

# Annual Statistics Report 2011

## Postal Statistics Unit

### Notes:

1. There is tremendous mail volume for Ranadi. Ranadi is one of the post offices in Honiara and General post office is the Headquarters . In past years Headquarter receive the out bound and the inbound mails. However, a new administration started to change things and for two year only (2011 & 2012) the main distribution point was through Ranadi. However, it's back at the main post office(Head Quarter)
2. Also, the weight is the weight of a sack mail and not by piece

COMMONWEALTH ISLANDS POSTAL CORPORATION

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# 1. INTRODUCTION

## SOLOMON ISLANDS POSTAL CORPORATION

### 2011 ANNUAL REPORT

#### 1.0. EXECUTIVE SUMMARY

The document presentation based on the 2011 annual Postal Statistic report provides information for postal management analysis and decision making.

The purpose of this report is to provide the corporation with statistic data collation for both domestic and international mail services transmitted through the Solomon Islands.

The method of data compilation of the Postal Corporation's is based on the volume of mails which are measured and recorded in units of kilograms (kg) and grams (gm).

Item based data is generally not practiced however; it would be a much more efficient method as it would provide more specific data for a comprehensive assessment of the Postal Corporation's customer base.

Findings of the annual Postal Statistics report suggests that domestic and international statistic data collection contain inconsistencies. There were submissions of the second, third and fourth quarterly reports for 2011. The final data presented in this report does not accurately reflect Postal Corporation business activities for 2011.

Summarily, the Postal Statistics method of compiling data is to a lesser extent, inadequate and requires improvement. Some efforts are currently being implemented to enhance the data compilation process and are being progressively developed. Great care is much needed to avoid biased errors and to present data as it is recorded.

# **2. DOMESTIC MAIL SERVICES**

**SOLOMON ISLANDS POSTAL CORPORATION  
2011 ANNUAL REPORT**

## 2.0. DOMESTIC MAIL SERVICES

The Solomon Islands Postal Corporation consist of 10 Post Offices established in the provinces and two Postal Agencies set-up in separate rural locations.

These domestic networks presented letter post, parcel post and express mail services conventionally via Air and Surface mode of transportation.

Domestic mail services report is essentially crucial for the Postal Corporation as it provide information on how mails flow through the GPO and PPO stations.

This report does not account for the postal agencies' operations due to the fact that it is not clear as to where Post Masters channel their monthly statistics reports which rarely gets to the Postal Statistics Unit in time for compilation.

### 2.0.1. LETTER POST

- a) The letter Post shows the total volume of domestic dispatches to the PPO stations which accumulate a total weight volume of 8082.80kgs.
- b) Most of the mail volume dispatches to PPO stations originated from overseas postal administrations destined to Provincial Post Offices.
- c) Customer posting at the GPO counters recorded a total of 993.60 kg. These figures show the full strength of mail receiving at the GPO counter.
- d) The figures of inbound and outbound mail volume are shown on tables 1 and 2

2.0.1.1. Tables

## Domestic Inbound and Outbound letters

Table 1 GPO Domestic Inbound Letter Post traffic for 2011

POST OFFICES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF REGISTERED	TOTAL WEIGHT IN KG
Gizo	65	65	153	240.70
Auki	65	65	136	210.80
Lata	40	40	64	45.20
Munda	55	55	102	117.20
Buala	24	24	31	24.85
Taro	38	38	61	46.87
Tulagi	6	6	7	5.12
Kira Kira	138	136	190	192.40
Ranadi	221	1824	1349	16906.77
Honiara	153	567	896	993.60

Table 2 GPO Domestic Outbound Letter Post traffic for 2011

POST OFFICES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF REGISTERED	TOTAL WEIGHT IN KG
Gizo	120	127	172	998.40
Auki	106	144	103	1618.70
Lata	57	64	49	468.80
Munda	109	115	96	736.40
Buala	56	55	29	216.50
Taro	81	81	19	403.10
Tulagi	20	20	15	101.20
Kira Kira	84	110	145	1077.10
Ranadi	192	288	2108	2462.60

2.0.1.2. Graphs

Domestic Inbound and Outbound letters

Figure 1

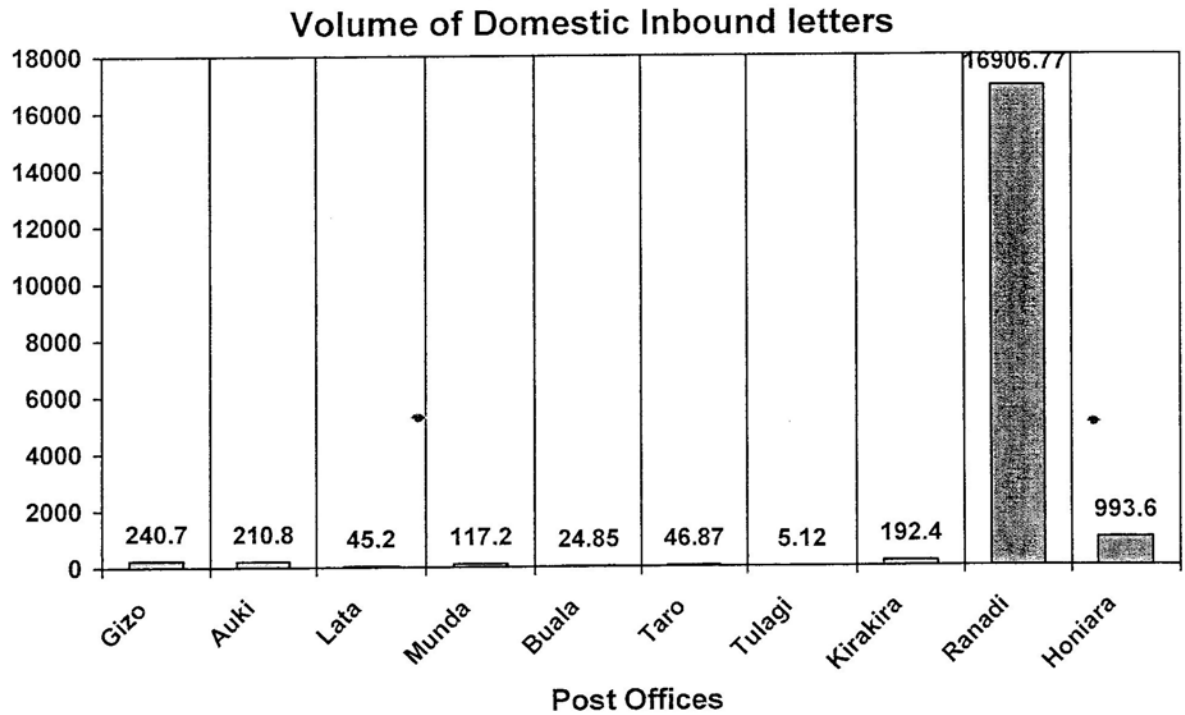
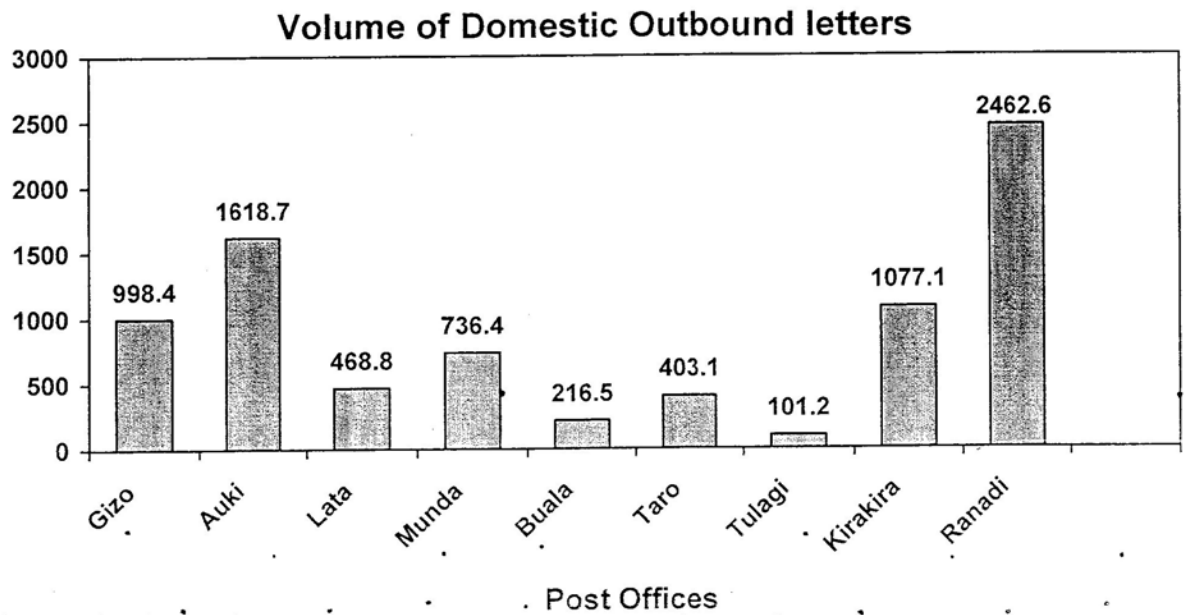


Figure 2



**2.0.2. PARCEL POST**

- a) Outbound Parcel dispatches to PPO over the reporting period of 2011 recorded a total figure of 4193.82kgs. This total volume represents Parcels originating from overseas administrations destined for rural delivery.
- b) PPO stations like Tulagi, Buala, Taro, Lata and Kira Kira have registered extremely low flow of Parcel for inbound and outbound over the reporting period.
- c) An extensive assessment may be necessary to ascertain reasons for the lack of customer mail traffic to and from the Post Offices concerned throughout the reporting period.
- d) International inbound Parcel appears to be the only major source of parcel traffic for the Corporation with in the reporting period.
- e) Tulagi Post Office has no inbound or outbound parcel report for 2011.
- f) The frequency of inbound and outbound parcels is shown in table 3 and 4.



## 2.0.2.1. Tables

## Domestic Inbound and Outbound parcels

Table 3 GPO Domestic Inbound Parcel Post traffic for 2011

POST OFFICES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF ITEMS	TOTAL WEIGHT IN KG
Gizo	7	7	8	279.05
Auki	6	6	10	342.30
Lata	3	3	4	80.15
Munda	9	11	16	471.90
Buala	2	2	2	25.30
Taro	1	1	2	32.50
Tulagi	0	0	0	0.00
Kira Kira	2	2	2	28.40
Ranadi	173	1018	1921	18570.07
Honiara	95	527	992	3926.53

Table 4 GPO Domestic Outbound Parcel Post traffic for 2011

POSTAL OFFICES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF REGISTERED	TOTAL WEIGHT IN KG
Gizo	5	11	25	131.60
Auki	23	78	210	1426.10
Lata	3	5	9	77.70
Munda	14	14	38	184.04
Buala	5	5	8	28.48
Taro	4	4	9	51.90
Tulagi	0	0	0	0.00
Kira Kira	6	6	17	77.90
Ranadi	70	210	307	2216.10

2.0.2.2. Graphs

**Domestic Inbound and Outbound parcels**

Figure 3

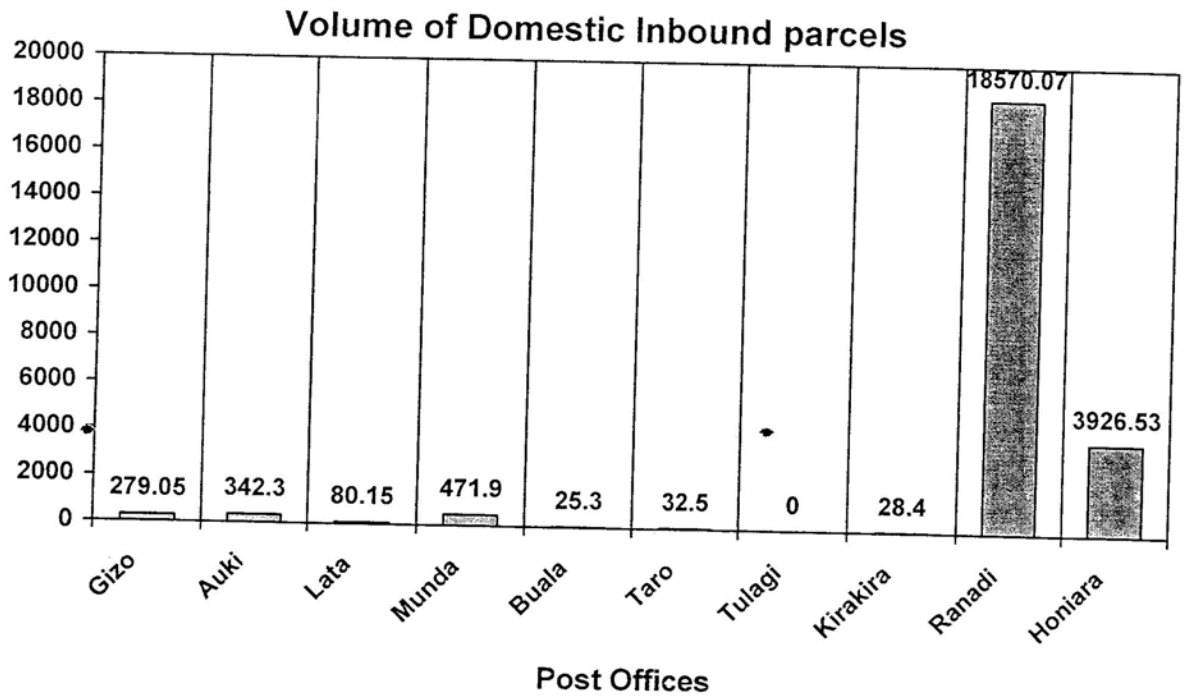
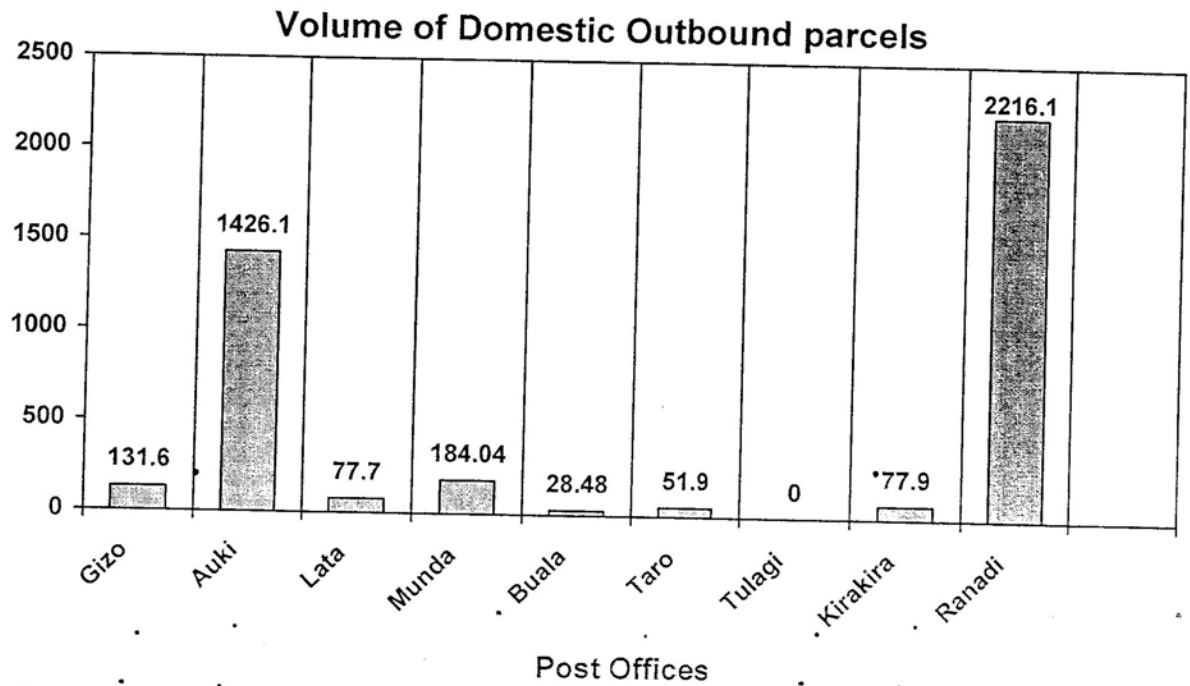


Figure 4



**2.0.3. EXPRESS MAIL SERVICES (EMS)**

- a) The annual data for EMS Post volume indicates that Ranadi OE has the highest number of EMS mail flow for inbound and outbound.
- b) The total figure of inbound EMS for the reporting period is 9069.76kgs and the total for outbound is 1023.76kgs.
- c) Tulagi Post Office has not recorded any inbound and outbound EMS traffic for the entire reporting period. Issues that bring about customer withdrawals in service demand needs to be identified.
- d) PPO outbound dispatches of EMS to the GPO have unrealistic low records. It is an unfavorable outcome for the PPOs.
- e) Outbound mails to Ranadi OE accounted for initial volumes slightly over the 570.99kgs during the reporting period and Inbound mails from Ranadi OE to GPO reach the total volumes of 8830.12kgs being for inbound international mails entering the country during recorded report for 2011.
- f) The records of domestic EMS inbound and outbound are illustrated in the following EMS tables and graphs.

## 1.0.1.1. Tables

## Domestic Inbound and Outbound EMS

Table 5 GPO Domestic Inbound EMS Post traffic for 2011

POST OFFICES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL ITEMS		TOTAL WEIGHT IN KG
			D	M	
Gizo	62	62	169	5	43.85
Auki	54	54	188	3	59.12
Lata	15	15	32	0	4.9
Munda	54	54	172	9	54.98
Buala	15	15	27	0	2.66
Taro	36	36	98	0	17.98
Tulagi	0	0	0	0	0.00
Kira Kira	97	97	230	6	56.15
Ranadi	176	735	368	1719	8830.12

Table 6 GPO Domestic Outbound EMS Post traffic for 2011

POSTAL OFFICES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL ITEMS		TOTAL WEIGHT IN KG
			D	M	
Gizo	61	61	115	120	211.01
Auki	35	35	26	39	154.29
Lata	4	4	4	0	1.10
Munda	23	23	18	13	53.63
Buala	2	2	2	0	0.60
Taro	3	3	3	0	0.30
Tulagi	0	0	0	0	0.00
Kira Kira	14	14	9	9	31.84
Ranadi	136	138	174	181	570.99

1.0.1.2. Graph 1:

Figure 5

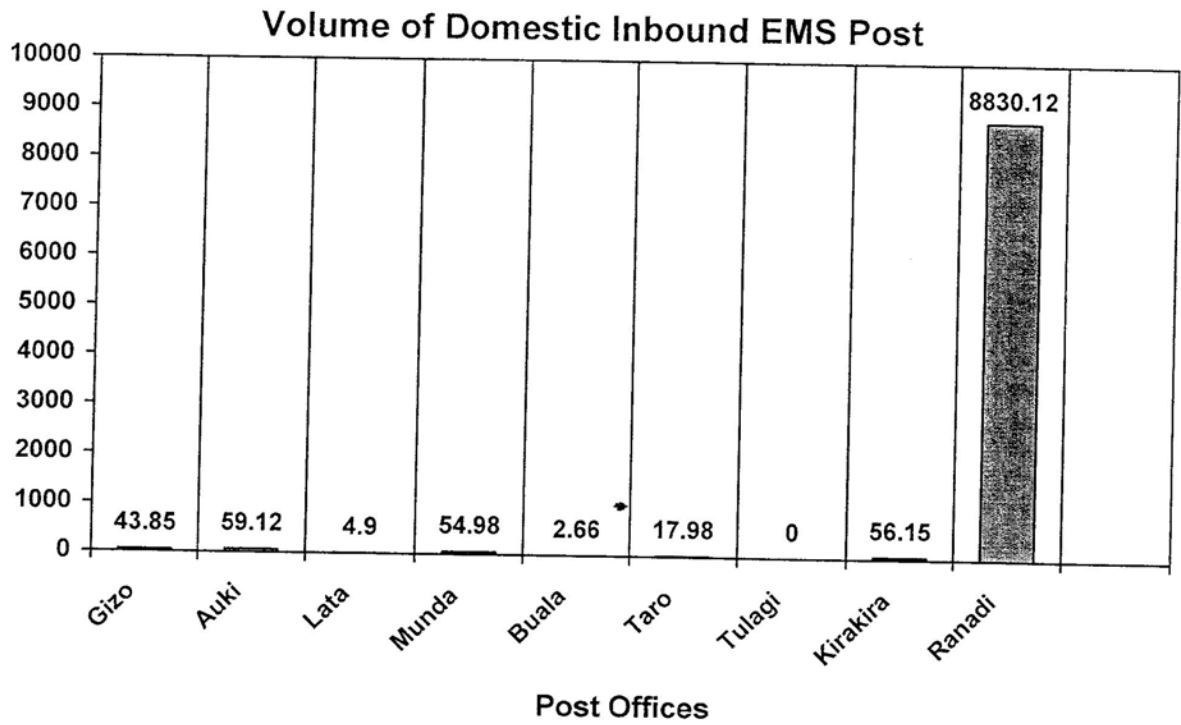
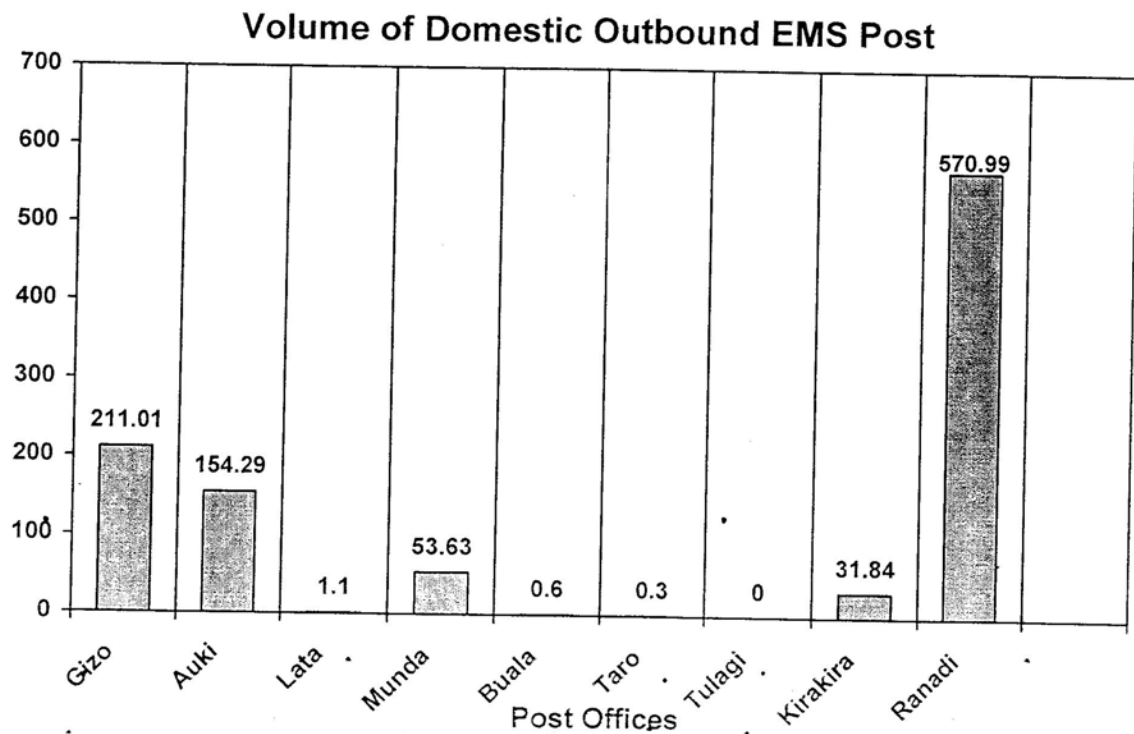


Figure 6



# **2. INTERNATIONAL MAIL SERVICES**

**GPO HQ & RANADI OE**

SOLOMON ISLANDS POSTAL CORPORATION  
2011

## INTERNATIONAL MAIL SERVICES

The Corporation international mail network is managed on a bi-lateral basis with selected overseas postal administrations that are strategically positioned along favorable routes directly beneficial to the Solomon Islands Postal mail delivery system.

However the Corporations' overseas dispatch destinations is inconsistent with these agreements for the reasons that there are no reciprocal dispatches made to these Postal Administrations that are currently sending closed transit bags to the Solomon Islands.

The bi-lateral agreement caters for two way traffic. These inconsistencies are shown in table 7, which clearly indicates that the Solomon Islands Postal Corporation can only received through Surface Airlift and Surface but are unable to make reciprocate dispatches.

Table 7 International Dispatch / Receive for Air, SAL and Surface

	INTERNATIONAL DESTINATION BASED ON BI-LATERAL AGREEMENT					
	AIRMAIL		SURFACE AIRLIFT		SURFACE	
	RECEIVED	DISPATCHED	RECEIVED	DISPATCHED	RECEIVED	DISPATCHED
LC / AO	11	5	2	NIL	5	NIL
CP	9	5	1	NIL	7	NIL
EMS	12	13	NO SERVICE			

## 2.0. INTERNATIONAL MAIL SERVICES

### 2.0.1. LETTER POST

- a) Tables 8 and 9 shows the annual data collection of International Inbound and Outbound letter post for the entire reporting period for 2011.
- b) The normal quarterly reports for 2011 were not submitted so the table below is formatted to provide an overview of the international inbound and outbound letter post, SAL letter and Surface letter for the entire reporting period.
- c) It is important to note that the data compilation for 2011 revealed a number of inconsistencies and inaccurate data collection.
- d) SAL letter has recorded a total volume of 1957.40kgs of SAL mails from customers for the 2011 recording period.
- e) Surface recorded a total mail volume of 471.10kgs for the 2011 reporting period.
- f) The figures shown in the tables 8 and 9 do not necessarily reflect the actual international inbound and outbound mail services for the reporting period.
- g) The data is submitted as annual statistics to provided management with a general overview of international inbound and outbound mails services for 2011. This should assist the management to make essential analysis and strategic development decisions for the corporation.
- h) RAMSI mail accounts for a total outbound traffic with ranking much higher than the Corporations' individual trading routes. The SI Postal Corporation bears the freight costs on behalf of RAMSI.



2011 ANNUAL STATISTIC REPORT FOR SOLOMON ISLANDS POSTAL CORPORATION

2.0.1.1. Tables

Table 8 International Outbound Letter Post for 2011

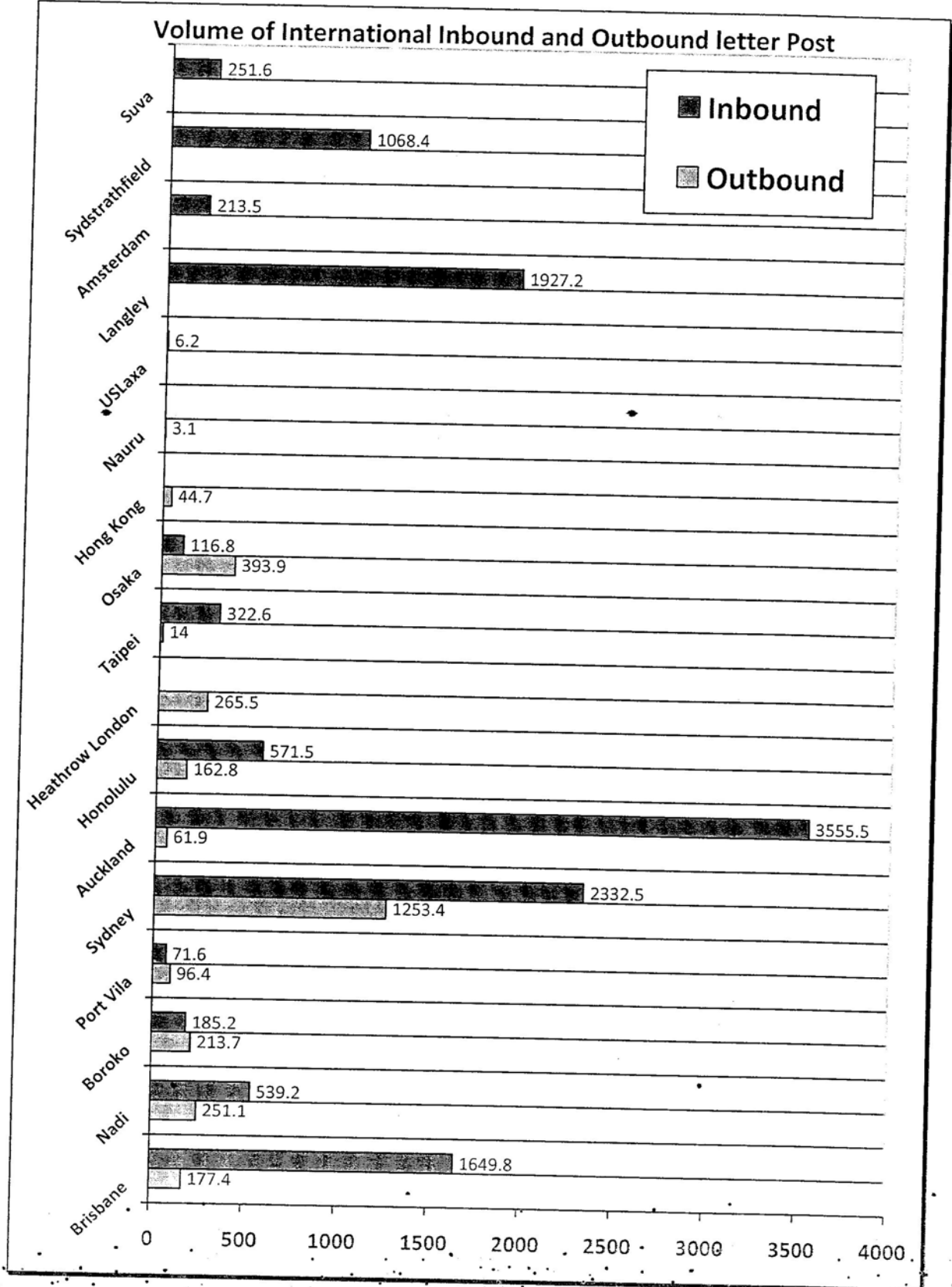
INTERANTIONAL POSTAL ADMINISTRATIONS	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF REGISTERED	TOTAL WEIGHT IN KG
Brisbane	59	59	167	177.40
Nadi	43	43	203	251.10
Boroko	44	46	115	213.70
Port Vila	27	27	50	96.40
Sydney	88	110	1383	1253.40
Auckland	4	10	0	61.90
Honolulu	34	34	200	162.80
Heathrow London	10	45	0	265.50
Taipei	1	1	0	14.00
Osaka	5	26	0	393.90
Hong Kong	4	5	0	44.70
Nauru	1	1	5	3.10

Table 9 International Inbound Letter Post for 2011

INTERANTIONAL POSTAL ADMINISTRATIONS	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF REGISTERED	TOTAL WEIGHT IN KG
Brisbane	141	529	239	1649.80
Sydney	103	324	178	2332.50
Sydstrathfield	40	202	198	1068.40
Nadi	81	88	74	539.20
Port Vila	43	44	19	71.60
Suva	49	49	115	251.60
Auckland	96	336	33	3555.50
Armsterdam	75	87	6	213.50
Langley	331	766	88	1927.20
Honolulu	144	153	0	571.50
USLaxa	20	20	27	6.20
Osaka	92	95	15	116.80
Tokyo	100	134	65	759.80
Taipei	75	75	72	322.60
Boroko	39	42	37	185.20

2.0.1.2. Graph

Figure 7



**2.0.2. PARCEL POST**

- a) Outbound CP traffic has taken a downward plunge for the five destinations countries for the reporting period except Sydney which has maximal record of 2045.50kgs. These parcel dispatch table show the recorded report for the CP dispatch achieved with in the operations.
- b) SAL has continued to record a decline during the previous year which has continued through all the reporting period of 2011. Customer usage of this service has not been encouraging.
- c) Surface parcel market has also lost its customer base in previous reporting period including the 2011 first quarter reporting period.
- d) Inbound parcels from overseas countries have also performed moderately with only Sydney registering an above the tonnage mark for its' annual parcel dispatch to Solomon Islands.
- e) The frequency of CP dispatches in table 10 is not impressive to warrant analytical discussions.

2.0.2.1. Tables

Table 10 International Outbound Parcel Post for 2011

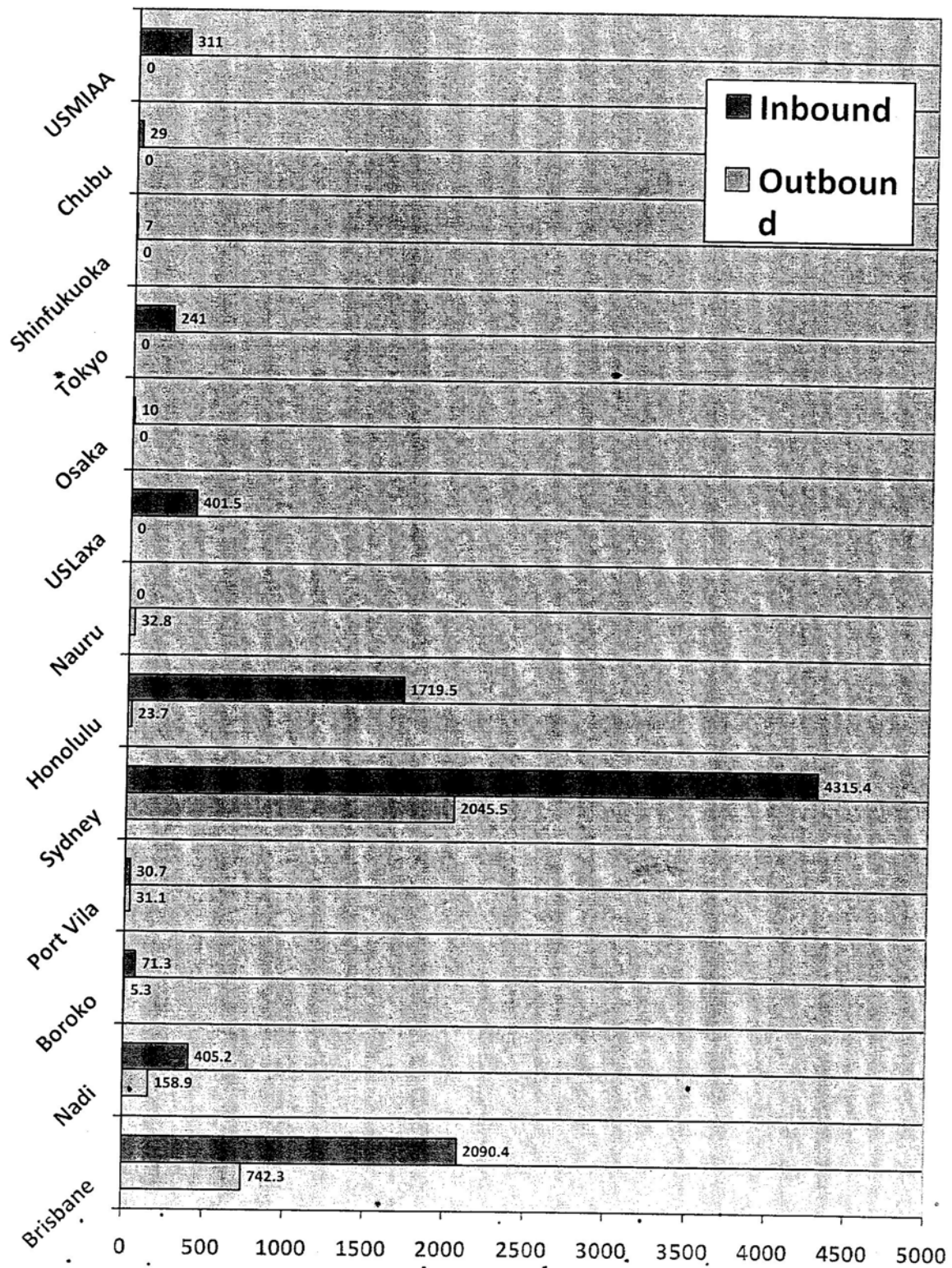
COUNTRIES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF ITMES	TOTAL WEIGHT IN KG
Brisbane	53	71	99	742.30
Nadi	7	12	16	158.90
Boroko	3	3	3	5.30
Port Vila	2	3	3	31.10
Sydney	60	163	303	2045.50
Honolulu	4	4	5	23.70
Nauru	1	2	4	32.80

Table 11 International Inbound Parcel Post for 2011

COUNTRIES	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF ITMES	TOTAL WEIGHT IN KG
Brisbane	126	275	459	2090.40
Sydney	94	363	579	4315.40
Nadi	51	55	95	405.20
Port Vila	14	4	4	30.70
Auckland	64	69	104	595.00
Honolulu	132	174	332	1719.50
USLaxa	47	57	88	401.50
Osaka	2	2	2	10.00
Tokyo	33	36	46	241.00
Boroko	13	15	18	71.30
Shinfukuoka	2	2	2	7.00
Chubu	4	4	4	29.00
USMIAA	10	27	66	311.00

2.0.2.2. Graphs

Figure 8 Volume of International Inbound and Outbound Parcel Post



**2.0.3. EMS POST**

- a) The annual report for EMS data indicates a very weak performance for the domestic outbound market. The market appears to be very rigid and firmly controlled by other competitors. This slight growth must be experienced in the first quarter report of this year 2011.
- b) Most figures appearing in Table12 are not impressive for the Corporation analytical discussions. The downward trend continues unabated.
- c) The table below shows the EMS volume for dispatches to overseas administrations and Inbound EMS received from 20 international OEs with the figure of EMS volumes that also stated on the table below.

2011 ANNUAL STATISTIC REPORT FOR SOLOMON ISLANDS POSTAL CORPORATION

2.0.3.1. Tables

Table 12 International Outbound EMS Post for 2011

INTERANTIONAL POSTAL ADMINISTRATIONS	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL ITEMS IN KG		TOTAL WEIGHT
			D	M	
Brisbane	31	31	31	11	39.90
Nadi	35	40	81	2	24.30
Boroko	41	41	78	10	59.90
Port Vila	3	3	5	0	0.70
Sydney	50	50	72	9	45.00
Auckland	21	21	35	1	7.20
Honolulu	14	19	17	6	12.90
Heathrow London	10	10	6	4	3.40
Taipei	10	10	11	0	5.80
Osaka	34	40	29	20	214.30
Singapore	9	9	10	0	2.50
Hong Kong	2	2	2	0	2.90
Portugal	1	2	0	2	26.80

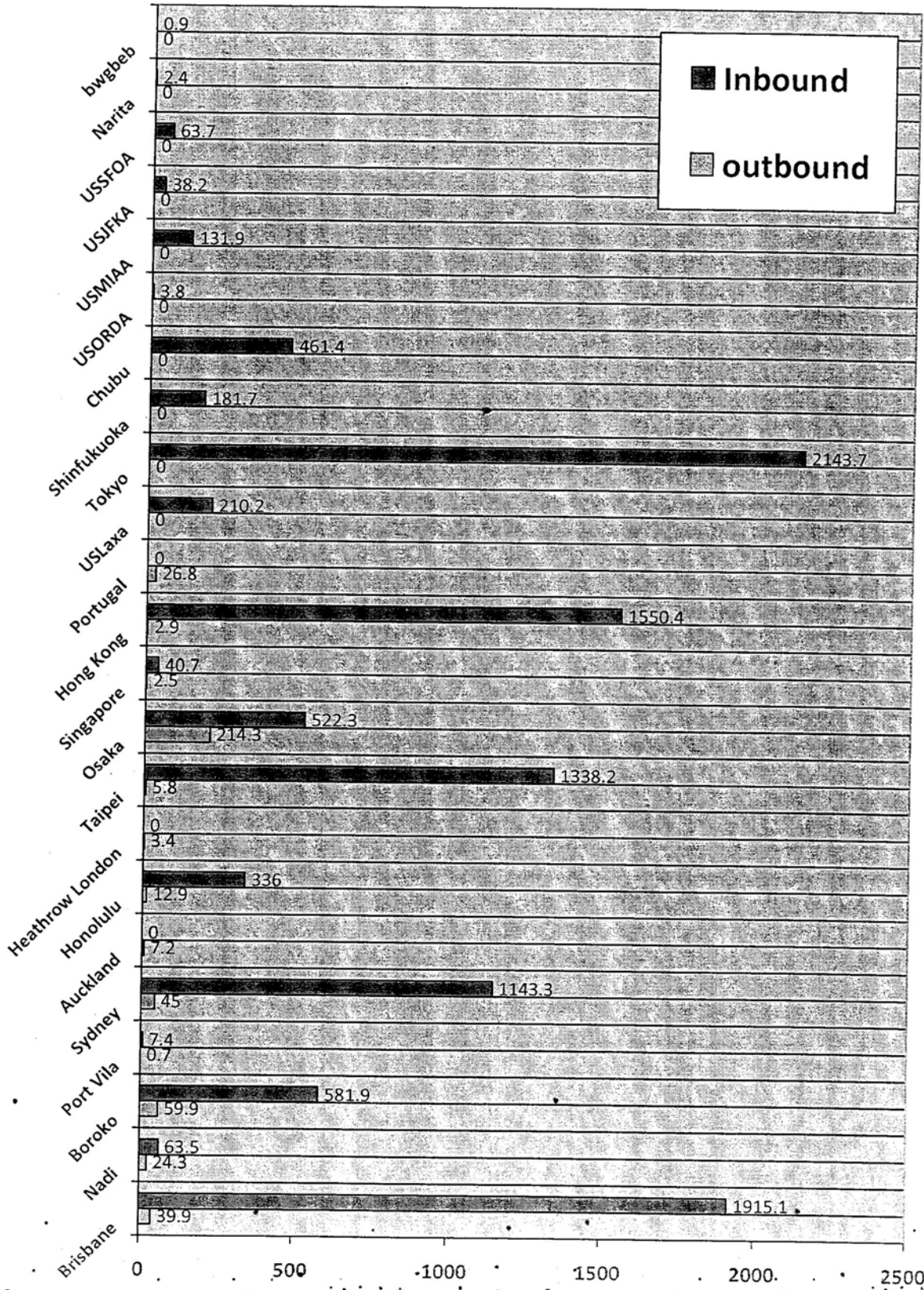
Table 13 International Inbound EMS Post for 2011

INTERANTIONAL POSTAL ADMINISTRATIONS	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL ITEMS IN KG		TOTAL WEIGHT
			D	M	
Brisbane	142	217	62	347	1915.10
Sydney	110	147	92	219	1143.30
Nadi	37	38	66	0	63.50
Port Vila	21	21	21	2	7.40
Honolulu	15	27	22	9	336.00
USLaxa	26	33	20	26	210.20
Osaka	75	89	15	100	522.30
Tokyo	164	277	156	422	2143.70
Taipei	97	115	50	110	1338.20
Boroko	66	85	113	32	581.90
Hong Kong	114	165	57	133	1550.40
Singapore	14	14	4	11	40.70
Shinfukuoka	41	41	15	29	181.70
Chubu	66	89	29	163	461.40
USORDA	7	7	6	1	3.80
USMIAA	18	22	0	24	131.90
USJFKA	10	13	6	9	38.20
USSFOA	10	18	6	16	63.70
Narita	2	2	1	1	2.4
BVGBEB	1	1	0	1	0.90

2.0.3.2. Graphs

Figure 9

Volume of International Inbound and Outbound EMS Post





### 3.0 RAMSI MAIL SERVICES

#### 3.1.0. LETTER / PARCEL POST

- a) These is the combination of RAMSI letter and parcel mails for inbound and outbound traffic mail volume for the reporting period of 2011, not proper recording for RAMSI mail reports.

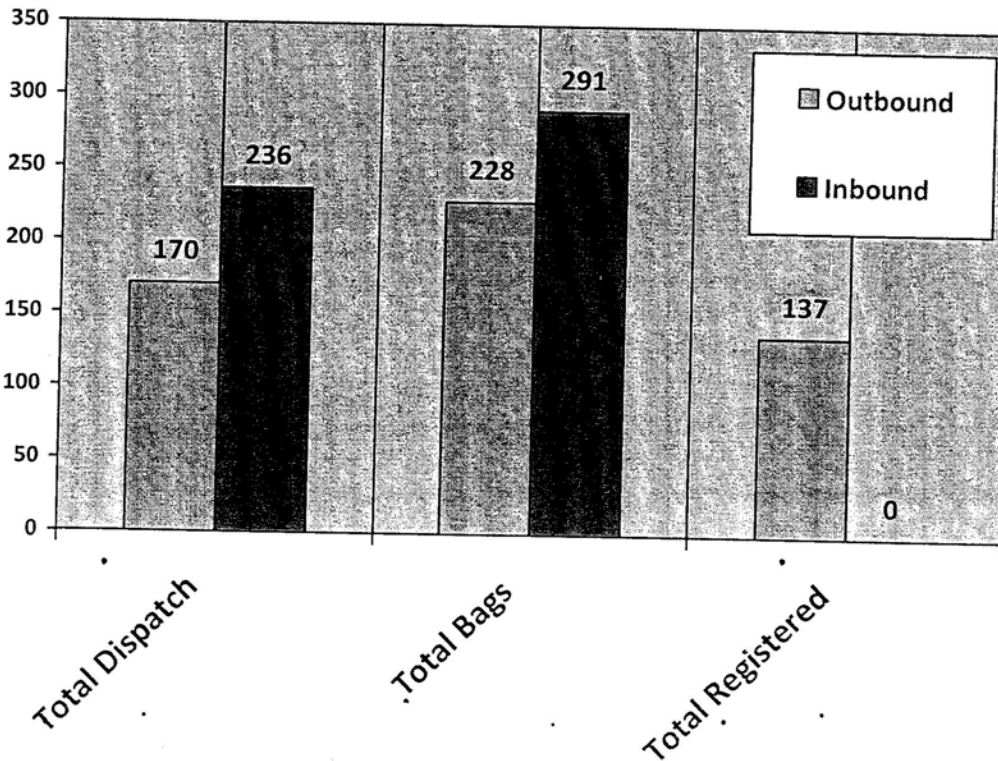
##### 3.1.0.1. Tables

**RAMSI Outbound and Inbound Letter Post for 2011**

YEAR 2011	TOTAL NUMBER OF DESPATCH	TOTAL NUMBER OF BAGS	TOTAL NUMBER OF REGISTERED	TOTAL WEIGHT IN KG
Outbound	170	228	137	2151.80
Inbound	236	291	0	3179.33

##### 3.1.0.2. Graphs

**Figure 10 RAMSI Inbound and Outbound Letter Post for 2011**



## 4.0 CONCLUSIONS

### 4.1.0. Conclusions

#### 4.1.0.1. Annual summary

The report lacks analytical basis or merit as the data was collated with no supporting quarterly reports for the last three quarters of the 2011 reporting period.

Data presented in this report unfortunately does not accurately reflect corporation's performance as there were a number of inconsistencies and inadequacies through the reporting and data collection processes.

The data provided in the tables and graphs in this report are to assist management to have a generic overview of the business activities of the corporation for 2011.

Based on this, the statistics office is putting more emphasis on the accuracy

#### 4.1.0.2. Summary conclusion

The annual mail trends are an important factor in determining various forecasting theories for future Corporations report.

Basic manpower planning from here on must take into consideration the volume of transactions for 2012 Corporation reports in order to maximize profitability based on reasonable productive outputs.

Reports, as such are only reports until strategic decisions are made to alter the course of future events deemed detrimental to the progress of postal services in the country. On the basis of this opinion recommendations may often require detailed discussions prior to effective decision-making.

### PREVIOUS RECOMMENDATIONS BY POSTAL STATISTICS

1. Allocate Statistic Officer for Ranadi OE to strengthen accurate data collection.
2. Assess manpower requirements to match accumulated mail volumes.
3. Prepare implementation of new UPU country specific TD system.

**CURRENT RECOMMENDATIONS BY POSTAL STATISTICS**

1. Previous recommendations highlighted in the 2011 first quarterly report needs to be re-visited by Management and Head of operations.
2. PPO operations to be reviewed in light of the continuous downward trend in mail volumes. Apart from possible unproductive management in some of the provincial post offices, the decreasing mail volumes can also be directly and indirectly attributed to the increasing availability of telephones, mobile phone and internet services in the rural areas.
3. The possibility to downgrade identified PPOs to agency status is not encouraged as the services can be enhanced with more promotion and marketing strategies.
4. Corporation to exert more effort on the marketability of postal services to stimulate direct market growth. Promote postal services focusing and highlighting reliability, accountability, efficiency and importantly, the safety and security of all mail services.
5. It is essential that the Management considers the existing agreements regarding incoming mail services for RAMSI. The current arrangement makes it obligatory for the Postal Corporation to continue to unnecessarily bear the freight costs on behalf of RAMSI.

The next report will be due on the first quarter of 2012.



Obi Karotu  
Postal Statistic Officer