

Chapter 7

Recommendation and Conclusion

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7.1. Recommendation

This master plan is built consistently with plans such as improvement of services, new services, organizational setup and human resources training and financial conditions, while following the initial plan and communicating with Mongolian side.

The study team is confident that the contents of this master plan has already been well understood and transferred among Mongolian side thorough series of discussions with MPC, MOI, etc. as well as technology transfer seminar.

As seen in the improvement of financial conditions of MPC in the recent years, even before this master plan is provided, MPC's effort and the consequent results should be highly admired. From now, while attaching weight to financial independency, MPC especially have to improve reliability and speed of mail handling, transportation and mail collection and delivery while expanding postal market and introducing new services such as home delivery in Ulaanbaatar.

This master plan contains various measures which do not require much investment and are practicable in the short tem within 5 years, and it is expected that MPC utilize this plan and execute such measures with its leadership. Within six programs provided in the estimated operation expense, it is necessary to startup such as improvement of mail handling, improvement of collection and delivery and education and training.

In the longer term after five years, it is necessary to invest to new cars and PCs according to the increased volume of mail and upgrading corporate management in especially Ulaanbaatar and Aimag centers. Furthermore, it is expected that MPC make advance by leaps and bounds by setting up new mail handling facilities and introducing new services such as pigeon mail.

In addition to the above mentioned measures mostly described as issues for Ulaanbaatar, it is suggested that new services should be introduced in Aimags and Sums while securing good understanding of the market and risks by type of products and services.

Currently, MPC deliver subscriptions and mails to Sum post offices at least once a week, and take up important mission of universal postal service in Mongolia. It is suggested that delivery to bags is within the long term issues, and never force MPC to start delivering to many bags at once, and it is necessary for the government of Mongolia and MPC to set priorities which bags to start while well examining necessary supports from the government of Mongolia. Thus, it is proposed to initiate delivery to bags gradually in good consideration of the feasibility of costs and resources, etc. of MPC. Such support, for instance, include subsidies for delivering costs, tax exemption for MPC, provision of necessary facilities for free of charge, assignment of

local government personnel for delivery, etc.

Postal services and post offices has important roles and functions for the infrastructure of Mongolia and contribute to regional development. It is important that the government of Mongolia regards MPC or postal services/post offices not only as the company organization but also as the important terminal positions for the government, and use MPC more actively in order to increase social welfare and health of Mongolian citizens. Such services include payment of pensions in the post office or delivery to recipients, issuance of drivers license, payment of taxes, registration of citizens, sales of the bttery tickets and payment, and other application/notification to the government, etc. and it is necessary for the government to entrust such services to MPC's post offices by paying fees according to the volume of handling.

7.2. Conclusion

MPS will be preparing its own business plan in response to request from Mongolian government. This master plan is provided in the timely manner for such use. MPC has already initiated various actions from customer development and delivery services, to service improvement, and to information sharing among MPC staffs about good practices within MPC, while understanding necessity of service improvement by its strong leadership and role to provide traction power towards market economy in Mongolia.

MPC provides universal postal services in Mongolia while expected to be financially independent from Mongolian government, and the study team wish that the government of Mongolia through understand MPC's business and its new plan and provide all necessary support.