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## GENERAL NOTICE

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### NOTICE 176 OF 2012



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

### **REGULATION IN RESPECT OF CUSTOMER CARE STANDARDS APPLICABLE TO POSTAL SERVICE LICENSEES**

The Independent Communications Authority of South Africa ("ICASA") hereby publishes the Customer Care Standards applicable to Postal Service Licensees in terms of section 4(3) (j) of the ICASA Act No. 13 of 2000.

A handwritten signature in black ink, appearing to be 'Dr. Stephen Mncube', written over a horizontal dashed line.

**DR. STEPHEN MNCUBE**  
**CHAIRPERSON**

## **1. PURPOSE OF THE REGULATIONS**

The purpose of these Regulations is to prescribe the minimum Customer Care Standards applicable to Postal Service Licensees.

## **2. CORE PRINCIPLES APPLICABLE TO POSTAL SERVICE LICENSEES**

### **2.1 POSTAL SERVICE LICENSEE**

The customer care standards for the Postal Service Licensee to be adhered to at all times are the following:

#### **2.1.1. VISIBILITY**

- a) Corporate signage must be visible and displayed in the postal outlet.
- b) Corporate signage for Branch Code must be displayed in a postal outlet.
- c) Business hours must be displayed at a postal outlet.
- d) A postal outlet must display collection frequency and clearing times.
- e) Products and services must be displayed at a postal outlet at all times.
- f) Copies of Complaints Procedures and Dispute Resolution mechanisms must be displayed in all postal outlets.
- g) A postal outlet must display the Share Call number, telephone and fax numbers as well as the email address of the contact center.
- h) A Postal outlet must display the Area Manager's contact details e.g. telephone and facsimile numbers as well as email address.

### **2.1.2 ACCESSIBILITY**

- a) Postal services must be made accessible to people with disabilities.
- b) Parking bays must be made accessible to people with disabilities where possible.
- c) Customer Service time should not exceed seven (7) minutes for basic postal transactions. Should queuing time exceed seven (7) minutes, the Branch Manager should intervene in the interest of the client.
- d) A postal outlet must implement electronic payment systems for the payment of postal services.

### **2.1.3 LANGUAGE**

A postal outlet may use English and any other language that is predominant in a particular area in which the postal outlet is situated.

### **2.1.4 REPORTS**

- a) A Postal Service Licensee must submit to the Authority quarterly reports on the customer complaints they receive.
- b) Reports must be detailed and to include, but not limited to:
  - (i) Number of Complaints received per month;
  - (ii) Name and surname of the complainant;
  - (iii) Date on which the complaint was received;
  - (iv) Date on which the complaint was resolved;
  - (v) Nature of complaint received;

- (vi) Number of items lost per month;
- (vii) Average turn-around times for all complaints received; and
- (viii) Number of applications on waiting list for post boxes.

#### **2.1.5 STAFF**

A Postal Service Licensee must ensure that:

- a) Staff at all postal outlets must have a thorough and accurate knowledge of their products and related services; and
- b) Staff must wear corporate clothing with name tags.

#### **2.1.6 CONSUMER CONFIDENTIALITY**

Postal Service Licensee must protect the confidentiality of consumer information, and in particular, must-

- a) Use the information only for the purpose permitted or required;
- b) Report or release that information only to the consumer or prospective consumer; and
- c) Only release that information to another person:
  - i) when directed by the written instruction of the consumer or prospective consumer; or
  - ii) when directed by an order of a court; or
  - iii) during the process of collection of debts owed to the licensee; or

- iv) by the licensees' auditors for the purpose of auditing their accounts; or
- v) in terms of any applicable law.

### **2.1.7 INSURANCE POLICIES**

Customers must be made aware of insurance facilities for lost and or damaged letters and parcels, when entering into transactions.

## **3. COMPLAINTS PROCEDURE**

### **General Requirements**

- a) A Postal Service Licensee must publicise a single point of entry for all complaints to be lodged by the complainants.
- b) A Postal Service Licensee must acknowledge receipt of the complaint within three (3) days upon receipt thereof, in writing.
- c) A Postal Service Licensee must formally resolve all complaints received within fourteen (14) days of receipt.
- d) The licensee must provide the complainant with a status update in writing.
- e) A postal services Licensee must keep and maintain a record of all complaints they have received from their customers.

#### **4. COMPLAINTS ESCALATED TO THE AUTHORITY BY CUSTOMERS**

##### **General Requirements**

Complainants must first give the Postal Service Licensee an opportunity to resolve their complaints before they approach the Authority.

- a) In the event that the complainant is not satisfied with the outcome, he/she may approach the Authority for the resolution of the dispute;
- b) When complaints are forwarded to ICASA, ICASA will acknowledge receipt of the complaint within twenty four (24) hours and shall allocate a reference number to the complaint;
- c) When investigating the complaints, ICASA shall follow the following procedure:
  - i. request all relevant information in writing as well as supporting documentation that will assist in the investigation process;
  - ii. after collecting all the relevant information on the matter, the complaint will be analyzed and a suitable recommendation will be made to the respective parties;
  - iii. if it is found that there is a possible contravention of the regulations, ICASA will refer the complaint to the Complaints and Compliance Committee ("CCC") for adjudication;
  - iv. the CCC shall after its findings, recommend an appropriate sanction to the Council of ICASA for consideration and endorsement; and
  - v. the complainant shall be informed of progress on the matter by ICASA throughout the process.

## **5. PENALTIES**

The Authority may, upon a determination or finding of non-compliance by the CCC, impose a fine of a maximum of Fifty Thousand Rand (R50, 000.00) for each contravention.

## **6. SHORT TITLE AND COMMENCEMENT**

These regulations are called Customer Care Standards Regulations applicable to Postal Service Licensees, 2012 and will come into operation on date of publication in the Government Gazette.

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