

## Terms of Reference

Name	Description
<b>Overview</b>	The Management Committee (“MC”) is the governing body of the POSTAL FORUM that deliberates, decides and sets policies and oversight for the interest of consumers in the postal and courier industry.
<b>Purpose</b>	To set strategic direction for the POSTAL FORUM in the areas of consumer empowerment, industry standardisation and stakeholders’ facilitation.
<b>Responsibilities</b>	<ol style="list-style-type: none"> <li>1. The MC is responsible to steer the direction of the POSTAL FORUM to be in accordance with its strategic focus and objectives through regular review of the industry development against changing business requirements and consumer needs.</li> <li>2. The MC will ensure that appropriate and adequate actions are strategically planned and implemented according to the set standards.</li> <li>3. It will also oversee and monitor the delivery of the working committees based on agreed milestones or key performance indicators.</li> <li>4. It regularly updates the Malaysian Communications and Multimedia Commission (“MCMC”) on rolled-out regulations, engagements, initiatives, activities, events and other material information on a periodic basis/ on need be the basis.</li> </ol>
<b>Management Committee</b>	<ol style="list-style-type: none"> <li>1. Executive Director of Postal Forum</li> <li>2. Chief Officer of Postal Forum</li> <li>3. Unit Head of Support Services</li> <li>4. Unit Head of Consumer Advisory</li> <li>5. Unit Head of Public Relations &amp; Innovation</li> <li>6. Unit Head of Programme Development</li> </ol>
<b>Management Committee Chairmanship</b>	<ol style="list-style-type: none"> <li>1. The Executive Director shall Chair the MC.</li> <li>2. In the absence of the Chairman, the MC may choose one of the present working committees to chair the meeting.</li> </ol>
<b>Attendance Requirements</b>	The MC Members should attend as many meetings as possible and were unable to attend should submit their apologies in advance of the meeting.
<b>Management Committee Meeting</b>	<p>Meeting arrangements are as follows:</p> <ol style="list-style-type: none"> <li>1. Monthly management meeting to be held every 10<sup>th</sup> of the following month, subsequently will be moved to a day before or after if the 10<sup>th</sup> falls on weekends or public holiday.</li> <li>2. Agendas and presentation materials to be circulated at least one (1) day in advance of meetings.</li> <li>3. Notes of meeting with action points to be uploaded in the SharePoint at least one (1) day before the next monthly meeting takes place.</li> <li>4. Meeting calendar should be arranged a week to a day in advance, subject to change from time to time.</li> </ol>

<b>Authority</b>	<p>The Management Committee derives its authority by the designation accorded by MCMC in accordance with Section 50 of the Postal Services Act 2012 (PSA 2012) and is accountable to MCMC.</p> <p>Section 50 of the PSA 2012 stipulates the POSTAL FORUM shall have the following functions:</p> <ol style="list-style-type: none"> <li>a. to give feedback and make recommendations to the Commission on any matters concerning the interest of consumers of the postal services industry.</li> <li>b. to represent the interests of consumers of the postal services industry including complaints handling;</li> <li>c. to promote consumers' interest in relation to the tariffs and standards of the postal services industry;</li> <li>d. to identify and keep under review matters affecting the interest of consumers and ensure that the licensees are aware of and responsive to, concerns about their services;</li> <li>e. to publicise the existence, functions and work of the POSTAL FORUM in protecting the interests of consumers;</li> <li>f. to develop a code of practice for postal services</li> <li>g. to carry out any functions as may be determined by the Commission.</li> </ol>
<b>Establishment of Working Committees</b>	<p>With the view to the study and elaboration of certain matters, the MC shall have the power to establish Working Committee to assist and advise the MC on specific matters.</p> <p>The Working Committee shall normally be from amongst the MC members and led by the Unit Head.</p> <p>The Unit Head shall make proposals to the MC for its working program and report to the MC on the progress of work or assigned projects.</p> <p>The scope and decision of the Working Committee shall be subject to the approval of the MC.</p>
<b>Reporting Arrangement</b>	<p>Reporting arrangements are as follows:</p> <ol style="list-style-type: none"> <li>1. Monthly management report shall be prepared at least one (1) day before the monthly Management Committee meeting.</li> <li>2. Monthly management report for MCMC Senior Management shall be prepared every 15<sup>th</sup> of the following month.</li> </ol> <p>The format and template of the report(s) are based on agreed terms with the MC and MCMC.</p>
<b>Review</b>	<p>The MC's purpose and terms of reference to be reviewed whenever is necessary.</p>