PAPU/AC/OTC/02/2022 – Doc No.4

OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)
4th -6th July 2022 Democratic Republic of Congo (DRC)

DIGITALIZATION AND INNOVATION WORKING GROUP (DIG) REPORT

1. Subject	**References/Paragraphs**
Digitalization and Innovation Working Group (DIG) Report	Report of the Operations and Technology Committee (OTC) meeting held from 15th to 17th February 2022
2. Decision Expected • Adopt the Working Group Report; • Approve the Action Plan for the Working Group • Consider Recommendations of the Working Group	

1.0 INTRODUCTION

Following the establishment of the Digitalization and Innovation Working Group (DIG) by the Operations and Technology Committee during its meeting which was held from 15th to 17th February, 2022, in Abuja, the Working Group held its inaugural meeting virtually on 6th June 2022. During the Working Group's meeting, issues on the agenda were discussed and deliberated on as indicated below.

2.0 THE MAIN ISSUES TABLED AND DISCUSSED

The following salient issues were deliberated during the meeting:

• Terms of Reference of the Working Group;
• Consideration and adoption of the Working Group Action Plan;
• Key issues discussed under UPU POC Committees 3 and 4;
• Experience sharing on Digitalization and Innovation amongst PAPU Members.

3.0 REPORT SUBMISSION

The detailed report for the meeting of the Working Group is annexed herewith.

4.0 DECISIONS EXPECTED

The report is submitted for the Committee to:
- Adopt the Report
- Approve the Action Plan for the Working Group
- Consider Recommendations of the Working Group

DIGITALIZATION AND INNOVATION WORKING GROUP (DIG) REPORT

Virtual Meeting, 6th June 2022

1.0 INTRODUCTION

The Digitalization and Innovation Working Group (DIG) virtual meeting was held from on 6th June 2022 from 08:00 hours to 11:50 hours GMT.

2.0 REMARKS

2.1 Welcome remarks by the Chairperson

The Chairperson, Mr Abdaty Ka of Senegal, called the meeting to order and welcomed participants to the meeting. He underscored the importance of the Digitalization and Innovation Working Group in the wake of global developments and trends. He congratulated Tunisia for winning the award on their new mobile application under the World Summit on the Information Society (WSIS).

2.2 Opening Remarks by the PAPU Secretary General

The Secretary General, Mr Sifundo Chief Moyo expressed profound gratitude to Senegal for chairing the Working Group meeting. He emphasized the need for the Working Group to ensure that technology is adopted, assimilated and fully implemented by African posts. The SG underscored the need for the Working Group to assist Member States to transform their traditional services by providing them digital platforms and also introduce new innovative services that will guarantee sustainability of the Post. He pledged the unwavering support of the General Secretariat to the Working Group for it to deliver on its mandate.

3.0 CONFIRMATION OF BUREAU

3.1 Working Group Bureau

The Working Group Bureau was set up as follows:

Chairperson: Senegal

1st Vice Chairperson: Uganda

2nd Vice Chairperson: Nigeria

Rapporteur: TBA

Secretariat: PAPU General Secretariat

3.2 Participation

3.2.1 Member States Present:

Twenty-two (22) Member States attended the meeting as follows: Botswana, Burkina Faso, Burundi, Cameroon, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Eswatini, Kenya,

Madagascar, Malawi, Mali, Mauritius, Namibia, Nigeria, Senegal, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

3.2.2 PAPU General Secretariat

The PAPU Secretariat participated and provided secretariat services led by the Secretary General, Mr Sifundo Chief Moyo.

The detailed list of participants is attached to the report as **Annex 1.**

4.0 ADOPTION OF THE AGENDA

The General Secretariat tabled the draft agenda which was adopted by the Working Group with no amendments.

5.0 RECAP OF THE TERMS OF REFERENCE (ToRS) FOR THE WORKING GROUP

The General Secretariat presented the Terms of Reference (ToRs) for the Working Group under document **PAPU/OTC/DIG/01/2022 - Doc No.2.** The ToRs which had been considered and passed by the Operations and Technology Committee at its inaugural meeting held in Abuja, Nigeria from 15th to 17th February 2022, were presented for noting and adoption as they will guide the Working Group during the Quadrennial Cycle.

The ToRs are attached to this report as **Annex 2.**

6.0 CONSIDERATION AND ADOPTION OF THE WORKING GROUP ACTION PLAN

A draft Action Plan for the Working Group for the period 2022-2025 was presented by the General Secretariat vide document **PAPU/OTC/DIG/01/2022 - Doc No.3.**

The draft Action Plan was adopted by the Working Group with the following comments:

   i) To include mobile banking as a separate item from digital financial services;
   ii) To add a milestone on partnerships with other industry stakeholders in the implementation of digital and financial services projects;
   iii) The PAPU General Secretariat was requested to assist Member States in sourcing funds for infrastructural development and connectivity projects which are crucial for the digitization of postal services.

The adopted Action Plan is attached to this report as **Annex 3** for consideration by the Operations and Technology Committee.

7.0 PRESENTATIONS BY AFRICAN LEAD COUNTRIES FOR POC COMMITTEES 3 AND 4

7.1 Digitalization and Innovation Presentation by Tunisia

Tunisia, the African lead country tasked to follow up issues relating to POC Committee 3 on Markets Development and Innovation did not have a presentation ready for the Working Group. It was agreed that their report would be submitted after the meeting and the contents included in the Working Group report.

Major digitalization and innovation issues reported as having been discussed under UPU-POC Committee 3 include the following:

- Global Innovation Trends;
- Implementation of Digital Readiness for E-commerce (DRE) project;
- Innovation initiatives by Member States e.g.
    - Digital Addressing Hackathon by Senegal
    - Digital financial solutions by Tunisia

7.2 Financial Services Presentation by Senegal

Senegal made a presentation on the work of UPU-POC Committee 4 on Financial Services. The salient issues covered in the report were:

- Signing of the Postal Payment Services Multilateral Agreement (only 14 African countries have signed);
- Proposed single invoice;
- Proposals to amend the Postal Payment Services Regulations (PPSR);
- Implementation of the Payment Readiness for E-commerce (PRE) Project;
- UPU Vision 2030 Study to develop Financial Services with the aim of making the post office a one stop shop by implementing emerging new technologies.

Senegal was commended for their active role in the work of UPU POC Committee 4 and sharing the information with the Working Group.

8.0 EXPERIENCE SHARING BY PAPU MEMBER STATES

8.1 MyPoste - Presentation by Tunisia

Tunisia presented on a project they implemented on financial services termed MyPoste which is a digital transformation project geared towards improving the customer experience.

In his presentation, the Head of Internet and Mobile Division, Mr. Mohamed Zouhaier highlighted the following main services offered on the application:

- Financial Services;
- E-commerce;
- Postal Services: stamps and mail services.

He also highlighted the challenges encountered in the implementation of digital projects which includes:

- Multiplication of interfaces and fragmentation of services;
- Lack of interoperability between services;
- Difficulty in maintaining digital solutions.

Tunisia was congratulated on the excellent project which could be implemented by other Member States to improve their product offering.

8.2 Digital Addressing- Presentation by Senegal

Senegal shared their experience on the Digital Addressing Hackathon they launched in April 2022 to come up with an addressing system for the nation. The Digital Addressing Project was launched with the theme; "**One Senegalese, One Address**".

The main objectives of the hackathon were:

- To stimulate and identify the potential of Senegalese Youth to offer innovative digital solutions;
- To develop a National Address Database.

The Presentation highlighted the Project Implementation Process covering the following:

- Expected results;
- Methodology;
- Composition of the panel;
- Evaluation criteria;
- Partners Communication strategy.

Senegal indicated that the project is still on-going and that they will share with the Working Group the results of the hackathon once it is finalized.

8.3 Financial Services Solutions -Yalla App, Presentation by Egypt

Egypt presented on the Yalla application which was launched in February 2022. The presenter, Dr. Waleed Sadek highlighted a host of services that can be accessed through the Yalla app which include the following:

- Payment and Remittance Services as well as other Financial Services;
- Bill payments / Mobile top-up /Food / Groceries / Medication Ordering/Online shopping, Transit/ Events /Ticketing;
- Person to Person payments (Domestic & Cross-border) and Payment to Merchants;
- Buy now, Pay Later / Installments;
- Social saving & Credit / Micro-savings, Micro-investment, Micro-Insurance;
- Points Earn / Burn Offers / Vouchers /Games;
- Lifestyle services;
- Loyalty & Rewards.

Egypt was congratulated on their innovative initiative which other members could benchmark on.

9.0 RECOMMENDATIONS

The Meeting made the following recommendations:

i) Designated Operators should digitalize their operations and services in line with global trends to meet customer expectations;
ii) Member States should sign the Postal Payment Services Multilateral Agreement to facilitate exchange of financial services with all UPU members;
iii) Member States should participate in Digitalization and Innovation activities and projects implemented during this cycle in collaboration with PAPU and UPU;
iv) Designated Operators should benchmark on best practices from Member States who have implemented Digitalization and Innovation projects.

10.0   DATE AND VENUE OF NEXT MEETING

The General Secretariat informed the meeting that the date and venue of the next meeting of the Digitalization and Innovation Working Group will be communicated once consultations with Stakeholders are finalized.

The Chairperson of the Working Group will present the Report and Recommendations of the Group to the Operations and Technology Committee meeting to be held from 4th to 6th July 2022 in Kinshasa, Democratic Republic of Congo (DRC).

11.0   ADOPTION OF THE REPORT OF WORKING GROUP

The General Secretariat, due to time constraints posed by the virtual meeting, presented a summary of the deliberations and recommendations made during the meeting which were adopted by the Working Group

The complete and detailed Report of the meeting will be finalized by the General Secretariat and sent to Chairperson for approval before circulation.

12.0   ANY OTHER BUSINESS

No other business was discussed

13.0   CLOSING

The Chairperson thanked everyone for their participation and closed the meeting at 11:50 hours (GMT).

DIGITALIZATION AND INNOVATION WORKING GROUP (DIG) MEETING

6ᵀᴴ JUNE 2022

LIST OF PARTICIPANTS

NAME	USER EMAIL
DRC-Bibiche Bililo	bibichebililo@gmail.com
Cameroun Younoussa Haman	younoussahaman2@gmail.com
PAPU-lelo Mallya	it@papu.co.tz
Burundi- Richard Nahimana	richard.nahimana@yahoo.fr
Namibia-Urapua Tjingaete	urapuatj@nampost.com.na
Egypt-Waleed Sadek	waleed.sadek@paysky.io
EG-Nesrine Nabil	rababrzk@egyptpost.org
Tunisia Post. Rel. Intl. Ms.Sahtout Faouzia	relations.internationales@poste.tn
Intepreter -Sage Gala anglais français jonathan joy tshimanga	tshimjoy@gmail.com
PAPU- Nathan Mkandawire	nmkandawire1963@gmail.com
Egypt-Myriam Attallah	myriamattallah@egyptpost.org
Tanzania -Kulwa Fifi	kulwa.fifi@posta.co.tz
Egypt- Amina Sabry	aminasabry@egyptpost.org
PAPU- Hillaria Mazenge	qso@papu.co.tz
PAPU - Itesi Taguaba	sc@papu.co.tz
Egypt- Yasmina Ashraf	yasmina_ashraf@egyptpost.org
Tunisie-Mohamed Zouhaier	mzouhaier@tnpost.tn
PAPU- Michael Onyezewe	af@papu.co.tz
Malawi - Bennie Aggrey Saka	bennie.saka@malawipost.post

PAPU- SG-Sifundo Chief Moyo	scmoyo1@gmail.com
PAPU- Pascal Capo-Chichi	fructueuxcapo@yahoo.fr
Nigeria_Kuponiyi Olushola	kuponiyiolusola@gmail.com
Senegal-Coumba Seck Niass	coumba.seck@numerique.gouv.sn
Nigeria – Habu Zoaka	habu.zoaka@gmail.com
Kenya- Erick Kimani	erick.kimani@posta.co.ke
Uganda-Daraus Jim Muhwezi	damuhwezi@ugapost.co.ug
Senegal-Abdaty Ka	abdatyka@gmail.com
Nigeria_Kingsley Iyekekpolor	sly_ek@yahoo.com
Madagascar-Jeanne Nancia R	dpc@paositramalagasy.mg
Eswatini PTC- Musawenkosi Dube	musadube@sptc.co.sz
Mali- Sékou Ballo	sekou.ballo@laposte.ml
Egypt- Hossam Samy	hossam_samy@egyptpost.org
Uganda- Amwonya Aggrey	aamwonya@ugapost.co.ug
PAPU -Yonna Singogo	afo@papu.co.tz
Cameroon-Patrick Bruno Atangana	patatangoo@gmail.com
Tunisia -Oussama Rouatbi	oussama.rouatbi@yahoo.fr
Mauritius- Ittoo Jayraj	jittoo@mauritiuspost.mu
Cameroon-Franck Patrick Ateba	patrick.ateba@gmail.com
Malawi Posts - Angel Banda	abanda@malawiposts.com
Burkina Faso-Macaire Zongo	macaire.zongo@laposte.bf
Camaroon- Rodrigue Tchamdeu	tchamdeurodrigue@gmail.com
Zimbabwe -Golden Chisi	gchisi@zimpost.co.zw
DRC-Béni Bohika	benibohika@gmail.com
Zambia- Brighton Ngoma	ngomab@zampost.com.zm
Botswana-Mogomotsi Tebakae	mtebakae@botswanapost.co.bw
Mali- Souleymane Fomba	souleymane.fomba@laposte.ml
Senegal-Allassane Salam	allassanesane@laposte.sn
Cameroon- Pauline Catherine Mutlen	paulinemutlen@gmail.com
Senegal- Allassane Sane	allassane.sane@outlook.fr

Cote d'Ivoire-Hadjaratou Bamba	bamba.hadjaratou@artci.ci
MalawI - Madalo Phiri	madalo.phiri@macra.mw
Zimbabwe-Godfrey Mataga	gmataga@zimpost.co.zw
Congo Rép- Ludovique Mbossa	ludovique.mbossa@gmail.com
Congo- Alain Yengo	yengoalain@gmail.com
DRC-Joseph Mandjolo Mush	josemandjolo@gmail.com
Senegal-Mouhamadou Mansour Seck	m2mseck@yahoo.fr
Tunisia-M.Chouchane	malek.chouchane@tnpost.tn
Burkina-Faso Madina Bouda	madina.bouda@laposte.bf
Congo-Stevy Vivien Tsika-Boungou	vtsika@yahoo.fr

DIGITALIZATION AND INNOVATION WORKING GROUP (DIG)

TERMS OF REFERENCE (TORS)

The working group on Digitization and Innovation was created in order to track developments and trends in the global postal sector. The COVID-19 pandemic has made it necessary for Posts to speedily digitize their operations, and re-think their services and find new ways to do business in order to be resilient and relevant.

The terms of reference for the working group are as below:

i. Explore ways to harness digital technologies and innovation in the postal sector to transform African societies and economies;

ii. Lead the process of identifying tools for digital management in the postal supply chain to ensure efficiency and visibility;

iii. Share knowledge and experience in digital transformation, especially on COVID-19 pandemic and other crises;

iv. Spearhead discussions and development of e-services diversification frameworks for regional deployment like the following;

    a. E-commerce online sales of traditional postal products and services

    b. E-shopping portals;

    c. Hybrid mail;

    d. Postal registered e-mail;

    e. Electronic postal certification marks;

    f. E-identity;

    g. E-government, etc.

v. Embrace cyber security in digitization initiatives by using the .Post domain;

vi. Encourage participation in projects aimed at the improvement of digitization of postal services in Africa;

vii. Encourage Member States to adopt UPU digital tools to ensure access to efficient, reliable, secure and affordable services to include but not limited to electronic payment services;

viii.   Encourage compliance with UPU standards e.g., within the framework of the Integrated Product Plan (IPP) to promote e-commerce;

ix.   Sensitize Dos and encourage Member States to implement UPU Congress outcomes on digital transformation and innovation during the Abidjan cycle;

x.   Undertake and strengthen digital postal policy reforms that recognize the postal sector as a key component of the digital ecosystem.

DIGITALIZATION AND INNOVATION WORKING GROUP (DIG)

ACTION PLAN FOR THE PERIOD 2022-2025

S/N	SUBJECT MATTER	MILESTONE	OBJECTIVE	PERIOD	KEY PERFORMANCE INDICATOR (KPI)	RESPONSIBLE
1.	**Model Digital Post Office**	i) Develop a Digital Post Office Model benchmarked from other regions and industries covering the following areas: - Information platform system - Customer experience platform - Data analysis Platform - Internet of Postal Things - Eco-system Platform - Cyber Security - Human Resources skills	- Develop a Digital Transformation Framework and road-map for the Posts of Africa - Member States to adopt a stream lined postal digital transformation program - Pursue coordinated implementation by Member States' DOs	Q1 2023	- Model Digital Post Office Framework - Number of countries implementing the roadmap	Working Group/ General Secretariat

2.	Digital Infrastructure and modernization of operations	i) Provision of digitization environment and infrastructure within Member States to cover the following: • Electrification and alternative power sources • Internet connectivity • Networking of offices • Cloud computing	• Provision of necessary infrastructure, hardware and software to support digitization	Q2 2023	Number of offices connected	Working Group/ General Secretariat
		ii) Members to ensure provision of hardware at Post Offices: • Servers • Computers/laptops • Printers • Scanners • Digital Scales	• Designated Operators to be fully equipped and successfully transition to deliver digital services	Q3 2023	Provision of required hardware	Working Group/ General Secretariat

		iii) Share information on postal systems and tools in order to develop specifications for ideal software for digitalization of the p Post in Africa	• Assist with information to guide DOs in identification and deployment of appropriate software that addresses the following areas among others:
			  o Affordability
			  o Not resource-hungry
			  o Interoperability
			  o Scalability
			  o Inter connectivity
			  o Cyber Security
				Q3 2023	Guidelines on Specifications for digitalization software	Working Group/
						General Secretariat

3.	**Digitalization of Postal Services**	i) Migration of services from the traditional onto the digital platforms: • E-Post • E-commerce • E- Government • Digital financial services • Mobile banking solutions	• Promoting the provision by DOs of digital/electronic services in line with global trends • Tailoring services that transcend various digital economy sectors	Q1 2024	• Number of digital services offered by Member States • Number of economic and social sectors benefiting from the introduction of digital services	Working Group/ General Secretariat
		ii) Deploy technology-based value-added features on the Integrated Product Plan (IPP) portfolio: • ECOMPRO • Tracked delivery service • Small packets	• Ensuring full implementation of IPP and IP	Q1 2024	Level of implementation of IPP in Africa	Working Group/ General Secretariat
		iii) Participation in the Digitalization and Innovation projects in partnership with relevant industry stakeholders	• Participate in UPU digitalization projects: ○ Digital Readiness for E-commerce ○ Payment Readiness for E-commerce ○ Financial Inclusion Technical Assistance Facility) FITAF funded projects	Q4 2022	Number of Countries implementing projects	Working Group/ General Secretariat

4.	**Postal home-grown digital innovations**	i) Develop own digital solutions: • Software • Applications	• Encourage Member States to create an environment for developing home based postal solutions using local experts	Q2 2023	• Number of innovative solutions developed • Organize hackathons for digital solutions	Working Group/ General Secretariat
		ii) Participate in Innovation exhibitions and competitions like the World Summit on the Information Society (WSIS)	• Showcasing African innovations • Promote youth creativity and innovation	Q3 2022	• Number of Africa Member States participating in exhibits and competitions • Number of new solutions adopted for deployment	Working Group/ General Secretariat

5.	Human capital Development	i) Members to capacitate staff on digital skills	• Building capacity and getting buy-in of postal staff on digitalization process.
			• Train staff on use of new systems and product knowledge:
			  ○ Capacity Building
			  ○ Up-skilling
			  ○ Re-skilling
				Q3 2024	Number of staff trained
					
					• Completed Skills Audit reports
					• Number of training episodes
						Working Group/ /General Secretariat

		ii) Organize workshop on Digital Transformation and Financial Inclusion	• Building capacity and sharing of experiences	Q4 2022	Number of Member States participating	General Secretariat
		iii) Training workshop: • IT systems • Tools • Cyber security	• Provide all Member States with relevant knowledge to digitize and transform the post	Q4 2023	• Number of Training workshop conducted • Number of participants in attendance	Working Group / General Secretariat
6.	Communication and Feedback on Digitalization and Innovation Progress	i) Members' active participation in in the different projects • Regional/Global Meetings on Innovation and Product Development • Digitization implementation initiatives • Information feedback from Member States on implementation of the projects	• Monitor and assess status of implementation of digitalization initiatives in Africa. • Involvement of all Member States to ensure harmony in implementation • Participate in workshops organized for the projects		Response rate to questionnaires	Working Group / Member States /General Secretariat