



PAPU/AC/OTC/02/2022 – Doc No.2

**OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)**

**4<sup>th</sup> -6<sup>th</sup> July 2022 Democratic Republic of Congo (DRC)**

**OPERATIONS AND TECHNOLOGY 2022 Q1 MEETING REPORT**

<b>1. Subject</b> Operations and Technology 2022 Q1 Meeting Report	<b>References/Paragraphs</b>
<b>2. Decision Expected</b> <ul style="list-style-type: none"><li>• Consideration and noting of the Committee Report;</li><li>• Note the Matters Arising Report.</li></ul>	

**1. INTRODUCTION**

The Operations and Technology Committee held its inaugural meeting in hybrid format from 15<sup>th</sup> to 17<sup>th</sup> February, 2022 in Abuja, Nigeria. During the meeting all agenda items indicated below were discussed and deliberated on.

**2. THE MAIN ISSUES TABLED AND DISCUSSED**

The following salient issues were deliberated during the meeting:

- Terms of Reference of the Committee;
- Consideration and Adoption of proposed Working Groups;
- Review of the Rules of Procedure for Administrative and Technical Committees;
- Key 27<sup>th</sup> UPU Congress Outcomes especially relating to the Operations and Technology areas;
- Remuneration Issues;
- Presentations on Current Industry Digitalization Trends by Partners;
- Experience Sharing by Member States on Digitalization Initiatives;
- Update on the 39<sup>th</sup> Administrative Council Outcomes relating to Operations and technology.

The detailed report for the Committee meeting is attached as **Annex 1**.

### **3. MATTERS ARISING FROM THE REPORT**

Most of the matters arising from the Q1 Meeting of the Operations and Technology Committee were subsequently forwarded to respective Working Groups that were created during this meeting for further consideration and reporting to this Committee.

A summary report of the issues is attached as **Annex 2**

### **4. DECISIONS EXPECTED**

The report is submitted to the Committee for consideration and noting

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## **REPORT OF THE OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)**

### **Hybrid meeting**

**Abuja, Nigeria -15<sup>th</sup> to 17<sup>th</sup> February 2022**

### **1.0 INTRODUCTION**

The Operations and Technology Committee hybrid meeting was held from 15<sup>th</sup> to 17<sup>th</sup> February 2022.

### **2.0 OPENING REMARKS BY THE CHAIRPERSON**

The Chairperson, Mr Habu Mohammed Zoaka welcomed everyone present for taking their time to attend the meeting either in person or virtually and wished that the meeting would go on well, expressing his hope that the pandemic will come to an end and that the Committee would be able to meet physically. He called the meeting to order and commenced the deliberations for the day.

### **3.0 REMARKS BY PAPU SECRETARY GENERAL**

The Assistant Secretary General (ASG), Mrs Jessica Hope Ssengooba delivered remarks on behalf of the Secretary General who had other engagements at the beginning of the Committee meeting. In her remarks, the ASG expressed profound gratitude to the host country, Nigeria for offering to chair the Operations and Technology Committee, designating a competent and professional chairperson, as well as hosting the inaugural meeting of the Committee among other things. She also thanked Member States for registering

en-masse and for their usual unwavering support to the General Secretariat and wished the Committee fruitful deliberations.

#### **4.0 REMARKS BY THE EXECUTIVE SECRETARY OF WAPCO**

The Executive Secretary of WAPCO, Mr Adama Diouf affirmed his support for PAPU and its new management. He indicated that as the Executive Secretary of a West Africa sub-regional postal Organization, he expects to work with the Operations and Technology Committee to enhance digitalization and improvement of postal services. He wished the Committee fruitful deliberations.

#### **5.0 REMARKS BY NIPOST POSTMASTER GENERAL**

In his remarks the Postmaster General of NIPOST, Dr. Ismaila Adebayo Adewusi congratulated the SG and the ASG on their appointments and the government of Zimbabwe for successfully hosting the 10<sup>th</sup> PAPU Plenipotentiary Conference (PC). He highlighted that Nigeria was honored as Chair of the Operations and Technology Committee which serves as the technical and operational mind of PAPU, as well as host the first meeting of the Committee. The PMG drew the attention of participants to critical operational issues that the Committee should address which are: supply chain, quality of service improvement, capacity building, ICT, financial inclusion and e-commerce, among others.

#### **6.0 CONFIRMATION OF BUREAU**

The Committee Bureau was as set up as follows:

Chairperson:	Nigeria;
1 <sup>st</sup> Vice Chairperson:	Algeria;
2 <sup>nd</sup> Vice Chairperson:	Senegal;
Rapporteurs:	Côte d'Ivoire, Uganda;
Secretariat:	PAPU Secretariat.

The Chairperson congratulated the Bureau and wished them well in their assignment, being confident that they will work as a team to ensure that the work of the Committee progresses well.

## **6.1 Participation**

### **6.1.1 Members States Present:**

Algeria, Benin, Botswana, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Egypt, Eswatini, Kenya, Lesotho, Madagascar, Malawi, Morocco, Namibia, Nigeria, Senegal, South Africa, Tanzania, Togo, and Tunisia, Uganda and Zimbabwe.

Nigeria, Senegal, Uganda and Zimbabwe had representatives who attended the meeting physically in Abuja, Nigeria.

### **6.1.2 Other Organizations Present**

Universal Postal Union International Bureau, STAMPSDAQ, Communications Regulatory Authority of Southern Africa (CRASA), East African Communications Organization (EACO), Southern Africa Postal Operators Association (SAPOA), and West African Postal Conference (WAPCO).

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

## **7.0 ADOPTION OF THE AGENDA**

The General Secretariat presented the draft agenda which was adopted, with minor amendments by reviewing the order of discussions to allow Côte d'Ivoire to make their presentation on day two of the meeting since the presenter, the Director General of la Poste Côte d'Ivoire had other commitments on day three, among other things.

Nigeria proposed the adoption of the agenda and Namibia seconded.

The adopted agenda is attached to the report as **Annex 2**.

## **8.0 TABLING OF THE TERMS OF REFERENCE (ToRs) FOR THE COMMITTEE**

The General Secretariat tabled the Terms of Reference (ToRs) for the Committee in the form of **PAPU/ATC/OTC//01/2022 - Doc No.2**. The ToRs which were approved by Resolution No.01/PAPU/AC/XXXVI/2017, of the 36<sup>th</sup> Administrative Council held in Nairobi, Kenya, were presented for noting by the Committee.

The ToRs are attached to this report as **Annex 3**.

## 9.0 CONSIDERATION AND ADOPTION OF PROPOSED WORKING GROUPS

The General Secretariat proposed in **PAPU/ATC/OTC/01/2022-Doc No. 4**, the establishment of four (4) Working Groups and one (1) Task Force for the Committee for the period 2022 to 2025. The proposed working groups were:

- Remuneration;
- Digitalization and Innovation;
- Promotion of Philately;
- Supply Chain.

PAPU-AFRAA Task Force under the Supply Chain Working Group was also proposed as part of the implementation of Administrative Council Resolution No.03 PAPU/AC/XXXV1/2017 on the re-establishment of the PAPU-AFRAA Contact Committee.

The Committee considered and adopted the proposed Working Groups and Task Force as presented by the Secretariat. The terms of reference (ToRs) of the Working Group on Remuneration were approved with an amendment proposed by Egypt.

Furthermore, Member States were requested to express their interest in joining as well as leading the Working Groups.

After sharing their vast experience in philately through a presentation made by Ms Ikram Taibi of la Poste Maroc, the PAPU Secretary General implored Morocco to become the Vice Chair of the Working Group on Promotion of Philately so that other Member States may benefit from their experience. Morocco accepted the request.

The composition of the Working Groups as at 17<sup>th</sup> February 2022 was as reflected in the table below:

S/N	Remuneration	Digitalization and Innovation	Philately	Supply Chain
1.	Egypt (Chair)	Senegal (Chair)	Nigeria (Chair)	Tanzania (Chair)
2.	South Africa (Vice Chair)	Uganda (Vice Chair)	Morocco (Vice Chair)	Malawi (Vice Chair)
3.	Algeria	Côte d'Ivoire	Kenya	Algeria
4.	Botswana	Eswatini	Senegal	Cameroon
5.	Cameroon	Kenya	Tanzania	Côte d'Ivoire
6.	Côte d'Ivoire	Madagascar	Tunisia	Kenya
7.	Ghana	Malawi	Uganda	Morocco
8.	Kenya	Nigeria	Zimbabwe	Nigeria
9.	Morocco	Tanzania		Tunisia
10.	Senegal	Tunisia		Uganda
11.	Tanzania	Zimbabwe		Zimbabwe
12.	Tunisia			
13.	Uganda			
14.	Zimbabwe			

For the PAPU-AFRAA Taskforce membership, the West and Central sub-regions were urged to consult and submit their representatives as soon as possible.

The Working Groups and Task Force as well as their terms of reference will be submitted to the 40<sup>th</sup> Administrative Council Session for approval as presented in **Annex 4** to this report.

## 10.0 REVIEW OF THE RULES OF PROCEDURE FOR ADMINISTRATIVE AND TECHNICAL COMMITTEES

Revised Rules of Procedure for the Operations and Technology Committee were presented by the General Secretariat vide **PAPU/ATC/OTC/01/2022 - Doc No.3**.

The Committee noted that the Rules of Procedure had been approved by the 36<sup>th</sup> Administrative Council in Nairobi, Kenya. The proposed amendments, which were improvements to enhance the functioning of the Committee in line with its mandate, emanated from the change in the working environment mainly due to Covid-19 pandemic and were also as a consequence of the revised Acts of the Union in 2018. The Secretariat also endeavored to achieve some level of uniformity in the terms of reference for all the Administrative and Technical Committees.

Uganda proposed that 'hybrid' be added to Article 2 to reflect all formats in which the Committee meetings may be held.

Discussions centered on Article 8 on the quorum and Article 18 on voting procedures. The articles were adopted as presented by the General Secretariat based on the clarifications from the Secretariat's Legal Officer.

The adopted Rules of Procedure for the Committee will be submitted to the 40<sup>th</sup> Administrative Council for approval.

## **11.0 PRESENTATION BY THE SECRETARIAT ON KEY 27<sup>TH</sup> UPU CONGRESS OUTCOMES**

The General Secretariat made a presentation on the key outcomes of the 27<sup>th</sup> UPU Congress held in Abidjan, Côte d'Ivoire in August 2021 contained in **PAPU/ATC/OTC/01/2022-Doc No. 5**. The report also included the implications of these outcomes on Africa.

Discussions among participants can be summarized as follows:

- The Secretariat should coordinate the support of African proposals at UPU level by Member States;
- Formal structures should be set up to examine and come up with common positions for Africa on key UPU issues;
- Enhance capacity building in Africa by conducting workshops and identifying experts in different fields to ensure that Member States get a clear understanding of critical issues and hence make informed decisions.

The Committee took note of the outcomes and that the PAPU Strategy will be aligned to UPU Abidjan World Postal Strategy and the Regional Development Plan (RDP) for Africa for the period 2022-2025.

## **12.0 REMUNERATION ISSUES**

Egypt was commended for an elaborate presentation on an overview of the remuneration system approved by the 27<sup>th</sup> UPU Congress. The presentation further gave insights into the future work on remuneration and its implications on African Member States.

The comments from participants can be summarized as follows:

- The presentation should be summarized and simplified drawing out important matters and implications on Africa;
- There is need for capacity building on remuneration to ensure that Africa has a clear understanding of the issues and their implications;
- Member States should improve quality of service and take part in supplementary remuneration and quality of service-based payment systems to increase revenue;
- Drawing up an Action Plan on what needs to be done throughout the cycle to address remuneration issues;
- Member States should take advantage of the Quality of Service Common Fund projects to build their capacities and enhance the use of IT systems;
- Coming up with a communication matrix for remuneration experts in all Member States to enable effective communication.

Through the Remuneration Working Group, remuneration work will be followed up throughout the cycle to ensure that Member States have a clear understanding of the issues and make informed decisions that serve the interests of Africa.

## **13.0 SOCIAL AND FINANCIAL INCLUSION PRESENTATION BY COTE D'IVOIRE**

The Director General of la Poste Côte d'Ivoire made a presentation on social and financial inclusion and the different initiatives that the Post is doing to support social and financial inclusion in the country. He encouraged the Member States to support PAPU and its initiatives aimed at developing the postal sector in the region.

Member States were encouraged to borrow a leaf from the presentation and benchmark on development of e-commerce and other platforms that support e-services.

Since the Director General of Côte d'Ivoire Post is the current Chairman of the PAPU Administrative Council, as well as the UPU Council of Administration (CA), Member States were also called upon to give him full support by actively participating in debates and work of both bodies.

#### **14.0 UPDATE ON THE 39<sup>TH</sup> ADMINISTRATIVE COUNCIL OUTCOMES**

The Secretariat presented a report, **PAPU/ATC/OTC/01/2022 - Doc No.6** on the status of implementation of decisions, resolutions and recommendations on issues relating to Operations & Technology as at the end of January 2022.

Member States were in support of the resolutions made by the Administrative Council and proposals to implement with the support and coordination of PAPU General Secretariat, services such as small packets, quality of service link to remuneration, track and trace to ensure that they do not lag behind other regions and also have the opportunity to increase their revenues.

The Committee was invited to take note of the progress made in implementing the resolutions and that the General Secretariat would request for updates from Member States through a questionnaire and prepare a detailed annual report to be presented to the next meeting of the Committee and subsequently to the 40<sup>th</sup> Administrative Council.

#### **15.0 CURRENT INDUSTRY DIGITALIZATION TRENDS**

##### **15.1 Presentation by Partners**

##### **15.1.1 Presentation by UPU**

The Universal Postal Union Deputy Director General, Mr. Marjan Osvald made remarks at the opening of the session on Day 3 of the Committee meeting. In his remarks, he congratulated NIPOST for hosting the

meeting and pledged the UPU's continued support to PAPU on its various initiatives and its Member States in digitization programmes, for the development of postal services in Africa.

Mr. Paul Donohoe from the IB of the UPU made a presentation on the Overview of Current Industry Digitalization Trends. He indicated that the UPU is working with PAPU and Member States in Africa to implement the Digital Transformation and Diversification of Postal Services project, Operational Readiness for E-commerce project as well as the Improvement of Digitalization of Postal Services in Africa project being implemented in collaboration with La Poste France and the African Union Commission.

The UPU reaffirmed its commitment to support PAPU in digitalization and innovation of postal services Africa. The report of the AU Study on Improving Digitalization of Postal Sector in Africa Project, which will give insights into the status of digitalization in African Member States will be shared with PAPU once it is ready.

#### **15.1.2 Presentation by STAMPSDAQ**

The CEO of STAMPSDAQ LLC, Mr. Andrii Shapovalov made a presentation on current digitalization trends in the Philately industry. The presentation focused on the following major areas:

- STAMPSDAQ vision and what they stand for;
- What STAMPSDAQ can offer;
- Applications for Postal Operators to transform their existing and historic stamps collections into Non-Fungible Token (NFT);
- Benefits for Postal entities and Collectors;
- Modernizing existing philatelic collections.

The Committee acknowledged that digitalization of stamps is the way to go to resuscitate the philately business in Africa and PAPU is ready to work with partners like STAMPSDAQ through the Working Group on Promotion of Philately in that regard.

However, concerns were raised on the security of the digital stamps and the presenter was requested to provide information on the security protocols that could be shared with Member States.

## **15.2 Experience sharing by Member States**

Member States shared their experiences on the following areas:

- Philately - (Morocco, Nigeria);
- E-commerce - (Botswana, Tunisia);
- Financial inclusion – Uganda.

The presentations are available on the PAPU website.

## **16.0 ANY OTHER BUSINESS**

There was no other business discussed, however a Nigerian delegate expressed gratitude on the holding of the meeting in Nigeria pointing out that it was beneficial to them, and would wish to see more of such meetings being held.

## **17.0 DATE AND VENUE OF THE NEXT MEETING**

The next meeting of the Committee will be held during the 40<sup>th</sup> Administrative Council meetings to be held in the Democratic Republic of Congo (DRC). The dates will be communicated by the Secretariat once consultations with the host country are finalized.

## **18.0 ADOPTION OF REPORT**

The draft report was presented by the General Secretariat. Uganda moved a motion to adopt the report, supported by Senegal.

## **19.0 CLOSING OF MEETING**

Senegal delivered a vote of thanks on behalf of the participants.

**Signed**

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**Chairman: Habu Mohammed Zoaka**  
**NIGERIA**

.....  
**Date**

.....  
**Secretary: Hillaria Mazenge**  
**PAPU GENERAL SECRETARIAT**

.....  
**Date**

## MATTERS ARISING REPORT

### 1.0 INTRODUCTION

This Report presents the Matters arising from the Operations and Technology Committee meeting held in hybrid format from 15<sup>th</sup> to 17<sup>th</sup> February, 2022 in Abuja, Nigeria

### 2.0 TABLE OF MATTERS ARISING UPDATE

2.1	<p><b>Consideration and Adoption of Proposed Working Groups</b></p> <p>The four (4) Working Groups created by the Committee have since commenced their work. Reports of the Working Groups will be tabled at this meeting. The Committee will submit the Working Groups and their Terms of Reference to the Administrative Council for noting.</p>
2.2	<p><b>Review of the Rules of Procedure for Administrative and Technical Committees</b></p> <p>The Committee's comments on the Rules of Procedure for Administrative and Technical Committees will form part of the future work of the Policy and Legal Harmonization Working Group under the Policy and Regulation Committee (PRC).</p>
2.3	<p><b>Key 27<sup>th</sup>UPU Congress Outcomes</b></p> <p>Key issues to be implemented during this Congress cycle have been included in the respective Working Groups' Action Plans. These Working Groups are the formal structures set-up to examine and come up with common positions for Africa on key UPU issues.</p> <p>The General Secretariat will coordinate the support for African countries through collaboration with UPU and implementation of the Regional Development Plans for 2022-2025.</p>

2.4	<p><b>Remuneration Issues</b></p> <p>Remuneration issues arising from the presentation made will be part of the Remuneration Working Group's mandate. The Working Group will report these and other issues to the Committee as scheduled.</p>
2.5	<p><b>Update on the 39<sup>th</sup> Administrative Council Outcomes</b></p> <p>The General Secretariat sent out a questionnaire to assess the status of implementation of the 39th Administrative Council outcomes relating to Operations and Technology. The results of the questionnaire will be submitted to this meeting in <b>PAPU/ATC/OTC/02/2022 - Doc No.7</b>.</p>

### 3.0 Decision

The Matters arising report is submitted to the Operations and Technology Committee for noting.