

Singapore

Current postal regulatory landscape

National legislation

- Name of the act/law/rule: Postal Services Act 1999
- Year of enactment: 1999
- Year of last amendment: 2021
- Website link to the text of the act/law/rule: www.imda.gov.sg/regulations-and-licensing-listing/postal-services-act--cap--237a
- All the postal legislation in place (Conventions/Rules/Regulations, etc.):
 - Postal Services Regulations 2008 (S 231/2008)
 - Postal Services (Class Licence) Regulations 2005 (S 481/2005), amended by Postal Services (Class Licence) (Amendment) Regulations 2008 (S 233/2008)
 - Postal Services (Composition of Offences) Regulations 2022 (S 876/2022)
 - Postal Services (Control of Designated Postal Licensees) Regulations 2012 (S 213/2012)

Coordinating body for postal policies

- Name of the coordinating body/ministry/committee/agency: Ministry of Digital Development and Information (MDDI)
- Functions: The MDDI drives Singapore's digital development in four key domains – the economy, government, security and society. The MDDI oversees the development of infocomm technology, cybersecurity and media sectors; the government's digitalization initiatives; and the national library, national archives and public libraries. The MDDI is also responsible for effective public communications, and the government's information and public communication policies.
- Level (Ministry or other): ministry
- Website: www.mddi.gov.sg/

Regulatory authority

- Name of the coordinating regulator: Infocomm Media Development Authority (IMDA)
- Area covered: Telecoms, media and post

Licensing body

- Name of the coordinating body/ministry/committee/agency: Infocomm Media Development Authority (IMDA)
 - Postal Services Operations (PSO) Licence – For the conveyance of letters weighing up to 500 g and/or the provision of mailroom services.
 - A PSO licensee may be designated as a Public Postal Licensee (PPL) and be required to fulfil a set of universal service obligations. Currently, only SingPost is designated as the PPL in Singapore.
 - Express Letter Service Class Licence – For the conveyance of express letters weighing up to 500 g.
 - iris.imda.gov.sg/guide/postal-services-licensing-guide

Universal service obligations

- The products/services covered under the universal service obligation: Letter mail weighing up to 500 g.
- Prescribed number of post offices: The PPL is required to comply with the distribution criteria set by the IMDA when deploying its postal infrastructure, including post offices. This is to ensure that postal services are easily accessible to the public.
- Prescribed number of letter boxes: This is not part of the USO. Under the Postal Services Act 1999, it is the responsibility of building developers/management corporation/owners to provide one letter box for each lot within a building.
- Exceptions to universal service obligations: No
- Name of the universal service provider providing USO: SINGAPORE POST LIMITED (SingPost)
- Status of the universal service provider providing USO: Private

The USO requires the PPL to provide postal services, which include the collection and delivery of letters, to any person in Singapore requesting such services, and to provide and maintain posting boxes and post offices throughout Singapore.

Financing of universal service obligations

Is there a well-defined procedure for financing the universal service provider: NA. The Government does not fund the USO.

The IMDA allows SingPost to adjust its postage rates from time to time to sustain the USO. The IMDA also reviews its regulatory requirements, including the USO, to ensure that they remain relevant as the postal landscape changes.

Quality requirements

The IMDA requires the PPL to comply with the following quality of service (QoS) standards for regulated letters weighing up to 500 g:

- Delivery of local basic letters – 98% of mail delivered by next working day¹
- Outgoing basic letters dispatched – 100% of outgoing mail processed and connected to departing flights by next working day¹ (subject to availability of flights)
- Incoming basic letters received – 98% of mail received by 15.00 at Singapore Post Centre delivered by next working day¹

Frequency of collection/delivery of postal services

- Frequency of collection of postal services:
 - Collection cut-off time for mail items posted in posting boxes:
 - Within the Central Business District (CBD): Mondays to Thursdays: 19.00; Fridays: 20.00;
 - Outside the CBD: Mondays to Thursdays: 17.00; Fridays: 18.00.
 - The collection cut-off time for the registered service (Singapore) at the post office is 13.00 on Mondays to Fridays. Registered items posted after 13.00 will be collected the next working day.
- Frequency of delivery of postal services: The IMDA requires the PPL to deliver regulated letters weighing up to 500g in accordance with the QoS standards.

Grievance redressal

Name of the body/organization designated for grievance redressal

Infocomm Media Development Authority (IMDA)

¹ Working days refer to Mondays to Fridays, excluding public holidays.

Reserved areas/Exclusive privilege

As the PPL, the IMDA has granted SingPost the following:

- Master door access to letter boxes in public housing;
- Responsibility for the delivery of UPU inbound letter mail;
- The right to issue national stamps; and
- Responsibility for the administration and maintenance of the national postcode system.

Price regulations

- Is there a body that regulates the price of postal products and services in the country: Yes
- Name of the body: Infocomm Media Development Authority (IMDA)
- Scope of price regulations: The PPL is subject to price regulation solely for regulated letters weighing up to 500 g.
- Process of price approval: The PPL must submit its request to the IMDA and seek its prior approval before any changes to the postage rates for regulated letters can take effect.
- Are there any products or services outside the scope of such price regulations: EMS; parcels; letter mail weighing more than 500 g; books, catalogues, newspapers, periodicals and direct mail (e.g. advertising, marketing or publicity material).

Taxation

- Are postal products and services liable for taxation: Yes
- Type of tax applicable to postal products and services: GST is applicable on the import of goods and nearly all supplies of goods and services in Singapore. This includes postal products and services offered by postal operators.
- Rate of tax: 9%
- Exceptions to this tax structure: GST exemptions apply to the provision of most financial services, the sale and lease of residential properties, and the importation and local supply of investment precious metals. Exported goods and international services are zero-rated and exempted from GST.

Cross-border regulations

- Are there clear regulations regarding the import and export of items through the postal channel: Yes
- List the authorities that are stakeholders in cross-border postal exchanges:
 - Infocomm Media Development Authority (IMDA)
 - Singapore Customs
 - Inland Revenue Authority of Singapore
- Threshold value regarding import duties:
 - Goods imported by post or courier services are subject to the payment of GST and/or duty.
 - Customs duty is duty levied on goods imported into Singapore, excluding excise duty. Excise duty is duty levied on goods manufactured in, or imported into, Singapore.
 - The duties are based on ad valorem or specific rates. An ad valorem rate is a percentage of the goods' customs value (for example, 20% of the customs value). A specific rate is a specified amount per unit of weight or other quantity (for example, 446 Singapore dollars (SGDs) per kilogramme).
 - There are four categories of dutiable goods: Intoxicating liquors; tobacco products; motor vehicles, and petroleum products and biodiesel blends.
- Is there any national legislation mandating Electronic Advance Data for cross-border transfer of items: No