

JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)
MINISTRY OF INFRASTRUCTURE MONGOLIA*
MONGOL POST COMPANY

**THE STUDY
ON
THE POSTAL SERVICE IMPROVEMENT PLAN
IN
MONGOLIA**

**FINAL REPORT
[DATA]**

March, 2001

NOMURA RESEARCH INSTITUTE, LTD.

PADECO CO., LTD.

*Due to a change of national organization in August 2000, the former Ministry of Industry and Development was replaced by the Ministry of Infrastructure.

Referential Exchange Rate (Monthly Average in November 2000)

One US Dollar = 109.95 Japanese Yen = 1,040 Tugrik

Sources: Bank of Tokyo-Mitsubishi (for USD – Yen conversion)

Trade and Development Bank of Mongolia (for USD – Tugrik conversion)

CONTENTS

INTRODUCTION ABOUT THE DRAFT FINAL REPORT

1. OUTLINE OF THE DATA COMPOSED.....	1-1
2. RESULTS OF THE QUESTIONNAIRE SURVEY.....	2-1
2.1. QUESTIONNAIRE SURVEY RESULTS OF INDIVIDUALS.....	2-1
2.2. QUESTIONNAIRE SURVEY RESULTS OF COMPANIES	2-10
2.3. QUESTIONNAIRE SURVEY RESULTS OF GOVERNMENT AND INTERNATIONAL ORGANIZATIONS.....	2-15
3. RESULTS OF THE INTERVIEW SURVEYS.....	3-1
3.1. GROUP INTERVIEW SURVEY RESULTS OF INDIVIDUALS.....	3-1
3.2. INTERVIEW SURVEY RESULTS OF COMPANIES	3-52
3.3. INTERVIEW SURVEY RESULTS OF GOVERNMENT AND INTERNATIONAL ORGANIZATIONS	3-82

1. Outline of the data composed

JICA Study Team conducted customers' needs surveys in Mongolia which outline and methodologies are explained in the chapter 3 of the "Supporting" material. The following is the data according to the type of the targets and methodologies.

(1) Targets:

- 1) Individuals (General Public and Consumers)
- 2) Companies (Private and Public)
- 3) Government and International Organizations

(2) Methodologies:

- 1) Questionnaire survey
- 2) Interview Survey

In the following sections, statistics and hot voices of customers' survey are summarized. It is advised to refer to the "Supporting" for information of survey items (questionnaire sheets).

2. Results of the Questionnaire Survey

In this chapter, statistics of customers' needs by target are summarized from the questionnaire surveys. Survey items can be referred to the questionnaire survey sheets in the "Supporting" materials.

2.1. Questionnaire Survey Results of Individuals

1. Please tell us about yourself

Location

	Number	Share N=1,000
Selenge	43	4.3
Dornogobi	31	3.1
Umnugobi	33	3.3
Huvsgul	63	6.3
Zavhan	65	6.5
Bayan-Ulgii	31	3.1
Dornod	32	3.2
Ulaanbaatar	514	51.4
Darhan	89	8.9
Erdenet	91	9.1
Unknown	8	0.8
No Answer	0	0.0
Total	1,000	100.0

Gender

	Number	Share N=1,000
Male	439	43.9
Female	518	51.8
No Answer	43	4.3
Total	1,000	100.0

Age

	Number	Share N=1,000
15 or younger	3	0.3
16-20	123	12.3
21-30	298	29.8
31-40	265	26.5
41-50	156	15.6
51-60	86	8.6
61 or elder	58	5.8
No Answer	11	1.1
Total	1,000	100.0

School Carrier

	Number	Share N=1,000
Primary school	7	0.7
Secondary school	339	33.9
University/College	578	57.8
Others	53	5.3
No Answer	23	2.3
Total	1,000	100.0

Occupation

	Number	Share N=1,000
Civil servant	382	38.2
Company employee	144	14.4
Company owner	46	4.6
Student	183	18.3
Herdsmen/Nomad	2	0.2
Household	32	3.2
Retired (with pension)	68	6.8
Unemployed (without pension)	67	6.7
Others	60	6.0
No Answer	16	1.6
Total	1,000	100.0

Average monthly income in tugrug

	Number	Share N=1,000
More than 100,000	84	8.4
80,000-99,999	79	7.9
60,000-79,999	130	13.0
40,000-59,999	273	27.3
20,000-39,999	171	17.1
Less than 19,999	32	3.2
No income	181	18.1
No Answer	50	5.0
Total	1,000	100.0

2. Please tell us about your family.

(1) How many members do you have in your family?

	Number	Share N=1,000
1	18	1.8
2	64	6.4
3	208	20.8
4	257	25.7
5	193	19.3
6	122	12.2
7	66	6.6
8	29	2.9
9	8	0.8
10	7	0.7
More than 10	6	0.6
No Answer	22	2.2
Total	1,000	100.0

Average (person)	N=978	4.5
------------------	-------	-----

(2) Do you have family members who work or study in other Aimag/Cities or foreign country?

	Number	Share N=1,000
Ulaanbaatar	237	23.7
Other Aimags	97	9.7
Other Cities	31	3.1
Foreign Countries	157	15.7
No	488	48.8
No Answer	40	4.0
Total	1,050	?

(3) Do you have family member who receive pension?

	Number	Share N=1,000
Yes	316	31.6
No	627	62.7
No Answer	57	5.7
Total	1,000	100.0

(4) How many family members have income including pensions?

	Number	Share N=1,000
1	232	23.2
2	453	45.3
3	110	11.0
4	38	3.8
5	2	0.2
6	3	0.3
7	1	0.1
8	0	0.0
9	0	0.0
10	1	0.1
More than 10	1	0.1
No Answer	159	15.9
Total	1,000	100.0

Average (person)	N=841	2.0
------------------	-------	-----

(5) How much is the total monthly income in your family? (in tugrug)

	Number	Share N=1,000
more than 200,000	83	8.3
160,000-199,999	63	6.3
120,000-159,999	115	11.5
80,000-119,999	269	26.9
40,000-79,999	300	30.0
less than 39,999	115	11.5
No income	28	2.8
No Answer	27	2.7
Total	1,000	100.0

3. Please tell us the current status of using postal services.

(1) How often do you visit post office to use its services?

	Number	Share N=1,000
more than twice a month	541	54.1
once a month	173	17.3
two three times in 6 months	70	7.0
once in 6 months	36	3.6
once a year	15	1.5
very limited	68	6.8
never used	36	3.6
No Answer	61	6.1
Total	1,000	100.0

(2) How often do you use postal services by type?

	Number	Share N=1,000
Sending letters	569	56.9
Receiving letters	486	48.6
Sending parcels	271	27.1
Receiving parcels	266	26.6
Subscribing newspapers/magazines	508	50.8
Buying newspapers/magazines	456	45.6
Others mail services	70	7.0
No Answer	124	12.4
Total	2,750	?

	Number	Share N=1,000
Receiving pensions	92	9.2
Receiving wages	98	9.8
Paying taxes	123	12.3
Paying utility bills	252	25.2
Sending money order	141	14.1
Receiving money order	109	10.9
Buying insurance	113	11.3
Other financial services	41	4.1
No Answer	592	59.2
Total	1,561	?

	Number	Share N=1,000
Using Fax	169	16.9
Using E-mail	83	8.3
Other telecom services	144	14.4
No Answer	699	69.9
Total	1,095	?

	Number	Share N=1,000
Buying postal goods	426	42.6
Buying other goods	36	3.6
No Answer	565	56.5
Total	1,027	?

	Number	Share N=1,000
Others	33	3.3
No Answer	967	96.7
Total	1,000	100.0

(specify the number per year)			Answer	No Answer	average
Average	Sending letters	N=569	515	54	11.3
	Receiving letters	N=486	426	60	12.7
	Sending parcels	N=271	226	45	6.1
	Receiving parcels	N=266	208	58	6.1
	Subscribing newspapers/magazines	N=508	409	99	97.9
	Buying newspapers/magazines	N=456	354	102	26.7
	Others mail services	N=70	48	34	19.6
	Receiving pensions	N=92	57	35	8.9
	Receiving wages	N=98	56	42	11.8
	Paying taxes	N=123	84	39	7.9
	Paying utility bills	N=252	197	55	10.6
	Sending money order	N=141	106	34	5.0
	Receiving money order	N=109	73	36	6.4
	Buying insurance	N=113	77	36	5.6
	Other financial services	N=41	23	24	6.7
	Using Fax	N=169	113	56	12.8
	Using E-mail	N=83	55	28	65.9
	Other telecom services	N=144	105	60	13.3
	Buying postal goods	N=426	361	65	13.9
	Buying other goods	N=36	17	26	6.1
Others	N=33	12	30	21.5	

4. Please tell us how to send and receive mails, if applicable.

(1) How do you send mails?

	Number	Share N=1,000
Sending post offices	684	68.4
Handing to postmen	45	4.5
Handing to people other than MPC	26	2.6
Others	25	2.5
No Answer	220	22.0
Total	1,000	100.0

(2) How do you receive mails?

	Number	Share N=1,000
Receiving at post offices (mail box)	468	46.8
Receiving at post offices (by MPC staff)	118	11.8
Receiving from postmen at home or office	173	17.3
Receiving from people other than MPC	33	3.3
Others	30	3.0
No Answer	178	17.8
Total	1,000	100.0

(3) What is image of mail service of MPC?

			Very good	Good	Medium	Bad	Very bad	No Answer	Total
Number	Quality		177	513	157	21	2	130	1,000
	Speed		150	411	255	49	6	129	1,000
	Price		66	383	309	61	3	178	1,000
	Easiness to send mails		140	482	163	35	5	175	1,000
	Easiness to receive mails		144	456	184	43	6	167	1,000
Share	Quality	N=1,000	17.7	51.3	15.7	2.1	0.2	13.0	100.0
	Speed	N=1,000	15.0	41.1	25.5	4.9	0.6	12.9	100.0
	Price	N=1,000	6.6	38.3	30.9	6.1	0.3	17.8	100.0
	Easiness to send mails	N=1,000	14.0	48.2	16.3	3.5	0.5	17.5	100.0
	Easiness to receive mails	N=1,000	14.4	45.6	18.4	4.3	0.6	16.7	100.0

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

(1) Do you use services of the following companies?

	Number	Share N=1,000
DHL	54	5.4
Federal Express	25	2.5
TNT	10	1.0
No use of such services	639	63.9
Others	16	1.6
No Answer	277	27.7
Total	1,021	?

(3) What is your image of such companies?

			Very good	Good	Medium	Bad	Very bad	No Answer	Total
Number	Quality		33	34	4	0	0	13	84
	Speed		27	35	8	1	0	13	84
	Price		6	25	30	6	1	16	84
	Easiness to send mails		15	42	10	1	0	16	84
	Easiness to receive mails		16	41	9	1	1	16	84
Share	Quality	N=84	39.3	40.5	4.8	0.0	0.0	15.5	100.0
	Speed	N=84	32.1	41.7	9.5	1.2	0.0	15.5	100.0
	Price	N=84	7.1	29.8	35.7	7.1	1.2	19.0	100.0
	Easiness to send mails	N=84	17.9	50.0	11.9	1.2	0.0	19.0	100.0
	Easiness to receive mails	N=84	19.0	48.8	10.7	1.2	1.2	19.0	100.0

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

	Number	Share N=1,000
Sending letters	590	59.0
Receiving letters	487	48.7
Sending parcels	322	32.2
Receiving parcels	275	27.5
Subscribing newspapers/magazines	638	63.8
Buying newspapers/magazines	421	42.1
Using Mailbox in the post office	425	42.5
Other mail services	31	3.1
No Answer	128	12.8
Total	3,317	?
	Number	Share N=1,000
Receiving pensions	113	11.3
Receiving wages	91	9.1
Paying taxes	105	10.5
Paying utility bills	266	26.6
Sending money order	182	18.2
Receiving money order	125	12.5
Buying insurance	154	15.4
Other financial services	26	2.6
No Answer	574	57.4
Total	1,636	?

	Number	Share N=1,000
Using Fax	212	21.2
Using E-mail	118	11.8
Other telecom services	151	15.1
No Answer	666	66.6
Total	1,147	?

	Number	Share N=1,000
Buying postal goods	381	38.1
Buying other goods	31	3.1
No Answer	613	61.3
Total	1,025	?

	Number	Share N=1,000
Social welfare services	203	20.3
Opening savings account	33	3.3
Other news services	19	1.9
No Answer	781	78.1
Total	1,036	?

(specify the number per year)			Answer	No Answer	average
Average	Sending letters	N=590	460	129	16.4
	Receiving letters	N=487	359	128	15.1
	Sending parcels	N=322	240	82	6.7
	Receiving parcels	N=275	182	93	7.1
	Subscribing newspapers/magazines	N=638	452	186	40.0
	Buying newspapers/magazines	N=421	294	127	153.0
	Using Mailbox in the post office	N=425	255	170	75.8
	Other mail services	N=31	12	24	13.8
	Receiving pensions	N=113	77	36	10.57
	Receiving wages	N=91	45	46	12.42
	Paying taxes	N=105	63	42	9.97
	Paying utility bills	N=266	195	71	11.57
	Sending money order	N=182	116	66	6.76
	Receivign money order	N=125	76	49	6.85
	Buying insurance	N=154	117	37	4.79
	Other financial services	N=26	10	22	10.20
	Using Fax	N=212	123	89	23.32
	Using E-mail	N=118	60	58	53.46
	Other telecom services	N=151	97	79	23.74
	Buying postal goods	N=381	274	107	20.38
Buying other goods	N=31	14	24	7.86	
Social welfare services	N=203	134	69	16.37	
Opening savings account	N=33	13	20	26.92	
Other news services	N=19	9	18	6.56	

2.2. Questionnaire Survey Results of Companies

1. Please tell us about your company

Location

	Number	Share N=100
Selenge	4	4.0
Dornogobi	3	3.0
Umnugobi	3	3.0
Huvsgul	6	6.0
Zavhan	6	6.0
Bayan-Ulgii	4	4.0
Dornod	3	3.0
Ulaanbaatar	56	56.0
Darhan	7	7.0
Erdenet	8	8.0
No Answer	0	0.0
Total	100	100.0

Type of Company

	Number	Share N=100
Private Company	67	67.0
Public Company	19	19.0
Others	10	10.0
No Answer	4	4.0
Total	100	100.0

Type of Business

	Number	Share N=100
Bank	17	17.0
Other Financial Service	8	8.0
Manufacturing	31	31.0
Trading	38	38.0
Retail	28	28.0
Telecommunication	9	9.0
Transportation/Freight forwarder	5	5.0
Farming	6	6.0
Others	17	17.0
No Answer	2	2.0
Total	161	?

Number of Employees

	Number	Share N=100
30 or under	46	46.0
31-50	11	11.0
51-100	15	15.0
101-200	12	12.0
201-300	4	4.0
301-500	5	5.0
501-1000	1	1.0
1001 or more	4	4.0
No Answer	2	2.0
Total	100	100.0

Sales in 1999

	Number	Share N=100
1,000,000 or under	7	7.0
1,000,001-5,000,000	4	4.0
5,000,001-10,000,000	10	10.0
10,000,001-50,000,000	9	9.0
50,000,001-100,000,000	12	12.0
100,000,001-500,000,000	14	14.0
500,000,001-1,000,000,000	1	1.0
1,000,000,001 or more	13	13.0
No Answer	30	30.0
Total	100	100.0

2. Please tell us the current status of using postal services provided by MPC.

(1) How much money in tugrug does your company spend in a month for sending mails?

	Number	Share N=100
100,000 or under	54	54.0
100,001-500,000	26	26.0
500,001-1,000,000	7	7.0
1,000,001 or more	5	5.0
No Answer	8	8.0
Total	100	100.0

(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?

	Number	Share N=100
We have staff members of such charges	15	15.0
Each person visit post office to send or receive mails	54	54.0
MPC comes to this company to collect and deliver mails	16	16.0
MPC comes to this company to collect mails	12	12.0
MPC comes to this company to deliver mails	2	2.0
Others	8	8.0
No Answer	2	2.0
Total	109	?

(3) Which of the following documents and/or parcels does your company send or receive by using MPC's services?

	Number	Share N=100
Contract/Agreement	22	22.0
Commercial Products	11	11.0
Invoice	36	36.0
Marketing materials (direct mails)	13	13.0
Subscription of Newspapers/Magazines	91	91.0
Others	19	19.0
No Answer	1	1.0
Total	193	?

(4) Which of the following financial services of MPC does your company use?

	Number	Share N=100
Paying taxes	7	7.0
Paying utility bills	11	11.0
Receiving/paying payments from or to customers, etc. by using money order	32	32.0
Others	11	11.0
No Answer	48	48.0
Total	109	?

(5) Which of the following telecommunication service of MPC does your company use?

	Number	Share N=100
Fax	53	53.0
E-mail	20	20.0
Others	18	18.0
No Answer	34	34.0
Total	125	?

(6) Which of the following retail services of MPC does your company use?

	Number	Share N=100
Buying postal goods	56	56.0
Buying other goods	9	9.0
No Answer	38	38.0
Total	103	?

(7) What are the other services of MPC does your company use?

	Number	Share N=100
Government services	15	15.0
Others	11	11.0
No Answer	75	75.0
Total	101	?

3. What is your image about mail service of MPC?

		Very good	Good	Medium	Bad	Very bad	No Answer	Total
Number	Quality	21	55	10	6	0	8	100
	Speed	16	42	29	5	2	6	100
	Price	4	47	40	1	0	8	100
	Easiness to send mails	15	56	20	3	0	6	100
	Easiness to receive mails	19	54	18	4	0	5	100
Share	Quality	N=100 21.0	55.0	10.0	6.0	0.0	8.0	100.0
	Speed	N=100 16.0	42.0	29.0	5.0	2.0	6.0	100.0
	Price	N=100 4.0	47.0	40.0	1.0	0.0	8.0	100.0
	Easiness to send mails	N=100 15.0	56.0	20.0	3.0	0.0	6.0	100.0
	Easiness to receive mails	N=100 19.0	54.0	18.0	4.0	0.0	5.0	100.0

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

(1) Do you use services of the following companies?

	Number	Share N=100
DHL	40	40.0
Federal Express	7	7.0
TNT	8	8.0
No use of such services	42	42.0
Others	4	4.0
No Answer	14	14.0
Total	115	?

(3) What is your image of such companies?

		Very good	Good	Medium	Bad	Very bad	No Answer	Total
Number	Quality	18	22	1	1	0	2	44
	Speed	14	22	3	1	1	3	44
	Price	2	15	20	3	0	4	44
	Easiness to send mails	11	24	4	0	1	4	44
	Easiness to receive mails	12	26	3	0	0	3	44
Share	Quality	N=44 40.9	50.0	2.3	2.3	0.0	4.5	100.0
	Speed	N=44 31.8	50.0	6.8	2.3	2.3	6.8	100.0
	Price	N=44 4.5	34.1	45.5	6.8	0.0	9.1	100.0
	Easiness to send mails	N=44 25.0	54.5	9.1	0.0	2.3	9.1	100.0
	Easiness to receive mails	N=44 27.3	59.1	6.8	0.0	0.0	6.8	100.0

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

(1) Which of the following documents and / or parcels will your company send by using MPC's services?

	Number	Share N=100
Contract/Agreement	26	26.0
Commercial Products	21	21.0
Invoice	33	33.0
Marketing materials (direct mails)	25	25.0
Subscription of Newspapers/Magazines	87	87.0
Others	14	14.0
No Answer	4	4.0
Total	210	?

(2) Which of the following financial services of MPC will your company use?

	Number	Share N=100
Paying taxes	9	9.0
Paying utility bills	11	11.0
Receiving/paying payments from or to customers, etc. by using money order	42	42.0
Others	6	6.0
No Answer	41	41.0
Total	109	?

(3) Which of the following telecommunication services of MPC will your company use?

	Number	Share N=100
Fax	58	58.0
E-mail	28	28.0
Others	12	12.0
No Answer	33	33.0
Total	131	?

(4) Which of the following retail services of MPC will your company use?

	Number	Share N=100
Buying postal goods	60	60.0
Buying other goods	11	11.0
No Answer	35	35.0
Total	106	?

(5) What are the other services of MPC will your company use?

	Number	Share N=100
Government services	16	16.0
Opening savings account	18	18.0
Others	9	9.0
No Answer	62	62.0
Total	105	?

2.3. Questionnaire Survey Results of Government and International Organizations

Location

	Number	Share N=100
Selenge	3	3.0
Dornogobi	2	2.0
Umnugobi	2	2.0
Huvsgul	5	5.0
Zavhan	5	5.0
Bayan-Ulgii	5	5.0
Dornod	4	4.0
Ulaanbaatar	54	54.0
Darhan	9	9.0
Erdenet	11	11.0
No Answer	0	0.0
Total	100	100.0

2. Please tell us the current status of using postal services provided by MPC.

(1) How much money in tugrug does organization spend in a month for sending mails? (letter, parcel, EMS, etc.)

	Number	Share N=100
100,000 or under	55	55.0
100,001-500,000	35	35.0
500,001-1,000,000	4	4.0
1,000,001 or more	2	2.0
No Answer	4	4.0
Total	100	100.0

(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?

	Number	Share N=100
We have staff members of such charges	29	29.0
Each person visit post office to send or receive mails	30	30.0
MPC comes to this company to collect and deliver mails	28	28.0
MPC comes to this company to collect mails	8	8.0
MPC comes to this company to deliver mails	11	11.0
Others	9	9.0
No Answer	3	3.0
Total	118	?

(3) Which of the following documents and / or parcels does your organization send or receive by using MPC's services?

	Number	Share N=100
Official (government related) documents	87	87.0
Contract/Agreement	5	5.0
Invoice	20	20.0
Commercial Products	5	5.0
Subscription of Newspapers/Magazines	91	91.0
Others	14	14.0
No Answer	2	2.0
Total	224	?

(4) Which of the following financial services of MPC does your organization use?

	Number	Share N=100
Paying taxes	8	8.0
Paying utility bills	1	1.0
Receiving/paying payments from or to customers, etc. by using money order	31	31.0
Others	5	5.0
No Answer	60	60.0
Total	105	?

(5) Which of the following telecommunication service of MPC does your organization use?

	Number	Share N=100
Fax	47	47.0
E-mail	14	14.0
Others	14	14.0
No Answer	42	42.0
Total	117	?

(6) Which of the following retail services of MPC does your organization use?

	Number	Share N=100
Buying postal goods	39	39.0
Buying other goods	10	10.0
No Answer	53	53.0
Total	102	?

(7) What are the other services of MPC does your organization use?

	Number	Share N=100
Government services	32	32.0
Others	8	8.0
No Answer	62	62.0
Total	102	?

3. What is your image about mail service of MPC?

		Very good	Good	Medium	Bad	Very bad	No Answer	Total	
Number	Quality	15	66	11	0	0	8	100	
	Speed	8	61	19	3	1	8	100	
	Price	5	40	29	6	0	20	100	
	Easiness to send mails	13	58	16	1	0	12	100	
	Easiness to receive mails	14	60	13	2	0	11	100	
Share	Quality	N=100	15.0	66.0	11.0	0.0	0.0	8.0	100.0
	Speed	N=100	8.0	61.0	19.0	3.0	1.0	8.0	100.0
	Price	N=100	5.0	40.0	29.0	6.0	0.0	20.0	100.0
	Easiness to send mails	N=100	13.0	58.0	16.0	1.0	0.0	12.0	100.0
	Easiness to receive mails	N=100	14.0	60.0	13.0	2.0	0.0	11.0	100.0

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

(1) Do you use services of the following companies? Please check one or more boxes.

	Number	Share N=100
DHL	23	23.0
Federal Express	9	9.0
TNT	9	9.0
No use of such services	47	47.0
Others	2	2.0
No Answer	26	26.0
Total	116	?

(3) What is your image of such companies?

		Very good	Good	Medium	Bad	Very bad	No Answer	Total	
Number	Quality	6	19	0	0	0	2	27	
	Speed	6	14	5	0	0	2	27	
	Price	0	7	11	3	0	6	27	
	Easiness to send mails	3	17	0	2	0	5	27	
	Easiness to receive mails	6	16	1	1	0	3	27	
Share	Quality	N=27	22.2	70.4	0.0	0.0	0.0	7.4	100.0
	Speed	N=27	22.2	51.9	18.5	0.0	0.0	7.4	100.0
	Price	N=27	0.0	25.9	40.7	11.1	0.0	22.2	100.0
	Easiness to send mails	N=27	11.1	63.0	0.0	7.4	0.0	18.5	100.0
	Easiness to receive mails	N=27	22.2	59.3	3.7	3.7	0.0	11.1	100.0

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

(1) Which of the following documents and / or parcels will your organization send or receive by using MPC's services?

	Number	Share N=100
Official (government related) documents	86	86.0
Contract/Agreement	11	11.0
Invoice	20	20.0
Commercial Products	10	10.0
Subscription of Newspapers/Magazines	88	88.0
Others	6	6.0
No Answer	3	3.0
Total	224	?

(2) Which of the following financial services of MPC will your organization use?

	Number	Share N=100
Paying taxes	10	10.0
Paying utility bills	3	3.0
Receiving/paying payments from or to customers, etc. by using money order	29	29.0
Others	2	2.0
No Answer	62	62.0
Total	106	?

(3) Which of the following telecommunication services of MPC will your organization use?

	Number	Share N=100
Fax	49	49.0
E-mail	14	14.0
Others	10	10.0
No Answer	42	42.0
Total	115	?

(4) Which of the following retail services of MPC will your organization use?

	Number	Share N=100
Buying postal goods	39	39.0
Buying other goods	7	7.0
No Answer	57	57.0
Total	103	?

(5) What are the other services of MPC will your organization use?

	Number	Share N=100
Government services	30	30.0
Opening savings account	11	11.0
Others	2	2.0
No Answer	63	63.0
Total	106	?

3. Results of the Interview Surveys

In this chapter, hot voices of customers' needs by target are summarized from the interview surveys. Survey items can be referred to the questionnaire survey sheets in the "Supporting" materials.

3.1. Group Interview Survey Results of Individuals

The following is the interview comments by group interviews of individuals. Total eleven group interviews with fifty people were conducted. Code number such as "I-P-01 UB" shown below correspond to the Table 3-3 of the "Supporting" materials.

(1) Group 1

Four people from Bayan-Hoshuu sub-district (with 10,000 residents) of Songino-Hairhan district, UB within 10 km distance from downtown, participated in this interview. Songino-Hairhan district has around 160,000 people, biggest in Ulaanbaatar city. These people are served by P.O.Branch No.25. This P.O.branch profit is not high. 30% of the revenue comes from telephone services, mainly domestic and city calls. Monthly total turnover of incoming and outgoing mails do not exceed 200 pcs of mail. Staff comprises of 4 people. This branch provides mail delivery and collection services to 20 offices and around 10 homes.

I -P-01 UB

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office branch No. 25 everyday to collect and send our mail (official letters and parcels, subscribed newspapers and magazines, letters from citizens), also use retail service. P.O.Branch No.25 also sends their postman to deliver and collect our mail
- (2) Staff attitude is very nice and friendly. In general, MPC services are good, but sometimes mail delivery speed to aimags and soums are slow. For a local government administration- as ours, postal service prices are a little bit high. There is no problem in sending or receiving mails.
- (3) We do not use DHL, FedEx, TNT,etc., or friends to send or receive official mails.
- (4) Improve building of the P.O.Branch, it has little space for customers, too cramped. There is no privacy for people talking over telephone. Install many pay-phones in our district (esp. in school and hospital). Reduce telecommunication and postal service

charges. Introduce good addressing system and utility bill paying services, where one can pay all utility bills and do not have to go to many different places and lose time, in other words one-point service. Also, business centre will be very handy to customers. In post office branches one can open Computer game service, where children will play and do not hang around in streets. Retail service is also important for people coming to post office. Mail order service can be of help in buying seeds of vegetables in spring. Internet and e-mail service will be vital for ger-district people to open their eyes. In our district there is no telecommunication company service at all. In addition, if possible, open more P.O.Branch units in our district. People who live farther do not have good access to postal services.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at home/office, parcels, subscription of newspapers/magazines, mailbox in p.o.;
 - (b) Fax, internet and e-mail;
 - (c) Receiving pensions, paying taxes, paying utility bills, buying insurances;
 - (d) Postal goods, books, stationery and other goods ;
 - (e) Mail order and business center services, administrative services of government, opening savings account;
-
- (1) Don't know for sure, I' ve told about it above;
 - (2) N/C (No comments);
 - (3)
 - (a) Government should provide vehicles for mail delivery;
 - (b) Install many pay-phones in our district;
 - (c) Improve postal services, One-Stop utility bill payment service.;

1. Status of using MPC's and other companies services

(1) Yes, I visit post office branch No. 25 everyday to collect mail (subscribed newspapers and magazines, sometimes to send and receive letters,), rarely use retail service.

(2) Staff attitude is very good and helpful. I'm satisfied with postal services. Prices are acceptable. There is no problem in sending or receiving mails.

(3) I do not use DHL, FedEx, TNT,etc, I don't know anything about it. Also, I don't ask friends to send or receive mails.

(4) Postal company should compete with individual people who offer telephone services (they rent Mobicom mobile telephone sets) and install pay-phones. Business centre, of course, will help to ease people's daily needs. About mail order service - it should be very fast and prices competitive, otherwise nobody will buy expensive goods, which can be found in city markets at very moderate prices. Internet and e-mail service will be important for younger generation and MPC can open Internet-cafe to attract people. MPC should market and advertise its services. I guess many people do not know about it.

2. Needs for various types of new services of MPC

(a) Letters, mail pick-up/delivery at home/office, parcels, subscription of newspapers/magazines, mailbox in p.o.;

(b) Receiving pensions, paying taxes, money order, paying utility bills, buying insurances;

(c) Internet and e-mail;

(d) Postal goods, books, stationery and other goods ;

(e) Mail order (if fast enough)and business center services, administrative services of government;

(1) Administrative services of government for people's need to save time;

(2) No comments;

(3)

(a) I guess Government should help to improve postal service;

(b) Install many pay-phones in our district;

(c) By better service.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office branch No. 25 everyday to collect mail (subscribed newspapers and magazines), sometimes use retail service.
- (2) Staff attitude is very good. I'm satisfied with postal services and don't have any complaints. Prices are affordable. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT,etc, I don't know anything about it. Also, I don't ask friends to send or receive mails.
- (4) Improve telecommunication services in our district. There is practically no place to talk over telephone except this P.O.Branch. For many years I 'm asking Telecommunication company to provide my house with telephone line, but still unsuccessful. Business centre will be very helpful for us. We will not lose time and money to go downtown to receive services provided by business center. Few people know about what kind of postal services MPC provide. Advertise MPC services by TV, Radio and newspapers. After marketing many people will learn about MPC services and will use their services more.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at home/office, subscription of newspapers/magazines, mailbox in p.o.;
 - (b) Receiving pensions, paying taxes, money order, paying utility bills;
 - (c) Internet;
 - (d) Stationery and other goods;
 - (e) Mail order;
-
- (1) N/C;
 - (2) Improve building and surroundings of this P.O.Branch;
 - (3)
 - (a) I guess Government should allocate money to improve MPC performance;
 - (b) Provide better telecommunication services in our district , such as, pay-phones in public places;
 - (c) N/C.

1. Status of using MPC's and other companies services

(1) Yes, I visit post office branch No. 25 everyday to collect mail (subscribed newspapers), sometimes use retail service.

(2) Staff attitude is good. I'm satisfied with postal services of this branch. Prices are a little bit high. There is no problem in sending or receiving mails.

(3) I do not use DHL, FedEx, TNT,etc, I don't know anything about it. Also, I don't ask friends to send or receive mails.

(4) Improve telecommunication services in our district. Telephone line quality to aimags and soums is bad. Very difficult to hear what is said. Business centre will be very helpful for the residents of our district. Few people know about what kind of postal services MPC provide. Advertise MPC services. Open more P.O. Branch unit in our district to provide postal services closer to customers. Sometimes mail, especially newspapers are delayed from 2 to 5 hours. It would be perfect if mail arrives before 08.30 in the morning.

2. Needs for various types of new services of MPC

(a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/magazines, mailbox in p.o.;

(b) Receiving pensions, paying taxes, paying utility bills;

(c) Internet;

(d) Stationery and other goods ;

(e) Mail order;

(1) N/C;

(2) Improve building and surroundings of this P.O.Branch;

(3)

(a) N/C;

(b) Provide better telecommunication services in our district , such as, pay-phones in public places;

(c) N/C.

(2) Group 2

These five people from UB participated in this interview.

I -P-05 UB

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office branch No.46 practically everyday to collect and send our mail (letters, subscribed newspapers and magazines).
- (2) Staff attitude is acceptable. Sometimes newspapers miss and nobody seems to be responsible for this. I have many pen-friends in USA, Japan and Australia. Mailed letters to these countries reach my friends very slowly. There were instances when letters from my friends in USA and Japan did not arrive to me. Altogether, I did not receive 22 letters. Registered mail is reliable, but prices are high to me.
- (3) I do not use DHL, FedEx, TNT, etc., or friends to send or receive official mails. Improve quality of envelopes, the glue on it is of bad quality. Mail delivery from C.P.O to P.O.Branch No.46 takes sometimes two days. Is there anyway to improve this situation. Business centre will be very helpful for students, but service prices should not be high. Introduce mail order service through Internet in C.P.O.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at home/office, subscription of newspapers/magazines, mailbox in p.o.;
 - (b) Fax, internet and e-mail;
 - (c) N/C;
 - (d) Postal goods, books, stationery and other goods ;
 - (e) Mail order and business center services;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office sometimes to collect mail (subscribed newspapers and magazines, to send and receive letters,), very rarely use retail service.
- (2) Staff attitude is not helpful. I'm not fully satisfied with postal services. Prices are acceptable. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT,etc. Also, I don't ask friends to send or receive mails.
- (4) My brother sent me 200 DM in a letter from Germany and it disappeared. I asked postal staff to help me, but nobody did not care and bother to help me.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/magazines, mailbox in p.o.;
- (b) Receiving pensions through P.O.Boxes;
- (c) Internet and e-mail;
- (d) Postal goods, books, stationery and other goods ;
- (e) Business center services, opening savings account.

(1) N/C;

(2) N/C;

(3)

(a) N/C;

(b) N/C;

(c) N/C.

I-P-07 UB

1. Status of using MPC's and other companies services

(1) Yes, I visit post office to collect mail (subscribed newspapers, letters, parcels, to receive telecommunication services). I'm served by C.P.O for the last 50 years.

(2) Staff attitude is poor, needs improvement. In general, postal services are improving and prices are acceptable. There is no problem in sending or receiving mails.

(3) I do not use DHL, FedEx, TNT,etc. I don't ask friends to send or receive mails.

(4) I believe Express mail was introduced by Mongolians. In very early days Mongolian warriors delivered mail very fast. In 1943 our postmen on horsebacks delivered urgent mail in 8 hours on distance of 120-150 km. Postal service in Mongolia was very honorable and prestigious. Everyone respected postmen and the state duely contributed to this important service. Now, it is the time to revive the name and reputation of the postal service. Intellectual investment is the foremost goal. Merge MPC and MTC. Introduce Video-phones, so that herders can talk and see their children living in cities. I guess a lot of money is needed to improve postal service. Improve cleaning and ventilation of customer halls.

2. Needs for various types of new services of MPC

(a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/magazines, EMS, mailbox in p.o.;

(b) Money order, paying utility bills;

(c) N/C;

(d) Stationery and other goods;

(e) Business center, opening savings account;

(1) C.P.Office P.O.Boxes are very bad, it needs improvement; Provide uniforms for postal staff; Open new P.O.Branches in crowded and public places;

(2) Improve reliability of mail delivery and speed of postal services;

(3)

(a) The Government should allocate a lot of money to improve MPC services; Merge MPC and MTC;

(b) N/C;

(c) N/C.

1. Status of using MPC's and other companies services

(1) Yes, I visit post office everyday to collect mail (subscribed newspapers) and sometimes use retail service. I've been using C.P.O services for the last 42 years.

(2) Staff attitude is good. I'm satisfied with postal services of this branch. Quality of postal services degraded in 1991-1992, but now seems to improve and upgrade, though slow. C.P.O customers hall is not clean, no air ventilation, lighting is poor, P.O.Boxes too small. As in all big cities prices are higher than in countryside. It should be the other way round. In some cases, depending who is working in the postal services, postal staff should not politicize its services (in 1996 in Myangat soum, Hovd aimag during newspaper subscription postal staff forced or implicitly persuaded people to subscribe HOH TOLBO newspaper (pro-democratic) and did not allow to subscribe UNEN (MPRP newspaper)). In 1998 in Ulaan-Uul soum, Huvsgul aimag people were persuaded to subscribe only ARDYN ERH newspaper (government newspaper). There is no problem in sending or receiving mails.

(3) I do not use DHL, FedEx, TNT, etc and I don't ask friends to send or receive mails.

(4) Improve and revive MPC reputation. Improve quality of postal goods, especially of envelopes. Foreign subscription price is very high. Is there anyway to reduce its price, by cutting domestic postal services and delivery costs?

2. Needs for various types of new services of MPC

(a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/ magazines, mailbox in p.o.;

(b) Paying utility bills;

(c) Internet and E-mail;

(d) Stationery and other goods ;

(e) Business center, opening savings account;

(1) Introduce postman and video-phone service, re-introduce mail order service like in Russia ;

(2) Revive MPC reputation and honors;

(3)

(a) Government should allocate money for post service improvement, open many more new P.O.Branches and its units, enforce all legislation related with postal services;

(b) N/C;

(c) N/C.

1. Status of using MPC's and other companies services

(1) Yes, I visit post office to collect mail (subscribed newspapers, letters, parcels, to receive telecommunication services). I'm served by C.P.O from 1996.

(2) Staff attitude is not so good. They don't know any foreign languages. There is no problem in sending or receiving mails.

(3) I do not use DHL, FedEx, TNT,etc. I don't ask friends to send or receive mails.

(4) MPC should re-introduce mail order service for books. I would like to subscribe to the world-famous chess magazine "Informatia" from Yugoslavia. Improve post office branches in countryside and introduce there postman service. MPBank financial service should be improved. Introduce check payment system

2. Needs for various types of new services of MPC

(a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/magazines, mailbox in p.o.;

(b) Pension payment, money order, paying utility bills;

(c) Internet and E-mail;

(d) Stationery and other goods;

(e) Mail order, business center;

(1) Mail handling is awfull, mail pouches are thrown, kicked, there is no way to send fragile mail;

(2) Improve reliability of mail delivery and speed of postal services in countryside;

(3)

(a) The Government should do anything possible to improve MPC services, especially banking and financial services;

(b) N/C;

(c) N/C.

(3) Group 3

These two people from UB participated in this interview.

I-P-10 UB

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office to collect mail (subscribed newspapers, letters, parcels, to receive telecommunication services). I'm served by C.P.O
- (2) Staff attitude is normal. Different staff tell different prices of postal services. There is no problem in sending or receiving mails.
- (3) I use DHL. It is fast, reliable and delivers mail to home/office into hands. EMS is a poor competitor.
- (4) By 08.00-09.00 C.P.O have not sorted out mail, which should be done. MPC should re-train its staff. MPC marketing and advertising is very poor. MPC should open more P.O.Branches. Most important it should improve reliability of mail delivery. Post office fax service fee is high. Ladder in the customer hall is of bad quality, pls improve it as soon as possible.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/magazines, EMS, mailbox in p.o.;
 - (b) Pension payment, money order, paying utility bills;
 - (c) Fax, Internet and E-mail;
 - (d) Postal goods, stationery and other goods;
 - (e) Mail order, business center;
-
- (1) Information on Utility bill payment should be provided through P.O.Boxes;
 - (2) Improve reliability of mail delivery and speed of postal services;
 - (3)
 - (a) The MPC should conduct training and seminars stage-by-stage to improve their performance ;
 - (b) By improving its reliability and speed of mail delivery;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office once a month to collect mail (letters, parcels).
- (2) Staff attitude is bad. Different staff tell different prices of postal services. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT, etc. I don't ask friends to send or receive mails
- (4) Staff is underpaid therefore it is not logical to expect from them good service and attitude. MPC is a monopoly. Hard to expect from them to improve their services soon and radically. One can not see if MPC has postmen to deliver mail. MPC is too bureaucratic and therefore services very slow.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at home/office, mailbox in p.o.;
- (b) Pension payment, money order, paying utility bills, salary payment;
- (c) Fax, Internet and E-mail;
- (d) Postal goods, stationery and other goods;
- (e) Business center;

(1) Most of the MPC staff are women, therefore improve their working conditions, increase their salary, introduce discount services, even services for credit, open Internet-cafe's in P.O.Branches with competitive prices, post offices should work 24 hours, retail service should sell a lot of books;

(2) The MPC and MTC should merge, improve postal services in countryside and ger-districts, improve staff attitude and postal services, Improve reliability of mail delivery and speed of postal services;

(3)

- (a) Investment from government, very good marketing of MPC services;
- (b) Reduce price of fax and copying service;
- (c) Introduce discount services.

(4) Group 4

These five people from Darhan participated in this interview.

I-P-12 DA

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (letters, parcels).
- (2) Staff attitude is acceptable. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT, etc. Sometimes I ask my friends to send my mail, because they are living close to my family in countryside.
- (4) For students like me and for people with low income postal service prices are high. I heard that in many foreign countries students enjoy different privileges and discounts. Can this be adhered for us (students). Sometimes my mail is delivered slow (it reaches my parents after 2-3 weeks). I think the people who sort letters are very irresponsible.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at home/office, mailbox in p.o.;
- (b) N/C;
- (c) Internet, if affordable;
- (d) Postal goods, stationery;
- (e) Business center;

(1) N/C

(2) In our branch we don't have copy machines. Students need this service very much, especially during exam periods in late spring. Private copy service providers are expensive. If you can provide copying services cheaper than private people, it will be wonderful.

(3)

- (a) I think the Government should provide all possible help to MPC;
- (b) N/C;
- (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office to collect mail twice a week (subscribed newspapers, letters).
- (2) Staff attitude is poor. Mail delivery seems to be slow..
- (3) I do not use DHL, FedEx, TNT,etc. I don't ask friends to send or receive mails
- (4) In general, from my experince MPC is providing its services normal, but speed and reliability of mail delivery does not improve well enough. In older days services were relatively better than now.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/magazines
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) Business center, if services are better and cheaper than private companies;
-
- (1) The government should facilitate in improving speed and reliability of postal deliveries;
 - (2) Improve reliability of mail delivery and speed of postal services;
 - (3)
 - (a) I don't know for sure, as of today the Government does not have money, so the only way is to improve management and organization of MPC;
 - (b) N/C;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers, sometimes letters).
- (2) Staff attitude is normal. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails.
- (4) Sometimes newspapers are not sorted fast or did not arrive, but I don't mind waiting I talk with people whom I know. If homedelivery service will be cheap, maybe later when I get too old to walk I can use it.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at home/office, subscription of newspapers/magazines, mailbox in p.o.;
 - (b) Paying utility bills;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
- (a) The Government should provide good quality vehicles to MPC to improve mail delivery speed to and from aimags and soums;
 - (b) Open a club for old people, where they can meet each other;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office once a week to collect and send mail (letters, parcels).
- (2) Staff attitude is medium. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT,etc. I don't ask friends to send or receive mails
- (4) I don't use postal services much, but I think some people need to improve their attitude. I believe that for many housewives like me postal service fees are a bit expensive. Is there any possibility to reduce its price and introduce homedelivery service. Also, it will be nice if you can open more P.O.branches near residential area.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at home/office, mailbox in p.o.;
 - (b) Paying utility bills;
 - (c) N/C;
 - (d) Postal goods;
 - (e) Business center (teach foreign languages for people like me);
-
- (1) Introduce medical treatment advisory for minor sicknesses and injuries;
 - (2) N/C;
 - (3)
 - (a) I don't know for sure;
 - (b) N/C;
 - (c) N/C.

I-P-16 DA

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers, letters).
- (2) Staff attitude is normal. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails.
- (4) No complaints, except that sometimes newspapers are not sorted and you have to wait a bit to collect them.

2. Needs for various types of new services of MPC

- (a) Letters, subscription of newspapers/magazines, mailbox in p.o.;
 - (b) Paying pensions;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Introduce homedelivery service in winter;
 - (3)
 - (a) Improve postal services according to people's demands and requirements;
 - (b) N/C;
 - (c) N/C.

(5) Group 5

These five people from Erdenet participated in this interview.

I-P-17 ER

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers).
- (2) Staff attitude is OK. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Subscription of newspapers/magazines, mailbox in p.o.;
 - (b) N/C;
 - (c) Internet, E-mail, if affordable, specially for school children;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Postal delivery of school text books should be free of charge;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) Reduce postal service prices, it will greatly help to my humble budget.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers).
- (2) Mail delivery must be fast and prompt. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails.
- (4) Staff attitude is medium. Introduce home/office delivery service.

2. Needs for various types of new services of MPC

- (a) Subscription of newspapers/magazines, mailbox in p.o.;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

(1) N/C;

(2) N/C;

(3)

(a) N/C;

(b) N/C;

(d) Information should be provided very fast.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers, letters, money order, buying retail products). But mainly I subscribe newspapers. MPC can introduce many other different services.
- (2) I'm satisfied with postal services. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails.
- (4) Currently no complaints. MPC can further improve its services, make cheap, fast and responsible.

2. Needs for various types of new services of MPC

- (a) Subscription of newspapers/magazines, mailbox in p.o.;
 - (b) Payment of pensions and utility bills, if you can introduce it;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) Improve speed of mail delivery, so that I can read today's newspaper today, not tomorrow;
 - (2) MPC has a lot of opportunities;
 - (3)
 - (a) Provide people living in countryside with fresh information and deliver mail to them fast;
 - (b) As of now satisfactory;
 - (c) Aim your goals at helping customer's demands, then you will have vast opportunities.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers, letters, parcels). Mainly I subscribe newspapers.
- (2) Mail delivery can be faster. There is no problem in sending or receiving mails.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails.
- (4) Staff attitude is medium. Introduce home/office delivery service.

2. Needs for various types of new services of MPC

- (a) Subscription of newspapers/magazines, parcel, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) N/C.

1. Status of using MPC's and other companies services

(1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers) and to use telecom services. Mainly I use express mail. Introduce Internet and E-mail service, provided that these services are cheap.

(2) Lately MPC services and staff attitude is improving.

(3) DHL, FedEx and TNT services are fast and reliable.

(4) Telecommunication equipment and technology is outdated. Expand E-mail service and make it easy to use and access.

2. Needs for various types of new services of MPC

(a) Letters, subscription of newspapers/magazines, mailbox in p.o.;

(b) Paying utility bills;

(c) Internet and E-mail, if cheap;

(d) N/C;

(e) N/C;

(1) N/C;

(2) Introduce Internet service;

(3)

(a) N/C;

(b) Postal services are satisfactory;

(c) Information should be provided very fast, long distance telephone connection (to foreign countries) should be done fast.

(6) Group 6

These four people from Selenge province participated in this interview.

I-P-22 SL

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers). Mainly I use P.O.Box to collect my newspapers and sometimes letters
- (2) As of today current postal services are acceptable.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails.
- (4) All postal services are good.

2. Needs for various types of new services of MPC

- (a) Letters, subscription of newspapers/magazines, mailbox in p.o., mail pick-up/delivery at home;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Current postal services are acceptable;
 - (3)
 - (a) Introduce homedelivery service;
 - (b) N/C;
 - (c) To save time of customers introduction of home/office-delivery services will be very useful..

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect and send mail (subscribed newspapers). Mainly I use P.O.Box to collect my newspapers.
- (2) Postal services and staff attitude are good.
- (3) DHL, FedEx, and TNT are reliable.
- (4) Introduce mail pick-up/delivery service and increase number of P.O.Branches and delivery network.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at home/office;
 - (d) Paying taxes, money order;
 - (e) Fax;
 - (d) Postal goods, books, newspapers/magazines;
 - (e) Mail order;
-
- (1) Improve speed of mail delivery;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) Telecommunication services are good;
 - (c) N/C.

I-P-24 SL

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office very often to collect mail (subscribed newspapers). Mainly I use P.O.Box to collect my newspapers.
- (2) Current postal services are firm. Services are good and fast.
- (4) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails.
- (5) Newspaper subscription and postal services are good.

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at home/office, subscription of newspapers;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

(1) I need homedelivery service;

- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office very often to collect mail (subscribed newspapers, letters) and to use telecom services.
- (2) Postal services are good. Prices on some services are high.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails.
- (4) Postal services are on a due level.

2. Needs for various types of new services of MPC

- (a) Letters, subscription of newspapers;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) Business center;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) I have good relation with staff and it is easy to receive/send mail.

(6) Group 6

These three people from Zamyn-Uud border town, Dundgobi province participated in this interview.

I-P-26 DG

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office very rare just to send letters.
- (2) I don't use postal services much. No comments.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails.
- (4) Staff attitude is normal. Letters are delivered little bit late.

2. Needs for various types of new services of MPC

- (a) Letters;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect my newspapers, send letters and use telecom services
- (2) Postal services are easy to use. Train arrives everyday from UB, but mail is sent only couple of times. Is it difficult to send mail everyday from UB?
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails.
- (4) Staff attitude is normal.

2. Needs for various types of new services of MPC

- (a) Letters, mailbox in p.o;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Literature, magazines;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) MPC should take measures to save time of consumers.

I-P-28 DG

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office everyday to collect my newspapers and send letters. Mainly I subscribe newspapers.
- (2) Postal services are satisfactory
- (3) N/C
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at home, letters, mailbox in p.o;
- (b) N/C;
- (c) N/C;
- (d) Medicine, postal goods, stationery;
- (e) Mail order, business center;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

(7) Group 7

These three people from Dalanzadgad city, Umnogobi province participated in this interview.

I-P-29 UM

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office twice a week to collect and send mail (subscribed newspapers, parcels). I have a child who is a student, I use banking services to transfer money for him.
- (2) Postal services are well established.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails.
- (4) Expand postal services further.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at home, parcel, subscription of newspapers, mailbox at p.o.;
 - (b) Pay pensions, tax, utility bills and salary, money order, buying life insurance ;
 - (c) Fax, E-mail, Internet;
 - (d) Postal goods, books, stationery, newspapers/magazines;
 - (e) N/C;
-
- (1) N/C;
 - (2) Introduce Internet service with cheaper prices and expand mail order ;
 - (3)
 - (a) Improve postal equipment and support self-reliance of MPC;
 - (b) Postal services are good;
 - (c) Expand postal services, renew fleet of vehicles, esp. increase number of passenger cars, improve building of the P.O.Branch.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office often to collect and send mail (subscribed newspapers, receive money order). I have a child who is a student, I use banking services to transfer money for him.
- (2) Postal services are good and well established.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails.
- (4) Introduce E-mail service. Provide local P.O. Branches with modern equipment and improve working conditions of postal staff.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, EMS, parcel, subscription of newspapers, mailbox at p.o.;
- (b) Pay pensions and salary, money order, buying life insurance ;
- (c) Fax, E-mail, Internet;
- (d) Medicine, postal goods, stationery, newspapers/magazines;
- (e) Mail order, business center, opening savings account;

- (1) Introduce Internet and E-mail service;
- (2) Introduce all kinds of Internet, computer and retail services;
- (3)
 - (a) Government should provide finances;
 - (b) As of now MPC cannot provide daily needs;
 - (c) N/C.

I-P-31 UM

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office often to collect my newspapers. Mainly I subscribe newspapers;
- (2) N/C;
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Subscription of newspapers, mailbox in p.o;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

(8) Group 8

These six people from Huvsgul province participated in this interview.

I-P-32 HU

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office three times a week to collect my newspapers. Mainly I subscribe newspapers;
- (2) Postal services are prompt.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Subscription of newspapers, mailbox in p.o;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Reliable mail order of home electric appliances;
 - (3)
 - (a) Deliver mail to soums daily;
 - (b) Retail service of books and stationery;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office when mail arrives to collect my newspapers and letters.
- (2) Postal services are medium.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) Postal services need to improve reliability and speed. Introduce homedelivery service.

2. Needs for various types of new services of MPC

- (a) Registered mail, mail pick-up/delivery at home, subscription of newspapers, mailbox in p.o;
- (b) Pay pensions, money order, life insurance;
- (c) Fax;
- (d) Postal goods, medicine, books, stationery, newspapers/magazines, other goods for daily life;
- (e) Mail order, opening savings account;

(1) N/C;

(2) Open P.O.Branch with telecom services in every soum and bagh;

(3)

(a) N/C;

(b) N/C;

(c) Yes, it can make my life more convenient.

I-P-34 HU

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office occasionaly to collect my letters.
- (2) Postal services are medium.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Letters;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) Improve mail delivery and collection service together with speed;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office occasionally to collect my letters and sometimes to buy newspapers.
- (2) Postal services are not bad.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Registered mail, letters, subscribed newspapers, mailbox in p.o.;
- (b) Pay pensions, money order, buying life insurance;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) N/C;
- (2) Open P.O.Branches in every bagh;
- (3)
 - (a) N/C;
 - (b) N/C;
 - (c) Yes, MPC can make my life convenient.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office, when mail arrives to collect newspapers and letters.
- (2) N/C.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at home, subscribed newspapers, mailbox in p.o.;
 - (b) Money order, buying life insurance;
 - (c) N/C;
 - (d) Books, newspapers/magazines;
 - (e) Opening savings account;
-
- (1) N/C;
 - (2) Sell stationery and economic related goods;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) MPC services save time and its a daily reliable service of every consumer and household.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office, when mail arrives to collect newspapers and letters.
- (2) Postal services are normal.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox in p.o.;
- (b) N/C;
- (c) Internet, e-mail;
- (d) N/C;
- (e) Business center;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

(9) Group 9

These five people from Zavhan province participated in this interview.

I-P-38 ZA

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office, when mail arrives to collect newspapers and letters.
- (2) Postal services are normal. Mail delivery to soums are slow.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) Is it possible to increase number of trips of postal vehicles to soums?.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox in p.o.;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) Business center;

- (1) N/C;
- (2) Expand retail service;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office, when mail arrives to collect newspapers, and to use telecom services.
- (2) Postal services do not reach herders. Staff attitude is acceptable.
- (3) I do not use DHL, FedEx, TNT, etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Provide vehicles for mail delivery to soums (herders), introduce retail services of medicines, stationery and sports goods;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) Increase number of staff in P.O.Branches in soums, introduce postal, telecom, financial, business and training services in soums and baghs.

I-P-40 ZA

1. Status of using MPC's and other companies services

- (1) Yes, I visit post office many times to collect newspapers and to use money order services.
- (2) Postal services do not reach herders. Staff attitude is acceptable.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers;
- (b) Money order;
- (c) N/C;
- (d) N/C;
- (e) N/C;

(1) N/C;

(2) Retail service of electric appliances, which uses solar and wind power;

(3)

(a) Postal services should fully cover herders;

(b) N/C;

(c) Telecom and money order services is very convenient for herders.

I-P-41 ZA

1. Status of using MPC's and other companies services

- (1) I visit post office rare. I buy newspapers and buy retail products.
- (2) Postal services seems to Ok.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) N/C;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) N/C.

I-P-42 ZA

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office often to collect and send (newspapers, letters).
- (2) Postal services and staff attitude is good.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) Postal services are good.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mailbox at p.o.;
- (b) Pension payment;
- (c) N/C;
- (d) Stationery;
- (e) Open savings account;

(1) N/C;

(2) N/C;

(3)

(a) N/C;

(b) N/C;

(c) N/C.

(10) Group 10

These four people from Bayan-Ulgii province participated in this interview.

I-P-43 BU

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office once a month to collect and send (newspapers, letters).
- (2) Postal services and staff attitude is Ok. Prices are acceptable.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) Our city is growing, but we still have one P.O.Branch. Newspapers do not arrive the same day they are issued. Information and news comes late.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mailbox at p.o., mail pick-up/delivery at home;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Computer service price is high and services not sufficient enough. Retail service practically does not exist. Mail delivery is too slow, there is always a reason for being late;
 - (3)
 - (a) N/C;
 - (b) N/C;
 - (c) Money order service is good. Expand retail service. Introduce homedelivery service.

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office often to buy stamps, collect newspaper.
- (2) Postal services and staff attitude is good. Prices are acceptable. No problem in sending and receiving mail. Introduce homedelivery service and improve telecom services.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails. In our aimag we don't have other postal companies services;
- (4) Postal services are fast and prompt. Staff attitude is good. Prices are acceptable. Introduce E-mail service. This will save time of consumers and facilitate to reduction of postal staff.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox at p.o., mail pick-up/delivery at home;
 - (b) N/C;
 - (c) Postal goods (stamps);
 - (d) N/C;
 - (e) N/C;
-
- (1) Improve current postal services;
 - (2) Introduce cable TV services and expand mail order services. Computer services are insufficient;
 - (3)
 - (a) N/C;
 - (b) Provide telecom services;
 - (c) The government should renew fleet of postal vehicles. Introduce homedelivery service. Postal personnel should also come from families, who worked in MPC. In general, I'm satisfied with postal services.

I-P-45 BU

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office to collect and send (newspapers, letters).
- (2) N/C.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mailbox at p.o.;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office more than two times a month only to collect subscribed newspaper and send letters.
- (2) Postal staff attitude is good. Prices are acceptable
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) Introduce homedelivery services. Open new branches in new residential areas. Postal network expansion is medium.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox at p.o., mail pick-up/delivery at home;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) It will depend of what kind of services will be introduced;
 - (2) Introduce wholesale, retail and E-mail services;
 - (3)
 - (a) The new Government should pay special attention and provide money;
 - (b) Provide telecom services;
 - (c) Stock of stamp and envelope is not always sufficient. Introduce E-mail service in each soum. Telephone installation in households is not enough.

(11) Group 11

These four people from Dornod province participated in this interview

I-P-47 DN

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office more twice a week to collect subscribed newspaper .
- (2) Current postal services are acceptable.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails;
- (4) I have doubts about reliability of postal services. Mail is confused.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox at p.o., mail pick-up/delivery at home;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) Introduce homedelivery services;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office rare to collect subscribed newspaper, letters and use telecom services. Introduce homedelivery service.
- (2) I doubt in quality of postal services and staff attitude.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails; Postal services of MPC should be cheap;
- (4) Expand postal network.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mail pick-up/delivery at home;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Introduce homedelivery service;
 - (3)
 - (a) MPC can make my life and daily needs enjoyable and comfortable;
 - (b) N/C;
 - (c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I visit post office rare to collect subscribed newspaper, letters and use telecom services. Introduce homedelivery service.
- (2) Postal services are acceptable.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails
- (4) Expand postal network and introduce homedelivery service.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mail pick-up/delivery at home;
- (b) Paying utility bills, buying life insurance;
- (c) Fax;
- (d) Books, stationery, newspapers/magazines;
- (e) N/C;

(1) Introduce homedelivery service;

(2) N/C;

(3)

(a) N/C;

(b) Conduct telecom training;

(c) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, I use postal services. I receive my mail (subscribed newspaper, letters) through our library and use telecom services in telecom office.
- (2) Postal services are not reliable.
- (3) I do not use DHL, FedEx, TNT,etc., I don't ask friends to send or receive mails
- (4) Open new P.O.Branches and improve reliability of mail delivery.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C;
- (c) N/C.

3.2. Interview Survey Results of Companies

The following is the interview comments by companies. Total thirty interviews were conducted. Code number such as "I- C-01 UB" shown below correspond to the Table 3-4 of the "Supporting" materials.

I- C-01 UB

1. Status of using MPC's and other companies services

- (1) No, we don't use MPC services. Our company is new. In future we will use postal services.
- (2) N/C
- (3) N/C
- (4) N/C

2. Needs for various types of new services of MPC

- (a) N/C
- (b) N/C
- (c) Internet
- (d) Newspapers, magazines, postal goods, books, stationery and other goods ;
- (e) Mail order and business center services, administrative services of government, opening savings account

- (1) N/C
- (2) N/C
- (3)
- (a) N/C
- (b) N/C

1. Status of using MPC's and other companies services

- (1) Very rarely we use MPC services, mainly EMS mail delivery to countryside, where we don't have our representative. We send it as an express mail by MPC and DHL staff do not carry it.
- (2) As of now MPC can not compete with DHL. MPC postal services need much improvement.
- (3) DHL has introduced its standards in express mail delivery around the world. As of today we have more than 50% of customers served by international express mail couriers in Mongolia. We have more than 50% of inbound and outbound weight shipment market. FedEx, TNT and EMS provide only outbound services and have not yet established very well inbound delivery. Our customer's are charged by zone and weight tariff followed worldwide, no special rates for Mongolia. 3-4 zone DHL express mail delivery do not profit. Our main customer's are banks, foreign companies oriented for export. Our main advantage is speed and reliability of mail delivery around the world. Customer's can track their mail through internet. We have our representatives in Darhan and Erdenet for incoming mail.
- (4) N/C

2. Needs for various types of new services of MPC

- (a) N/C
- (b) N/C
- (c) N/C
- (d) N/C
- (e) N/C

(1) There is need for us to cooperate with MPC. To this end MPC staff should learn English and improve their performance through training and courses. Introduce new technology and equipments. Improve management of MPC.

- (2) N/C
- (3)
- (a) N/C
- (b) N/C.

1. Status of using MPC's and other companies services

- (1) We use MPC services (subscription of newspapers/magazines, parcel, money order). On average we spend around 200,000 tug. monthly. We send our people daily to collect and send our mail. By mail and mail order we send home electric appliances, computers and related things, invoices, marketing materials, publications/catalogues.
- (2) MPC postal services that we use are normal. Other services are not known.
- (3) DHL, its fast and reliable.
- (4) So far we don't have any complaints about MPC postal services. There is no marketing of MPC services.

2. Needs for various types of new services of MPC

- (a) Mail pick-up or delivery at your office, newspaper subscription
- (b) Tax and utility bill payment, money order
- (c) No need
- (d) Stationery ;
- (e) Expand mail order, business center services, opening savings account

(1) Improve current services

(2) N/C

(3)

(a) Mail order delivery to soums are not good, it is important for us to improve this service

(c) N/C

1. Status of using MPC's and other companies services

- (1) We use MPC services (subscription of newspapers/magazines, send and receive parcel, telecom). On average we spend around 640,000 tug. monthly. 60-70% of outbound mail is sent by DHL. Our mail is collected and delivered by MPC staff. By mail we send and receive films, film processors and photography related goods.
- (2) MPC postal services are not reliable and fast. Prices are affordable
- (3) DHL, its fast and reliable.
- (4) MPC lost two films. It is not recovered. We will lodge a complaint and claim to court. Newspapers are delivered late. Staff attitude deserves to be better.

2. Needs for various types of new services of MPC

- (a) EMS, newspaper subscription, discount services
 - (b) Tax and utility bill payment, money order
 - (c) Fax, Internet, E-mail
 - (d) Konika films and accessories
 - (e) Mail order, Business center
-
- (1) Improve reliability and speed of mail delivery
 - (2) MPC should work on holidays, introduce discount services, negotiate with MIAT to increase number of flights to aimags, introduce mail tracking system, sell pay-phone cards
 - (3)
 - (a) MPC is a monopoly, find a competitor, otherwise there is no one to compare with
 - (b) N/C

1. Status of using MPC's and other companies services

- (1) We use MPC services (subscription of newspapers/magazines, send and receive parcel, money order). On average we spend around 600,000-700,000 tug. monthly. We don't much use MPC postal services. We have our own Intranet network, which is sufficient for our communication needs. Prices are acceptable.
- (2) DHL, its fast and reliable.
- (4) Newspapers are delivered late. No need for homedelivery service. People get their mail through our office. Staff attitude seems to be Ok.

2. Needs for various types of new services of MPC

- (a) EMS, newspaper subscription
 - (b) Utility bill payment, money order
 - (c) No need
 - (d) N/C
 - (e) N/C
-
- (1) Improve reliability and speed of mail delivery
 - (2) Sell variety of postcards and stamps
 - (3) Negotiate with MIAT to increase number of flights to aimags
- (a) Government should support MPC as much as possible
 - (b) N/C

1. Status of using MPC's and other companies services

- (1) We use MPC services (subscription of newspapers/magazines, send and receive parcel).
On average we spend less than 100,000,000 tug. monthly. Postal services prices are cheap
- (2) Mail delivery is too slow for us, MPC does not have mail tracking system. We have around 900 Master-card holders and it is a problem for us to send account statements and monthly invoices to our customers. MPC does not provide in-city express mail delivery.
- (3) DHL, its fast and reliable. Weekly we use its service 2-3 times.
- (4) We do not trust in MPC services. When newspapers are not delivered it is never recompensated for.

2. Needs for various types of new services of MPC

- (a) Registered mail, mail pick-up or delivery at office, EMS, newspaper subscription
- (b) Tax, pension and utility bill payment
- (c) Fax, Internet, E-mail
- (d) Stationery, newspapers
- (e) Mail order and business center

- (1) N/C
- (2) In-city express mail delivery
- (3)
- (a) We don't trust MPC services, therefore no suggestions
- (c) N/C

I- C-07 DA

1. Status of using MPC's and other companies services

- (1) We use MPC services (subscription of newspapers/magazines, send and receive parcel, money order, buying goods). Mainly I subscribe newspapers, few official letters and invoices. We visit post office when mail arrives. I suggest that MPC introduce wholesale trade services. So that local people buy different goods and sell them there.
- (2) Staff attitude is good and services are prompt..
- (3) I don't have any idea about their services.
- (4) I don't have any complaints. But wish that you can introduce e-mail service. We have good power supply.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up or delivery at office, newspaper subscription
 - (b) N/C
 - (c) N/C
 - (d) N/C
 - (e) N/C
-
- (1) N/C
 - (2) Introduce wholesale service
 - (3)
 - (a) N/C
 - (b) N/C

I- C-08 DA

1. Status of using MPC's and other companies services

- (1) We use MPC services and we send our people to collect and send mail (subscription of newspapers/magazines, send and receive official documents and letters).
- (2) Some staff attitude is good and some not.
- (3) We don't use their service.
- (4) Currently no complaints.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up or delivery at office, newspaper subscription
- (b) N/C
- (c) N/C
- (d) Stationery
- (e) Mail order and business center

(1) N/C

(2) By retail service sell books (novels and childrens), cosmetics, CD's, audio and video cassettes and stationery

(3)

(a) N/C

(b) N/C

I- C-09 ER

1. Status of using MPC's and other companies services

- (1) We use MPC services and we send our people to collect and send mail (subscription of newspapers/magazines, letters). We don't use much other services.
- (2) In general, postal services are not so bad.
- (3) We don't use their service.
- (4) Sometimes, staff attitude is poor.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) I don't know well;
 - (3)
 - (a) Government should provide all kinds of assistance;
 - (b) N/C.

I- C-10 ER

1. Status of using MPC's and other companies services

- (1) We don't use much MPC services, we send our people to collect and send mail (subscription of newspapers/magazines, letters).
- (2) Postal services and staff attitude are good;
- (3) We don't use their service.
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mail pick-up/delivery at office, mailbox in p.o.;
- (b) N/C;
- (c) Fax, E-mail;
- (d) Postal goods;
- (e) N/C;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

1. Status of using MPC's and other companies services

- (1) We use MPC services, we send our people, also postman comes to collect and send our mail (subscription of newspapers/magazines, letters). Our average monthly postal cost is around 600,000 tug. We send by mail contract/agreement, invoice, marketing and printed materials.
- (2) MPC staff attitude and services are good and speedy.
- (3) We don't use their service.
- (4) N/C

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mail pick-up/delivery at office, mailbox in p.o.;
 - (b) Money order;
 - (c) E-mail;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) We use MPC services, we send our people to collect and send our mail (subscription of newspapers/magazines, letters) and use telecom services. Our average monthly postal cost is around 60,000 tug. We send by mail contract/agreement, invoice and marketing materials. MPC should introduce E-mail, fax and Internet services.
- (2) MPC services are on acceptable level.
- (3) We don't use their service.
- (4) Introduce home/office mail delivery service.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mail pick-up/delivery at office, mailbox in p.o.;
- (b) Money order;
- (c) Fax, Internet, E-mail;
- (d) Postal goods, stationery, newspapers/magazines;
- (e) Business center;

- (1) N/C;
- (2) Current services are acceptable;
- (3)
- (a) N/C;
- (b) MPC can fully provide telecom services.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office everyday to collect and send our mail (Newspapers, official letters). Our montly average postal cost is around 20,000 tug.
- (2) P.O.Branches should work on week-ends and holidays.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at office, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) Fax;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

I- C-14 DG

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office twice a week, when mail arrives, to collect and send our mail (Newspapers, official letters). We usually send by mail invoices and printed materials. Our montly average postal cost is less than 100,000 tug.
- (2) Staff attitude is good and services fast.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) It is desirable that mail arrive more than twice a week, if possible everyday. P.O.Branches should have registry book on complaints and grievances. Market postal services. Introduce fax, computers and other modern equipments.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at office, EMS, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) Fax, Internet, E-mail;
 - (d) Postal goods, stationery, newspapers/magazines;
 - (e) N/C;
-
- (1) N/C;
 - (2) Deliver new books, newspapers and magazines directly from UB;
 - (3)
- (a) N/C;
 - (b) N/C.

I- C-15 DG

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office twice a week, when mail arrives, to collect and send our mail (Newspapers, money order). We usually send by mail invoices. Official letters and fax are sent through telecom services. Our montly average postal cost is around 96,000 tug.
- (2) Staff attitude is good and services fast.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Contents of service is bad. One can only subscribe newspapers, other services are not offered..

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at office, EMS, newspaper subscription, mailbox in p.o.;
 - (b) Money order;
 - (c) Fax, Internet, E-mail;
 - (d) Postal goods, medicine, books, stationery, newspapers/magazines, other goods for daily life;
 - (e) Business center, opening savings account;
-
- (1) N/C;
 - (2) Stationery, telephone sets, cell-phones, computer parts, CD's, audio-video cassettes
 - (3)
 - (a) N/C;
 - (b) Telecom and financial services.

I- C-16 UM

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office very often to collect and send our mail (Newspapers, parcels). We usually send by mail invoices and printed materials. Our monthly average postal cost is less than 100,000 tug.
- (2) Staff attitude is good, but postal services prices are high.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at office, newspaper subscription, mailbox in p.o.;
- (b) N/C;
- (c) Fax, Internet, E-mail;
- (d) Postal goods, stationery;
- (e) N/C;

- (1) Introduce discount services, mail delivery to home/office;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

I- C-17 UM

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office twice a week, when mail arrives, to collect and send our mail (Newspapers, money order). We send by mail few official letters. Our montly average postal cost is around 2,000 tug. Introduce mail pick-up/delivery services at office. Staff should perfect its attitude, appearance, wear uniform. Learn foreign language (english).
- (2) Staff attitude is good and services fast. Postal service prices are high for commercial entities.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at office, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) High quality stationery, newspapers/magazines;
 - (e) N/C;
-
- (1) Copying services, demands are great;
 - (2) Mail pick-up/delivery at office, high quality stationery, computer repair shop;
 - (3)
 - (a) Install high-quality modern P.O.Boxes with security codes;
 - (b) Provide P.O.Branches with latest, high-quality postal equipment and technology to attract consumer's.

I- C-18 HU

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office from 3-4 times a week, when mail arrives, to collect and send our mail (Newspapers, letters, parcel). Our monthly average postal cost is around 50,000 tug
- (2) Staff attitude and services are good and well established.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mailbox in p.o.;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) Introduce address mail delivery;
- (2) N/C;
- (3)
- (a) N/C;
- (b) Postal services are prompt and fast.

I- C-19 HU

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office occasionally to collect newspapers and receive letters. Our montly average postal cost is around 1000 tug
- (2) Staff attitude and services are good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Postal services are good. But when airplane is late of schedule many people complain. I understand it is not MPC's fault.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mailbox in p.o.;
- (b) N/C;
- (c) Internet;
- (d) Other goods for daily life;
- (e) N/C;

- (1) Increase number of P.O.Boxes, provide postal services closer to customers, install equipment to eliminate manual work;
- (2) Continue mail order services of home electric appliances;
- (3)
 - (a) N/C;
 - (b) Conduct telecom and language training courses, staff soum P.O.Branches with professional personnel.

I- C-20 HU

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office 180 times annually to collect and send our mail (newspapers, letters, parcels). Our montly average postal cost is around 30,000 tug
- (2) Staff attitude and services are acceptable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Mail delivery to soums are very slow. Many people from soums complain about it.

2. Needs for various types of new services of MPC

- (a) Registered mail, letters, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) Improve speed of mail delivery to soums;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

I- C-21 HU

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office 180 times annually collect and send our mail (Newspapers, parcels). Our monthly average postal cost is around 12,000 tug. Introduction of E-mail service will be very helpful.
- (2) Staff attitude is currently normal and services are medium.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Increase number of P.O.Boxes, introduce fax and e-mail services.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, parcels, newspaper subscription, mailbox in p.o., volume discount service, EMS if cheap, ;
 - (b) Paying pensions, money order;
 - (c) Internet, e-mail and fax services, if cheap;
 - (d) Medicine, stationery, other goods for daily life;
 - (e) Business center;
-
- (1) Cheap postal prices will attract a lot of customers, introduction of postal equipments will improve mail delivery speed;
 - (2) Introduce copying services, fax, E-mail, computer services, sell photo films and cameras;
 - (3)
 - (a) Invest in supply of postal equipments and technology;
 - (b) Market MPC services and staff should be postal professional personnel.

I- C-22 ZA

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office often to collect and send our mail (parcels). Our montly average postal cost is less than 100,000 tug.
- (2) Staff attitude is good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Delivery of express mail should be very reliable and responsible, pay due attention to this remark.

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at office;
- (b) N/C;
- (c) N/C ;
- (d) N/C;
- (e) N/C;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

I- C-23 ZA

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office often to collect and send our mail (newspapers, letters, parcels). Our monthly average postal cost is around 12,000 tug.
- (2) Staff attitude is good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox at p.o., volume discount service;
 - (b) N/C;
 - (c) N/C ;
 - (d) N/C;
 - (e) Mail order;
-
- (1) N/C;
 - (2) Revoke mail order of home electric appliances, open P.O.Branches in soums;
 - (3)
 - (a) N/C;
 - (b) N/C.

I- C-24 ZA

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office often to collect and send our mail (newspapers, letters). We mainly send official letters. Our montly average postal cost is around 60,000-100,000 tug.
- (2) Staff attitude is acceptable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, registered mail, EMS, mailbox at p.o.;
 - (b) Money order;
 - (c) N/C ;
 - (d) N/C;
 - (e) Business center, opening savings account;
-
- (1) N/C;
 - (2) Continue traditional services normally;
 - (3)
 - (a) MPC should a government agency;
 - (b) Cheap prices will attract customers. Foreign investment needed.

I- C-25 ZA

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office often to collect and send our mail (newspapers, money order, letters). Introduce E-mail service.
- (2) Postal services corresponds current requirements.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) N/C;
- (b) N/C;
- (c) Fax, Internet, E-mail ;
- (d) N/C;
- (e) N/C;

- (1) Introduce Internet and E-mail services;
- (2) Sell stationery and newspapers;
- (3)
- (a) N/C;
- (b) N/C.

I- C-26 BU

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office, when mail arrives to collect and send our mail (newspapers, official letters).
- (2) Postal services are fast and prompt.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox at p.o.;
 - (b) N/C;
 - (c) N/C ;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

I- C-27 BU

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office, when mail arrives to collect and send our mail (newspapers, official letters). Our average monthly postal cost is less than 100,000 tug.
- (2) Postal services are acceptable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Improve postal staff corps and postal service to soums and baghs. Introduce homedelivery service.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox at p.o.;
 - (b) N/C;
 - (c) N/C ;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
- (a) N/C;
 - (b) N/C.

I- C-28 BU

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office, when mail arrives to collect and send our mail (newspapers, official letters). Our average monthly postal cost is less than 100,000 tug.
- (2) Postal services are acceptable. Staff is knowledgeable and capable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Expand mail order service, provide transport for postmen, introduce homedelivery service.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox at p.o., mail pick-up/delivery at home;
 - (b) N/C;
 - (c) N/C ;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
- (a) N/C;
 - (b) N/C.

I- C-29 DN

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office, when mail arrives to collect and send our mail (newspapers, official letters). Our average monthly postal cost is less than 100,000 tug.
- (2) Postal services are acceptable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Mail delivery from UB is not often, I understand that this depends on MIAT flights.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox at p.o., EMS;
 - (b) N/C;
 - (c) N/C ;
 - (d) N/C;
 - (e) Money order;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) Postal and telecom services.

I- C-30 DN

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office once in two days to collect and send our mail (newspapers, official letters, parcels, money order and use telecom services). Our average monthly postal cost is around 12,000 tug.
- (2) Staff attitude is good. Postal services are acceptable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Introduce mail pick-up/delivery at office/home service.

2. Needs for various types of new services of MPC

- (a) Letters, subscribed newspapers, mailbox at p.o., parcels, mail pick-up/delivery at office;
- (b) N/C;
- (c) N/C ;
- (d) N/C;
- (e) Money order;

(1) N/C;

(2) N/C;

(3)

(a) Government should renew postal vehicle fleet;

(b) N/C.

3.3. Interview Survey Results of Government and International Organizations

The following is the interview comments by government and international organizations. Total thirty interviews were conducted. Code number such as "I- G-01 UB" shown below correspond to the Table 3-5 of the "Supporting" materials.

I- G-01 UB

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Every morning our staff goes to C.P.O to collect and send our mail (Newspapers, official letters, parcels, registered mail). Our monthly postal cost is from 101,000-500,000 tug. We send by mail UNDP documents, printed materials, invoices, contracts.
- (2) In general, postal services are good. But sometimes mail disappear or delivered slowly. Incoming mail from abroad is opened.
- (3) We use DHL on average 3-4 times in a month. DHL is reliable and fast. But mainly we use our own diplomatic pouch to and from Europe and America.
- (4) We did not receive couple of letters (4-5) from abroad. Mail delivery to countryside is slow, it takes 3-4 days, which is not acceptable for our organization. There is no express mail delivery within UB city.

2. Needs for various types of new services of MPC

- (a) Registered mail, mail pick-up or delivery at your office, volume discount service, EMS;
 - (b) Paying taxes and utility bills;
 - (c) No need;
 - (d) Stationery with competitive prices;
 - (e) Mail order and business center services, opening savings account;
-
- (1) Introduce express mail service within the UB city boundaries;
 - (2) N/C;
 - (3)
- (a) Investment from government; Train staff, send them to foreign countries for study tours;
 - (b) N/C.

I- G-02 UB

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Every morning our mail is delivered to our office (Newspapers, official letters, parcels). Our monthly postal cost is from 101,000-500,000 tug. We send by mail WB documents and printed materials.
- (2) In general, postal services are good. But sometimes incoming mail from abroad is opened.
- (3) We use TNT on average 2-3 times in a month. TNT is reliable, fast and service fee is reasonable. But mainly we use our own diplomatic pouch to and from America.
- (4) We don't use MPC services much, so we don't have any serious complaint about their services. There is no express mail delivery within UB city.

2. Needs for various types of new services of MPC

- (a) Registered mail, mail pick-up or delivery at your office, volume discount service, EMS;
- (b) Paying taxes and utility bills;
- (c) No need;
- (d) Stationery with competitive prices;
- (e) Mail order and business center services, opening savings account;

- (1) Introduce express mail service within the UB city boundaries;
- (2) Introduce mailboxes on doors and stairways of offices/apartments;
- (3)
- (a) Investment from government; Train staff, send them to foreign countries for study tours;
- (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Every morning we send our people to collect and send our mail (Newspapers, official documents, contract/agreement, marketing materials, publications, parcels, money order, invoices). Our monthly postal cost is less than 100,000 tug.
- (2) What can you expect from government agency that has too many managers, bosses and management policy that do not correspond to our today's life's needs and requirements. Mail delivery is so poor and unreliable that we hesitate to use postal services. But MPC is a monopoly, therefore whether we want it or not we have to use their services, but very reluctantly. Tax documents are delayed for 15-20 days. MPC Bank service is very doubtful, for example, 500 000 tug. transfer takes at least 20 days. Nobody knows where this money goes or who uses for what purposes during these days.
- (3) Rarely, but we use DHL on average 2-3 times quarterly. Its services are reliable and fast, though prices are high.
- (4) Newspapers and mails are delivered to our P.O. Branch very late around 11.00-12.00, sometimes at 15.00 or even later. This is not acceptable for us. Fortunately, we, like many other government agencies have our own Intranet network to communicate with our local offices. This helps us a lot, when we have so poor postal services. I don't foresee better services from MPC in the nearest future. Look at our government now. They can't even pay salaries and pensions. I don't believe that any government would now invest in postal services. I guess the government has other priorities. Maybe in future something will improve in postal services. We must look at things realistically.

2. Needs for various types of new services of MPC

- (a) Parcels, mail pick-up or delivery at your office, volume discount service, EMS;
 - (b) Paying taxes, money order and utility bills;
 - (c) No need;
 - (d) N/C;
 - (e) Business center services, opening savings account, depending on interest rate;
-
- (1) N/C;
 - (2) Introduce mail delivery service to homes;
 - (3)
 - (a) A lot of investment from government;

(b) N/C.

I- G-04 UB

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Every morning our mail is delivered to our office (Newspapers, official letters, parcels) and mail (official documents, air pollution samples, publications and other materials) collected by postwoman. Our monthly postal cost is less than 100,000 tug.
- (2) Mail delivery is late. Postwoman can not read in latin, therefore official letters are confused. For a woman the mail pouch is too big and heavy. Maybe she works not so good, because her salary is small, or something else influences her performance. Staff attitude also can be improved.
- (3) We use DHL on average 2 times in 3 months. DHL is reliable and fast. But in one case our mail sent to Finland was delayed for 10 days.
- (4) Postal services are not so fast as one would want. Can you improve speed of mail delivery?

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up or delivery at your office, parcels, newspaper subscription, volume discount service, EMS;
- (b) Money order and utility bills;
- (c) No need;
- (d) Stationery, newspapers;
- (e) Business center services, opening savings account, if reliable;

(1) N/C;

(2) N/C;

(3)

(a) Investment from government;

(b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Every morning I collect our mail (Newspapers, official letters, parcels) and send our mail (official documents, publications and materials related with our office) collected. Our monthly postal cost is around 280,000 tug. (1998 figure)
- (2) Mail delivery to our branch is late. It is important that MPC evaluate other organizations and people's time. We are very busy, so time is very precious commodity for us. We receive mail from Interpol, but it takes one month to reach Mongolia.
- (3) Very rarely, in urgent cases, we use DHL to send mail. Also, we receive mail through DHL. It seems to be fast and reliable.
- (4) Staff attitude is good, but postal services not fast and reliable. We receive many complaints and grievances from people and we respond to them. Our answers are delivered by our people to their homes, in accordance with our interior rules, but in future, if postal services will improve their reliability and speed, maybe we can transfer this work to MPC. Criminal case files are delivered to and from aimags by our special unit. These files are handed to MIAT pilots and upon destination local policemen take them, or the other way round.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up or delivery at your office, parcels, newspaper subscription, volume discount service, EMS;
 - (b) Pension and tax payment, money order and utility bills;
 - (c) No need;
 - (d) Stationery, newspapers;
 - (e) Mail order, business center services;
-
- (1) Introduce homedelivery service;
 - (2) N/C;
 - (3)
- (a) Open more P.O.Branches, take into consideration location of P.O.Branches, reduce postal service prices;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Our mail is delivered and collected by postman (Newspapers, official letters, parcels).
- (2) MPC services are normal, but prices are high. Before soldiers could send home letters free of charge, now they have to pay from 180 to 280 tug. Then speed of mail delivery is slow. In some cases letters reach destination only after 20 days.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Staff attitude is normal. Of course, there is a lot of room for postal service improvement. Make clear addresses. Introduce homedelivery service. Provide uniform for postal staff.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up or delivery at your office, parcels, newspaper subscription, volume discount service;
- (b) Pension, tax and utility bill payment,;
- (c) No need;
- (d) Stationery, newspapers;
- (e) Mail order, business center services, opening savings account;

(1) Introduce homedelivery service;

(2) N/C;

(3)

(a) Open more P.O.Branches, take into consideration their location, reduce postal service prices, addresses are not clear and coherent, it takes a lot of effort and time to find mail receivers;

(b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Our mail is delivered and collected by postman (Newspapers, official letters, parcels). We spend more than 1,000,001 tug.a month.
- (2) MPC services deserves better. Postal services do not cope with modern lifestyle requirements. MPC should merge with MTC to radically improve its services. MPC has too many managers and bad organization of its business. There are no competitors for MPC. Mail delivery to aimags, soums and herders is very poor and takes quite a time to reach them. Speed of mail delivery is too slow. We subscribe around 2000-3000 newspapers a day. Our weekly mail turnover is approx. 2-3 thousand official documents, letters and parcels. To cope with all this volume of mail we use our own postal network. We have agreements with the MIAT and Mongolian Railways to send and receive our mail. In UB city we deliver mail ourselves by car. Foreign embassies and missions deliver correspondence, invitations, postcards and important letters themselves. Also, we have a special courier unit to deliver and collect classified mail. In recent years volume of foreign and domestic subscription decreased. In a year, from 2 to 3 pcs of mail disappear and to find them we spend a lot time and effort. I believe it should not happen, it is government mail, not ordinary one.
- (3) We use DHL, FedEx, TNT, to send or receive official mail. They are fast and reliable.
- (4) Staff attitude needs improvement. Merge MPC with MTC for better use of government allocation and reduce costs. Train and educate staff to improve their performance. Provide good marketing and advertisement of MPC services. Postal service prices are too high for people with low income, who are the bulk of population.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up or delivery at your office, parcels, newspaper subscription, volume discount service;
- (b) Money order;
- (c) No need;
- (d) N/C;
- (e) Mail order, administrative services of government;
 - (1) Introduce one standard for all postal goods, esp. envelopes, postcards, stamps;
 - (2) Introduce special postal unit for delivering classified mail and mail within any given city, town etc.; Improve and expand MPC Bank operations, make it reliable and trustworthy

(3)

(a) Organizational support;

(b) N/C;

I- G-08 DA

1. Status of using MPC's and other companies services

(1) Yes, we do use MPC services. Our mail is delivered and collected by postman (Newspapers, official letters, parcels, printed materials). We also visit post office everyday. Our montly average postal cost is from 100,001-500,000 tug.

(2) MPC services are normal.

(3) We do not use DHL, FedEx, TNT, to send or receive official mail.

(4) Staff attitude is normal.

2. Needs for various types of new services of MPC

(a) Letters, mail pick-up or delivery at your office, parcels, newspaper subscription, volume discount service;

(b) N/C;

(c) No need;

(d) Stationery, postal goods, newspapers;

(e) Business center services, administrative services of government;

(1) N/C

(2) Advertise new books and newspapers through mass-madia

(3)

(a) N/C

(b) I do not know much about MPC

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. Our mail is delivered and collected by postman (Newspapers, official letters, parcels, printed materials). Our montly average postal cost is less than 100,000 tug.
- (2) MPC services are normal. Staff needs to improve their attitude, adhere to principle "Customer is King."
- (3) We use FedEx and EMS to send or receive official mail. Services of these couriers are very fast.
- (4) Staff attitude is normal. Mail delivery is a bit slow.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up or delivery at your office, parcels, newspaper subscription;
- (b) N/C;
- (c) No need;
- (d) Stationery;
- (e) Business center services, administrative services of government;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

I- G-10 ER

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office everyday to send and collect our mail
(Newspapers, official letters, parcels, printed materials).
- (2) MPC services are normal. Staff attitude is medium.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Letters, parcels, newspaper subscription;
- (b) N/C;
- (c) N/C;
- (d) Stationery;
- (e) N/C;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office everyday to collect and send our mail, also postman delivers and collects our mail (Newspapers, official letters, parcels, printed materials). Our montly average postal cost is less than 100,000 tug.
- (2) MPC services are medium.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Staff attitude is normal.

2. Needs for various types of new services of MPC

- (a) Letters, parcels, newspaper subscription;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office everyday to collect and send our mail (newspapers, official letters, printed materials). Our montly average postal cost is around 10,000-13,000 tug.
- (2) Currently MPC services are acceptable. Staff attitude is good.
- (3) We do not use DHL, FedEx, TNT, to send or receive offic ial mail.
- (4) No complaints. Code system and homedelivery service is good. Prices correspond to services.

2. Needs for various types of new services of MPC

- (a) Letters, parcels, newspaper subscription, mail pick-up/delivery at office;
 - (b) N/C;
 - (c) N/C;
 - (d) Postal goods and stationery;
 - (e) N/C;
-
- (1) Open MPC Bank services in every government agency;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office three times a week to collect and send our mail (newspapers, official letters, parcels). Our montly average postal cost is around 100,001-500,000 tug.
- (2) Mail delivery is slow.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Improve postal services speed and reliability. Mail to soums are delivered after 14 days. Introduce E-mail service.

2. Needs for various types of new services of MPC

- (a) EMS, letters, parcels, newspaper subscription, mail pick-up/delivery at office;
- (b) Pension payment;
- (c) Fax, E-mail;
- (d) Books and souvenirs;
- (e) Business center;

- (1) Introduce home/office mail delivery service;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office everyday, also postman comes to collect and send our mail (newspapers, letters, parcels). Our montly average postal cost is around 15,000-25,000 tug. Introduce home/address delivery service.
- (2) Staff attitude is Ok.
- (3) We do not use DHL, FedEx, TNT, to send or receive offic ial mail.
- (4) N/C

2. Needs for various types of new services of MPC

- (a) Letters, parcels, newspaper subscription, mail pick-up/delivery at office;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Improve speed of mail delivery to countryside, mail is delivered three times a week, we want to get it the same day, people living in countryside are lagging behind information and news ;
 - (3)
 - (a) Government should improve speed of mail delivery, especially to soums;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office very often to collect and send our mail (newspapers, official letters). Mainly we send invoices and printed materials.
- (2) Staff attitude is good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox in p.o;
- (b) Money order, buying life insurance;
- (c) Fax;
- (d) Books and other goods;
- (e) administrative services of government, opening savings account;

- (1) Introduce mail delivery service;
- (2) Different books;
- (3)
- (a) N/C;
- (b) Training.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office very often to collect and send our mail (newspapers, official letters). Mainly we send invoices and printed materials.
- (2) Staff attitude is good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox in p.o;
- (b) Money order, buying life insurance;
- (c) Fax;
- (d) Books and other goods;
- (e) administrative services of government, opening savings account;

- (1) Introduce mail delivery service;
- (2) Different books;
- (3)
- (a) N/C;
- (b) Training.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office three times a week, when mail arrives to collect and send our mail (newspapers, official letters). Our monthly postal cost is less than 100,000 tug.
- (2) Current postal services are Ok.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No serious complaints, but postal services need further improvement.

2. Needs for various types of new services of MPC

- (a) N/C;
 - (b) Money order;
 - (c) N/C;
 - (d) N/C;
 - (e) Mail order, business center;
-
- (1) Introduce mail order service of home electric appliances, with warranty service, cash delivery by address;
 - (2) N/C;
 - (3)
 - (a) Market postal services, pay attention to postal transportation;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office 5-8 times a day to collect and send our mail (newspapers, official letters). Our monthly postal cost is from 500,001-1,000,000 tug.
- (2) Postal services should be improved. Envelopes should be manufactured according to state standards, envelope paper does not have to be brown (recycled paper). Each official letter should be accurately weighed and charged accordingly. Prices are high for government agency. Express mail fee is high, reduce it. Open more new P.O.Branches in soums and baghs. Find ways to provide up-to-date information and news to people living in countryside. Deliver mail to government agencies first.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Postal services are fast and prompt.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at office, volume discount service, parcels, EMS, newspaper subscription, mailbox in p.o.;
 - (b) Payment of pensions, money order;
 - (c) Fax;
 - (d) Postal goods, medicine, books, stationery, newspapers/magazines, other products for daily life;
 - (e) Mail order, business center, opening savings account;
-
- (1) N/C;
 - (2) MPC can deliver mail to government agencies free of charge;
 - (3)
 - (a) N/C;
 - (b) Not all subscribed newspapers are delivered, insolvent companies contract subscription of newspapers with MPC and afterwards they cannot supply subscribed newspapers.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office 4 times a week to collect and send our mail (newspapers, official letters, parcels). Mainly we send official documents and letters. Our monthly postal cost is around 100,000 tug.
- (2) Postal services are prompt and fast. Prices are acceptable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, mail pick-up/delivery at office/home, parcels, EMS, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) Postal goods, books, stationery, newspapers/magazines;
 - (e) Administrative services of government;
-
- (1) Open more P.O.Branches;
 - (2) Introduce homedelivery service, especially for elder and crippled people;
 - (3)
 - (a) N/C;
 - (b) Conduct training and seminars to improve staff attitude and quality of postal services.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office when mail arrives to collect and send our mail (newspapers, official letters). Our monthly postal cost is from 100,001-500,000 tug.
- (2) Postal services are good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Postal services are fast and prompt. Prices are high, we would appreciate reducement of postal service fees.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at office, volume discount service, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) Business center;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office when mail arrives to collect and send our mail (newspapers, official letters, parcels). Our monthly postal cost is less than 100,000 tug.
- (2) Postal services are very good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at office, parcels, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office often to collect and send our mail (mainly newspapers, parcels). Our monthly postal cost is 34,000 tug.
- (2) In general postal services are acceptable.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No major complaints, except that postal services and mail deliver should be fast.

2. Needs for various types of new services of MPC

- (a) Letters, mail pick-up/delivery at office, parcels, volume discount service, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

I- G-23 ZA

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office to collect and send our mail (mainly newspapers, parcels). Our monthly postal cost is from 100,001-500,000 tug.
- (2) Postal services are good.
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Letters, parcels, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office when mail arrives to collect and send our mail (newspapers, official letters, parcels). Our monthly postal cost is from 80,000-100,000 tug.
- (2) N/C;
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Introduce mail delivery service, envelopes which had been made earlier are not accepted, instead postal staff offer expensive envelopes. Newspapers are bent/folded too strong.

2. Needs for various types of new services of MPC

- (a) Mail pick-up/delivery at office, volume discount service, newspaper subscription, mailbox in p.o.;
 - (b) Money order;
 - (c) Fax;
 - (d) Postal goods, books, stationery, newspapers/magazines;
 - (e) Opening savings account;
-
- (1) N/C;
 - (2) N/C;
 - (3)
 - (a) N/C;
 - (b) N/C.

I- G-25 ZA

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office when mail arrives to collect and send our mail (newspapers, official letters, parcels).
- (2) N/C;
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox in p.o.;
- (b) N/C;
- (c) N/C;
- (d) Other goods of daily life;
- (e) Business center;

- (1) N/C;
- (2) N/C;
- (3)
- (a) N/C;
- (b) N/C.

I- G-26 ZA

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office when mail arrives to collect and send our mail (newspapers, official letters, parcels). We also send air samples to UB for analyses.
- (2) N/C;
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) N/C

2. Needs for various types of new services of MPC

- (a) Newspaper subscription, mailbox in p.o.;
- (b) N/C;
- (c) N/C;
- (d) N/C;
- (e) N/C;

- (1) N/C;
- (2) Open new P.O.Branches;
- (3)
- (a) N/C;
- (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office when mail arrives to collect and send our mail (newspapers, official letters, parcels, money order). Our monthly postal cost is around 30,000-40,000 tug.
- (2) Postal services are prompt and quality exceptional, staff attitude is good;
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Letters, parcels, newspaper subscription, mailbox in p.o.;
 - (b) N/C;
 - (c) N/C;
 - (d) N/C;
 - (e) N/C;
-
- (1) N/C;
 - (2) Sell books and introduce money lending practises;
 - (3)
 - (a) N/C;
 - (b) Renew postal vehicle fleet and conduct training.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office often to collect and send our mail (newspapers, official letters, parcels, money order). We send by mail printed materials and goods. Our monthly postal cost is around 10,000 tug.
- (2) Postal services are good, but prices too high;
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) No complaints.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, insured mail, volume discount services, parcels, newspaper subscription, mailbox in p.o.;
 - (b) Pay pensions and salaries;
 - (c) N/C;
 - (d) N/C;
 - (e) Business center;
-
- (1) Expand mail order;
 - (2) N/C ;
 - (3)
 - (a) Government should allocate money to renew fleet of postal vehicles, provide transport for postmen;
 - (b) N/C.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office sometimes to collect and send our mail (newspapers, use telecom services). We send by mail printed materials and goods. Our monthly postal cost is around 3955 tug.
- (2) Staff attitude needs improvement. Prices are normal;
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Introduce homedelivery and E-mail services, provide realibility for mail order service.

2. Needs for various types of new services of MPC

- (a) Letters, registered mail, volume discount services, newspaper subscription, mailbox in p.o.;
- (b) Pay utility bills, money order, buying life insurance;
- (c) Fax;
- (d) Postal goods, stationery, newspapers/magazines;
- (e) Business center, administrattive services of government, opening savings account;

- (1) Improve mail delivery to soums;
- (2) Sell stationery and electronic goods, telecom services ;
- (3)
- (a) Government should allocate money to improve postal services;
- (b) Good work shall improve postal services, improve staff attitude and postal services.

1. Status of using MPC's and other companies services

- (1) Yes, we do use MPC services. We visit post office often to collect and send our mail (newspapers, official letters, parcels, money order). We send by mail printed materials and goods. My monthly postal cost is around 10,500 tug. Improve speed of postal services.
- (2) Postal services are medium;
- (3) We do not use DHL, FedEx, TNT, to send or receive official mail.
- (4) Staff attitude is poor, they do not respond when asked questions.

2. Needs for various types of new services of MPC

- (a) Letters, newspaper subscription, mailbox in p.o., mail pick-up/delivery service;
 - (b) Money order;
 - (c) N/C;
 - (d) N/C;
 - (e) Business center;
-
- (1) Introduce mail pick-up/delivery service;
 - (2) N/C ;
 - (3)
 - (a) N/C;
 - (b) N/C.