Act, to provide basic postal services to the public.

In terms of SAPO license Section 16 (2), the Authority is enjoined to monitor compliance by SAPO with its license terms and conditions, applicable regulations and legislation. The Authority, as the regulator of postal services in South Africa, is enjoined by legislation to ensure that all citizens have access to basic postal services.

The Authority conducted monitoring visits in order to verify or audit SAPO’s Quarterly Reports and to determine the extent to which SAPO has complied with its license terms and conditions and the applicable Regulations for the 2012/2013 Financial Year.

The Compliance Report focuses on the, Address roll-out, Delivery Performance Standards, Customer Care Standards, as published on 23 January 2008, in Government Gazette No. 30690, and the Conveyance of Mail Regulations, as published on 16 October 2009, in Government Gazette No.9172.

¹ The Constitution of the Republic Act No. 108 of 1996.

² Electronic Communications Act No.36 of 2005.

³ Postal Services Act 124 of 1998.

2. LEGISLATIVE FRAMEWORK

2.1 Licence terms and conditions

Clause 7.4.1 of the SAPO License, directs the licensee to ensure it provides postal services inter alia, as follows:

- (a) Retail outlets.
- (b) Virtual addresses where there are no available post box facilities.
- (c) Sufficient retails outlets in under serviced areas.
- (d) Improve service performance standards.

Clause 7.5 of the SAPO's license provides that:

"The Licensee must draw up a sustainable programme for a period which will be reviewed annually by the Authority from 01 April 2008 with respect to the delivery point and retail roll-out targets".

SAPO disputes the proposed (50) fifty infrastructure roll-out targets for the year in review and therefore the Postal compliance unit could verify any roll-outs by the Licensee.

2.1.2 Delivery point roll-out

The regulated target for the 2011/2012 financial year was 1,195,690. The total number rolled-out for the year was 1,199,273, SAPO overachieved by 3856.

Per the license agreement, the Authority has set a target of 1,195, 690 for the 2012/2013 financial year. For the 1st quarter SAPO has rolled out 239,998 addresses, of which, 116, 910 comprise roll outs to the underserviced areas.

Street Address Roll-out	Target	Achieved
Street addresses	283,977	199,998
Post Boxes	14,946	0
Total addresses	298,923	239,998

Total addresses (underserviced areas)	224,192	116,910
--------------------------------------------------	----------------	----------------

2.1.3 Service delivery performance Standards

CATEGORIES	STANDARDS
Across Town- Metropolitan, Cities & Towns	D+2
Across Town –Remote outlying Towns Alternative delivery days (Long Spokes)	D+3
Between Mail- Centres-Metropolitan, Cities & Towns	D+3/4
Between Mail Centres –Remote outlying Towns Alternative delivery days (Long Spokes)	D+4/5
Target for all categories	95%

Performance achieved during 3rd Quarter 2012/13

Category	Standard	Achieved	Percentage
Across Town	95%	97%, 82	N/a
Between Mail Centers	95%	89,14%%	N/a

2.2 Customer Care Standard Regulations

The Customer Care Standard Regulations prescribes the minimum standards that SAPO must uphold. The core principles which were monitored are captured as follows:

Clause 4.1.1 provides that:

- “(f) Copies of Complaints procedures and dispute resolution mechanisms must be made available to customers when entering into transactions...;*
- (g) The Complaints Procedures and dispute resolution mechanisms must be displayed in all postal outlets; and*
- (h) A postal outlet must display the Share Call number, telephone and fax numbers as well*

as the email address of the contact center”.

Clause 4.1.2 provides that:

- “(a) Postal services must be made accessible to People with disabilities;*
- (b) Parking bays must be made accessible to people with disabilities; and*
- (c) Queuing time for customers’ at all postal outlets may not exceed seven (7) minutes”.*

Clause 4.1.5 provides that:

- “(a) All postal outlets must handle mail and other correspondences with utmost integrity and security at all times;*
- (b) All postal outlets must ensure the safety of postal users when using postal facilities. Facilities must, where possible, be secured by security guards and warning signals must be made clearly visible at all times; and*
- (c) All postal outlets must put in place effective measures to guard against mail violation. Security on mail and other postal crimes must be enhanced at all times”.*

2.3 Conveyance of Mail Regulations

The purpose of these Regulations is to, inter alia, regulate the conveyance of mail and to eradicate exposure of mail to the risk of loss, theft, fraud, damage and tampering.

Clause 4 provides that:

“The duties and powers of the conveyors are to:

- 4.4 exercise due care in handling and processing of mail to prevent loss, theft, fraud, damage and tampering”.*

Clause 5.3 provides that:

“The conveyors are liable for damage, loss and theft of mail from the point of receipt of the goods until the delivery of the goods is completed”.

Clause 6.1 provides that:

“The conveyors must:

- (a) maintain strict access control to the area in which mail is kept. These strict access control measures must include but not limited to:*
 - (i) installing alarms and surveillance equipment;*
 - (ii) limiting access to authorised personnel only; and*
 - (iii) locking high value items”.*

3. SAPO’s COMPLIANCE REPORT

3.1. Infrastructure Roll-out

The current SAPO retail outlet footprint consists of 2,448 branches, of which 1,573 are conventional type post offices and 875 retail postal agencies (RPA). The breakdown per province is indicated in the table below.

National Footprint per Province			
Province	Post Offices	RPA's	Total
Central Province	263	200	463
Eastern Cape	201	147	348
Kwa Zulu Natal	250	86	336
Northern Central Region	214	95	309
North East Region	175	210	385
Western Cape	195	128	232
Witwatersrand	275	9	284
Total	1573	875	2448

In addition, SAPO plans to establish at least 50 new points of presence and upgrade/relocate at least 10 existing points of presence for the 2012/13 financial year. The proposed targets take into consideration the cost estimate, time constraints and the target population that SAPO needs to service. Due to the high capital costs of establishing points of presence, SAPO has implemented a Multi-channel Strategy approach in achieving set targets.

The said approach aims to establish different types of presence and access to the post office. From April to June 2012 a total number of 05 new points of presence have been established, of which, 04 were Retail Postal Agencies (RPA's), and 01 conventional type post office. In addition 05 existing outlets have been upgraded /relocated.

New and Refurbished Outlets

New and refurbished outlets rolled out and operational as at June 2012

Province	Actual target	YTD Actual	Variance	Actual Target	YTD Actual	Variance
Eastern Cape	9	01	-8	0	0	0
Free State	4	0	-4	0	0	0
Gauteng	18	01	-17	07	02	-5
KwaZulu Natal	11	01	-10	0	01	+1
Limpopo	0	0	0	01	02	+1
Mpumalanga	0	01	+1	02	0	-2
Northern Cape	0	0	0	0	0	0
North West	2	0	-2	0	0	0
Western Cape	6	01	-5	0	0	0
Total	50	05	-45	10	05	-5

Address Expansion Performance Report

3.2. Service Delivery Standards

The regulated target for the 2012/13 financial year was 1,195,690. The total number rolled out for the year was 1,199,273, SAPO overachieved by 3 856.

As per the license agreement, the Authority has set a target of 1,195, 690 for 2012/2013 financial year. For the 1st quarter SAPO has rolled out 239, 998 addresses, of which 116, 910 comprises roll outs to the underserviced areas.

Categories	Standards
Across Town-Metropolitan, cities & Towns	D+2
Across Town-Remote outlying Towns	D+3
Alternative delivery days (Long spokes)	D+3/4
Between Mail centers-Remote outlying towns alternative delivery days (Long Spokes)	D+4/5
TARGETS FOR ALL CATEGORIES	95%

SAPO utilizes its internal Testpost and the Mailtest. The two are measuring systems to determine Delivery Standards Performance. Across Town is measured against D2 as per the operating license agreement, however, between Mail Centers the measurement is against D2/D3 (SAPO's internal operational target), operating license agreement D3/D4. The Testpost system has not yet been changed to accommodate the "Alternative Delivery Days (Long Spokes)" hence, this category is still being measured against the "Metropolitan, Cities & Towns categories.

NB: SAPO's Testpost system was designed to measure its internal operational standards and targets. Since SAPO cannot determine when the public actually mail their items, hence the measurement only starts when the postal items receives its first date stamp impression at first Mail Centre until the point of delivery into a Private Post Box or when the letter is taken out for delivery to a street address. The calculation excludes weekends, public holidays and the day of posting.

Performance achieved 2nd quarter 2012/13

Category	Standards	Achieved	Percentage
Across Town	95%	78.82%	N/a
Between Mail Centers	95%	89.14%	N/a

CUSTOMER CARE STANDARDS

Requirements	Target	Achievement	Comments
Corporate signage	Displayed at all branches	95%	In process of supplying RPA's with the required signage
Branch code	Displayed at all branches	100%	N/a
Display of business hours	Displayed at all branches	100%	N/a
Collection frequencies and clearing times	Displayed at all branches	100%	N/a
Products and services	Displayed at all branches	100%	N/a
Code of conduct	Displayed at all branches	70%	N/a
Complaint procedures and dispute resolution posters	Displayed at all branches	70%	RPA's to be supplied with the posters
Share call number, email and fax numbers at customer contact centers	Displayed at all branches	100%	N/a
Regional/provincial contact details.	Displayed at all branches	100%	N/a

ACCESSIBILITY

Requirement	Target	Achievement	Comments
Access to PWD	At all outlets	1434	Branches are being provided with access when

			they are being upgraded
Parking bays for PWD	At all outlets	-	Provided by Municipalities and center management
Implementation of electronic payment systems for the payment of postal services	At all outlets	1601	These are all online branches: Most RPA's do not have point of sale system
Height of counters for PWD	At all outlets	754	Branches are being provided with access when they are being upgraded

QUEUEING TIME

The information excludes RPA's. 95% of the outlets operate within the seven (7) minutes regulated queuing time.

Queuing time for customers at all outlets	Not more than 7 minutes			
	Province	Number of outlets	Average queuing time(minutes, seconds)	Comments
	Eastern Cape	201	5 minutes	N/a
	Free State	127	4 minutes	N/a
	Gauteng	364	8 minutes	N/a
	Kwa Zulu Natal	251	7 minutes	N/a
	Limpopo	139	5 minutes	N/a
	Mpumalanga	104	5 minutes	N/a
	Northern Cape	62	4 minutes	N/a
	North West	134	4 minutes	N/a
	Western Cape	193	6 minutes	N/a

LANGUAGE

English and other predominant languages of the area/Province are spoken by customers, tellers and branch managers.

Language	Mark with an "X" where applicable	Number of outlets
Afrikaans	X	
English	X	2448
IsiNdebele	X	
Sepedi	X	
Sesotho	X	
siSwati	X	
Xitsonga	X	
Setswana	X	
TshiVenda	X	
isiXhosa	X	
isiZulu	X	

Total number of languages available:

11 Official language spoken depending in the area/province

INSURANCE POLICIES

Standards	Target	Achievement (%)	Comments
Information about insurance on parcels or mail should be communicated to customers	All outlets	100%	Tellers have been trained to advice customers on insurance options when they post high value items.

CODE OF PRACTICE FOR POSTAL INDUSTRY

Requirements	Province and name of outlet	Complied/not complied	Documentary prove/ Explanation
Endeavor to communicate with customers in the language of their choice as far as it practicable possible	All nine provinces and 2448 outlets	Complied	English & predominant language used in the area.
Display at their outlets in the public area, information pertaining to customer complaints resolution procedures	All nine provinces and 1573 outlets	Complied	Verified by audit reports from internal Quality and oversight team who audit outlets, nationally, still looking for an alternative solution for RPA's due to lack of space.
Ensure that all complaints received are recorded appropriately and resolved in a courteous, efficient and fair manner.	All 9 provinces and 2448 outlets	Complied	Weekly and Monthly reports from provinces submitted to SAPO National contact Centre.

<p>Responsibility to customers for a healthy, safe and secure environment when conducting their business.</p>	<p>All 9 provinces and 2448 outlets.</p>	<p>Complied</p>	<p>A total of R 32m is spent annually to provide guarding services at outlets, nationally. An investment of R64m to reinforce the physical security at outlets was spent in the last 24 months. On an annual basis a budget provision is made and a plan to deal with OHSA issues.</p>
<p>Timeously communicate queuing times and other relevant customer information to customers</p>	<p>All 9 provinces and 1601 outlets</p>	<p>Not fully complied</p>	<p>Retail management encourages branch managers and chief tellers to conduct queue management continually.</p>
<p>Make customers aware and provide information on insurance policies for lost and/or damaged</p>	<p>All 9 provinces and 2448 outlets</p>	<p>Complied</p>	<p>Tellers and retail postal agents have been trained to advice customers on insurance options when they post high value items.</p>

letters and parcels when entering into transactions.			
------------------------------------------------------	--	--	--

RETURN LETTER OFFICE (RLO)

Product		April 2012	May 2012	June 2012	Y.T.D
Registers	Received	21 852	22 299	20 299	63 881
	Processed	24 750	30 900	21 950	77 600
Ordinary mail	Received	45 000	38 8000	34 175	117 975
	Processed	40 6000	36 200	24 025	100 825
PE Parcels	Received	1 423	1 982	1 723	5 128
	Processed	73	111	107	291
PA Parcels	Received	132	358	181	671
	Processed	6	5		18
RI Parcels	Received	706	834		2 396
	Processed	706	834		2 396
Foreign Parcels	Received	147	364	7	812
	Processed	16	104	856	156
Speed services	Received	972	1 136	856	3 048
	Processed	73	65	301	168
Foreign Ordinary Mail	Received	38 800	40 950	36	108 350
	Processed	38 800	40 950	940	108 350
Auctions	Money guaranteed	-	-	-127 002	127 002
	Other income	-	-	-	-
	Expense	-	-	8 418	8 416
	Balance	-	-	- 118 583.95	118 583.95

PHILATELIC SERVICES

Five new commemorative stamps were issued during this period.

POSTAL COMPLAINTS REPORT

License Information	
Name of Licensee/ Registrant	South African Post Office
Licence/ Registration Number	2008/005477/06
Date submitted	July 2012
Period under review	April 2012-June 2012

Number of complaints (completed for relevant months)

Month	Number of Received	Resolved	Comments
April	342	302	40 unresolved
May	310	240	70 unresolved
June	234	158	76 unresolved
Total	886	700	186

4. THE AUTHORITY'S MONITORING

Whereas the Authority has a full mandate to monitor SAPO on the entire Postal Services Act, the license terms and conditions and applicable Regulations, this Compliance Report focuses only on the Infrastructure rollout, Delivery Point rollout, Service Performance Standards, Customer Care Standard the Code of practice, and Conveyance of Mail Regulations.

With regards to the Delivery Point roll-out, the Authority needs to formulate a team between itself and SAPO to go and verify what SAPO has reported to have rolled-out. However, not every address will be verified, a representative sample will be required.

With regards to the Service Performance Standards, Postal Monitoring Equipment will be procured in the near future, but currently the obligation is not monitored.

PHYSICAL MONITORING OF SAPO POSTAL OUTLETS PER PROVINCE
4.1 EASTERN CAPE

No.	Postal Outlet	Corporate Signage	Complaints Procedure	Disabled Parking	Ramps Available	Disabled Counter	Security
1.	Motherwell NU4	✓	✓	✓	✓	✓	✓
2.	Kwazakhele	✓	✓	X	X	✓	X
3.	Zwide	✓	✓	X	X	✓	X
4.	Kwa Dwesi	✓	✓	✓	✓	✓	X
5.	Joe Slovo	✓	✓	X	✓	X	X
6.	Dispatch	✓	✓	✓	✓	✓	✓
7.	Uitenhage	✓	✓	X	X	✓	✓
8.	KwaNobuhle	✓	✓	✓	✓	✓	✓
9.	Moselville (RPA)	✓	✓	✓	✓	✓	✓
10.	Gambleville	✓	✓	✓	✓	✓	✓
11.	Van Riebeeckhogte	✓	✓	✓	✓	✓	✓
12.	Deliver it	X	X	X	X	X	X
13.	Skynet	✓	✓	✓	✓	✓	X
14.	Intertown Transport	✓	✓	✓	✓	✓	X
15.	Addo	✓	✓	✓	✓	✓	X
16.	Blikana	✓	✓	X	X	✓	X
17.	Burgersdorp	✓	✓	X	X	✓	✓
18.	Herschel	✓	✓	✓	✓	✓	X
19.	Jamestown	✓	✓	✓	✓	✓	X
20.	Lady Grey	✓	✓	X	X	✓	✓
21.	Molteno	✓	✓	X	✓	✓	✓
22.	Ntabe Themba	✓	✓	✓	✓	✓	✓
23.	Somerset East	✓	✓	✓	✓	✓	✓
24.	Sterkspruit	✓	✓	✓	✓	✓	✓
25.	Sterstroom	✓	✓	X	X	✓	✓
26.	Thornhill	✓	✓	✓	✓	✓	✓
27.	Hankey	✓	✓	✓	✓	✓	✓

4.2. NOTHERN CAPE

No.	Postal Outlet	Corporate signage	Complaints Procedure	Disabled Parking	Ramps for disabled	Disabled counters	Security
1.	Van der Kloof	✓	X	✓	X	✓	✓
2.	Bochum	X	X	✓	X	✓	✓
3.	Galeshewe	X	X	X	✓	X	✓
4.	Bathharos	X	X	X	✓	X	✓
5.	Olifantshoek	✓	X	✓	X	X	X
6.	Blackrock	X	✓	X	✓	X	✓
7.	Kuruman	✓	✓	X	X	X	✓
8.	Diamond	X	X	X	X	X	✓
9.	Delpoorthoop	X	X	X	✓	✓	X
10.	Hertzogville	✓	✓	X	✓	✓	✓
11.	Postmansburg	✓	✓	X	X	X	✓
12.	Danielskuil	X	X	X	✓	✓	✓
13.	Kathu	X	X	X	✓	✓	✓
14.	Bakleywest	✓	X	X	X	✓	✓
15.	Mankurwane	✓	X	X	X	X	✓
16.	Douglas	X	✓	X	X	X	✓
17.	Pescodious	X	X	X	X	✓	✓
18.	Warrenton	X	X	X	X	X	✓
19.	Christiana	✓	✓	X	X	X	✓
20.	Dealsvillef	✓	✓	✓	X	X	X
21.	Jan Kempdorp	✓	✓	X	X	X	✓
22.	Slurry	✓	✓	✓	X	X	✓
23.	Ritchie	✓	X	X	✓	✓	X
24.	Koopmansfontein	✓	X	X	✓	X	✓
25.	Ulco	✓	X	X	✓	X	X
26.	Belmont	✓	X	X	✓	✓	X
27.	Kimberly	✓	✓	✓	✓	X	X
28.	Windstorn	✓	X	X	X	X	✓
29.	Matsheng	✓	X	X	X	X	X

4.3. LIMPOPO

No.	Postal Outlet	Corporate Signage	Complaints Procedure	Disabled Parking	Ramps for disabled	Disabled counter	Security
1.	Lebowakgomo	✓	X	X	X	X	X
2.	Malamulele	✓	X	X	X	X	X
3.	Malamulele	X	✓	X	X	X	X
4.	Raditshaba	X	X	X	X	✓	X
5.	Makhado crossing	✓	✓	✓	✓	X	X
6.	Louis Trichardt	✓	✓	✓	✓	X	X
7.	Kutama	X	X	X	✓	X	X
8.	Tshilwavirusiku	X	X	X	X	X	X
9.	Hubyeni	X	✓	X	X	X	X
10.	Elim Hospital	✓	X	X	X	X	X
11.	Munzhedzi	✓	X	X	X	X	X
12.	Paledi	✓	✓	✓	X	X	X
13.	Letaba	X	X	X	X	X	X
14.	Nkowanikowa	✓	✓	✓	X	X	X
15.	Letsetele	X	X	✓	X	X	X
16.	Nwamitwa	X	X	X	X	X	X
17.	Tzaneen	✓	X	X	X	X	X
18.	Tzaneng	✓	X	X	X	X	X
19.	Mashashane	✓	✓	✓	✓	X	X
20.	Potgietersrus	✓	X	X	X	X	X
21.	Mahwelereng	✓	X	X	X	X	X
22.	Mera	X	X	X	X	X	X
23.	Ga-poopedi	✓	X	X	X	X	X
24.	Ga-makehle	✓	X	X	X	X	X
25.	Ga-tibu	✓	X	X	X	X	X
26.	Ga-kgara	✓	X	X	X	X	X
27.	Ga-seko	✓	X	X	X	X	X

28.	Sekolong		✓		X		X		X		X		X
29.	Ga-mashashane		✓		X		X		X		X		X
30.	Ga-kebe		✓		X		X		X		X		X
31.	Mogalakwena		✓		X		X		X		X		X
32.	Muyeshe		✓		X		X		X		X		X
33.	Elim		✓		X		X		X		X		X
34.	Kutama		✓		X		X		X		X		X
35.	Senwabarwana		X		X		✓		✓		X		X
36.	Botlokwa		X		X		✓		✓		X		X
37.	Tshilwavirusiku		X		✓		✓		✓		X		X
38.	Chuenespoort		X		X		✓		✓		X		X
39.	Glen Cawie		✓		X		✓		✓		✓		X
40.	e-Hlakhwane		✓		X		✓		✓		✓		X
41.	Mpudule North		✓		X		✓		✓		X		X
42.	Tzaneen		✓		X		✓		✓		X		✓
43.	Tzaneen D/O		✓		✓		✓		✓		X		✓
44.	Leslei		✓		✓		✓		✓		✓		✓
45.	Kinross		✓		✓		✓		✓		✓		X
46.	Stoffberg		✓		✓		✓		✓		✓		X
47.	Maake		✓		✓		✓		✓		✓		X
48.	Nebo		✓		✓		✓		✓		✓		X
49.	Leslei		✓		✓		✓		✓		✓		✓

4.4. NORTHWEST

No.	Postal Outlet	Corporate Signage	Complaints Procedure	Disabled Parking	Ramps for disabled	Disabled Counter	Security
1.	Freemanville	✓	✓	X	✓	X	✓
2.	Phokeng	✓	✓	X	✓	X	✓
3.	Riverwalk	✓	✓	X	✓	X	✓
4.	Tlhabane	✓	✓	X	✓	X	X
5.	Mogwase	✓	✓	X	✓	X	X
6.	Chaneng	✓	✓	X	X	X	X
7.	Saulspoort	✓	✓	X	X	X	X
8.	Boitekong	✓	✓	X	X	X	X
9.	Majakaneng	✓	✓	X	X	X	X
10.	Lebanon	✓	✓	X	X	X	X
11.	Mothabeng	✓	✓	X	X	X	X
12.	Luka	✓	✓	X	X	X	X
13.	Damonville	✓	✓	X	X	X	X
14.	Mabeskraal	✓	✓	X	X	X	X
15.	Klipgat	✓	✓	X	✓	X	✓
16.	Renosterkraal	✓	✓	X	✓	X	✓
17.	Majaneng	✓	✓	X	X	X	X
18.	Jericho	✓	✓	X	X	X	X
19.	Maboloka	✓	✓	X	X	X	X
20.	Vryburg	✓	✓	X	X	X	X
21.	Viedgesville	✓	✓	X	✓	X	✓
22.	Vulindlela	✓	✓	X	X	X	X
23.	Radithuso	✓	✓	X	X	X	X
24.	Schweitzer- Reneke	✓	✓	X	X	X	X
25.	Slurry	✓	✓	X	✓	X	✓
26.	Ottosdal	✓	✓	X	X	X	X
27.	Molopo	✓	✓	X	X	X	X
28.	Modisabana	✓	✓	X	X	X	X

29.	Grootmarico	✓	✓	✓	X	X	X	X	X	X
30.	Atamelang	✓	✓	✓	X	X	X	X	X	X
31.	Amalia	✓	✓	✓	X	✓	✓	✓	✓	✓
32.	Gopane	✓	✓	✓	X	X	X	X	X	X
33.	Ganyesa	✓	✓	✓	X	X	X	X	X	X
34.	Dinokana	✓	✓	✓	X	✓	✓	✓	✓	✓
35.	Burmaridrift	✓	✓	✓	X	✓	✓	✓	✓	✓
36.	Huhudi	✓	✓	✓	X	X	X	X	X	X
37.	Leratong	✓	✓	✓	X	X	X	X	X	X
38.	Mafikeng	✓	✓	✓	X	✓	✓	✓	✓	✓
39.	Zeerust	✓	✓	✓	X	✓	✓	✓	✓	✓
40.	Lichtenburg	✓	✓	✓	X	✓	✓	✓	✓	✓
41.	Mmabatho	✓	✓	✓	X	X	X	X	X	X
42.	Ratshidi	✓	✓	✓	X	X	X	X	X	X
43.	Montshiwa	✓	✓	✓	X	X	X	X	X	X
44.	Montwedi	✓	✓	✓	X	X	X	X	X	X
45.	Mareetsane	✓	✓	✓	X	X	X	X	X	X
46.	Radithuso	✓	✓	✓	X	X	X	X	X	X
47.	Koster	✓	✓	✓	X	X	X	X	X	X
48.	Itsoseng	✓	✓	✓	X	X	X	X	X	X
49.	Swaartruggens	✓	✓	✓	X	X	X	X	X	X
50.	Madikwe	✓	✓	✓	X	X	X	X	X	X
51.	Tampostad	✓	✓	✓	X	✓	✓	✓	✓	✓
52.	Madibogo	✓	✓	✓	X	X	X	X	X	X
53.	Stella	✓	✓	✓	X	✓	✓	✓	✓	✓
54.	Kraaipan	✓	✓	✓	X	✓	✓	✓	✓	✓
55.	Sannishof	✓	✓	✓	X	✓	✓	✓	✓	✓
56.	Bliesflei	✓	✓	✓	✓	✓	✓	✓	✓	✓
57.	Bloemhof	✓	✓	✓	X	✓	✓	✓	✓	✓
58.	Ipeleng	✓	✓	✓	X	X	X	X	X	X

4.5.1. WESTERN CAPE

(a) Depots

No.	Name of Depot	Corporate Signage Visible	Street Delivery to All Areas	Any Informal Areas	Registered Mail Securely Stored	Alarm System	Complaints Register
1.	Beaufort west	✓	✓	✓	✓	✓	✓
2.	Belhar	✓	✓	X	✓	✓	✓
3.	Ceres	✓	✓	✓	✓	✓	✓
4.	Citrusdal	✓	✓	✓	✓	✓	X
5.	Clanwilliam	✓	✓	✓	✓	✓	✓
6.	Dassenberg	✓	✓	✓	✓	✓	✓
7.	Durbanville	✓	✓	✓	✓	✓	✓
8.	Eersterivier	✓	X	✓	✓	✓	✓
9.	Gansbaai	✓	✓	✓	✓	✓	✓
10.	Gatesville	✓	✓	✓	✓	✓	✓
11.	Grabouw	✓	✓	✓	✓	✓	✓
12.	Groot-brakrivier	✓	✓	X	✓	✓	✓
13.	Guguletu	✓	✓	✓	✓	✓	X
14.	Hermanus	✓	✓	✓	✓	✓	X
15.	Huguenot	✓	✓	✓	✓	✓	✓
16.	Khayelitsha	✓	✓	✓	✓	✓	✓
17.	Kleinmond	✓	✓	✓	✓	✓	✓
18.	Kraaifontein	✓	✓	✓	✓	✓	✓
19.	Kuilsrivier	✓	✓	✓	✓	✓	✓
20.	Lambertsbaai	✓	✓	X	✓	✓	✓
21.	Lansdowne	✓	✓	✓	✓	✓	✓
22.	Malmesbury	✓	✓	✓	✓	✓	✓
23.	Matroosfontein	✓	✓	✓	✓	✓	✓
24.	Mitchells plain	✓	✓	✓	✓	✓	✓
25.	Montagu	✓	✓	✓	✓	✓	✓
26.	Mosselbaai	✓	✓	✓	✓	✓	✓
27.	Retreat	✓	✓	✓	✓	✓	✓
28.	Robertson	✓	✓	✓	✓	✓	✓
29.	Somerset west	✓	✓	✓	✓	✓	✓
30.	Stellenbosch	✓	✓	✓	✓	✓	✓
31.	Strand	✓	✓	✓	✓	✓	✓
32.	Strandfontein	✓	✓	✓	✓	✓	✓
33.	Tulbagh	✓	✓	✓	✓	✓	✓
34.	Vanrynsdorp	✓	✓	X	X	X	✓
35.	Villiersdorp	✓	✓	✓	✓	✓	✓
36.	Vishoek	✓	✓	✓	✓	✓	✓
37.	Vredendal	✓	✓	✓	✓	✓	✓

38.	Wellington	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
39.	Wolseley	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
40.	Worcester	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

4.5.2. WESTERN CAPE

(b) Post Offices

No.	Postal Outlet	Corporate signage	Complaints Procedure	Disabled Parking	Ramps for disabled	Disabled Counters	Security
1.	Beaufort west	X	✓	✓	✓	X	✓
2.	Bella vista	✓	✓	✓	✓	X	✓
3.	Bonnievale	X	✓	✓	✓	X	✓
4.	Bontheuwel	X	✓	✓	✓	X	✓
5.	Citrusdal	✓	✓	✓	✓	X	✓
6.	Clanwilliam	X	✓	✓	✓	✓	X
7.	Da Gamaskop	✓	✓	✓	✓	✓	X
8.	De Doorns	✓	✓	✓	✓	✓	X
9.	De rust	X	✓	✓	✓	✓	X
10.	Dysselsdorp	✓	✓	✓	✓	X	X
11.	Elonwabeni	✓	✓	✓	✓	X	X
12.	Gansbaai	✓	✓	✓	X	X	X
13.	George-industria	✓	✓	✓	✓	X	X
14.	Grabouw	✓	✓	✓	✓	✓	✓
15.	Groot-brakrivier	✓	✓	✓	✓	✓	✓
16.	Ggugulethu square	X	✓	✓	✓	✓	✓
17.	Gugulethu	X	✓	✓	✓	✓	✓
18.	Heiderand	✓	✓	✓	✓	✓	✓
19.	Hermanus	✓	✓	✓	✓	X	X
20.	Huguenot	✓	✓	✓	X	X	X
21.	Khayelitsha	✓	✓	✓	✓	X	X
22.	Klein brakrivier	✓	✓	✓	✓	X	X
23.	Kleinmond	✓	✓	✓	✓	X	X
24.	Jambertsbaai	X	✓	✓	X	X	X
25.	Langa	✓	✓	✓	✓	✓	X
26.	Lavistown	✓	✓	✓	✓	X	X
27.	Jinglethu west	✓	✓	✓	✓	X	X
28.	Lutzville	X	✓	✓	✓	✓	X
29.	Macassar	X	✓	✓	✓	✓	X
30.	Mamre	✓	✓	✓	✓	X	X
31.	Manyanani	✓	✓	✓	✓	✓	X
32.	Mbekweni	✓	✓	✓	✓	✓	X
33.	Montagu	X	✓	X	X	✓	✓

34.	Nduli	X	✓		X		X		X		X		X
35.	Nieuveld	✓	✓		X		X		X		X		X
36.	Nomzamo	X	✓		X		X		X		X		X
37.	Pacaltsdorp	X	✓		X		X		X		X		X
38.	Philippi	✓	✓		✓		✓		✓		✓		✓
39.	Thembaletu	✓	✓		✓		✓		✓		✓		✓
40.	Touwsrivier	✓	✓		✓		X		X		X		X
41.	Tulbagh	✓	✓		✓		✓		✓		X		X
42.	Vanrynsdorp	X	✓		✓		X		X		X		X
43.	Villiersdorp	✓	✓		✓		✓		✓		X		X
44.	Vredendal	✓	✓		✓		✓		✓		X		X
45.	Welgemoed	X	✓		✓		✓		✓		✓		✓
46.	Wolseley	✓	✓		✓		✓		✓		X		X

4.6. Kwa Zulu Natal

No.	Postal Ou48tlet	Corporate signage	Complaints Procedure	Disabled Parking	Ramps for disabled	Disabled counters	Security
1.	Hayfields	✓	✓	✓	✓	✓	✓
2.	Hluhluwe	✓	✓	X	✓	X	✓
3.	KwaMakhasa	✓	✓	X	✓	X	✓
4.	KwaNgwanase	✓	✓	✓	✓	X	✓
5.	Mbazwana	✓	✓	X	✓	✓	✓
6.	Ingwavuma	✓	✓	✓	X	X	✓
7.	Maphumulo	✓	✓	✓	✓	X	✓
8.	KwaDukuza	✓	✓	✓	✓	✓	✓
9.	Kranskop	✓	✓	✓	✓	✓	✓
10.	Coronation	✓	✓	✓	✓	✓	✓
11.	Filidi	✓	✓	✓	✓	✓	✓
12.	Mandeni	✓	✓	✓	✓	✓	✓
13.	Watertower	✓	✓	✓	✓	✓	✓
14.	Bluff	✓	✓	✓	✓	✓	✓
15.	Danhauser	✓	✓	✓	✓	X	✓
16.	Scottsburg	✓	✓	✓	✓	X	✓
17.	Mbumbulu	✓	✓	✓	✓	X	✓
18.	Capital Centre	✓	✓	✓	✓	✓	✓
19.	Msunduzi	✓	✓	✓	✓	✓	✓
20.	Lotus Park	✓	✓	✓	✓	✓	✓
21.	Avondale	✓	✓	✓	✓	✓	✓
22.	Pinecraft	✓	✓	✓	✓	✓	✓
23.	Warner Beach	✓	✓	✓	✓	✓	✓
24.	Bothas Hill	✓	✓	✓	✓	✓	✓

72.	Kaapmuiden	X	X	X	X	X	X	X	✓	✓	✓
73.	Mbangwane	X	X	X	X	X	X	X	✓	✓	✓
74.	Manthata	X	X	X	X	X	X	X	✓	✓	✓
75.	Superbia M/ Centre	X	X	X	X	X	X	X	✓	✓	✓
76.	Nelspruit	X	X	✓	✓	✓	✓	✓	✓	✓	✓
77.	Ladana	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
78.	Ladenburg D/O	X	✓	✓	✓	✓	✓	✓	✓	✓	X
79.	Amsterdam	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
80.	Secunda	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
81.	Embalenhle	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
82.	Secunda	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
83.	Mhluzi	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
84.	Rietkuil	X	✓	✓	✓	✓	✓	✓	X	✓	X
85.	Embalenhle	X	✓	✓	✓	✓	✓	✓	X	✓	X
86.	Rietkuil	X	✓	✓	✓	✓	✓	✓	✓	✓	X
87.	Pilgrim	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
88.	Marble Hall	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
89.	Sevenstad	✓	✓	✓	✓	✓	✓	✓	✓	✓	X
90.	Verena	X	X	X	X	X	X	X	✓	✓	X
91.	Marobogo Portable/O	X	✓	✓	✓	✓	✓	✓	✓	✓	X
92.	Verena	X	✓	✓	✓	✓	✓	✓	X	✓	X
93.	KwaMhlanga	X	✓	✓	✓	✓	✓	✓	✓	✓	X
94.	Pilgrims Rest	X	✓	✓	✓	✓	✓	✓	X	✓	X
95.	Kiepersol extension desk of Hazyview	✓	✓	✓	✓	✓	✓	✓	✓	✓	X

4.9. GAUTENG PROVINCE

No.	Postal Outlet	Corporate signage	Complaints Procedure	Disabled Parking	Ramps for disabled	Disabled counters	Security
1.	Atteridgeville	✓	✓	✓	✓	✓	✓
2.	Atteridgeville East	✓	✓	✓	✓	✓	X
3.	Bedworth Park	✓	✓	✓	✓	✓	X
4.	Birchleigh	✓	✓	✓	✓	✓	X
5.	Boitumelo	✓	✓	✓	✓	✓	X
6.	Celtis Ridge	✓	✓	✓	✓	✓	✓
7.	Centurion	✓	✓	✓	✓	✓	✓
8.	Chiawelo	✓	✓	✓	✓	✓	✓
9.	Diepkloof	✓	✓	✓	✓	✓	✓
10.	Dube	✓	✓	✓	✓	✓	✓
11.	Halfway House	✓	✓	✓	✓	✓	✓
12.	Hercules	✓	✓	✓	✓	✓	✓
13.	Kliptown	✓	✓	✓	✓	✓	✓
14.	Krugersdorp	✓	✓	✓	✓	✓	✓
15.	Kwaggasrand	✓	X	✓	X	X	✓
16.	Kwa-Xuma	✓	X	✓	X	X	✓
17.	Kyalami	✓	X	✓	X	X	✓
18.	Lenasia	✓	✓	✓	✓	✓	✓
19.	Lotus Gardens	✓	X	✓	✓	✓	✓
20.	Majaneng	✓	✓	✓	✓	✓	✓
21.	Mohlakeng	✓	✓	✓	✓	✓	✓
22.	Orlando East	✓	✓	✓	✓	✓	✓
23.	Protea Gardens	✓	✓	✓	✓	✓	X
24.	Protea Glen	✓	✓	✓	✓	✓	X
25.	Protea North	✓	X	✓	X	✓	X
26.	Raslouw	✓	✓	✓	✓	✓	X
27.	Sausville	✓	✓	✓	✓	✓	✓
28.	Sharpeville	✓	✓	✓	✓	✓	✓

5. ANALYSIS

In this section, key observations are made on the results obtained from the nine below mentioned provinces, specifically with regard to the Customer Care Standard and Conveyance of Mail Regulations.

Postal Outlets in the following provinces were monitored:

- Eastern Cape
- Northern Cape
- Limpopo;
- North West;
- Western Cape(Depots)
- Western Cape P.O
- Kwa Zulu Natal
- Free State, and
- Mpumalanga

5.1. EASTERN CAPE PROVINCE

The Authority managed to monitor fifty seven (57) postal outlets, most of which were Retail Postal Agencies (RPA's) that are located in "deep rural" areas the Eastern Cape Province.

5.1.1 Corporate Signage:

All postal outlets have the corporate signage.

5.1.2 Complaints Procedure Posters:

Fifteen (15) postal outlets did not display the complaint procedure posters.

5.1.3: Parking for Disabled Persons:

Twenty one (21) postal outlets did not have or did not allocate parking for the disabled people.

5.1.4 Ramps for Disabled Persons

Thirty six (36) postal outlets did not have ramps for people with disability.

5.1.3 Counter for Disabled Persons

Thirty eight (38) postal outlet's counters did not cater for people with disability.

5.1.7 Security

Only fifteen (15) postal outlets did not have security, or adequate security.

5.2. NORTH CAPE PROVINCE

The Authority managed to monitor fifty (50) postal outlets, most of which were Retail Postal Agencies (RPA's) .This province does not have a permanent compliance officer who is responsible for this area. Although this province is not rural, it is mostly serviced by RPA's.

5.1.1 Corporate Signage:

Twenty (20) postal outlets did not have the corporate signage on their premises.

5.1.2 Complaints Procedure Posters:

Thirty (30) postal outlets did not display the complaint procedure posters.

5.1.3: Parking for Disabled Persons:

Thirty three (33) outlets did not allocate parking for the disabled.

5.1.4 Ramps for Disabled Persons

Twenty eight (28) postal outlets did not have ramps for the disabled.

5.1.5 Counter for Disabled Persons

Twenty three (23) postal outlets did not have counters for the disabled.

5.1.7 Security

Fifteen (15) postal outlets had minimum security requirement.

5.3. LIMPOPO PROVINCE

The Authority managed to monitor forty nine (49) postal outlets, most of which were RPA's located in "deep rural" areas of Limpopo Province. Limpopo province is one of the poorest provinces and is also dominated by underserviced areas.

5.1.1 Corporate Signage:

Thirteen (13) postal outlets did not have or display the corporate signage.

5.1.2 Complaints Procedure Posters:

Thirty four (34) postal outlets did not display the complaint procedure posters.

5.1.3: Parking for Disabled Persons:

Only eight (8) postal outlets did not have or allocate parking for the disabled.

5.1.4 Ramps for Disabled Persons

Thirty (30) postal outlets did not have parking for the disabled.

5.1.5 Counter for Disabled Persons

Forty (40) postal outlets did not have a counter or did not cater for the disabled.

5.1.7 Security

Forty five (45) postal outlets did meet the minimum security requirement.

5.4 NORTH WEST PROVINCE

The Authority managed to monitor fifty eight (58) postal outlets, most of which were located in "deep rural" areas of the Province. North West is counted amongst the poorest provinces and is also dominated by underserviced areas.

5.1.1 Corporate Signage:

All outlets visited are 100% in compliance.

5.1.2 Complaints Procedure Posters:

All outlets visited have displayed the complaint procedure posters.

5.1.3: Parking for Disabled Persons

Only eighteen (18) postal outlets had parking for the disabled.

5.1.4 Ramps for Disabled Persons

Thirty seven visited outlets did not have ramps for the disabled.

5.1.5 Counter for Disabled Persons

All visited postal outlets did not have counters for the disabled.

5.1.7 Security

Forty three (43) postal outlets did not have or met the minimum security requirements..

5.7. WESTERN CAPE PROVINCE DEPOT

The Authority managed to monitor forty (40) depots in the Western Cape. Depots are not normal postal outlets, but are more of your delivery management. Yet they fall within the SAPO infrastructure for compliance monitoring.

5.1.1 Corporate Signage:

All depots monitored had a corporate signage displayed.

5.1.2 Complaints Procedure Posters:

N/A

5.1.3: Parking for Disabled Persons:

Parking in this type of an environment will always depend on the influx of customers. In all visited depots, there were parking, but they were unmarked for disabled people.

5.1.4 Ramps for Disabled Persons

N/A

5.1.5 Counter for Disabled Person

N/A

5.1.7 Security

There is an adequate security in and around the premises.

5.78.1. WESTERN CAPE P.O

The Authority managed to monitor forty six (71) postal outlets depots included in the Western Cape.

5.1.1 Corporate Signage:

Twelve (12) postal outlets have displayed the corporate signage.

5.1.2 Complaints Procedure Posters:

Only one (01) postal outlet monitored did not display a complaint procedure.

5.1.3: Parking for Disabled Persons:

Only seven (07) postal outlets had allocated parking bases for disabled people.

5.1.4 Ramps for Disabled Persons

Only six (6) postal outlets did not have or make available parking for disabled people.

5.1.5 Counter for Disabled Persons

Twenty (20) postal outlets did not have counters for people with disability.

5.1.7 Security

Thirty three (33) postal outlets did not meet the minimum security requirement.

5.8 Kwa Zulu Natal

The Authority managed to monitor fifty four (54) postal outlets.

5.1.1 Corporate Signage:

All postal outlets monitored, had their corporate signage displayed.

5.1.2 Complaints Procedure Posters:

All postal outlets monitored had display the complaint procedure posters.

5.1.3: Parking for Disabled Persons:

Only three postal outlets did not have or make available parking for the disabled.

5.1.4 Ramps for Disabled Persons

Only postal outlet did not have a ramp for the disabled

5.1.5 Counter for Disabled Persons

Only twenty six (26) postal outlets had counter for the disabled.

5.1.7 Security

Only three (03) postal outlets did not meet the minimum security requirement.

5.10. FREE STATE PROVINCE

The Authority managed to monitor sixty six (66) postal outlets (RPA's), most of which were located in the farming community of the Free State.

Nineteen (19) postal outlets did not display the corporate signage.

5.1.2 Complaints Procedure Posters:

Only two (02) postal outlets did not display the complaint procedure posters.

5.1.3: Parking for Disabled Persons:

Only twenty two (22) postal outlets did not allocated parking bases for disabled people.

5.1.4 Ramps for Disabled Persons

Only four (04) postal outlets did not have ramps for disabled people.

5.1.5 Counter for Disabled Persons

Thirty seven (37) postal outlets did not have counters for people with disability.

5.1.7 Security

Forty seven (47) postal outlets had not met the minimum security requirement.

5.11. MPUMALANGA PROVINCE

The Authority managed to monitor seventy one (71) postal outlets, most of which were PRA's in Mpumalanga.

5.1.1 Corporate Signage:

Thirty three (33) postal outlets did not display the corporate signage

5.1.2 Complaints Procedure Posters:

Only thirteen (13) postal outlets visited did not display the complaints procedure poster.

5.1.3: Parking for Disabled Persons:

Twenty six (26) postal outlets did not cater parking for disabled people.

5.1.4 Ramps for Disabled Persons

Thirty seven (37) postal outlets did not have ramps for disabled people.

5.1.5 Counter for Disabled Persons

Thirty eight (38) postal outlets did not have counters for disabled people.

5.1.7 Security

Fifty (50) postal outlets visited had not met the minimum security requirement.

5.1.8. GAUTENG PROVINCE

The Authority managed to monitor thirty seven (37) postal outlets. This province does not have a permanent compliance officer who is responsible for this area.

5.19. Corporate Signage:

All postal outlets have the corporate signage.

5.20. Complaints Procedure Posters:

Five postal outlets monitored did not display the complaint procedure posters.

5.21. Parking for Disabled Persons:

All postal outlets did not have allocated parking for the disabled people.

5.22. Ramps for Disabled Persons:

Four postal outlets monitored did not have ramps for people with disability.

5.23. Counter for Disabled Persons:

Four postal outlets monitored did not have counters for the disabled.

5.24. Security:

Only three (03) postal outlets had not met the minimum security requirement.

6. PROVINCIAL ANALYSIS

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Eastern Cape	Corporate signage	✓	
	Complaint Procedure	✓	
	Parking for disabled		X
	Ramps for disabled	✓	
	Disabled counter		
	Security	✓	

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Northern Cape	Corporate signage		X
	Complaint Procedure		X
	Parking for disabled		X
	Ramps for disabled		X
	Disabled counter	✓	
	Security	✓	

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Limpopo	Corporate signage	✓	
	Complaint Procedure		X
	Parking for disabled		X
	Ramps for disabled		X
	Disabled counter		X
	Security		X

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
North West	Complaint Procedure	✓	
	Ramps for disabled	✓	
	Parking for disabled		X
	Ramps for disabled		X
	Disabled counter		X
	Security		X

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Western Cape P.O	Corporate signage	✓	
	Complaint Procedure	✓	
	Ramps for disabled	✓	
	Parking for disabled	✓	
	Disabled counter	✓	
	Security		X

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Kwa Zulu Natal	Corporate signage	✓	
	Complaint Procedure	✓	
	Ramps for disabled	✓	
	Parking for disabled	✓	
	Disabled counter	X	
	Security	X	

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Free State	Corporate signage	✓	
	Complaint Procedure	✓	
	Ramps for disabled	✓	
	Parking for disabled	✓	
	Disabled counter		X
	Security	✓	

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Mpumalanga	Corporate signage		X
	Complaint Procedure	✓	
	Ramps for disabled	✓	
	Parking for disabled		X
	Disabled counter	X	
	Security	X	

PROVINCE	REQUIREMENTS	COMPLIED	NOT COMPLIED
Gauteng	Corporate signage	✓	
	Complaint Procedure	✓	
	Ramps for disabled	✓	
	Parking for disabled	✓	
	Disabled counter	✓	
	Security	✓	

6. CONCLUSION

The Compliance Report is an analysis of SAPO's Quarterly Reports as well as of the monitoring conducted by the Authority in respect of SAPO's compliance with the Infrastructure roll-out and compliance with the Customer Care Standard and Conveyance of Mail Regulations, during the 2012/2013 Financial Year.

With regards to the Infrastructure roll-out targets, the Authority approved SAPO's fifty (50) proposed infrastructure roll-out for the financial years 2012/13. In the absence of the Postal Monitoring Tool, the Authority was unable to accurately conclude whether SAPO has complied with this obligation. With regards to the Customer Care Standard and Conveyance of Mail Regulations, from the Provincial analysis done, SAPO has made some strides on retail postal outlets with the exception of the Retail Postal Agency (RPA's) that showed very poor performance.

With regards to the Delivery Point roll-out, the Authority requires the appointment of a service provider, since the Authority is tasked to monitor SAPO's rolled target of 199, 083 addresses across South Africa.

Notwithstanding the challenges highlighted above the Authority may refer SAPO to the Complaints Compliance Committee especially on the RPA's. Currently the Licensing and Compliance is conducting intervention meetings to assist SAPO to be in full compliance with the license terms and conditions. After the end of the 2012/13 and if the *status quo* remains the same, the matter will be referred to the CCC for adjudication.

7. RECOMMENDATION

In view of the foregoing, the licensing and Compliance Programme recommends that:

- 7.1. Council to approve the South African Post Office 2012/13 Annual Compliance report.

1. BACKGROUND

The Independent Communications Authority of South Africa (“Authority”) has a mandate in terms of the Constitution¹, the Independent Communications Authority of South Africa Act (“ICASA Act”),² and the Postal Services Act³, as amended, to regulate postal services in South Africa in the public interest.

The South African Post Office (“SAPO”) Limited derives its existence and mandate from the Postal Services Act. SAPO was granted license with a validity period of twenty five years (25) in terms of Section 16 (2) of the Postal Services Act, to provide basic postal services to the public.

In terms of SAPO license Section 16 (2), the Authority is enjoined to monitor compliance by SAPO with its license terms and conditions, applicable regulations and legislation. The Authority, as the regulator of postal services in South Africa, is enjoined by legislation to ensure that all citizens have access to basic postal services.

The Authority conducted monitoring visits in order to verify or audit SAPO’s Quarterly Reports and to determine the extent to which SAPO has complied with its license terms and conditions and the applicable Regulations for the 2012/2013 Financial Year.

The Compliance Report focuses on the, Address roll-out, Delivery Performance Standards, Customer Care Standards, as published on 23 January 2008, in Government Gazette No. 30690, and the Conveyance of Mail Regulations, as published on 16 October 2009, in Government Gazette No.9172.

¹ The Constitution of the Republic Act No. 108 of 1996.

² Electronic Communications Act No.36 of 2005.

³ Postal Services Act 124 of 1998.