



POLICY AND REGULATION COMMITTEE
PAPU/PRC/RDWG/01/2022 - Doc No.02

REGULATION DEVELOPMENT WORKING GROUP
22nd JUNE 2022 (VIRTUAL)

TERMS OF REFERENCE (ToRS)

Subject Terms of Reference for the Regulation Development Working Group 2022-2025	Policy and Regulation Committee (PRC) Report, February 2022
Decision expected Note the ToRs of the Working Group	

1.0 INTRODUCTION

The Regulation Development Working Group (RDWG) will work on cultivating the regulatory capacity of the postal industry in Africa to assist the Policy Makers and the Operators in achieving the best outcomes for their citizens.

At its inaugural meeting held from 22nd to 24th February, 2022 in Nairobi, Kenya, the Policy and Regulation Committee (PRC) adopted the terms of reference for the Regulation and Development Working Group (RDWG).

2.0 TERMS OF REFERENCE (TORS)

The terms of reference are as below:

- i) Design a cooperation model framework for regulatory bodies;
- ii) Develop a regulatory model framework for postal financial activities.
- iii) Develop a model consumer protection policy
- iv) Provide guidance on Union Policies developed by General Secretariat
- v) Set standards and goals for quality of service expected by operators;
- vi) Introduce systems for assessment of performance and measurement of service quality;
- vii) Design a databank and library of postal resources;

- viii) Advocate for implementation of Agreements that are in keeping with national laws and policies;
- ix) Design a model framework for promoting addressing and post codes;
- x) Design a model framework for growing the Regulatory function in the Region through capacity building, collaboration between regulatory bodies and other actions to be identified.

3.0 DECISION

The Working Group is called upon to take note and familiarize with the terms of reference which will guide its work.