

Figure AP-1 Questionnaire Survey Sheets for General Public and Consumers

Needs Survey of Postal Service Users in Mongolia

<Request for cooperation in answering questionnaire sheets>

This survey is one of the most important sources for the Postal Service Improvement Plan in Mongolia. The goal of this survey is to clarify the market and customer's needs for the postal service in Mongolia in order to make use of formulation of Master Plan towards 2010.

We will be summarizing your answers in statistics, and individual answers will not be publicized. Your contribution is very important, and we would like to ask for your kind cooperation.

<How to answer>

Please indicate your answers according to the question. Some items in the questionnaire sheet are to choose one or more choices, and others include filling numbers and free comments. Please follow the instruction in each of the question. Please refer to the information of the postal products and services in the attached leaflet.

<Inquiries>

If you have any question regarding this survey, please ask the person who have asked for your cooperation or the following person.

Mr. Minteg Gankhuyag, Mr. Baljinnyam Sodnompil

Address: Premier International, Inc.

11A Peace Avenue,

Ulaanbaatar 210648, Mongolia

Tel: 976-1-312 635

Fax: 976-1-312 608

E-mail: Premier@magicnet.mn

1. Please tell us about yourself

(Please write below)

Name of Aimag and Soum where you live	
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(Please check one box on each item)

Gender	Male	Female			
Age	15 or younger	16-20	21-30	31-40	41-50
	51-60	61 or elder			
School Carrier	Primary school	Secondary school	University/College		
	Others (Please specify: _____)				
Occupation	Civil servant	Company employee	Company owner		
	Student	Herdsman/Nomad	Household		
	Retired(with pension)	Unemployed(without pension)			
	Others (Please specify: _____)				
Average monthly income in tugrug	more than 100,000	40,000 – 59,999	No income		
	80,000 – 99,999	20,000 – 39,999			
	60,000 – 79,999		less than 19,999		

2. Please tell us about your family (Please indicate numbers or check in (1) and (4), or check one box in (2), (3) and (5))

(1) How many members do you have in your family? _____ (please specify the number of people)
(2) Do you have family members who work or study in other Aimag/Cities or foreign country? Ulaanbaatar Other Aimags Other Cities Foreign Countries No
(3) Do you have family member who receive pension? Yes No
(4) How many family members have income including pensions? _____ (please specify the number of people)
(5) How much is the total monthly income in your family? (in tugrug) more than 200,000 80,000 – 119,999 No income 160,000 – 199,999 40,000 – 79,999 120,000 – 159,999 less than 39,999

3. Please tell us the current status of using postal services. (Please check one box in (1) and indicate numbers in (2))

(1) How often do you visit post office to use its services?	
more than twice a month	once a month
once in 6 months	once a year
two or three times in 6 months	very limited
	never used
(2) How often do you use postal services by type? Please specify the numbers per year, if applicable.	
- Sending letters ()	- Receiving letters ()
- Sending parcels ()	- Receiving parcels ()
- Subscribing newspapers/magazines ()	- Buying newspapers/magazines ()
- Other mail services (please list)	
* ()	
* ()	
- Receiving pensions ()	- Receiving wages ()
- Paying taxes ()	- Paying utility bills ()
- Sending money order ()	- Receiving money order ()
- Buying insurance ()	- Other financial services (please list)
	* ()
	* ()
- Using Fax ()	- Using E-mail ()
- Other telecom services (please list)	
* ()	
* ()	
- Buying postal goods ()	- Buying other goods (please list)
	* ()
	* ()
- Others (please list)	
* ()	
* ()	

4. Please tell us how to send and receive mails, if applicable. (Please check one box)

(1) How do you send mails?					
Sending at post offices	Handing to postmen	Handing to people other than MPC	Others (Please specify: _____)		
(2) How do you receive mails?					
Receiving at post offices (mail box)	Receiving at post offices (byMPC staff)	Receiving from postmen at home or office			
Receiving from people other than MPC					
Others (Please specify: _____)					
(3) What is your image of mail service of MPC? Please choose one from five ranks.					
- Quality	Very good	Good	Medium	Bad	Very bad
- Speed	Very good	Good	Medium	Bad	Very bad
- Price	Very good	Good	Medium	Bad	Very bad
- Easiness to send mails	Very good	Good	Medium	Bad	Very bad
- Easiness to receive mails	Very good	Good	Medium	Bad	Very bad
(4) What is your image or opinion about services other than mail service of MPC? Please write your comments. (Ex. staffs and services at post office for such as financial, telecom, retail, government services, etc.)					

5. Please tell us the status of using other companies' services.

(1) Do you use services of the following companies? Please check one or more boxes.					
DHL Federal Express TNT No use of such services					
Others (Please specify: _____)					
(2) If you use such companies' services, what are the reasons? Please give us your comments.					
(3) What is your image of such companies? Please check one box from five ranks of each category.					
- Quality	Very good	Good	Medium	Bad	Very bad
- Speed	Very good	Good	Medium	Bad	Very bad
- Price	Very good	Good	Medium	Bad	Very bad
- Easiness to send mails	Very good	Good	Medium	Bad	Very bad
- Easiness to receive mails	Very good	Good	Medium	Bad	Very bad

6. Please tell us your future needs of using the following services provided by MPC. Please check boxes and frequency of use per year in number.

Sending letters ()	Receiving letters ()
Sending parcels ()	Receiving parcels ()
Subscribing newspapers/magazines ()	Buying newspapers/magazines ()
Using Mailbox in the post office ()	Other mail services (please list)
	* ()
	* ()
Receiving pensions ()	Receiving wages (Civil Servant) ()
Paying taxes ()	Paying utility bills ()
Sending money order ()	Receiving money order ()
Buying insurance ()	Other financial services (please list)
	* ()
	* ()
Using Fax ()	Using E-mail ()
Other telecom services (please list)	
* ()	
* ()	
Buying postal goods ()	Buying other goods (please list)
	* ()
	* ()
Social welfare services ()	Opening savings account ()
Other new services (please list) ()	
*	
*	

7. What kinds of new services do you suggest to MPC including mail collection/delivery services, post office new locations, express or slow delivery service according to tariffs, various types of services (financial, telecommunication, retail, government or social welfare services, etc)?

8. Please tell us any comments to MPC, Government organizations, etc. regarding improvement of postal service in Mongolia. (Ex. staffs and services at post offices, how to send/receive mails, reliability of mail delivery, delivery speed, tariffs, training of staffs, increasing of post office and delivery network, etc.)

9. We will conduct focus-group interviews to understand more detail about customers' needs and requirements. Would you be kindly cooperating to such meeting?

Yes	No
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Thank you very much for your cooperation.

Figure AP-2 Questionnaire Survey Sheets for Private and Public Companies

Needs Survey of Postal Service Users in Mongolia

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We will be summarizing your answers in statistics, and individual answers will not be publicized. Your contribution is very important, and we would like to ask for your kind cooperation.

<How to answer>

Please indicate your answers according to the question. Some items in the questionnaire sheet are to choose one or more choices, and others include filling numbers and free comments. Please follow the instruction in each of the question. Please refer to the information of the postal products and services in the attached leaflet.

<Inquiries>

If you have any question regarding this survey, please ask the person who have asked for your cooperation or the following person.

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E-mail: Premier@magicnet.mn

1. Please tell us about your company (Please write or check one box)

Company Name (registered name)					
Type of Company	Private Company Public Company Others (Please specify: _____)				
Type of Business	Bank Other Financial Services Manufacturing Trading Retail Telecommunication Transportation/Freight forwarder Farming Others (Please specify: _____)				
Number of Employees	30 or under	31-50	51-100	101-200	201-300
	301-500	501-1,000	1,001 or more		
Sales in 1999 (in tugrug)	1,000,000 or under			1,000,001 - 5,000,000	
	5,000,001 - 10,000,000			10,000,001 - 50,000,000	
	50,000,001 - 100,000,000			100,000,001 - 500,000,000	
	500,000,001 - 1,000,000,000			1,000,000,001 or more	
Your Name and Title	Name:			Title:	
Address	Tel:		Fax:		E-mail:

2. Please tell us the current status of using postal services provided by MPC. (Please check one box)

(1) How much money in tugrug does your company spend in a month for sending mails? (letter, parcel, EMS, etc.)
100,000 or under 100,001 - 500,000 500,001 - 1,000,000 1,000,001 or more
(2) Do you have staff members in your company in charge of sending and/or receiving mails by visiting post office, or do you receive collection and/or delivery services from MPC?
We have staff members of such charges
Each person visit post office to send or receive mails
MPC comes to this company to collect and deliver mails
MPC comes to this company to collect mails
MPC comes to this company to deliver mails
Others (Please specify: _____)

(3) Which of the following documents and/or parcels does your company send or receive by using MPC's services?	
Contract/Agreement Invoice Subscription of Newspapers/Magazines	Commercial Products Marketing materials (direct mails) Others (please list) * *
(4) Which of the following financial services of MPC does your company use?	
Paying taxes Receiving/paying payments from or to customers, etc. by using money order	Paying utility bills Others (please list) * *
(5) Which of the following telecommunication services of MPC does your company use?	
Fax Others (please list) * *	E-mail
(6) Which of the following retail services of MPC does your company use?	
Buying postal goods	Buying other goods (please list) * *
(7) What are the other services of MPC does your company use?	
Government services	Others (please list) * *

3. What is your image about mail service of MPC? Please choose one from five ranks.

- Quality	Very good	Good	Medium	Bad	Very bad
- Speed	Very good	Good	Medium	Bad	Very bad
- Price	Very good	Good	Medium	Bad	Very bad
- Easiness to send mails	Very good	Good	Medium	Bad	Very bad
- Easiness to receive mails	Very good	Good	Medium	Bad	Very bad

4. What is your image or opinion about services other than mail service of MPC? Please write your comments. (Ex. staffs and services at post office for such as financial, telecom, retail, government services, etc.)

5. Please tell us the status of using other companies' services.

(1) Do you use services of the following companies? Please check one or more boxes.					
DHL	Federal Express	TNT	No use of such services		
Others (Please specify: _____)					
(2) If you use such companies' services, what are the reasons? Please give us your comments.					
(3) What is your image of such companies? Please check one box from five ranks of each category.					
- Quality	Very good	Good	Medium	Bad	Very bad
- Speed	Very good	Good	Medium	Bad	Very bad
- Price	Very good	Good	Medium	Bad	Very bad
- Easiness to send mails	Very good	Good	Medium	Bad	Very bad
- Easiness to receive mails	Very good	Good	Medium	Bad	Very bad

6. Please tell us your future needs of using the following services provided by MPC. Please check appropriate boxes.

(1) Which of the following documents and/or parcels will your company send by using MPC's services?	
Contract/Agreement Invoice Subscription of Newspapers/Magazines	Commercial Products Marketing materials (direct mails) Others (please list) * *
(2) Which of the following financial services of MPC will your company use?	
Paying taxes Receiving/paying payments from or to customers, etc. by using money order	Paying utility bills Others (please list) * *
(3) Which of the following telecommunication services of MPC will your company use?	
Fax Others (please list) * *	E-mail
(4) Which of the following retail services of MPC will your company use?	
Buying postal goods	Buying other goods (please list) * *
(5) What are the other services of MPC will your company use?	
Government services Others (please list) * *	Opening savings account

7. What kinds of new services do you suggest to MPC including mail collection/delivery services, post office new locations, express or slow delivery service according to tariffs, volume discount services, various types of services (financial, telecommunication, retail, government services), etc?

8. Please tell us any comments to MPC, Government organizations, etc. regarding improvement of postal service in Mongolia. (Ex. staffs and services at post offices, how to send/receive mails, reliability of mail delivery, delivery speed, tariffs, training of staffs, increasing of post office and delivery network, etc.)

9. We will conduct interviews to understand more detail about customers' needs and requirements. Would you be kindly cooperating to such interview?

Yes	No
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Thank you very much for your cooperation.

Figure AP-3 Questionnaire Survey Sheets for Government and International Organizations

Needs Survey of Postal Service Users in Mongolia

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<How to answer>

Please indicate your answers according to the question. Some items in the questionnaire sheet are to choose one or more choices, and others include filling numbers and free comments. Please follow the instruction in each of the question. Please refer to the information of the postal products and services in the attached leaflet.

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Tel: 976-1-312 635

Fax: 976-1-312 608

E-mail: Premier@magicnet.mn

1. Please tell us about your organization (Please write or check one box)

Organization Name (official name)			
Your Name and Title	Name:	Title:	
Address			
	Tel:	Fax:	E-mail:

2. Please tell us the current status of using postal services provided by MPC. (Please check one box)

(1) How much money in tugrug does your organization spend in a month for sending mails? (letter, parcel, EMS, etc.)	
100,000 or under	100,001 – 500,000 500,001 – 1,000,000 1,000,001 or more
(2) Do you have staff members in your organization in charge of sending and/or receiving mails by visiting post office, or do you receive collection and/or delivery services from MPC?	
We have staff members of such charges	
Each person visit post office to send or receive mails	
MPC comes to this organization to collect and deliver mails	
MPC comes to this organization to collect mails	
MPC comes to this organization to deliver mails	
Others (Please specify: _____)	
(3) Which of the following documents and/or parcels does your organization send or receive by using MPC's services?	
Official (government related) documents	Contract/Agreement
Invoice	Commercial Products
Subscription of Newspapers/Magazines	Others (please list)
	*
	*
(4) Which of the following financial services of MPC does your organization use?	
Paying taxes	Paying utility bills
Receiving/paying payments from or to customers, etc. by using money order	Others (please list)
	*
	*

(5) Which of the following telecommunication services of MPC does your organization use?	
Fax Others (please list) * *	E-mail
(6) Which of the following retail services of MPC does your organization use?	
Buying postal goods	Buying other goods (please list) * *
(7) What are the other services of MPC does your organization use?	
Government services	Others (please list) * *

3. What is your image of mail service of MPC? Please choose one from five ranks.

- Quality	Very good	Good	Medium	Bad	Very bad
- Speed	Very good	Good	Medium	Bad	Very bad
- Price	Very good	Good	Medium	Bad	Very bad
- Easiness to send mails	Very good	Good	Medium	Bad	Very bad
- Easiness to receive mails	Very good	Good	Medium	Bad	Very bad

4. What is your image or opinion about services other than mail service of MPC? Please write your comments. (Ex. staffs and services at post office for such as financial, telecom, retail, government services, etc.)

5. Please tell us the status of using other companies' services.

(1) Do you use services of the following companies? Please check one or more boxes.					
DHL	Federal Express	TNT	No use of such services		
Others (Please specify: _____)					
(2) If you use such companies' services, what are the reasons? Please give us your comments.					
(3) What is your image of such companies? Please check one box from five ranks of each category.					
- Quality	Very good	Good	Medium	Bad	Very bad
- Speed	Very good	Good	Medium	Bad	Very bad
- Price	Very good	Good	Medium	Bad	Very bad
- Easiness to send mails	Very good	Good	Medium	Bad	Very bad
- Easiness to receive mails	Very good	Good	Medium	Bad	Very bad

6. Please tell us your future needs of using the following services provided by MPC. Please check appropriate boxes.

(1) Which of the following documents and/or parcels will your organization send or receive by using MPC's services?	
Official (government related) documents Invoice Subscription of Newspapers/Magazines	Contract/Agreement Commercial Products Others (please list) * *
(2) Which of the following financial services of MPC will your organization use?	
Paying taxes Receiving/paying payments from or to customers, etc. by using money order	Paying utility bills Others (please list) * *
(3) Which of the following telecommunication services of MPC will your organization use?	
Fax Others (please list) * *	E-mail
(4) Which of the following retail services of MPC will your organization use?	
Buying postal goods	Buying other goods (please list) * *
(5) What are the other services of MPC will your organization use?	
Government services Others (please list) * *	Opening savings account

7. What kinds of new services do you suggest to MPC including mail collection/delivery services, post office new locations, express or slow delivery service according to tariffs, volume discount services, various types of services (financial, telecommunication, retail, government services), etc?

8. Please tell us any comments to MPC, Government organizations, etc. regarding improvement of postal service in Mongolia. (Ex. staffs and services at post offices, how to send/receive mails, reliability of mail delivery, delivery speed, tariffs, training of staffs, increasing of post office and delivery network, etc.)

9. We will conduct interviews to understand more detail about customers' needs and requirements. Would you be kindly cooperating to such interview?

Yes	No
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Thank you very much for your cooperation.

Needs Survey of Postal Service Users in Mongolia

- Group Interview Questionnaires -

1. Self-introduction of the participants

- (1) Name
- (2) Gender
- (3) Age
- (4) Job
- (5) Hobby

2. Current status of using MPC's and other companies' services

- (1) Do you use MPC's services?(Y/N)
(Ex.) newspaper, letter, parcel, receiving pension, money order, telecom, buying retail products, etc.
 - If yes, what kind of services do you use, for what purposes, how to use, and how often?
 - Please tell us exactly how to send/receive mails.
 - Do you go to post offices? (if yes, how often, for what purposes)
 - Do you have other ways to send/receive mails, or use other services of MPC?
 - If no, why?
- (2) What kind of image do you have about MPC's services? (Contents of Services, Speed, Quality, Price, Easiness to send/receive, Kindness of staffs, etc.)
- (3) Do you use other services such as DHL, Federal Express, TNT, etc, or do you ask your friends, etc. to send or receive mails?
 - If yes, what kind of services, for what purposes, how to use, and how often?
 - If compared with services of MPC, what kind of image do you have to those companies' services? (Contents of Services, Speed, Quality, Price, Easiness to send/receive, Kindness of staffs, etc.)
 - If you have been asking your friends, etc. to send or to receive mails, what are the necessary conditions to use MPC's services?

- (4) Any problem and complaint about the current services by type which are provided by MPC
 - Details of problems and complaints as well as suggestions for improvement. (staffs and services at post offices, reliability of mail delivery, how to send/receive mails, address and postal code system, home/office delivery service, tariffs, delivery speed vs price, services in post offices, use of new technologies such as E-mail, increasing of post office and delivery network, etc.)

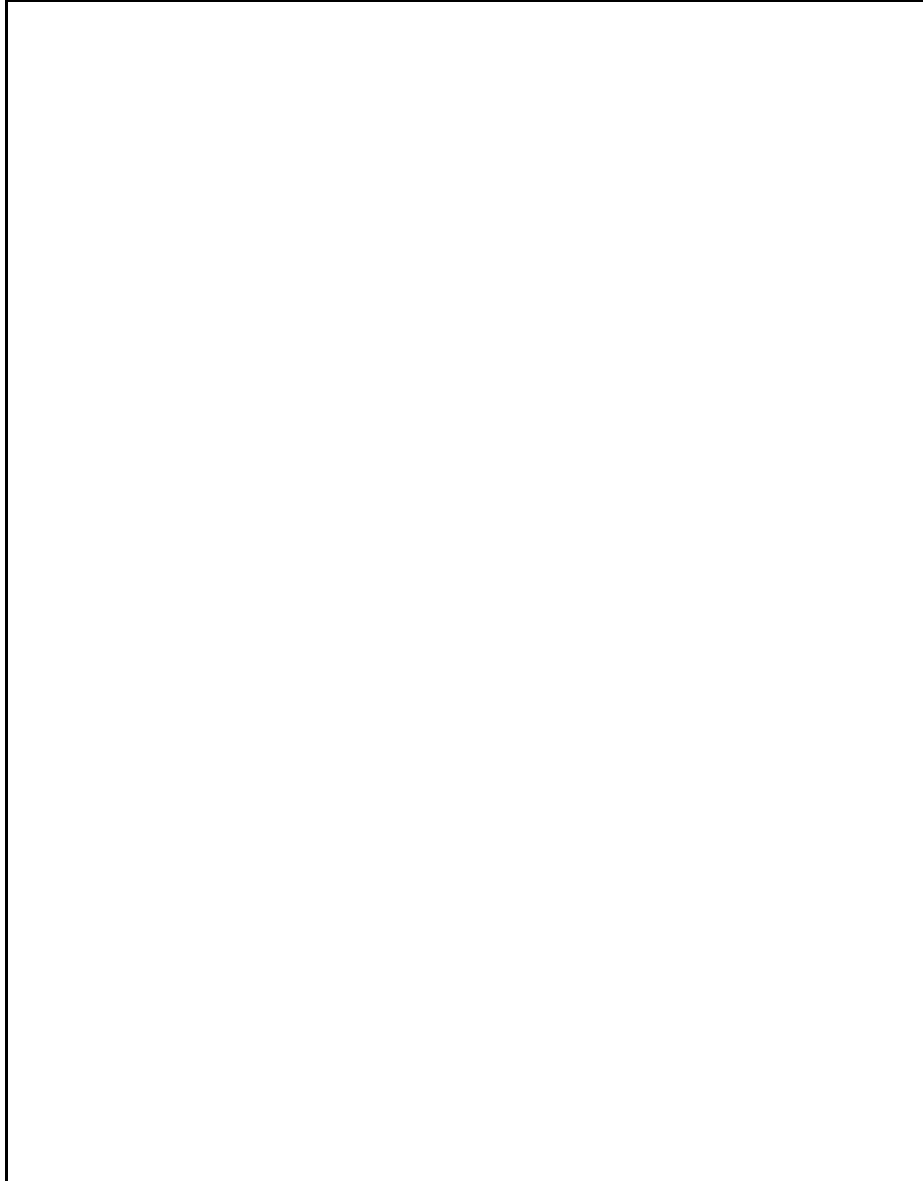
3. Needs for various types of new services of MPC

- (1) What kind of new services of MPC are you interested in? Please pick-up items of services you want to use and tell us exactly what are the conditions for you to use them.(price, pickup/delivery service, speed of delivery, etc.)

Scope of Services of MPC (Examples)

(a) Mail services		(b) Financial services	
- Letters	- Parcels	- Receiving pensions	- Receiving civil servants' wages
- Registered mail	- EMS	- Paying taxes	- Paying utility bills
- Insured mail for lost, damaged or delayed	- Subscription of newspapers/ magazines	- Money order	- Buying life insurance
- Mail pick-up or delivery at your home or office	- Mailbox in the post office		
(c) Telecom services		(d) Retail services	
- Fax	- E-mail	- Postal goods (envelope, stamp, postcard, etc.)	- Stationary (notebook, pen, computer, etc.)
- Internet		- Medicine	- Newspapers/ magazines
		- Books	- Other goods for daily life
(e) New services			
- Mail order services	- Business center services (Computer, E-mail, Fax, Copy, etc.)	- Administrative services of government	- Opening savings account

(2) Do you have any other products and services in mind which are desirable to be provided in post offices or delivered to your home or office?



(3) Do you have any opinions or ideas from the following view points?

(a) How can MPC improve it 's services and what can government do?

(b) How can MPC fulfill your needs in daily life?

(ex.) communication (mail, telecom), financial, shopping, studying, business, etc.

(c) How can MPC make your life more convenient and enjoyable?

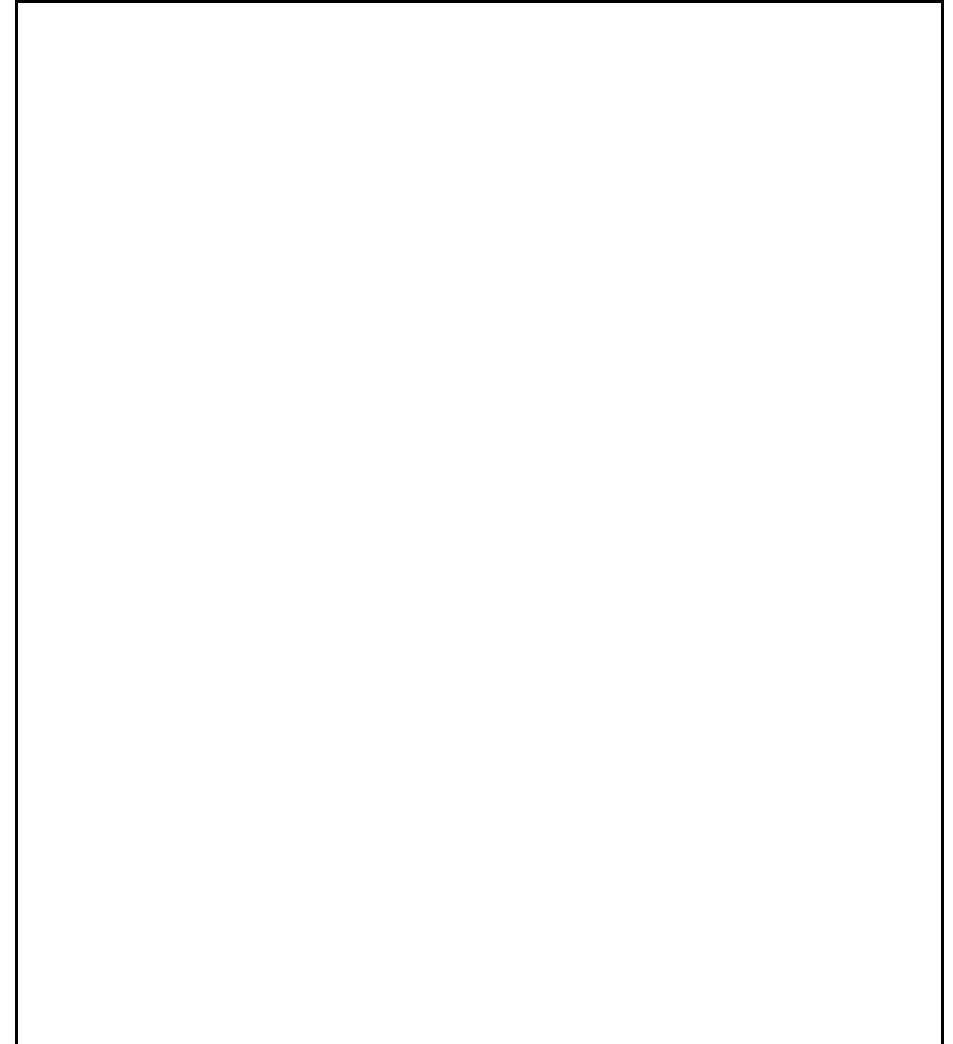


Figure AP-5 Interview Sheets for Private and Public Companies

Needs Survey of Postal Service Users in Mongolia

- Company's Interview Questionnaires -

1. Abstract of the company and interviewees

- (1) Name of the company
- (2) Name, title, department of the persons (interviewees)
 - * Please specify if the person can tell about all company or his/her department, etc.
- (3) Line of business, contents of services

2. Current status of using MPC's and other companies' services

- (1) Does your company use MPC's services?(Y/N)
 - (Ex.) Subscription of newspapers/magazines, letter, parcel, EMS, money order, telecom, etc.
 - If yes, how often and how much volume (or money) per month do you use by type of service.
 - Please tell us exactly how to send/receive mails, or to use other MPC's services.
 - What do you send? (Contract/Agreement, Invoice, Commercial products, Marketing materials(direct mails), publications, etc.)
 - Does MPC people come to your company to pick-up or deliver mails?
 - Does your company go to post offices? (if yes, who, how often, for what services/purposes)
 - If no, why, and is there any possibility to use MPC's services?
- (2) What kind of image do you have about MPC's services? (Contents of Services, Speed, Quality, Price, Easiness to send/receive, Kindness of staffs, etc.)
- (3) Do you use other services such as DHL, Federal Express, TNT, etc. to send or receive mails?
 - If yes, what kinds of services, for what purposes, how to use, and how often, how much volume?
 - If compared with services of MPC, what kind of image do you have to those companies' services? (Contents of Services, Speed, Quality, Price, Easiness to send/receive, Kindness of staffs, etc.)

- (4) Any problem and complaint about the current services by type which are provided by MPC
 - Details of problems and complaints as well as suggestions for improvement. (staffs and services at post offices, reliability of mail delivery, how to send/receive mails, address and postal code system, pick-up service, delivery service, tariffs, delivery speed vs price, services in post offices, use of new technologies such as E-mail, increasing of post office and delivery network, etc.)

3. Needs for various types of new services of MPC

- (1) What kind of new services of MPC are you interested in? Please pick-up Items of services you want to use and tell us exactly what are the conditions for you to use them. (price, pickup/delivery service, speed of delivery, marketing, etc.)

Scope of Services of MPC (Examples)

(a) Mail services		(b) Financial services	
- Letters	- Parcels	- Receiving pensions	- Receiving civil servants' wages
- Registered mail	- EMS	- Paying taxes	- Paying utility bills
- Insured mail for lost, damaged or delayed	- Subscription of newspapers/magazines	- Money order	- Buying life insurance
- Mail pick-up or delivery at your office	- Mailbox in the post office		
- Volume discount service			
(c) Telecom services		(d) Retail services	
- Fax	- E-mail	- Postal goods (envelope, stamp, postcard, etc.)	- Stationary (notebook, pen, computer, etc.)
- Internet		- Medicine	- Newspapers/ magazines
		- Books	- Other goods for daily life
(e) New services			
- Mail order services	- Business center services (Computer, E-mail, Fax, Copy, etc.)	- Administrative services of government	- Opening savings account

(2) Do you have any other products and services in mind which are desirable to be provided in post offices or delivered to your office?

(3) Do you have any opinions or ideas from the following view points?

(a) How can MPC improve its services and what can government do?

(b) How can MPC fulfill your company's needs?

(ex.) communication (mail, telecom), financial, business support, retail, etc.

Figure AP-6 Interview Sheets for Government and International Organizations

Needs Survey of Postal Service Users in Mongolia

- Government and International Organization's Interview Questionnaires -

1. Abstract of the organization and interviewees

- (1) Name of the organization
- (2) Name, title, department of the persons (interviewees)
 - * Please specify if the person can tell about all organization or his/her department, etc.
- (3) Contents of services

2. Current status of using MPC's and other companies' services

- (1) Does your organization use MPC's services?(Y/N)
 - (Ex.) Subscription of newspapers/magazines, letter, parcel, EMS, money order, telecom, etc.
 - If yes, how often and how much volume (or money) per month do you use by type of service.
 - Please tell us exactly how to send/receive mails, or to use other MPC's services.
 - What do you send? (official documents, contract/agreement, invoice, publications, etc.)
 - Does MPC people come to your organization to pick-up or deliver mails?
 - Does your organization go to post offices?
 - (if yes, who, how often, for what services/purposes)
 - If no, why, and is there any possibility to use MPC's services?
- (2) What kind of image do you have about MPC's services? (Contents of Services, Speed, Quality, Price, Easiness to send/receive, Kindness of staffs, etc.)
- (3) Do you use other services such as DHL, Federal Express, TNT, etc. to send or receive mails?
 - If yes, what kinds of services, for what purposes, how to use, and how often, how much volume?
 - If compared with services of MPC, what kind of image do you have to those companies' services? (Contents of Services, Speed, Quality, Price, Easiness to send/receive, Kindness of staffs, etc.)

- (4) Any problem and complaint about the current services by type which are provided by MPC
 - Details of problems and complaints as well as suggestions for improvement. (staffs and services at post offices, reliability of mail delivery, how to send/receive mails, address and postal code system, pick-up service, delivery service, tariffs, delivery speed vs price, services in post offices, use of new technologies such as E-mail, increasing of post office and delivery network, etc.)

3. Needs for various types of new services of MPC

- (1) What kind of new services of MPC are you interested in? Please pick-up items of services you want to use and tell us exactly what are the conditions for you to use them. (price, pickup/delivery service, speed of delivery, marketing, etc.)

Scope of Services of MPC (Examples)

(a) Mail services		(b) Financial services	
- Letters	- Parcels	- Receiving pensions	- Receiving civil servants' wages
- Registered mail	- EMS	- Paying taxes	- Paying utility bills
- Insured mail for lost, damaged or delayed	- Subscription of newspapers/magazines	- Money order	- Buying life insurance
- Mail pick-up or delivery at your office	- Mailbox in the post office		
- Volume discount service			
(c) Telecom services		(d) Retail services	
- Fax	- E-mail	- Postal goods (envelope, stamp, postcard, etc.)	- Stationary (notebook, pen, computer, etc.)
- Internet		- Medicine	- Newspapers/ magazines
		- Books	- Other goods for daily life
(e) New services			
- Mail order services	- Business center services (Computer, E-mail, Fax, Copy, etc.)	- Administrative services of government	- Opening savings account

(2) Do you have any other products and services in mind which are desirable to be provided in post offices or delivered to your office?

(3) Do you have any opinions or ideas from the following view points?

(a) How can MPC improve its services and what can government do?

(b) How can MPC fulfill your organization's needs?

(ex.) communication (mail, telecom), financial, business support, retail, etc.

Table AP-7 Outline of Group Interviewees of Individuals

Group	Code	Gender	Age	Job	Hobby
1	I-P-01 UB	Male	56	Governor, Bayanhoshuu sub-district	Horses
	I-P-02 UB	Male	83	Pensioner, Bayanhoshuu micro-district	To read newspapers
	I-P-03 UB	Male	72	Pensioner, Bayanhoshuu micro-district	To read newspapers
	I-P-04 UB	Male	75	Pensioner, Bayanhoshuu micro-district	To read newspapers
2	I-P-05 UB	Female	19	Student, State University	Computer, music
	I-P-06 UB	Female	20	Student, Law school	Read
	I-P-07 UB	Male	65	Scientific researcher	To promote new scientific research and ideas
	I-P-08 UB	Male	57	Scientific researcher, Human Research National Center	To read biographies of talented people, to collect stamps, legends and geographical names
3	I-P-09 UB	Male	60	Manager, Flour Mill	Chess
	I-P-10 UB	Male	27	Teacher, Technical University	Scientific research
4	I-P-11 UB	Female	36	Housewife	To go to countryside
	I-P-12 DA	Female	19	Student	Read books
	I-P-13 DA	Male	43	Army unit commander	Hunting
	I-P-14 DA	Male	60	Pensioner	Wrestling sport
	I-P-15 DA	Female	38	Housewife	Sewing and knitting
5	I-P-16 DA	Male	63	Pensioner	Chess
	I-P-17 ER	Male	50	Teacher	N/C
	I-P-18 ER	Male	25	Police officer	Sociology and history
	I-P-19 ER	Male	55	Pensioner	N/C
	I-P-20 ER	Male	30	Engineer, Copper mine	Music
6	I-P-21 ER	Female	26	Teacher	Tourism, foreign relations
	I-P-22 SL	Female	45	Librarian	N/C
	I-P-23 SL	Male	40	General director, Hatangol Holding	N/C
	I-P-24 SL	Male	36	Unemployed	Sport
7	I-P-25 SL	Male	70	Pensioner	Read newspapers
	I-P-26 DG	Male	33	Unemployed	N/C
	I-P-27 DG	Female	39	N/C	N/C
8	I-P-28 DG	Male	30-35	N/C	N/C
	I-P-29 UM	Male	51	Real estate registry bureau	Sport (basketball, handball)
	I-P-30 UM	Female	27	Political officer, MSDP	Listen music
	I-P-31 UM	Male	37	Police	Sport
9	I-P-32 HU	Male	55	Teacher	Read newspapers, books
	I-P-33 HU	Male	46	Accountant	Creative work
	I-P-34 HU	Female	22	Unemployed	Music
	I-P-35 HU	Female	34	Unemployed	N/C
	I-P-36 HU	Female	54	Red Cross employee	N/C
10	I-P-37 HU	Male	25	Economist	Football
	I-P-38 ZA	Male	45	Physician	N/C
	I-P-39 ZA	Male	39	Driver	N/C
	I-P-40 ZA	Male	49	Herder	N/C
	I-P-41 ZA	Female	20	Unemployed	N/C
11	I-P-42 ZA	Female	36	Unemployed	Basketball
	I-P-43 BU	Male	52	Sole entrepreneurship	Drive car
	I-P-44 BU	Male	58	Inspector, Governor's office	Bicycle riding, hiking, stamp collection
	I-P-45 BU	Female	47	Drug store	Interested in drug store business
12	I-P-46 BU	Male	39	Officer, Governor's office	Tourism, fishing
	I-P-47 DN	Female	32	Librarian	N/C
	I-P-48 DN	Female	34	Teacher	N/C
	I-P-49 DN	Male	34	Unemployed	N/C
	I-P-50 DN	Female	22	Student	N/C

Source) JICA Study Team

Table AP-8 Outline of Interviewees of Companies

Code	Name of company	Line of business, Contents of services
I- C-01 UB	Today-Express	Express
I- C-02 UB	DHL	International express mail delivery around the world
I- C-03 UB	BSB Co.ltd	Sale of home electric appliances, computers, computer training, repairing of the above, catering
I- C-04 UB	Konica (GAG Co.ltd)	Film processing, developing and printing
I- C-05 UB	NIC Co.ltd	Petroleum product import and distribution
I- C-06 UB	Golomt Bank	Banking and financial services
I- C-07 DA	Gan-Oldoh Co.Ltd	Trade and catering
I- C-08 DA	Audit Munh-Audit Co.Ltd	Auditing services
I- C-09 ER	Golomt bank branch	Banking and financial services
I- C-10 ER	Ecod Co.Ltd	Manufacture and trade
I- C-11 SL	Flour and Fodder Co.Ltd	Manufacture and trade
I- C-12 SL	Development Golden Foundation	Financial services for small businessess
I- C-13 SL	Standartization and Measurement center	Enforcement and control of standards and measurement regulations
I- C-14 DG	Trade and Development Bank branch	Banking and financial services
I- C-15 DG	NIC Co.Ltd branch	Import and distribution of petroleum products
I- C-16 UM	Agriculture Bank branch	Banking and financial services
I- C-17 UM	BayanUul Co.Ltd	Trade, catering, construction and services
I- C-18 HU	Agriculture agency	Agriculture production and trade
I- C-19 HU	Songolt Co.Ltd	Trade and services
I- C-20 HU	Agriculture Bank	Banking and financial services
I- C-21 HU	Tusgal-Gangar Co.Ltd (Konica photo	Photo services
I- C-22 HU	Konica photo services branch	Photo services
I- C-23 ZA	Communication office	Telephone services
I- C-24 ZA	Erdeniin Orgil Co.Ltd	Wholesale and foodstuff trade
I- C-25 ZA	MTC	Telecommunication services
I- C-26 BU	Bayn-Com-Hash Co.Ltd	Foreign and domestic trade
I- C-27 BU	Altai Tour Co.Ltd	Tourism
I- C-28 BU	Achit Alhaby Co.Ltd	Trade and services
I- C-29 DN	Dornod Guril Co.Ltd	Flour mill and trade
I- C-30 DN	To-Van Co.Ltd	Hotel, tourism, services

Source) JICA Study Team

Table AP-9 Outline of Interviewees of Institutions

Code	Name of organization	Line of business, Contents of services
I- G-01 UB	UNDP	UNDP activities in Mongolia
I- G-02 UB	World Bank	World bank representative office in Mongolia
I- G-03 UB	Tax General Department	Tax policy enforcement in Mongolia
I- G-04 UB	Meteriological Research Department	Nationwide weather forecast
I- G-05 UB	Police General Department	Enforcement of law and order
I- G-06 UB	Ministry of Defence	Defence
I- G-07 UB	Government Chancery	Government, President's administration, Parliament
I- G-08 DA	Darhan city Governor's office	Local government management
I- G-09 DA	Darhan city Control and Inspection Unit	Control
I- G-10 ER	Secondary school No.1	Education
I- G-11 ER	Governor' office	Local governance
I- G-12 SL	Governor' office	Local governance
I- G-13 SL	Social insurance division	Social insurance
I- G-14 SL	Secondary school No.1	Education
I- G-15 DG	Prosecutor's office	Law enforcement
I- G-16 DG	Court	Law enforcement
I- G-17 UM	Court	Law enforcement
I- G-18 UM	Aimag Governor's administration	Local governance
I- G-19 HU	Government control unit	Control of law enforcement in government agencies
I- G-20 HU	Aimag Governor's administration	Local governance
I- G-21 HU	Health center	Implementation of project
I- G-22 HU	Meteriological Research center	Weather forecast
I- G-23 ZA	Aimag Governor's office	Local governance
I- G-24 ZA	Court	Law enforcement
I- G-25 ZA	Red Cross	Humanitarian aid
I- G-26 ZA	Meteriological research center	Weather forecast
I- G-27 BU	Aimag Governor's office	Local governance
I- G-28 BU	Police department	Law enforcement
I- G-29 DN	Aimag Governor's office	Local governance
I- G-30 DN	Tax office	Tax collection

Source) JICA Study Team

Table AP-10 Outline of Post Offices in Western Countries

	United States	Canada	United Kingdom	France	Germany	Netherlands
Operator	United States Postal Service	Canada Post Corporation	Post Office Counters Ltd.	La Poste	Deutsche Post AG	Post Kantoren BV
Type of management	An independent institution; one of the institutions of the federal government	A public (crown) corporation	A wholly-owned subsidiary of a public corporation	A public entity (independent corporation)	A wholly government-owned special corporation	A private firm
Overall trends in post offices						
Types and number of counter service locations	<ul style="list-style-type: none"> * 38,159 locations (directly operated and contracted) as of 1998 * Many post offices are running at a deficit but cannot easily be closed, due to opposition in the union and community. 	<ul style="list-style-type: none"> * 18,600 locations, which are known as retail outlets. Of this total, 78 percent are operated by private firms. * Canada Post regards itself as, in effect, the only postal entity applying a franchise system. 	<ul style="list-style-type: none"> * Post offices are classified in terms of both scale and service. * They total about 19,000. * Directly operated locations number about 600 but are on the decrease * POCL is following a policy for strategic development based on a division of customer channels into four groups. 	<ul style="list-style-type: none"> * 17,000 locations, consisting of 14,000 post offices and 3,000 branches * Division into three categories: small, medium, and large * Full services are available at 9,825. 	<ul style="list-style-type: none"> * Directly operated locations: conventional post offices, McPaper * Contracted: partners and agencies * Locations with a high volume of transactions are positioned as centers and given a fuller line of facilities and services 	<ul style="list-style-type: none"> * Post offices are called "outlets." * 2,577 locations * Consisting of directly operated post offices, franchise post offices, agencies, agencies with a limited service scope, and Bruna book store
Distribution of post offices in urban and suburban/rural areas	<ul style="list-style-type: none"> * Many post offices are located in rural areas. 	<ul style="list-style-type: none"> * The country (excluding the northern territory) is divided into four areas for management 	<ul style="list-style-type: none"> * About 9,000 in urban areas and 9,000 in rural areas * More than 90 percent of the population live no further than one mile away from a post office. 	<ul style="list-style-type: none"> * Uncertain 	<ul style="list-style-type: none"> * Agencies are generally located in rural areas. 	<ul style="list-style-type: none"> * Locations are established on the basis of a division of the country into 80 areas. * On the average, there is one location for every 10,000 of population.
Counter services						
Contents of Service	<ul style="list-style-type: none"> * Post offices cannot provide services that are not mail-related by regulations. * Basically, the same services are available at all post offices (except that some provide additional services such as issuance of passports). * The main types of counter service are sales of mail-related goods, money order service, and PO box service. * Some 65 percent of the customers make use of full-service counters at post offices. 	<ul style="list-style-type: none"> * Full services are available at counters. * The main types of counter service are postal services, financial (remittance) services, and sales of goods. * Insurance is sold on consignment from insurance companies. 	<ul style="list-style-type: none"> * The main types of counter service are postal services, bill payment, banking, pension payment, licensing, savings/investment, issuance of passports, and travel service. * Sales of mail-related goods and stationery items. 	<ul style="list-style-type: none"> * Provision of all sorts of postal and financial services * Some post offices offer "cyber post" services via Internet terminals and Turkish-French interpretation services. * La Poste is eagerly promoting sales of mail-related goods. 	<ul style="list-style-type: none"> * Provision of all sorts of postal and financial services * Full services are available at each type of post office. * Comparatively large post offices also display and sell the products of Deutsche Telecom. * Sales of mail-related goods and stationery items 	<ul style="list-style-type: none"> * Provision of all sorts of postal and financial services * Display and sales of the telecommunications products of kpn telecom * Provision of travel-related services (including travel insurance) * Sales of mail-related goods and stationery items

Table AP-10 Outline of Post Offices in Western Countries (Cont' d)

	United States	Canada	United Kingdom	France	Germany	Netherlands
Postal services						
Financial services	×					
Insurance	×				×	
Sign	* Unified standard	* Unified (including franchise locations)	* Unified; franchise locations may not have a sign over the entrance, in some cases.	* Blue letters on a yellow ground mean the standard; the two colors are used not only on signs but also machinery, counters, and other locations.	* The key color is yellow. * The symbol colors are yellow for postal services and blue for financial services.	* Standardization of the Postkantoor logo * Standard colors: red for postal services, blue for financial services, yellow for travel services, and green for telecom services
Business hours	* Attempts are made to adapt business hours to the needs of customers at the post office. * Several post offices are open 24 hours. * Hours for PO boxes, postal stores, and passport offices are different from those for counter services.	* Fairly flexible	* Business hours are expanding due to the increase in the number of franchise post offices.	* The central post office in Paris is open 24 hours.	* In the process of expansion * The extended total of business hours has not changed much in spite of the decrease in the number of locations into half.	* Business hours are expanding among stores in general, and studies are under way about whether post offices should follow this trend.

Source) JICA Study Team

Note: :Available :Available as contracted service × : Not available

Table AP-11 Classifications of Mails in Other Countries

	Japan	United Kingdom	Germany	France	United States
Operator	Ministry of Posts and Telecommunications	Royal Mail, Parcel Force	Deutsche Post AG	La Poste	United States Postal Service
Ordinary	1) First class 2) Second class	1) First class 2) Second class	1) letter 2) Infopost (DM)	1) Letter 2) Postcard 3) Ecopli 4) Post impact 5) Post response 6) Catalogue	1) First class mail 2) Standard mail (A) 3) Periodicals
Other	1) Third class 2) Fourth class	1) Recorded plus First class postage 2) Recorded plus Second class postage 3) Special Delivery 4) Registered 5) Registered Plus with up to £ 1,500 compensation 6) Registered Plus with up to £ 2,200 compensation	1) Infobrief 2) Book 3) Commercial sample 4) Teleletter <Additional services> 5) Registered mail 6) Certified/cash letter 7) Designated recipient 8) Confirmation of receipt 9) Cash on delivery	1) Newspaper and periodicals 2) Music publication (recorded mail item) <Additional services> 3) Registered mail 4) Insured mail 5) Notification of receipt 6) Express mail 7) Chronopost 8) Post contact 9) Same-day delivery in the same service area 10) Electronic mail	1) Express mail 2) Priority mail <Additional services> 3) Registered mail 4) Certified mail 5) Insured mail 6) Cash on delivery 7) Special delivery
Parcels	1) General postal parcel 2) Pamphlet postal parcel	1) Parcelforce Standard	1) Infopost Schwer (Parcel)	1) Paquets-poste et collissimo (paquets-poste et collissimo)	1) Standard mail (B)
Other	1) Parcel containing Braille material 2) Parcel containing material for the hearing impaired	1) Parcelforce Timed Service 2) Parcelforce 24 3) Parcelforce 48 4) Parcelforce 72 5) Parcelforce Servicemaster 6) Guaranteed pallet Service	1) Counter Parcel 2) Big Packet 3) Small Packet 4) Bicycle	1) Special postal packet for books (or records) * Weight: 5 - 25 kg	

Source) JICA Study Team

Note: : Available : Available as contracted service × : Not available

Table AP-12 Scope of Monopolization and Perspectives on the Setting of Postal Rates in Western Countries

	United Kingdom	Germany	France	United States
Scope of monopolization	* Monopolization of letter (by law)	* Monopolization of letter and addressed catalogue that weigh no more than 200 gram and have a postage of no more than five times as much as the lightest letter class (by law; provisional regulation until the end of 2002). * Licensing system for letters weighing no more than 1,000 g (by law)	* Letter, document, and packets weighing no more than 1 kg (by law)	* Monopolization of letter services (by law)
Perspectives on setting of postal rates	* In Royal Mail, rates are set so that postal income meets the total costs of the public corporation. Efforts are being made to implement cost control through activity-based costing (ABC), and this point to a trend toward balanced finances in each service.	* Rates are set so that the total income from postal services meets the total cost. * For the future, there is an aim to set rates enabling balanced finances in each service.	* Rates for the services monopolized by La Poste are the subject of plans lasting a few years. * The contents of these plans are incorporated into planning agreements for determination of basic policy on rates and the method of setting them. If there is a gap between the actual values and forecast values for the general economic situation applied in the preparation of the multiyear planning agreement, a change can be made in the phased schedule for implementation of the rate adjustment contained in the agreement.	* Rates are set so that there is a basic balance between the sum total of the projected income and subsidies for the postal service on the one hand and the total projected costs on the other. * In each category of mail, rate revenue must cover costs; calculations are made of the cost coverage rate in each category (see the documentation provided by the PRC).

Source) JICA Study Team