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FOR IMMEDIATE RELEASE

MaltaPost plc has been fined by the Malta Communications Authority (MCA) for being late with the delivery of local single piece mail.

The target of 95% for next day delivery is a requirement placed on MaltaPost as the Universal Service Provider on both single piece mail and bulk mail (exceeds 50 letters of same format).

For the financial year October 2018 to September 2019, next day delivery for bulk mail target was met at 95.38%, whereas only 93.21% of single piece mail arrived on time.

These Quality of Service results emerged from independent measurement reviews which are commissioned by MaltaPost and as obligated by the regulator. The MCA simultaneously runs audits of this process to ensure accuracy.

A fine has been imposed of €10,159 to be paid into the collective compensation scheme which will be added to the government treasury.

“The MCA as the regulatory watchdog for the postal services is committed to ensure that quality standards are met. We will take appropriate action when companies fall short”, said Jesmond Bugeja CEO at Malta Communications Authority.

The MCA encourages those who encounter any difficulties with their postal service to contact the customer care of their respective provider. In case their matter remains unresolved they can contact the MCA on 21336840 or by email at customercare@mca.org.mt.