
CONTENTS • INHOUD

No.		Page No.	Gazette No.
GENERAL NOTICE			
Independent Communications Authority of South Africa			
<i>General Notice</i>			
140	Postal Services Act (124/1998): Regulations: Setting out the minimum customer care standards and complaints handling procedure	3	30690

GENERAL NOTICE

NOTICE 140 OF 2008

**THE INDEPENDENT COMMUNICATIONS AUTHORITY OF SOUTH AFRICA
HEREBY PRESCRIBES REGULATIONS ON CUSTOMER CARE STANDARDS
AND COMPLAINTS HANDLING PROCEDURE TO BE ADHERED TO BY THE
SOUTH AFRICAN POST OFFICE (SAPO) IN TERMS OF CLAUSE 10 OF THE
LICENCE ISSUED TO SAPO IN RENDERING THE RESERVED POSTAL
SERVICES.**

**REGULATIONS SETTING OUT THE MINIMUM CUSTOMER CARE STANDARDS
AND COMPLAINTS HANDLING PROCEDURE:**

SCHEDULE**1. DEFINITIONS**

In these Regulations any word or expression to which a meaning has been assigned in the Postal Services Act (No.124 of 1998) as amended has the meaning so assigned and, unless the context otherwise requires, the following terms will have the following meanings:

“Complaint” means a dissatisfaction lodged by a customer in accordance with the licensee's complaints procedure set out in the licensee's customer care standards, expressing the customer's dissatisfaction about the standard of service rendered by the licensee to the extent that the dissatisfaction relates to an issue dealt with in these regulations.

“ICASA Act” means the Independent Communications Authority of South Africa Act (No. 13 of 2000) as amended.

“Postal Services Act” means the Postal Services Act (No. 124 of 1998) as amended.

2. PURPOSE OF THE REGULATIONS

The purpose of the Regulations is to prescribe the minimum customer care standards to the South African Post Office (SAPO).

3. SCOPE AND APPLICATION OF THE REGULATIONS

The Regulations prescribe the minimum customer care standards for SAPO.

4. CORE PRINCIPLES APPLICABLE TO SAPO

4.1 POSTAL SERVICES LICENSEE:

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

4.1.1 VISIBILITY

- (a) Corporate signage must be visible and displayed in all the affiliated postal outlets (e.g. retail postal agencies,).
- (b) Corporate signage for Branch Code must be displayed in all postal outlets.
- (c) Business hours must be displayed at all postal outlets.
- (d) All postal outlets have to display collection frequency and clearing times.
- (e) All products and services to be displayed at all postal outlets at all times.
- (f) Copies of Complaints Procedures and dispute resolution mechanisms must be made available to customers when entering into transactions with Service Providers.
- (g) The Complaints Procedures and dispute resolution mechanisms must be displayed at all postal outlets at all times.
- (h) All postal outlets must display the Share Call number, telephone and fax numbers as well as the email address of the contact centres.
- (i) All postal outlets must display their Regional/Provincial contact details e.g. telephone and fax numbers as well as email addresses of contact persons.

4.1.2 ACCESSIBILITY:

- (a) Postal services must be made accessible to People with disabilities.
- (b) Parking bays must be made accessible to People with disabilities.
- (c) Queuing times for customers at all postal outlets may not exceed seven (7) minutes.
- (d) All postal outlets must implement electronic payment systems for the payment of postal services.