

CORPORATED MANAGEMENT / HUMAN RESOURCES

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Don't burden the recipients



I WONDER if Pos Malaysia Bhd will consider amending its policy. Recently, I received a notification in the mailbox, stating that an item could not be delivered because of insufficient postage.

It also said that I would have to collect the item at Surat Denda Kaunter Pusat Mel Perniagaan, Pejabat Besar Pos in Kuala Lumpur and that I would have to pay a service charge of 50 sen to collect the package.

It is not a big deal for me. I can go to the main post office, pay the 50 sen and collect the item.

But the questions are: why the penalty on the receiver?

Why do we have to go all the way to the main post office?

Shouldn't the notification be sent to the sender instead?

This is a domestic postal delivery.

I can understand if the package was mailed from overseas.

Furthermore, postmen are supposed to deliver.

If they can come all the way to my doorstep to deliver a notification in lieu of a postal item that was short of 50 sen in postage, they can consider the alternative of delivering the item and having me pay there and then, instead of asking me to pick it up.

Would that not be more efficient of our postal system, more kindly of Mr Postman and much easier for us senior folk to receive mail in this manner?

The fault of insufficient postage is the sender's.

However, I am sure that the receiver does not mind paying for penalty or postal service charges if he or she can get the packages and parcels delivered to the doorstep.

Please Mr Postman, make it convenient for us.

Dr Suraiya Mohd Ali, Kuala Lumpur