

POSTAL SERVICES OF SOMALILAND

CUSTOMER SERVICE POLICY

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ABBREVIATIONS

ISO - International Organization for Standardization

SLPS – Somaliland Postal Services

HQ's - Headquarters

UPU - Universal Postal Union

UN - United Nations

CEO - Chief Executive Officer

USO - Universal Service Obligation

CRM - Customer Relationship Management

DEFINITIONS

G60 - Customer Complaints/ Enquiries/ Compliments Register/Access to Information Register

FOREWORD

Postal Corporation of Somaliland was established by an Act of Parliament, 1998 (revised in 2013) and operates as a Commercial State Enterprise. The Corporation's mandate includes provision of accessible, affordable and reliable Postal services to all parts of Somaliland as a Public Postal Licensee. This is due to the fact that communication through the Post Office is a basic human right as enshrined in the 1948 United Nations Charter.

Our mission is to provide innovative Communication, Distribution and Financial solutions to customers and create value to our stakeholders. The Post Office remains the most accessible, affordable, effective and time-tested communications platform in Somaliland with 623 outlets spread across the country.

Customer service is not a Department or Directorate or Section but a Philosophy to be embraced by all employees of an Organization, from the CEO to the lowest ranked personnel. For Postal Corporation of Somaliland, this way of thinking will require a paradigm shift and adoption of Customer Service as a philosophy unlike the old school of thought which is centered on establishing policies, rules and regulations that are only clear to employees.

The main objective of the Customer Service Policy is to provide a framework for defining Service Delivery Standards, the rights of customers and how complaints from Customers will be resolved. In today's competitive, fast-paced and global economy, the growing demand from service-driven organizations for practical guidelines in developing a customer focus has given us the impetus to develop a Customer Service Policy. I strongly believe in the ownership of service initiatives by Service Providers in order for Customer Service to be inculcated in our Organization. Experience shows that the success of a service philosophy depends on continuous commitment to service improvements.

In summary, Customer Service Policy is an important way to reach out to

customers and is another step on the road to achieving customer loyalty at all times. I wish to take this opportunity to extend my gratitude to the Management and Staff as I endorse this policy document which will drive us from now going forward. I urge all Staff to embrace the Customer Service blue print by offering quality services to our esteemed Customers.

Postmaster General/ Chief Executive Officer

1.0 INTRODUCTION

1.1 Background

Postal Corporation of Somaliland (SLPS) commenced operations on 1st July, 1999, with the dissolution of Somaliland Posts and Telecommunications Corporation (KPTC). SLPS is a commercial State Enterprise operating under the Postal Corporation of Somaliland Act, 1998 (revised in 2013).

SLPS's mandate includes providing accessible and reliable Postal solutions to all Somaliland ns wherever they reside. In line with the United Nations Charter (1948), SLPS is obligated to provide basic communication services to all Somaliland ns wherever they reside under the Universal Service Obligation (USO).

SLPS, commonly referred to as Posta Somaliland , is headed by a Postmaster General, who is also the Chief Executive Officer, under the Board of Directors appointed by the Government, the sole shareholder.

Posta Somaliland is among the 192 Universal Postal Union (UPU) member countries with a UPU Level A certification. This signifies attainment of UPU standards in the Quality Management Systems.

Posta Somaliland became ISO certified under the ISO 9001:2008 Quality Management Systems in December 2010. The Organization successfully migrated to ISO 9001:2015 Quality Management Systems and was dully certified in December 2017.

2.0 SLPS Mandate

The mandate of Posta Somaliland is to provide and operate Postal and Financial services, and to perform any other functions or duties as the Cabinet Secretary in charge of Postal services may assign from time to time. Mail, Courier and Payment Services constitute the core business of Posta.

As the public Postal licensee, Posta has the monopoly to offer Post Office Letter Box services, issue postage stamps and conveyance of letters up to 350 grammes.

2.1 Vision

To be the leading global provider of innovative Postal and related Services.

2.2 Mission

To provide innovative communication, distribution and financial solutions to customers and create value to our stakeholders.

2.3 Tag Line

“Touching Lives”

2.4 Core Values

- **Integrity:** We are committed to acting at all times with honesty, fairness, accountability and transparency in all our operations.
- **Professionalism:** SLPS employees of all cadres strive to uphold professionalism in whatever they do. They will stand ethical scrutiny by being committed to high standards of excellence in their day-to-day operations.
- **Teamwork:** We promote respect and unity of purpose among staff as well as mutual exchange of information and experiences.
- **Stewardship:** We are committed to ensuring effective and efficient utilisation of SLPS resources.
- **Entrepreneurship:** We are committed to delivering innovative solutions in our key business areas.

3.0 SLPS Network

Posta Somaliland operates a network comprising of 624 Post Offices locally defined under ten regions; Nairobi, Western, Nyanza, Central, Coast, Upper Eastern,

North Rift, Central Rift, Southern and Northern. SLPS is also affiliated to 193 countries internationally as a member state of the Universal Service Union (UPU). Our overall goal is to improve penetration levels and developing inclusion by expanding our network to meet our Universal Service Obligation targeting to realize the requirement of 1 (one) post office to serve 6000 people.

4.0 Who we serve

Both internal and external customers including:

- Small and Medium Sized Enterprises
- Private/State corporations
- National and County Governments
- Non-Governmental Organizations
- Learning institutions
- Religious organizations
- Suppliers and partners
- General public
- UPU affiliated international member states

5.0 CUSTOMER SERVICE POLICY

Executive Summary

It is imperative that all Postal Corporation of Somaliland (SLPS) stakeholders are given an equal opportunity to appreciate its mandate of providing accessible communications and financial solutions to all Somaliland ns as a basic human right.

The Corporation, in view of the above, has continued to review its operations as documented in its Customer Service Policy so as to integrate modern processes to be more customer orientated. In order to ensure SLPS delivers a more effective Customer Service Policy, it has catered for the needs of the internal and external publics' including Information Communication Technology (ICT) driven products/ services and channels. This is in recognition of the evolving business environment and so as to remain competitive.

5.1 Policy Statement

We pledge that:

- We will strive to provide excellent customer service to the public.
- We will treat customers with dignity, fairness and respect, free from discrimination.
- We will make every possible effort to provide accessible, innovative delivery and financial services to our customers.
- We will attend to and resolve customer queries promptly and give feedback within stipulated timelines.

5.2 Mission

Postal Corporation of Somaliland strives for excellence and professionalism in providing customer service, both inside and outside the organization, within the limits of available and well-managed resources.

5.3 Values

To attain and accomplish this mission, Postal Corporation of Somaliland adheres to the following values:

- Anticipating the needs of our customers and planning accordingly
- Greeting our customers promptly, cheerfully and respectfully
- Listening carefully and giving full consideration to the requests and concerns of our customers
- Communicating honestly, courteously and knowledgeably
- Providing follow-through for our customers promptly, responsibly and efficiently
- Serving with pride, commitment, and with high ethical standards
- Respecting the individual and encouraging participation
- Empathizing with our customers

5.4 Objective

The purpose of this policy is to establish uniform standards and procedures for responding to customer feedback, thus making sure the responses are timely and that queries are not left unattended. The policy strives to treat every interaction with the public as an opportunity to produce a satisfied customer, or at least one who feels that he or she was listened and attended to and taken seriously, even if it was not possible to meet his or her request.

6.0 POLICY APPLICATION

This policy document will apply to all members of staff.

6.1 Policy Distribution

The policy will be distributed to all Regional Post Masters, Branch Managers, Postmasters, Sorting office Supervisors, Fleet Manager, Customer Service Manager, Customer Relationship Managers and Business Coordinators whose input will be regularly sought and the Policy continuously updated to remain Consistent with Postal Corporation of Somaliland 's business.

6.2 Implementation and Monitoring

Every member of staff is called upon to comply with the policy as described and documented. Branch Managers, Customer Service Manager, Customer Relationship Managers, Business Coordinators, Sorting Office Supervisors, Fleet Manager (Motor Vehicle Officers) and General and Assistant general Managers are responsible for the implementation and monitoring of the policy in their respective areas of jurisdiction. They must discuss it with staff and ensure that the policy is available to them for reference when required.

7.0 CUSTOMER HANDLING MECHANISM

SLPS receives Customer feedback in various ways. Enquiries for services and complaints are received through customer visits, telephone calls, letters, email and social media platforms. Other Departments are expected to apply similar standards and procedures for the complaints, requests and enquiries that come directly to them and not through the Customer Service Department. This policy outlines the procedure for responding to Customer complaints.

8.0 RESPONSE STANDARDS

Complaints, questions/enquiries and requests for service should be resolved in “real time” **on the same day** they arrive. However, in many instances, referral and follow-up are necessary in order to fully understand and resolve the issue. In such instances, the following standards for acknowledgement and resolution should be followed.

8.1 Acknowledgement

8.1.1 All complaints, questions and requests for service should be acknowledged **within two working days** .

8.1.2 The acknowledgement should note the person to whom the issue has been referred and when the customer can expect a response.

8.1.3 If the customer feedback is delivered by phone or in person, this

acknowledgement should be given verbally during the call or visit.

8.1.4 If the customer feedback is delivered by e-mail, the acknowledgement should be given by e-mail.

8.1.5 If the customer feedback is delivered by postal mail the acknowledgement should be sent via telephone, postal mail or e-mail, whichever is appropriate.

8.1.6 If the customer feedback is delivered through Social Media platform, the acknowledgement should be given through the same channel.

8.1.7 For written acknowledgements, templates with standard language should be used to minimize staff processing time.

8.2 Resolution

8.2.1 A substantive response should be provided **within two working days** from the date when the query was raised.

8.2.2 For International enquires response to be given **within two months** as stipulated in the Universal Postal Union (UPU) Convention.

8.2.3 The response should include SLPS's analysis of the issue and the proposed resolution. Clear reasons should be given if it is not possible for SLPS to accommodate the customer's request.

8.2.4 If a resolution is not possible within two months, the customer should be notified and given the date by which they can expect a response.

8.2.5 The resolution can be communicated to the customer verbally, by e-mail or by postal mail, depending on the communication method most appropriate to the situation.

9.0 PROCEDURES FOR HANDLING CUSTOMER COMPLAINTS

9.1.1 The Corporation shall receive/ solicit customer complaints/enquires/compliments from the public through letters,

personal visits, telephone, email, call centre, customer care help desk and Customer Service headquarters.

9.1.2 The Customer Care help desk, Counter officers, Branch Managers, Regional Managers, Call Centre Representatives, and Headquarters' Customer Service Officers shall receive, analyze and attend to enquiries.

9.1.3 Branch Managers, Regional Managers office and Headquarters shall communicate feedback on concerns raised by contacting the Customer through emails, telephone, or Social Media as received from the customer within the time frame stipulated in the Customer Service Manual.

9.1.4 Thereafter all enquiries shall be recorded in the respective G60s maintained in their offices.

9.1.5 The Call Center Representative(s) based at the HQ's shall record the calls received in the CRM after each call.

9.1.6 If the concerns cannot be resolved within the first line level of the respective offices, the concerns shall be escalated to the next level for completion.

9.1.7 A Case will be closed once resolved within stipulated time frames in the Customer Service Manual.

9.2 Calls / Visits to SLPS

9.2.1 When a customer calls or visits our outlet with a complaint, question, or request for service, the issue should be resolved immediately, if possible, by the officer in charge or by referral to the appropriate department.

9.2.2 If immediate resolution is not possible, the officer handling the customer will take down the necessary information and let the customer know when and from whom he or she can expect a response.

9.2.3 The department receiving the referral is responsible for resolving the issue per the above standards.

9.3 E-mails or Postal Letters to SLPS

9.3.1 E-Mails will be received through the info link i.e. info@posta.co.ke or through various emails of the receiving office.

9.3.2 When customers send e-mails (or postal mail) to the Corporation with complaints, questions, and requests for service, the Office will send an acknowledgment e-mail **within two days** .

9.3.3 If the Office is able to answer the question or resolve the issue right away without referral, the office will do so and inform the customer. In such instances, a separate acknowledgement email is not necessary.

9.3.4 In the instances where the receiving office is not able to resolve the query, the office will forward the enquiry to the appropriate department for response, noting the expected resolution date.

9.3.5 The department receiving the referral is responsible for resolving the issue as per the above standards.

10.0 Disclaimer

Please note that this policy does **not** cover the following areas:

- Complaints about the performance of specific employees, which are handled by Human Resource Department.
- Claims for damages, which are to be filed and attended to by the various business units.

11.0 Conclusion

This policy cannot be fully implemented by individual efforts since customer care is an important and integral part of the work of all staff in the Corporation. Let us all individually and collectively commit ourselves to its realization by embracing and practicing the values and objectives engraved in the Customer service policy and the Corporate Strategic plan.

We will achieve the above by listening, understanding and responding to our customers in unique and creative ways that will march the evolving market needs and constantly shifting the expectations of our customers.

In conclusion, staff are called upon to embrace the Customer service blue print by always offering excellent service to our esteemed customers.

QUALITY POLICY STATEMENT

We at Postal Corporation of Somaliland are committed to deliver innovative communication, distribution and financial solutions to customers and create value to our stakeholders.

We shall do this by:-

- ✚ Consistently providing efficient and reliable postal and financial services to ensure that statutory and regulatory requirements are met.
- ✚ Provide framework for setting quality objectives at relevant functions, levels and processes needed for the quality management system (QMS).
- ✚ Relentlessly pursuing compliance to ISO 9001:2015 quality management system requirements as a critical factor in quality assurance and risk management in all our processes.
- ✚ Providing an environment that fosters innovation, excellence, safety, motivation, teamwork, enthusiasm and empathy among our employees.
- ✚ Ensuring the quality policy is communicated understood applied within the organization and be available to relevant interested parties.
- ✚ Continually improving the Quality Management System (QMS) to meet the needs and requirements of all our interested parties.

