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

POLICY AND LEGAL HARMONISATION WORKING GROUP
20th JUNE 2022 (VIRTUAL)

ACTION PLAN FOR THE WORKING GROUP RECAP

1. Subject Future Work of the Working Group	Policy and Regulation Committee Report for the meeting which was held on 22nd to 24th February, 2022 in Nairobi, Kenya
2. Decision Expected • Discuss and Note the Action Plan • Finalize The Working Group's Action Plan	

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 Policy and Legal Harmonization Working Group Activities are part of the Action Plan.

Two (2) issues have been included in Action Plan as part of the Working Group's future work stemming from the Committee.

2.0 ACTION PLAN

Attached herewith is the Action Plan for the Policy and Regulation Committee (PRC). Those that are in green sorely relate to the Policy and Legal Working Group as adopted by the PRC in Nairobi, Kenya in February, 2022.

3.0 CONCLUSION

The Working Group is requested to:

1. Note and discuss the Action Plan
2. Finalise The Working Group's Action Plan .

ACTION PLAN OF THE PAN AFRICAN POSTAL UNION POLICY AND REGULATION COMMITTEE FOR THE QUADRENNIAL PERIOD 2021/2022-2024/2025

FEBRUARY 2022

No.	Key deliverables	Activity	Deadline	Working Group Level Responsibility
1.	The Committee's Terms of Reference (TORs)	• Take ownership of the Committee's ToRs • Implement the ToRs	2021/2022 to 2024/2025	• **POLICY AND LEGAL HARMONISATION WORKING GROUP** • **REGULATION DEVELOPMENT WORKING GROUP**
2.	Equip the Committee with Rules of Procedure	• Consider the Draft Rules of Procedure • Adopt the Rules of Procedure internally • Present the Rules of Procedure to the Administrative Council for adoption • Implement the Rules of Procedure	February to June 2022	• **POLICY AND LEGAL HARMONISATION WORKING GROUP** • **REGULATION DEVELOPMENT WORKING GROUP.**
3.	Draft amendments to the Acts of the Union	• Consider draft amendments to the Acts of the Union • Consider draft amendments to the Financial Regulations, the Staff Rules and Regulations, as well as the Rules of Procedure of the Conference and the Council • Present the recommendations to the Administrative Council and/or Plenipotentiary Conference for consideration.	2021/2022 to 2024/2025	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**

4.	Oversee the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.	• General Secretariat to develop a framework for monitoring/evaluation ofimplementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council. • Consider the proposed framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of thePlenipotentiary Conference and Administrative Council. • Submit the monitoring/evaluation framework to Council for approval. • Draw up statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and AdministrativeCouncil. • Receive and consider statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference andAdministrative Council at the agreed frequency.	2021/2022 to 2024/2025	• **POLICY AND LEGAL HARMONISATION WORKING GROUP** • **REGULATION DEVELOPMENT WORKING GROUP**
5.	Develop an operational and governance policy framework for the Union	• Present for review and consideration new trends in postal policyregulation • Consider and make recommendations on the most appropriate directivesto be developed	February to June 2022	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**
6.	Monitor and implementthe African Postal Guidelines	• In partnership with the General Secretariat, monitor the process forapproval of the Guidelines by the competent body of the African Union • Identify in order of priority, the areas to be harmonized as highlighted inthe Guidelines • Monitor implementation of the Guidelines • Identify bottlenecks and propose appropriate actions to Council Proposedetailed regulations to ensure implementation of the Guidelines • Consider the report on analysis of Africa's postal market as proposed inthe Guidelines	2021/2022 to 2024/2025	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**
7.	Participate in organizingthe African Postal Regulators Forum	• Approve the theme of the Postal Regulators Forum proposed by theSecretariat • Participate in selecting panelists	2021/2022 to 2024/2025	• **POLICY AND LEGAL HARMONISATION WORKING GROUP** • **REGULATION DEVELOPMENT WORKING GROUP**

8.	Develop a consumer protection policy	• Ensure that the consumer is the main focus of products/services offeredby 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**
9.	Harmonized Rules of Procedure in place	Rules of Procedure of Administrative and Technical Committees (Harmonization)	December 2022	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**
10.	Develop a Cooperation Framework for regulatory bodies	• Identify areas of cooperation • Submit them to Council for adoption	May 2023	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**
11.	Consider amendments related to the UPU Acts and Regulations	• Make appropriate recommendations to the amendments proposedby Member States • Ensure that the interests of Member States are safeguarded	2021/2022 to 2024/2025	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**
12.	Propose a regulatory framework for postal financial activities	• 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**
13.	Develop policy and legal framework for regulating the postal sector, including but not limited to Delivery Logistics, Digital Postal Financial Services; E-services, E-Commerce and E-Government Services	• Prepare scope • Seek proposals from Member States • Prepare draft policy and legal frameworks • Consideration and adoption of draft policy and legal frameworks	May 2023	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**
14.	Set standards and goals for quality of service expected by operators;	• 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**

15.	Introduce systems for assessment of performance and measurement of service quality	• 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**
16.	Handover/Takeover Framework in place.	Handover/Takeover Framework.	March 2024	• **POLICY AND LEGAL HARMONISATION WORKING GROUP**