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Time we had an improved postal service

James L. Phenix

THERE is not enough space in this letter to tell the stories of family, friends and business associates who have a list of complaints like mine. To wit: In early October my mother sent a Christmas parcel to my daughter. It arrived in mid-January.

The first week of January she sent an important letter to me via registered post from New Zealand. It has yet to arrive. On Feb 2 I received a fax from my lawyers in America. A legal document requiring my action was posted via air mail on Dec 22. They wanted to know why I had not acted on it or at least acknowledged receipt. I didn't (on both counts) because it has yet to arrive.

On Jan 12 I personally stamped and put into the letter box at the Bangsar Post Office, 37 envelopes (business correspondence, not Hari Raya or Chinese New Year cards) addressed to clients in Kuala Lumpur and Petaling Jaya. As of Feb 3, noon, eight have yet to receive their mail.

Feb 2 was not a public holiday in Selangor, yet the mailman did not appear in our neighbourhood. For that matter, Jan 27 was also a work day, but again we had no postman making the rounds.

Prime Minister Datuk Seri Dr Mahathir Mohamad has been working hard to lure international business to locate their regional offices in this country. Do you honestly think those organisations will trust their business affairs and important correspondence to such an inefficient postal system? No wonder the private courier firms are having such good business and experiencing such growth rates!

One wonders how long we will have to suffer poor postal service before something is done. I hope someone from Pos Malaysia will respond in a positive manner to this letter.

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