



PAPU/PRC/RDWG/01/2022 - Doc No.03
POLICY AND REGULATION COMMITTEE

REGULATION DEVELOPMENT WORKING GROUP
22nd JUNE 2022 (VIRTUAL)

ACTION PLAN FOR THE REGULATION DEVELOPMENT WORKING GROUP 202-2025

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| 1. Subject Regulation Development Working Group Action Plan | Policy and Regulation Committee Report for the meeting held from 22 nd to 24 th February, 2022 in Nairobi, Kenya |
| 2. Decision Expected To note the Action Plan of the Working Group and provide guidance | |

1.0 INTRODUCTION

The Policy and Regulatory Committee (PRC) met from 22nd to 24th February in Nairobi, Kenya, and came up with an Action Plan to guide its work during the cycle. The Regulation Development Policy Working Group Activities are part of the Action Plan of the Committee.

2.0 ACTION PLAN

The activities of the Regulation Development Working Group as adopted by the PRC in Nairobi, Kenya in February, 2022 were extracted from the Committee Action Plan and are presented in the Working Group Action Plan attached herewith.

3.0 CONCLUSION

The General Secretariat hereby requests the Working Group to note the Action Plan and offer the necessary guidance.

ACTION PLAN FOR THE REGULATION DEVELOPOMENT WORKING GROUP 202-2025 RECAP

| No. | Key deliverables | Activity | Deadline | Working Group Level Responsibility |
|-----|--|---|------------------------|--------------------------------------|
| 1. | The Working Group's Terms of Reference (TORs) | <ul style="list-style-type: none"> Take ownership of the Working Group's ToRs Implement the ToRs | 2021/2022 to 2024/2025 | Regulation Development Working Group |
| 2. | Oversee the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council, relating to Regulation Development. | <ul style="list-style-type: none"> General Secretariat to develop a framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council. Draw up statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council. Receive and consider statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council at the agreed frequency. | 2021/2022 to 2024/2025 | Regulation Development Working Group |
| 3. | Participate in organizing the African Postal Regulators Forum | <ul style="list-style-type: none"> recommend the theme of the Postal Regulators Forum proposed by the Secretariat Participate in selecting panelists | 2021/2022 to 2024/2025 | Regulation Development Working Group |
| 4. | Develop a Model consumer protection policy | <ul style="list-style-type: none"> Ensure that the consumer is the main focus of products/services offered by the operator Ensure the development of proper communication and claims management mechanisms by the regulator (hot lines, claims management...) | 2021/2022 to 2024/2025 | Regulation Development Working Group |
| 5. | Develop a Cooperation Framework for | <ul style="list-style-type: none"> Identify areas of cooperation <ul style="list-style-type: none"> Within the Postal Sector Across sectors | May 2023 | Regulation Development Working Group |

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| | regulatory bodies | | | |
| 6. | Propose a regulatory framework for postal financial activities | <ul style="list-style-type: none"> • Develop a framework to promote financial inclusion • Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...) | May 2023 | Regulation Development Working Group |
| 7. | Set standards and goals for quality of service expected by operators; | <ul style="list-style-type: none"> • Prepare scope • Seek proposals on QOS standards and goals from Member States • Prepare draft standards and goals • Consideration and adoption of standards and goals for QOS • | December 2023 | Regulation Development Working Group |
| 8. | Introduce systems for assessment of performance and measurement of service quality | <ul style="list-style-type: none"> • Prepare scope • Seek proposals on systems for assessment of QOS from Member States • Prepare draft framework on assessment of QOS systems • Consideration and adoption of standards and goals for QOS | December 2023 | Regulation Development Working Group |
| 9. | Human Capital Development | <ul style="list-style-type: none"> • Enhance a system that fosters development and capacity building of Regulatory staff • Identify areas of training • Benchmarking on industry trends and developments. | December 2022 | Regulation Development Working Group |