



PAPU/AC/PRC/02/2022 – Doc No.2

POLICY AND REGULATION COMMITTEE (PRC)
4th -6th July 2022 Democratic Republic of Congo (DRC)

POLICY AND REGULATION 2022 Q1 MEETING REPORT

1. Subject Policy and Regulation 2022 Q1 Meeting Report	References/Paragraphs
2. Decision Expected <ul style="list-style-type: none">• Note the Report;• Consider any matters arising from the Report.	

1.0 INTRODUCTION

The Policy and Regulation Committee (PRC) held its inaugural meeting in hybrid format from 22nd to 24th February, 2022 in Nairobi, Kenya. During the 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 Committee;
- Consideration and Adoption of Proposed Working Groups;
- Review of the Rules of Procedure for Administrative and Technical Committees;
- Update on the 39th Administrative Council Outcomes.

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

3.0 MATTERS ARISING FROM THE REPORT

3.1 Consideration and Adoption of Proposed Working Groups

The two (2) Working Groups created by the Committee have since commenced their work. Reports of the Working Groups will be presented to this meeting. The Committee will submit the Working Groups and their Terms of Reference, among other things to the Administrative Council for endorsement.

3.2 Review of the Rules of Procedure for Administrative and Technical Committees

The Committee's comments to 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 this Committee.

3.3 Constitution of the PAPU Administrative Council 2022-2025

Finalization of the PAPU Administrative Council 2022-2025 membership is an agenda item for the Policy and Legal Working Group. As such a report on the current status on this matter will be appropriately covered at that point.

3.4 Update on the 39th Administrative Council Outcomes

The General Secretariat assessed the implementation of the Administrative Council resolutions and the results will be submitted to this meeting in **PAPU/ATC/PRC/02/2022 - Doc No.5.**

3.5 Committee Action Plan

The action plan for the Committee is presented under PAPU/ATC/PRC/02/2022 - Doc No.5.

3.6 DECISIONS EXPECTED

The report is submitted for the Committee to:

- Note the Report;
- Consider the Matters Arising from the Report.

POLICY AND REGULATION 2022 Q1 MEETING REPORT

Original:
ENGLISHPAN AFRICAN POSTAL UNION
(Specialized Agency of the AU)PAN AFRICAN POSTAL UNION
(Institution spécialisée de l'UA)

GENERAL SECRETARIAT

SECRETARIAT GENERAL

POLICY AND REGULATORY COMMITTEE (PRC)

Subject: REPORT OF THE INAUGURAL MEETING OF THE PRC HELD FROM 22ND TO 24TH FEBRUARY 2022 AT MOVENPICK HOTEL IN NAIROBI, KENYA	References/paragraphs RULES OF PROCEDURE DELIBERATIONS
DECISION EXPECTED <ul style="list-style-type: none"> • CONSIDERATION AND ADOPTION OF REPORT 	

1.0 INTRODUCTION

The inaugural meeting of the Policy and Regulatory Committee was held at Movenpick Hotel in Nairobi, Kenya, from 22nd to 24th February 2022, to deliberate on matters outlined in line with its objectives. In brief, its objective is to draw up a roadmap and lay down guidelines for postal reform; develop standards for various dimensions of postal activities and facilitate the harmonization of postal policies and regulations while dealing with matters related to the Acts of the Union.

This Committee was formed pursuant to Decision No.04/PAPU/PC/X/2021, establishing two new Administrative and Technical Committees, namely, the Policy and Regulatory and Strategy Committees, passed in line with Article 14 of the Convention.

The meeting was chaired by Kenya.

2.0 PARTICIPANTS

The following Member States were in attendance:

- Algeria, Angola, Benin, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Democratic Republic of Congo, Egypt, Eswatini, Ghana, Kenya, Liberia, Malawi, Mali, Mozambique, Niger, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.
- The following organizations participated as observers: CRASA, UPU and AFRALTI.

The full attendance list is attached as **Annex 1**.

3.0 OPENING REMARKS

3.1 By the Chairperson

The Chairperson welcomed participants to the inaugural Committee meeting and observed that its work is part and parcel of what the PAPU does as part of its Policy and Regulation functions. He commended participants for their massive turnout (both physically and remotely) and expressed his profound appreciation to Mr. Sifundo Chief Moyo, the PAPU Secretary General, for personally coming to attend the meeting in Nairobi, Kenya.

He then proceeded to deliver remarks on behalf of the Director General of the Communications Authority of Kenya, as a host, who was engaged in some urgent matters. The Director General's remarks focused on the following important areas:

- Welcomed participants meeting for Policy and Regulation Technical Committee and as the host country and the chair of this Committee, he assured them that they shall spare no effort to make their short stay in Nairobi memorable.
- He stressed that the role of a strong and dedicated regional Union in injecting vibrance to the postal sub-sector cannot be gainsaid. A strong Pan African Postal Union (PAPU) is important in developing homegrown policies and regulations to ensure the post continues to play its rightful role in promoting intra-Africa trade and in the socio-economic development of the region.
- He also seized the opportunity to remind participants that; 'A chain is only as strong as its weakest link.' As member countries, therefore, there is a need to individually and collectively commit to meet our part of the bargain to support our Union and constantly contribute to the regional and global discourse on Posts, in order to safeguard Africa's interests for global competitiveness.
- As the industry regulator, they are committed to overseeing the development of the postal sector, through the creation of a level playing field for operators, licensing, tariff adjudication, compliance, consumer protection, and crafting sector policies and regulations.
- However, as you may be aware and taking into account the global nature of Postal services, no government can do this alone. This calls for concerted efforts, through the stewardship of our umbrella body- PAPU.
- Emphasized that this forum reaffirmed the commitment of PAPU in addressing some of the challenges facing the Postal industry. Among the challenges facing the postal industry is the harmonization of policies that hamper the cross-national postal business.

- This week's meeting, thus presents us a great opportunity to look into this matter and how best it can be addressed, as per the work plan of the Policy and Regulation Committee for the quadrennial period 2021/2022-2024/2. The harmonization of rules and policies is critical, especially for our continent which is at different levels of development.
- This meeting also gives us an opportunity to harness the human resources available at the Member State level to augment the capacity at the General Secretariat in order to cover more ground within a reasonable time frame.
- And in conclusion, he encouraged the committee members to make full use of the opportunity to moot solid recommendations that will form the basis of driving this sub-sector forward.

3.2 By the PAPU Secretary General

The PAPU Secretary General made remarks which focused on the following main areas:

- He thanked the Government and the people of Kenya, the postal authorities of Kenya for their welcoming and hospitable gesture who have lived up to their reputation as demonstrated in the care and consideration accorded to all delegates since their arrival in the country.
- He expressed his heartfelt appreciation to the authorities of Kenya for the generous reception extended to all the participants and the PAPU delegation, as well as for all the amenities and facilitation all delegates have enjoyed since our arrival.
- To the Committee members, he was happy to say that their massive attendance during this inaugural meeting bears eloquent testimony to their unwavering commitment to discharge their mandate, despite the prevailing challenges posed by the COVID-19 crisis. He continued by saying that indeed, the health crisis has precipitated a ground-breaking paradigm shift with the switch to remote working that enhances flexibility and broadens options for meeting attendance by doing away with physical barriers. As you may notice, several members are signed into these proceedings and will actively participate remotely.
- He recalled that by virtue of its foundational mandate, the importance of the Policy and Regulation Committee cannot be overemphasized. He further reminded participants that the Committee was established by Decision No.04/PAPU/PC/X/2021 of the Plenipotentiary Conference, meeting during its 10th Ordinary Session from 24th to 25th June 2021 in Victoria Falls in Zimbabwe. Its objective is to draw up a roadmap and lay down guidelines for postal reform; develop standards for various dimensions of postal activity and facilitate the harmonization of postal policies and regulations while dealing with matters related to the Acts of the Union.
- As he concluded his remarks, he added that the presentations on the postal industry as a whole and postal regulation, in particular, will equip us with valuable insights into where we stand with respect to technological, economic, policy, and legal developments.
- He reiterated his firm belief that the deliberations will be conducted in the traditional spirit of cordiality and consensus, as we seek to deliver fruitful outcomes for the Union.

The Opening remarks are attached as **Annex 2**.

The Chairman declared the meeting opened at 09:10 hours (GMT).

4.0 CONFIRMATION OF THE BUREAU

The bureau was constituted as follows:

Chair	: Kenya;
First Vice-Chair	: Senegal;
Second Vice-Chair	: Algeria;
Rapporteurs	: Malawi and Mali;
Secretariat	: PAPU General Secretariat.

5.0 ADOPTION OF AGENDA

The draft agenda was adopted with some amendments as follows:

- Working hours were adjusted so that the morning session should be from 08:00 hrs. (GMT) to 10:00 hrs. (GMT), and that the afternoon session should be from 11:00 hrs. (GMT) to 16:00 hrs. (GMT).
- Appointment of rapporteurs was deleted as agenda item number 4 since it was one of the issues to be discussed under the agenda on the constitution of the bureau.

The adopted agenda is attached herewith as **Annex 3**.

6.0 CONSIDERATION OF DRAFT RULES AND REGULATIONS OF THE COMMITTEE

The General Secretariat presented document **PAPU/AC/PRC/01/2022 -Doc No.02** and the Annex thereto under the agenda item on the Committee's Rules of Procedure. The Committee agreed to deliberate on the Rules of Procedure by reviewing each Article at a time.

The Committee availed its comments/inputs on the following Articles of the Rules of Procedure:

- Article 1;
- Article 3;
- Article 6;
- Article 8;
- Article 12;
- Article 16;
- Article 18;
- Article 19; and

- Article 20.

The amendments are shown in the revised Rules of Procedure which appear as **Annex 4** to the report.

After deliberations, the Committee adopted the Rules of Procedure of the Committee subject to the cited input and comments by acclamation.

7.0 CONSIDERATION OF TERMS OF REFERENCE (ToRs) OF THE COMMITTEE

The General Secretariat presented document **PAPU/AC/PRC/01/2022 - Doc No.03** and the annex thereto on consideration of the Committee's ToRs. The ToRS had already been adopted by Decision No. 04/PAPU/PC/X/2021, establishing two new Administrative and Technical Committees, passed by the Plenipotentiary Conference during its 10th Ordinary Session held from 24th to 25th June 2021 in Victoria Falls, Zimbabwe.

The document was presented to allow members to familiarize themselves with the ToRs to enable them effectively contribute during the Committee's proceedings in line with its mandate.

Having observed the need to remove 1.1 and 2.1 under items on 1 and 2, respectively in the **Annex**, the ToRs were duly noted by the Committee.

The reviewed ToRs are attached as **Annex 5** to this report.

8.0 ESTABLISHMENT OF WORKING GROUPS ON POLICY AND LEGAL HARMONIZATION, AND DEVELOPMENT OF REGULATION

The General Secretariat presented document **PAPU/CA/PSGC/01/2022 - Doc No. 04** on the abovementioned agenda item. Pursuant to one of its core objectives, namely policy harmonization and ongoing review of legal instruments, the Committee established two Working Groups, namely: Policy & Legal Harmonization and Development of Regulation in line with its Rules of Procedure.

The Committee made the following comments/input:

- To improve the title of the Working Group under item 2.1, to read **Policy and Legal Harmonization Working Group** instead of **Legal and Policy Working Group**;
- In the Annex, under item 3.1 to leave out item V, which read Develop procedures and detailed regulations for the implementation of the Guidelines
- In the Annex, under 3.2, to include Harmonization of Regulatory Strategies for Universal Services

Following the review of the ToRs, the floor was opened for the Member States to join any of the two Working Groups of their interest. Table 1 below illustrates the membership of the Working Groups as of 24th February 2022.

Table 1: Membership to Committee Working Groups

S/N	POLICY AND LEGAL HARMONISATION WORKING GROUP	REGULATION DEVELOPMENT GROUP
	MEMBERS	MEMBERS
1.	Zimbabwe (Chair)	Cote d' Ivoire (Chair)
2.	Eswatini (Vice-Chair)	Tanzania (Vice- Chair)
3.	Benin	Benin
4.	Burkina Faso	Burkina Faso
5.	Cameroon	Cameroon
6.	Chad	Kenya
7.	Kenya	Mali
8.	Malawi	Senegal
9.	Mali	South Africa
10.	Nigeria	Tunisia
11.	Senegal	Tunisia
12.	Tanzania	Uganda
13.	Tunisia	
14.	Uganda	

Members were requested to submit names to the General Secretariat of technical experts that will participate in the working groups.

9.0 UPDATE ON THE IMPLEMENTATION OF DECISIONS OF 10th ORDINARY SESSION OF THE PAPU PLENIPOTENTIARY CONFERENCE AND THE 39th ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL

The Secretariat presented Document **PAPU/AC/PRC/01/2022-Doc No.05** on the aforementioned agenda item and the Committee made the following comments/observations:

- In the Annex, it should read African Postal Guidelines instead of African Postal Directive and the abbreviation “APD” should read APG under S/N 4 and wherever appropriate;
- In the Annex, under S/N 5 in the content column on Article 17 (3) it should read A Member State **shall.....**, instead of “A Member State **may.....**” and that the matter should be referred to the Policy and Legal Working Group for further examination;
- All omissions should be captured in line with the items listed in the Terms of Reference;
- On the **Note on PAPU Administrative Council Representation for 2021/22-2024/25 Cycle**, there is need for proper numbering after item VII;

After deliberations, the Committee adopted the paper and directed that the Working Group on Policy and Legal Harmonization should draft a recommendation to the 40th PAPU Ordinary Session Administrative Council for its approval.

10.0 PAPU/AFRALTI MoU SIGNING CEREMONY

PAPU and AFRALTI signed a Memorandum of Understanding (MoU) on the sidelines of the Committee meeting. During the occasion the following dignitaries made remarks:

- Secretary General of PAPU;
- Director of AFRALTI;
- Chairman of the Committee.

The remarks made by the 3 dignitaries converged on the fact that the post needs to digitize in order to diversify its products and services as well as enjoy synergies by forming value adding partnerships and be innovative in the era punctuated by COVID-19 pandemic as well as the booming e-commerce business. It was also clear that for postal services to do so, upskilling or re-skilling of human resources remained key. Hence this collaboration between PAPU and AFRALTI is vital for postal services in Africa not only for broadening the revenue base growth but also for their sustainability.

11.0 CONSIDERATION OF THE DRAFT PROGRAMME OF ACTION 2021/2022-2024/2025 OF THE COMMITTEE

The Committee considered document **PAPU/AC/PRC/01/2022 - Doc No.06** and the Annex thereto on the Draft Programme of Action for 2021/2022-2024/2025 cycle and guided as follows:

- The table should be revised to include a column assigning the key deliverables to each Working Group;
- Items listed under ToRs for each Working Group which were not in the Programme of Action should be included;
- Timelines against each activity should be clearly indicated to facilitate easy follow up.

Based on the above, the Committee adopted the Draft Programme of Action.

The revised programme of action is attached to this report as **Annex 6**.

12.0 PRESENTATION BY BENIN: MACRO TRENDS SHAPING TODAY'S POSTAL INDUSTRY

Benin made a PowerPoint presentation on the topic "Macro Trends Shaping Today's Postal Industry" and the Committee noted the following key highlights:

- Transformation, albeit insufficient, equips the Post to tackle some of the issues facing society;
- On the financial inclusion front, Africa's Posts are now rolling out universally-accessible digital financial services.
- During the COVID-19 crisis, Africa's Posts braved the challenges, like their counterparts worldwide, to offer solutions to some of current society's problems (delivery of medicines, masks, vaccines, etc.);
- Current developments in the sector call for new strategies geared towards building synergies among all players. Therefore, Member States need to fast-track the process of opening up to other players whose impact in growing the sector is undeniable;
- Support from regional and international organizations, as well as restricted unions plays a critical role in driving forward various initiatives undertaken by the Post;

Benin's presentation is attached to this report as **Annex 7**.

13.0 PRESENTATION BY THE UNIVERSAL POSTAL UNION (UPU): LATEST TRENDS IN POSTAL REGULATION

The Committee noted the presentation by the UPU on latest trends in Postal Regulation which highlighted the following key issues:

- The concept and current status of **Postal Regulation** around the globe;
- UPU Member country information concerning the **Universal Postal Service and obligations** arising from it; and
- **Recent trends and issues** in postal regulation.

The presentation made by the UPU is attached to this report as **Annex 8**.

14.0 ADOPTION OF THE COMMITTEE REPORT

The Committee adopted the report by acclamation

15.0 AOB

Mali's delegation was grateful for having participated in this very important meeting which was held in a very sociable facility and characterized by fraternal, warm, and very open debate. Mali will also ensure that there is valuable feedback to meetings.

Once again Mali thanked everyone for the opportunity.

16.0 DATE AND VENUE OF NEXT MEETING

The date and venue of the next meeting will be communicated to the Committee by the Secretariat once consultations with the host country are concluded.

17.0 CLOSING REMARKS

17.1 The PAPU Secretary General

The PAPU Secretary General thanked participants for the good work which was done within the past three (3) days. Just like in a relay race, the General Secretariat will in turn take up matters from here to ensure effective implementation of the action points agreed upon during the meeting. Observing that the meeting's objective was to put things in place, it was gratifying to note that the objective had been achieved.

He thanked the host, especially staff from the Communications Authority (CA) of Kenya and the Kenya Posts Corporation (KPC), whom he described as very kind people, for the well-organized and successful meeting.

He was also grateful to the English/French and French/English interpreters for their good work in facilitating the meeting.

Furthermore, he thanked Secretary for satisfactorily organizing the meeting and coming in at very short notice owing to the substantive secretary's unavoidable absence due to ill health. At this point he wished the latter a quick and full recovery.

Last, but not least, the Secretary General thanked the Chairman for steering the meeting very well as well as for its fruitful conclusion.

17.2 The Chairman

The Chairman thanked Kenya for hosting the inaugural meeting of the Policy and Regulatory Committee which cuts across the work of the other Committees within the PAPU Structure. Furthermore, the Chairman thanked all delegates individually and collectively for their active participation in the meeting, noting that Africa's growth and development depends on us. Special thanks were also once again dawned on the PAPU Secretary General for personally availing himself to the meeting as well as contributing significantly to the substance of the meeting.

Thanked Secretariat for having prepared and presented the working documents very well. This was coupled with the record time preparation and presentation the report which captured all salient issues discussed during the meeting.

The Chairman wished Mr. Oumarou Ly, the substantive Secretary of the Committee, speedy and full recovery.

Thanks were also expressed to the entire hotel team for very ably and warmly hosting the meeting coupled with the provision of sumptuous meals throughout the meeting.

The Chairman was also grateful to interpreters who facilitated the meeting very well. Indeed, their work could not be taken for granted and they need to keep up the good work done.

Finally, he wished all delegates a safe journey back home and greetings to their families.

He then declared the meeting closed on 24th February 2022 at 14:05hrs (GMT).

LIST OF PARTICIPANTS						
INAUGURAL MEETING OF THE POLICY AND REGULATION COMMITTEE						
22 – 24 FEBRUARY, 2022						
NAIROBI, KENYA						
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			PHYSICAL SECURITY			
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44.	TANZANIA	NKWIMBA ALICE RICHARD	TANZANIA COMMUNICATIONS REGULATORY AUTHORITY/ MANAGER FINANCE AND ACCOUNTS	+255 784 515 640/ +255 222412009	nkwimba.alice@tcra.go.tz	PHYSICAL
45.	TCHAD	ABDELSALAM SALEH	MINISTERE DE L'ECONOME NUMERIQUE/ DIRECTEUR DES ACTIVITES POSTALES	6610 3239	salehabdel58@gmail.com	VIRTUAL

46.	TOGO	KEYEWA GERALDINE	SOCIETE DES POSTES DU TOGO/ DIRECTRICE COMMERCIALE	+228 9002 2400	gkeyewa@laposte.tg	VIRTUAL
47.	TUNISIA	KEDOUS MERIEM (Ms)	TUNISIAN POST/ DIRECTRICE DES PROJETS	+216 9402 9157/ +216 713 53351	relations.internationales@post e.tn	VIRTUAL
48.	UGANDA	NAWAYYI SSEKANDI VICTORIA	UGANDA COMMUNICATIONS COMMISSION/ MANAGER LEGAL COMPLIANCE & ENFORCEMENT	+256 782 551 143	vsekandi@ucc.co.ug	PHYSICAL
49.	ZAMBIA	LWAO ERIC	ZICTA /MANAGER - POSTAL	+260963256239	elwao@zicta.zm	VIRTUAL
50.	ZIMBABWE	MAGWAZA JUSTIN	POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE (POTRAZ)/ MANAGER POSTAL AND COURIER SERVICES	+263 772 130 064/ +263 242 333 041	magwaza@potraz.gov.zw	VIRTUAL
51.	ZIMBABWE	MARIWO TSITSI	POSTAL AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE (POTRAZ)/ HEAD, LEGAL SERVICES	+263 774107004	mariwo@potraz.gov.zw	VIRTUAL
52.	ZIMBABWE	CHITENDENI MAXWELL	ZIMPOST / ACTING DEPUTY POST MASTER GENERAL	+263772737372	mchitendeni@zimpost.co.zw	VIRTUAL
53.	ZIMBABWE	MUSEMWA LAWRENCE	ZIMPOST/ ACTING GM OPERATIONS	+263 732 501 300	lmusemwa@zimpost.co.zw	VIRTUAL
54.	ZIMBABWE	DHLEMBEU KUNDAI	ZIMPOST/ HEAD LEGAL AND CORPORATE AFFAIRS	+263 712 711 874	kundaidthlembeu@gmail.com ; kdhlembeu@zimpost.co.zw ;	VIRTUAL
55.	ZIMBABWE	SIGAUKE VENENCIA	ZIMPOST/ ACTING GM MARKETING AND SALES	+263 773 590 195	vsigauke@zimpost.co.zw	

56.	ZIMBABWE	MUCHOKOMORI ISAAC	ZIMPOST/ ACTING POST MASTER GENERAL	+263773364746	isaacmucho@gmail.com ; imuchokomori@zimpost.co.zw	PHYSICAL
57.	ZIMBABWE	MUSONZA SHEPHERD	ZIMPOST/ ACTING STRATEGY MANAGER	+263 719 103 949	smusonza@zimpost.co.zw	VIRTUAL
58.	ZIMBABWE	CHINODYA NDANATSEI	ZIMPOST/ INTERNATIONAL AFFAIRS AND COMPLIANCE OFFICER	+263 715 209 468	ndahchinodya@gmail.com ; nchinodya@zimpost.co.zw	VIRTUAL
59.	PAN AFRICAN POSTAL UNION	SIFUNDO C. MOYO	SECRETARY GENERAL	+255 27 254 3364	sg@papu.co.tz	PHYSICAL
60.	PAN AFRICAN POSTAL UNION	NATHAN MKANDAWIRE	HEAD OF OPERATIONS % TECHNOLOGY	+255 27 254 3263 - +255 27 254 3265	qs@papu.co.tz	PHYSICAL
61.	PAN AFRICAN POSTAL UNION	OUMAROU LY ABDEL RAMANE	LEGAL OFFICER	+255 27 254 3263 - +255 27 254 3265	lop@papu.co.tz	VIRTUAL
62.	PAN AFRICAN POSTAL UNION	JUDE TARH	TRANSLATOR/ INTERPRETER	+255 27 254 3263 - +255 27 254 3265	pt@papu.co.tz	PHYSICAL
63.	PAN AFRICAN POSTAL UNION	PASCAL F. CAPO-CHICHI	TRANSLATOR/ INTERPRETER	+255 27 254 3263 - +255 27 254 3265	translator@papu.co.tz	VIRTUAL
64.	PAN AFRICAN POSTAL UNION	HILLARIA MAZENGE	QUALITY OF SERVICE OFFICER	+255 27 254 3263 - +255 27 254 3265	gso@papu.co.tz	VIRTUAL

REMARKS BY EZRA CHILOBA, THE DIRECTOR GENERAL, COMMUNICATIONS AUTHORITY OF KENYA, DURING THE OFFICIAL OPENING CEREMONY OF POLICY AND REGULATION TECHNICAL COMMITTEE MEETING OF THE PAN AFRICAN POSTAL UNION (PAPU) ON 22ND FEBRUARY 2022 AT MOVENPICK HOTEL, NAIROBI.

The Secretary General of the Pan African Postal Union, Mr. Sifundo Chief Moyo,

Policy and Regulations Committee members,

Distinguished guests,

Ladies and Gentlemen,

It gives me great pleasure this morning to welcome you for this meeting for Policy and Regulation Technical Committee. As the host country and the chair of this Committee, I wish to assure you that we shall spare no effort to make your short stay in Nairobi memorable.

Ladies and gentlemen, the role of a strong and dedicated regional Union in injecting vibrancy to the postal sub-sector cannot be gainsaid. A strong Pan African Postal Union (PAPU) is important in developing homegrown policies and regulations to ensure the post continues to play its rightful role in promoting intra-Africa trade and in the socio-economic development of the region.

I will nevertheless, also seize this opportunity to remind us that; 'A chain is only as strong as its weakest link.' We as member countries therefore, must individually and collectively commit to meet our part of the bargain to support our Union and constantly contribute to the regional and global discourse on Posts, in order to safeguard our interests for global competitiveness.

As the industry regulator, we are committed in overseeing the development of the postal sector, through creation of level playing field for operators, licensing, tariff adjudication, compliance, consumer protection and crafting sector policies and regulations.

However, as you may be aware and taking into account the global nature of Postal services, no government can do this alone. This calls for concerted efforts, through the stewardship of our umbrella body- PAPU.

Indeed, this forum, reaffirms the commitment of PAPU in addressing some of the challenges facing the Postal industry. Among the challenges facing the postal industry is the harmonization of policies that hamper cross national postal business.

This week's meeting, thus presents us a great opportunity to look into this matter and how best it can be addressed, as per the work plan of the Policy and Regulation Committee for the quadrennial period 2021/2022-2024/2. The harmonization of rules and policies is critical, especially for our continent which is at different levels of development.

As the committee handling policy and regulation matters, I can say our work is already cut out and with a lot of expectation from member countries.

This meeting also gives us an opportunity to harness the human resources available at the member state level to augment the capacity at the General Secretariat in order to cover more ground within a reasonable time frame.

As I conclude, I would like to encourage the committee members to make full use of the next few days allocated to their business, to ultimately moot solid recommendations that will form the basis of driving this sub-sector forward.

Thank you for your attention.

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PAN AFRICAN POSTAL UNION (PAPU)

**BRIEF ADDRESS DURING THE SIGNING CEREMONY OF A MEMORANDUM OF UNDERSTANDING
BETWEEN THE PAN AFRICAN POSTAL UNION (PAPU) AND THE AFRICAN ADVANCED LEVEL
TELECOMMUNICATIONS INSTITUTE (AFRALTI)**

BY

MR. SIFUNDO CHIEF MOYO

SECRETARY GENERAL OF PAPU

23rd February 2022, Nairobi – Kenya

Esteemed dignitaries present,

Distinguished delegates,

Distinguished invitees,

Ladies and gentlemen,

It is a distinct honour and privilege for me to be given the floor to address members of the Policy and Regulation Committee on the solemn opening of its inaugural meeting, held here in Nairobi, the capital city of Kenya. It is therefore with a great sense of pride and joy that I join you today in this as we in this magnificent and historic city for this introductory gathering that will set the stage for this Committee to forge ahead with its programme of activities for the current quadrennial cycle.

Permit me to extend a warm welcome by saying “*karibu Nairobi*” to all members of the Committee and observers who have travelled from outside the country.

Ladies and Gentlemen,

As you are fully aware, we are gathered here today at the courtesy of the Government, the postal authorities, and the welcoming and hospitable people of Kenya, who have lived up to their reputation as demonstrated in the care and consideration accorded to us since our arrival in the country.

Allow me to express my heartfelt appreciation to the authorities of Kenya for the generous reception extended to all the participants and the PAPU delegation, as well as for all the amenities and facilitation we have enjoyed since our arrival.

To the Committee members, I am happy to say that your massive attendance during this inaugural meeting bears eloquent testimony to your unwavering commitment to discharge your mandate, despite the prevailing challenges posed by the COVID-19 crisis.

Indeed, the health crisis has precipitated a ground-breaking paradigm shift with the switch to remote working that enhances flexibility and broadens options for meeting attendance by doing away with physical barriers. As you may notice, several members are signed into these proceedings and will actively participate remotely.

Ladies and Gentlemen,

By virtue of its foundational mandate, the importance of the Policy and Regulation Committee cannot be overemphasized. As a reminder, it was established by the Decision No.04/PAPU/PC/X/2021 of the Plenipotentiary Conference, meeting during its 10th Ordinary Session from 24th to 25th June 2021 in Victoria Falls in Zimbabwe. Its mission is to draw up a roadmap and lay down guidelines for postal reform; develop standards for various dimensions of postal activity and facilitate the harmonization of postal policies and regulations, while dealing with matters related to the Acts of the Union.

Considering its pre-eminent role, our agenda for this inaugural meeting will focus on the fundamentals, namely:

- ✓ Consideration of the Rules of Procedure,

- ✓ Consideration of the Terms of Reference,
- ✓ Plan of action of the Committee,
- ✓ Presentations on emerging trends in the postal industry and in regulation.

A thorough reflection on the aforementioned agenda items will go a long way to set a solid foundation for the Committee that it would build on in discharging its mandate during the 2021/22 to 2024/25 quadrennial cycle.

While the Terms of Reference had already been adopted by the Plenipotentiary Conference in its Decision establishing the Committee, clear rules of procedure still need to be laid down for a smooth operationalization of the Committee's plan of action.

In the same vein, the plan of action will serve as a dashboard to effectively steer the activities of the Committee, as it will be kept apprised at all times of where it truly stands with implementation and be able to make proper adjustments that will untangle unexpected bottlenecks.

As I conclude my remarks, allow me to add that the presentations on the postal industry as a whole and postal regulation in particular will equip us with valuable insights into where we stand with respect to technological, economic, policy and legal developments.

Ladies and Gentlemen,

It is my firm belief that, as always, our deliberations will be conducted in our traditional spirit of cordiality and consensus, as we seek to deliver fruitful outcomes for our Union.

Thank you for your kind attention!

Merci beaucoup!

Shukran!

Muchas gracias!

Obrigado!

Asante sana!



Inaugural Meeting of the Policy and Regulation Committee

22nd to 24th February 2022, Nairobi (Kenya)

PAPU/AC/PRC/01/2022- Doc No.01 Rev. 2

Original: French

POLICY AND REGULATION COMMITTEE (PRC)

DRAFT AGENDA

BUREAU

CHAIR : KENYA
 VICE-CHAIR : SENEGAL
 2nd VICE-CHAIR : ALGERIA
 RAPPORTEURS : MALAWI AND MALI
 SECRETARY : GENERAL SECRETARIAT

WORKING HOURS

MORNING SESSION : 08:00 hrs (GMT) to 10:00 hrs (GMT)

AFTERNOON SESSION : 11:00 hrs (GMT) to 16:00 hrs (GMT)

FIRST DAY 22/02/2022

- | | | |
|----|--|--|
| 1. | Remarks by the Chairperson of the Committee and delivery of the Director General's remarks | |
| 2. | Remarks by the Secretary General | |
| 3. | Confirmation of the Bureau | |
| 4. | Adoption of the agenda | PAPU/AC/PRC/01/2022 - Doc No.01 |
| 5. | Consideration of Draft Rules of Procedure of the Committee | PAPU/AC/PRC/01/2022 - Doc No.02
Annex 1 |

6.	Tabling of the Terms of Reference of the Committee	PAPU/AC/PRC/01/2022 - Doc No.03
7.	<ul style="list-style-type: none"> - Proposal on the establishment of the Working Groups on Legal and Policy Harmonization and Regulation Development. - Consideration of the draft Terms of Reference - Membership 	PAPU/AC/PRC/01/2022 - Doc No.04
SECOND DAY 23/02/2022		
8.	<p>Update on implementation of the decisions of the 39th Administrative Council on Policy and Regulation activities</p> <ul style="list-style-type: none"> • PAPU/AFRALTI MoU signing Ceremony • Remarks by DG AFRALTI • Remarks by SG • MoU signing • Remarks by Policy and Regulatory Committee Chairman 	PAPU/AC/PRC/01/2022 - Doc No.05
9.	Consideration of the draft Programme of action 2021/2022-2024/2025 of the Committee	PAPU/AC/PRC/01/2022 - Doc No.06 Annex 1
THIRD DAY 24/02/2022		
10.	Presentation on Presentation on Macro Trends Shaping Today's Postal Industry, by Benin	
11.	Presentation on current regulatory trends, by UPU	
12.	Adoption of the Committee Report	
13.	Any other business	
14.	Date and venue of next meeting	
15.	Closing	

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PAPU/AC/PRC/01/2022 - Doc No.2 ANNEX Rev. 1

**RULES OF PROCEDURE
FOR THE
POLICY AND REGULATION COMMITTEE
OF THE
PAN AFRICAN POSTAL UNION**

The Plenipotentiary Conference, meeting during its 10th Ordinary Session from 24th to 25th June 2021 in Victoria Falls through Decision No.04/PAPU/PC/X/2021 established two new Administrative and Technical Committees at PAPU including the Policy and Regulation Committee

PREAMBLE

These Draft Rules of Procedure of the Policy and Regulation Committee have been set out to facilitate the organization and functioning of the Committee. These provisions should be interpreted in line with the Acts of the Union.

The Rules of Procedure are broken down into four chapters entitled as follows:

- General provisions;
- Conduct of proceedings;
- Formulation of recommendations; and
- Final provisions.

CHAPTER I – GENERAL PROVISIONS

Article:

1. Definitions
2. Meetings
3. Agenda
4. Election and Duties of Bureau Members.
5. Absence of Chairperson and Vice Chair Persons
6. Working Group
7. Seating Order
8. Quorum

CHAPTER II – CONDUCT OF PROCEEDINGS

Article:

9. Conduct of Proceedings
10. Speaking Time Limit
11. Point of Order
12. Review of Decisions

- 13. Appeals
- 14. Adjournment of Deliberations
- 15. Suspension or Adjournment of Meeting
- 16. Closing of deliberations

CHAPTER III – FORMULATION OF RECOMMENDATIONS

Article:

- 17. Voting rights
- 18. Voting Procedure and Explanation

CHAPTER IV – FINAL PROVISIONS

Article:

- 19. Draft Resolutions, Decisions and Recommendations
- 20. Minutes and Reports
- 21. Documentation
- 22. Adoption
- 23. Amendments

CHAPTER I – GENERAL PROVISIONS

Article 1: Definitions

Observers: Non-Member States of the ~~Committee~~ Union, Associate Members, Restricted Unions, Regional or International Organizations, Partners;

Member present: Members who attend the Committee meeting physically or virtually.

Article 2: Meetings

In consultation with the Chairperson of the Committee, the General Secretariat shall notify to the Chairperson of the Administrative Council, Committee members and Member States the date, venue and draft agenda of each meeting no later than two (2) weeks beforehand.

Meetings may also be held online and hybrid, if necessary.

Article 3: Agenda

The draft agenda shall be prepared by the General Secretariat of the Union in consultation with the Committee Chairperson. The draft agenda ~~shall~~ will as a minimum feature the following items:

- a) Adoption of draft agenda;
- b) Update on key matters arising from previous report;
- c) Status of implementation of Action Plan;
- d) Reports of Working Groups;
- e) Summary recommendations of Committee to the Administrative Council;
- f) Date and venue of next meeting;
- g) A.O.B.

The Committee shall upon consideration of the draft agenda adopt the agenda prior to commencement of proceedings.

Article 4: Election and Duties of Bureau Members

The Chairperson

The Chairperson shall organize and supervise the activities of the Committee and provide guidance on all working documents before they are circulated.

He/she shall equally preside over the Committee's proceedings. He/she shall declare meetings open and closed, conduct deliberations, give or withdraw permission to speak, put to vote issues under discussion in the absence of consensus, declare voting results, specify the different points of view in the report, and rule on points of order in keeping with these Rules of Procedure.

1st and 2nd Vice-Chairpersons

The 1st and 2nd Vice-Chairpersons shall assist the Chairperson in the management of the work of the committee and act on behalf of the Chairperson in the latter's absence in order of precedence.

Rapporteurs

The Committee shall elect two Rapporteurs among its members, ensuring that the Union's official languages are duly represented. The Rapporteurs shall take down notes during proceedings in order to facilitate preparation of minutes of meetings.

Article 5: Absence of Chairperson and Vice-Chairpersons

In case the Chairperson is absent, the Vice-Chairpersons shall serve as Chairperson in order of precedence. In the absence of the Chairperson and Vice-Chairpersons, the Committee shall elect an acting Chairperson.

In case the Chairperson or Vice-Chairpersons are absent for two (2) consecutive meetings, the Committee shall formally record such absence and notify the Administrative Council accordingly.

Article 6: Working Groups

The Committee may set up Working Groups (sub-committees to examine specific issues during the entire cycle) and/or taskforces (sub-committees to examine specific issues within a specific timeframe during the cycle) that shall be open to all ~~or some of the~~ Member States ~~of the Committee~~ and to observers.

Article 7: Seating Order

Delegations of Member States shall be seated in alphabetical order of their country names (written in the official language of the host country).

Article 8: Quorum

~~The Committee is not a decision making body but rather constituted by a group of experts who make recommendations to the Administrative Council. As such,~~ Quorum formation shall not apply in the committee meetings.

Thus, where the host country and some other Member States are present at a meeting, valid deliberations can be conducted and their outcome be reported to the Administrative Council.

The recommendations of the Committee shall be subject to review by the Administrative Council.

CHAPTER II – CONDUCT OF PROCEEDINGS

Article 9: Conduct of Proceedings

1. No member shall take the floor without the Chairperson's consent. The latter shall give the floor to speakers in the order in which they requested to speak. The Chairperson may call any member to order where what the latter is saying is not related to the matter being discussed.
2. During deliberations, the Chairperson shall be authorized to draw up and present the list of speakers and declare same closed with approval from participants. However, he/she shall be authorized to grant right of reply to any member where in his/her opinion, there is need to respond to a comment made after the list was declared closed.

Article 10: Speaking Time Limit

With the Committee's approval, the Chairperson shall be authorized to limit the speaking time of each speaker regardless of the issue under discussion.

Where a time limit has been set for a discussion and a member exceeds their speaking time, the Chairperson shall call the speaker to order forthwith.

Article 11: Point of Order

1. During deliberations, all members shall be authorized to raise a point of order that shall be considered immediately by the Chairperson pursuant to the Rules of Procedure.
2. Where a member shall raise a point of order, he/she shall not be entitled, when taking floor, to examine the merits of the issue under discussion.
3. Priority shall be given to the following motions:
 - a) Adjournment of deliberations on an issue under discussion;

- b) Closing of deliberations on an issue under discussion;
- c) Adjournment of a sitting;
- d) Suspension of a sitting

Article 12: Review of Decisions

During deliberations, any Member State shall be entitled to lodge an appeal and request a review of a decision taken by the Chairperson. Such review shall promptly be put to a vote by show of hands, in order to determine the number of Member States in support of or against the proposed review. Thereafter, a decision shall be taken by a simple majority of qualified Members States present and voting.

Article 13: Appeal

Subject to being seconded by two (2) other Member States, a Member State may lodge an appeal against one or more points of the Committee's findings with the plenary session of the Administrative Council before the next meeting of the Committee.

Article 14: Adjournment of Deliberations

During discussions on an issue, Members States shall be authorized to request the adjournment of discussions on the issue under examination. In addition to the person who raised a motion, a member may request the floor to second or challenge a motion. The motion shall be put to vote immediately and adopted by simple majority of members present and voting.

Article 15: Suspension or Adjournment of Meeting

During discussions on an issue, Member States shall be authorized to request the suspension or adjournment of the meeting.

No discussions shall be authorized on the motions raised. The motion shall be put to vote immediately and adopted by simple majority of members present and voting.

Article 16: Closing of Deliberations

Where an issue has been sufficiently discussed, Members States shall be authorized to request the closing of deliberations. Two Members States may take the floor to support the motion and two to oppose it. Thereafter, the motion shall be put to vote and be considered adopted if supported by a simple majority of members present and

voting. Where discussions on an issue have been exhausted and no other person is willing to take the floor, the Chairperson shall declare the deliberations closed.

Once discussed and concluded, a matter shall not longer be reopened for discussion. Should a Member State wish to reopen the debate on a matter already concluded, it shall present a substantiated written request together with a draft resolution to the General Secretariat no later than twenty-four (24) hours before the next Committee meeting.

CHAPTER III – FORMULATION OF RECOMMENDATIONS

Article 17: Voting rights

1. Each Committee Member State shall be entitled to one (1) vote.
2. The vote allocated to each Member State shall only be used by a person designated by the Member State.
3. Observers shall not be entitled to vote.
4. Member States with two (2) consecutive years of outstanding contributions shall not be entitled to vote.

Article 18: Voting procedure and explanation

1. Generally, owing to the fact that the Committee is not a decision-making body, it shall endeavour to make decisions based on the consensus obtained from the different views expressed, without resorting to a vote.
2. Where there is a need to determine the number of Members States in support of or against a matter under discussion, the Chairperson shall call for a vote by show of hands. However, representatives shall be authorized to request a vote by roll call, which vote shall be conducted in alphabetical order of the names of Member States. At the end of the vote, a representative may request the floor to explain his voting choice.
3. A vote by show of hands shall be called when making recommendations and in special cases where the Committee is expected to make recommendation by simple majority of Member States voting.
4. In case of a tie, the proposal shall be considered to have been postponed and an appropriate approach as well as a specific time limit agreed upon.
5. Subject to proposals to the contrary, all resolutions shall be adopted by a simple majority of Member States voting.
6. Once deliberations on a resolution have been closed, the Chairperson shall endeavour to formally record the Committee's position in the minutes.
7. Where a proposal stems from an amendment already adopted, such amendment shall be supported by the majority of members. Where an amendment is moved to a proposal, the vote shall first be on the amendment furthest removed in substance from the original proposal and then on the amendment next furthest removed

therefrom, and so on, until all the amendments have been put to the vote. If one or several amendments are adopted, the amended proposal is then put to the vote in its original form. A proposal is considered as an amendment to a text if it adds or removes parts therefrom or otherwise modifies it.

8. Parts of a proposal, resolution or a motion shall be voted on separately when so requested. In this case, the text resulting from a series of votes shall be put to the vote as a whole. If all operative parts of a proposed resolution or motion have been rejected, the proposal shall be considered to have been rejected as a whole.

CHAPTER IV – FINAL PROVISIONS

Article 19: Draft Resolutions, Decisions and Recommendations

1. Proposed resolutions, motions or amendments shall be presented in writing to the General Secretariat, who shall circulate copies thereof to Member States. However, the Committee may, by simple majority of Member States voting, authorize the consideration of a proposal which was not circulated in advance. Proposed resolutions and motions shall be examined in the order of their submission. In case of a modification and amendment of an original resolution, the sponsor of the request shall propose the new text of such modification or amendment. Where a draft resolution is rejected by a Member State seconded by two (2) other Member States, the sponsor of the request shall prepare and circulate a new draft resolution before the next Committee meeting.
2. A motion on a proposed resolution, decision or recommendation may be withdrawn by the mover prior to its being submitted to the vote. Any representative may re-introduce a motion or proposed resolution, decision or recommendation that has been withdrawn, subject to being seconded by at least two (2) other Member States.
3. The Committee's findings may be presented in the form of draft resolutions, decisions and recommendations tabled for approval to the Administrative Council.
4. All resolutions~~decisions~~ and recommendations shall be adopted by a simple majority of Member States voting.

Article 20: Minutes and Reports

1. Reports of meetings shall be concisely prepared by the General Secretariat. They shall be submitted to the Chairperson for approval and thereafter, presented to Member States for adoption.
2. However, any Committee member or observer shall be entitled to request that his/her statement be included or appended to the report. In such cases, he/she must submit the text of his/her statement to the Secretariat seven (7) days after the closure of meeting.

Article 21: Documentation

1. The documents for each meeting shall be prepared by the General Secretariat.
2. A working document shall be prepared, as soon as possible, for each item on the draft agenda of the meeting. The working documents shall be sent to the Chairperson of the Committee, Member States, and observers at least two weeks ahead of the meeting.
3. After each meeting, the General Secretariat shall publish the meeting report including draft resolutions, decisions and recommendations on the Union's website.
4. Committee members, the Chairperson of the Administrative Council and observers shall receive the documents relevant to them.

Article 22: Adoption

The Committee shall adopt these Rules of Procedure by simple majority of Member States present and voting.

Article 23: Amendments

The Committee may amend these Rules of Procedure by simple majority of Member States present and voting.



PAPU/AC/PRC/01/2022- Doc No. 03- Annex

Original: French

POLICY AND REGULATION COMMITTEE

22nd to 24th February 2022, Nairobi, Kenya

TERMS OF REFERENCE OF THE POLICY AND REGULATION COMMITTEE FOR THE 2021/22 TO 2024/25 CYCLE

1. Legal

Maintain Instruments and Regulations of the Union updated in line with current industry developments:

- a. Review and propose amendments to the Rules of Procedure of PAPU organs;
- b. Review and propose amendments to the Acts of the Union and other guidelines;
- c. Consider all amendments related to the UPU Acts and Regulations, and make appropriate recommendations
- d. Provide guidance on Union Policies developed by General Secretariat

2. Postal Reform:

Establish a roadmap and guidelines for reforming the postal sector by encouraging Member States to:

- a. Develop policy and legal framework for regulating the postal sector, including but not limited to the following;
 - i. Delivery Logistics – IPP, Letters, parcels, small packets and ECOMPRO items

- ii. Digital Postal Financial Services;
 - iii. E-services
 - iv. E-Commerce
 - v. E-Government services
- b. Develop framework for establishing independent regulatory function;
 - c. Develop a consumer protection policy;
 - d. Develop a framework for market liberalization and promotion of universal postal service;
 - e. Develop a framework for public-private partnerships.

3. **Postal Regulation:**

- a. Harmonize postal policies and regulations in the region
- b. Set standards and goals for quality of service expected by operators;
- c. Introduce systems for assessment of performance and measurement of service quality;
- d. Design a databank and library of postal resources;
- e. Advocate for implementation of Agreements that are in keeping with national laws and policies;
- f. Design a framework for promoting addressing and post codes;
- g. Design a framework for growing the Regulatory function in the Region through Capacity building, collaboration between regulatory bodies and other actions to be identified;

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

FEBRUARY 2022

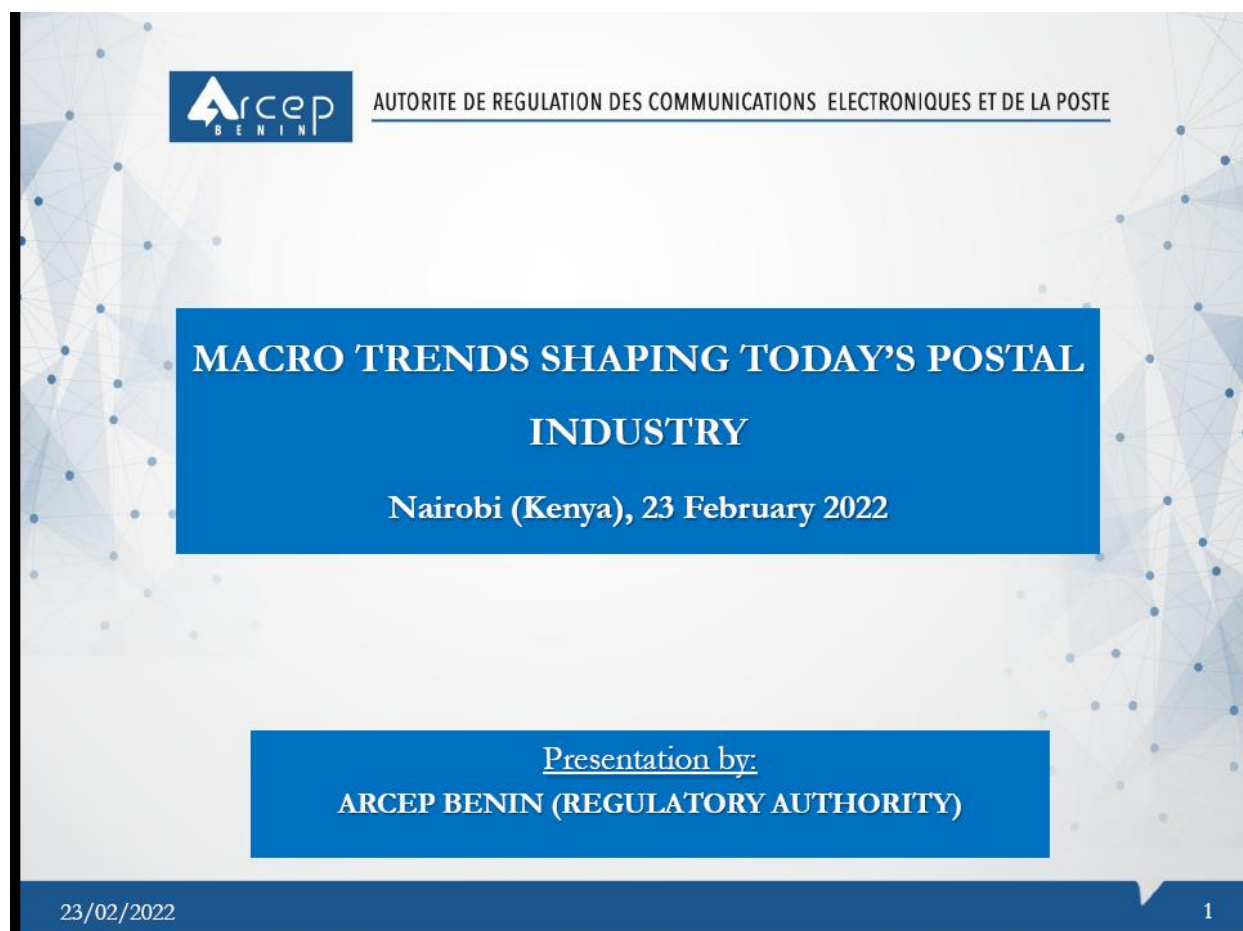
No.	Key deliverables	Activity	Deadline	Working Group Level Responsibility	Post-Working Group Level Responsibility
1.	The Committee's Terms of Reference (TORs)	<ul style="list-style-type: none"> Take ownership of the Committee's ToRs Implement the ToRs 	2021/2022 to 2024/2025	PLWG & RDWG	The Committee/AC
2.	Equip the Committee with Rules of Procedure	<ul style="list-style-type: none"> 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	PLWG & RDWG	The Committee/AC
3.	Draft amendments to the Acts of the Union	<ul style="list-style-type: none"> 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	PLWG	The Committee/AC/PC

4.	Oversee the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.	<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. Consider the proposed framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary 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 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	PLWG & RDWG	The General Secretariat The Committee The General Secretariat The Committee
5.	Develop an operational and governance policy framework for the Union	<ul style="list-style-type: none"> Present for review and consideration new trends in postal policy regulation Consider and make recommendations on the most appropriate directives to be developed 	February to June 2022	PLWG	The General Secretariat The Committee
6.	Monitor and implement the African Postal Guidelines	<ul style="list-style-type: none"> In partnership with the General Secretariat, monitor the process for approval of the Guidelines by the competent body of the African Union Identify in order of priority, the areas to be harmonized as highlighted in the Guidelines Monitor implementation of the Guidelines Identify bottlenecks and propose appropriate actions to Council Propose detailed regulations to ensure implementation of the Guidelines Consider the report on analysis of Africa's postal market as proposed in the Guidelines 	2021/2022 to 2024/2025	PLWG	The General Secretariat The Committee Administrative Council

7.	Participate in organizing the African Postal Regulators Forum	<ul style="list-style-type: none"> • Approve the theme of the Postal Regulators Forum proposed by the Secretariat • Participate in selecting panelists 	2021/2022 to 2024/2025	PLWG & RDWG	The General Secretariat
8.	Develop a 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	RDWG	The General Secretariat/ The Committee
9.	Develop a Cooperation Framework for regulatory bodies	<ul style="list-style-type: none"> • Identify areas of cooperation • Submit them to Council for adoption 	May 2023	RDWG	The General Secretariat The Committee The Council
10.	Consider amendments related to the UPU Acts and Regulations	<ul style="list-style-type: none"> • Make appropriate recommendations to the amendments proposed by Member States • Ensure that the interests of Member States are safeguarded 	2021/2022 to 2024/2025	PLWG	The General Secretariat The Committee The Council
11.	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	RDWG	The General Secretariat The Committee The Council
12.	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	<ul style="list-style-type: none"> • Prepare scope • Seek proposals from Member States • Prepare draft policy and legal frameworks • Consideration and adoption of draft policy and legal frameworks 	May 2023	PLWG	The General Secretariat The Committee The Council
13.	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 	December 2023	RDWG	The General Secretariat The Committee

		<ul style="list-style-type: none"> • Prepare draft standards and goals • Consideration and adoption of standards and goals for QOS 			The Council
14.	Introduce systems for assessment of performance and measurement of service quality ^{[L] [SEP]}	<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	RDWG	The General Secretariat The Committee The Council
15.	Design a databank and library of postal resources;	<ul style="list-style-type: none"> • Prepare scope • Seek proposals towards design from Member States • Prepare design/framework and data collection tools • Consideration and adoption of design/framework 	December 2022	RDWG	The General Secretariat The Committee The Council
16.	Design a framework for promoting addressing and post codes ^{[L] [SEP]}	<ul style="list-style-type: none"> • Prepare scope of framework • Seek and obtain proposals from Member States • Prepare draft framework for promoting addressing and postcodes 	May 2025	RDWG	The General Secretariat The Committee The Council
17.	Design a framework for growing the Regulatory function in the Region through Capacity building, collaboration between regulatory bodies and other actions to be identified;	<ul style="list-style-type: none"> • Scoping • Solicit proposals towards draft framework • Prepare draft framework 	May 2025	RDWG	The General Secretariat The Committee The Council

Benin's presentation



The slide features a light blue background with a geometric pattern of dots and lines. At the top left is the ARCEP BENIN logo. To its right is the text 'AUTORITE DE REGULATION DES COMMUNICATIONS ELECTRONIQUES ET DE LA POSTE'. The main title 'MACRO TRENDS SHAPING TODAY'S POSTAL INDUSTRY' is centered in a large blue box. Below it, in a smaller blue box, is the date and location 'Nairobi (Kenya), 23 February 2022'. At the bottom, another blue box contains the text 'Presentation by: ARCEP BENIN (REGULATORY AUTHORITY)'. The footer shows the date '23/02/2022' on the left and the number '1' on the right.

ARCEP BENIN
AUTORITE DE REGULATION DES COMMUNICATIONS ELECTRONIQUES ET DE LA POSTE

**MACRO TRENDS SHAPING TODAY'S POSTAL
INDUSTRY**

Nairobi (Kenya), 23 February 2022

Presentation by:
ARCEP BENIN (REGULATORY AUTHORITY)

23/02/2022 1

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INTRODUCTION

I- POSTAL HISTORY IN BRIEF

II- POSTAL DEVELOPMENT MILESTONES

III- POSTAL INDUSTRY OUTLOOK

CONCLUSION

INTRODUCTION

Postal services have always played a prominent role in society by virtue of their interlocking ties with social networks. Hence, the Post is not immune to the forces of change.

Indeed and particularly in recent years, Posts have undergone a whole raft of structural reforms in the wake of various cultural, economic, political and technological developments driven by the rising momentum for change.

The impacts of change and the Post's responses globally have varied in light of the cultural, socio-economic and political realities of each region.

Indeed, the responses of Posts in the United States, Europe, Asia, the Arab world and Africa have tended to differ in the face of change.

INTRODUCTION

Liberalization of the market and fast-paced development of information technology have been the two most radical events that have revolutionized the Post from the last century and highlighted the need for its transformation.

Whereas in the industrialized countries, the Posts were quick to devise agile strategies to accommodate the demands of a changing world, Posts in the less developed or developing countries have been unable to keep up with the new pace.

This presentation will focus on postal trends in sub-Saharan Africa, by briefly revisiting the history of the sector, how it has evolved over time and its future prospects.

I. POSTAL HISTORY IN BRIEF

Key features:

- ☐ Monopoly with services delivered by postal administration.
- ☐ No competitors
- ☐ Underperformance in postal service delivery
- ☐ Unsatisfactory handling of customers' needs and expectations
- ☐ Predominantly manual operational processes due to:
 - Inadequate technological solutions specifically designed for postal operations
 - Lack of automated solutions to process postal items (letters, parcels, etc...)
- ☐ Postal administration experiencing heavy financial losses globally with particularly chronic deficits in Africa

II. POSTAL DEVELOPMENT MILESTONES

2.1 Regulatory and institutional environments

Milestones in regulatory and institutional framework construction

- ❑ **Laws voted with the attendant detailed regulations**
- ❑ **Market opened up to competition** (towards the late 90s)
- ❑ **Monopoly curtailed via a service policy restricted to designated operators bound by USO**
- ❑ **Institutional frameworks developed, composed of:**
 - Supervisory ministries (oversight of sector)
 - Regulatory authorities (regulation of postal service delivery, creation/maintenance of “level playing field”, protection of consumer rights/interests...)

II. POSTAL DEVELOPMENT MILESTONES

2.2 The postal market

- ❑ **Postal market radically reshaped by new technologies**
- ❑ **New technology opportunities:**
 - transformation of transactional mail;
 - Improved performance and streamlined costs through digitalization of postal services;
 - enhanced capacity for innovation and creation of new services;
 - global outreach and e-commerce
- ❑ **Need to upgrade product/service portfolio in response to emerging market demands**

II. POSTAL DEVELOPMENT MILESTONES

2.2 The postal market (cont'd)

□ Evolving postal market segments

Conventional mail	→	Hybrid mail
Parcels	→	Logistics
Financial services	→	Postal banking services
Global/international services	→	Global companies (multinationals)

□ New dimensions

- **Physical** (item delivery and core pillar)
- **Financial** (ancillary service in addition to physical services, as contribution to financial inclusion and extension of banking services to all segments of society)
- **Digital**: (Enhanced service quality from operators and modernized service offering)

II. POSTAL DEVELOPMENT MILESTONES

□ 2.2 The postal market (cont'd)

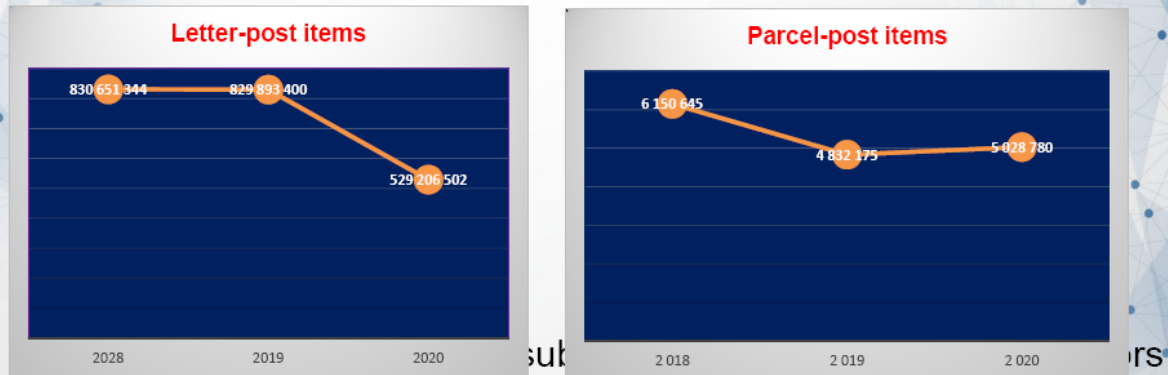
□ Evolving factors in the postal industry

Factors	Past	Present
Monopoly	Total (for letter post)	Increasingly restricted and unpopular
Operators	One only (for letter post)	Several
Competition	Almost nonexistent	High
Customers	No rights	Demanding
Innovation	Almost nonexistent	Fast-paced
Management	Empirical	Specialized
Technologies	Very little	Vital and decisive
Challenges	Operational	Strategic
Quality of Service	Quality of service	Fundamental

II. POSTAL DEVELOPMENT MILESTONES

2.2 The postal market (cont'd)

Sub-Saharan Africa postal traffic trends (2018-2020)



respectively handled more than 830, 829 and 529 million letter-post items and more than 6, 4 and 5 million parcels.

II. POSTAL DEVELOPMENT MILESTONES

2.2 The postal market (cont'd)

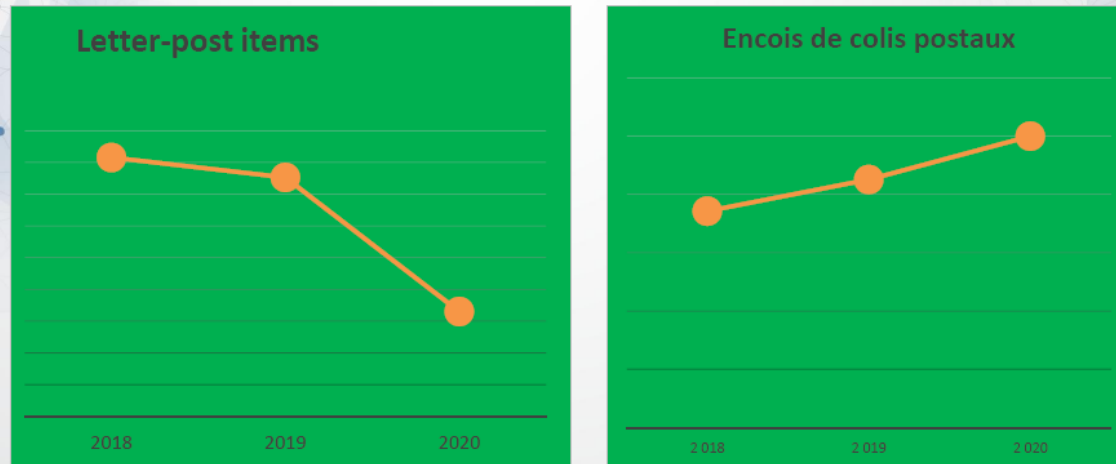
Globally, UPU statistics show that:

- The downward trend on the letter-post segment is slowing down;
- The global average weighting of letter-post items shrinks from 40 items/kg during last century to 7 items/kg in 2017.
- From 2018, 2019 to 2020, postal operators respectively handled more than 311, 305 and 263 billion letter-post items and more than 18, 21 and 24 billion parcels as presented on the graphs below.

II. POSTAL DEVELOPMENT MILESTONES

2.2 The postal market (cont'd)

Global postal traffic trends (2018-2020)



II. POSTAL DEVELOPMENT MILESTONES

2.2 The postal market (cont'd)

COVID-19: impact on postal industry and market

- COVID-19 was a disruptive event of unprecedented proportions.
- Shaking up the industry, services, deliveries, and destabilizing the postal business in ways unprecedented (crippling the global network, delaying deliveries...)
- Exacerbated an already bleak economic landscape with adverse impact on operators
- Boosted an already vibrant e-commerce market (growing demand from households and businesses for online services and retailed products)
- Positively impacted parcel delivery volumes.

III. III- POSTAL INDUSTRY OUTLOOK

3.1. Emerging challenges for Africa's Posts

- ❑ **Need to step up to new customer demands and current socioeconomic realities**
- ❑ **Informality in the postal market**
 - Unauthorized operation of postal services by some players poses a serious challenge for both the public authorities (Governments and regulators) and formal postal operators owing to the imbalance this brings on the market.
 - The situation will be exacerbated as technology offers more possibilities for developing innovative services that can easily be substituted for those delivered by postal administrations (urban delivery activities by individuals, the collaborative economy, etc.)

III. POSTAL DEVELOPMENT AND PROSPECTS

3.2. Response to emerging challenges in the industry

- ❑ **Build capacity for agile transformation via strategies aimed at:**
 - Reinventing the customer experience
 - Harnessing the power of big data
 - Rethinking the business model
 - Roll out postal activities on both physical and digital infrastructure

❑ **Innovating digital financial services**

Digital financial services offer the Post Office a powerful platform to solidify its foothold as a pivotal player in financial and social inclusion and take full advantage of the opportunities available in the current socio-economic context

III. POSTAL DEVELOPMENT AND PROSPECTS

3.2. Response to emerging challenges in the industry (cont'd)

☐ Aligning the regulatory framework to industry developments

Need to develop regulation to offer the Post more opportunities to enhance their contribution to social and financial inclusion (e.g. “EME” quality, establishment of postal banks, more efficient UPS compensation mechanisms, etc.)

☐ Opening up the UPU to wider postal sector players

Current developments in the sector call for new strategies geared towards building synergy between all players. Now is the time, more than ever, for the Union's Member Countries to fast-track the process of opening up to other players whose impact in growing the sector is no longer in doubt.

CONCLUSION

- ☐ While new information technologies posed a threat to postal activities, the industry's players were able to leverage them in order to reinvent themselves and adjust to the new socio-economic landscape.
- ☐ However, Posts did not react in like manner and at the same pace to the pressing demand for change. Indeed, the gap in transformation levels is clear between Posts in industrialized countries and those in developing countries, particularly in sub-Saharan Africa.
- ☐ Nonetheless, it is worth noting that those still lagging behind are no longer at stage zero of transformation. In fact, the transformation process is well on track in many cases.

CONCLUSION

- ❑ These levels of transformation, albeit insufficient, equip the Post Office to somehow tackle some of the issues facing society.
- ❑ On the financial inclusion front, Africa's Posts are now rolling out universally-accessible digital financial services.
- ❑ During the COVID-19 crisis, Africa's Posts braved the challenges, like their counterparts worldwide, to offer solutions to some of society's problems of the moment (delivery of medicines, masks, vaccines, etc.).
- ❑ Lastly, support from regional and international organizations, as well as restricted unions plays a critical role in driving forward Africa's postal transformation agenda.

***THANK YOU FOR
YOUR KIND
ATTENTION!!!***

UPU's presentation



UPU | UNIVERSAL
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UNION

Latest trends in postal regulation

Pan African Postal Union
Inaugural Meeting of the Policy and Regulation Committee
24 February 2022

Susan Alexander – Postal Regulation and UN Policies Programme Manager (DPRM)

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Objectives of the presentation

- Brief introduction of the concept and current status of **postal regulation** around the globe;
- UPU Member country information concerning the **Universal Postal Service and obligations** arising from it; and
- **Recent trends and issues** in postal regulation

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**Postal
Regulation**

**Universal
Postal
Service**

**Latest
Trends**

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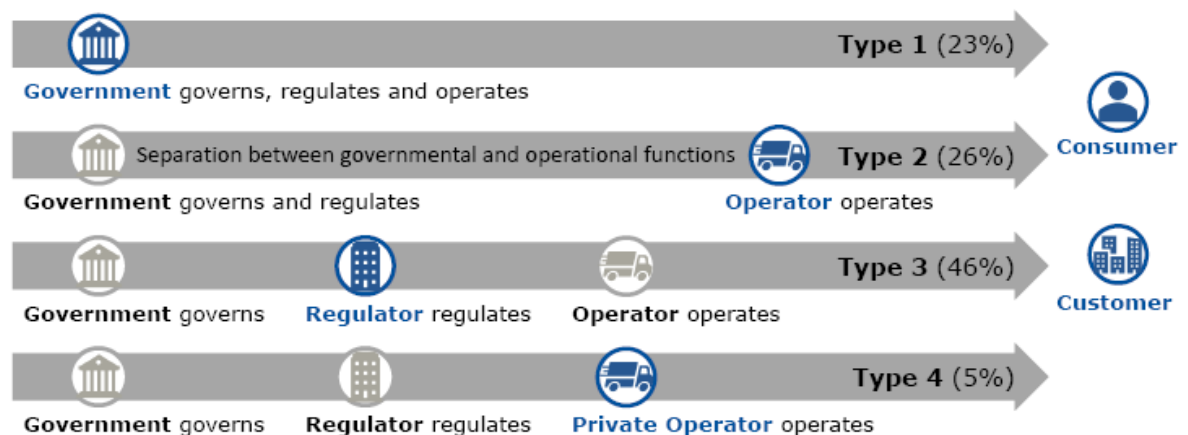
Types of postal regulation

	Type 1	Type 2	Type 3	Type 4
Description	Post is a governmental public entity	Posts as an autonomous public entity with an autonomous budget and managerial structure	Corporatized postal operators: Posts as shareholding companies, entirely or mainly owned by the State	Privatized with the State as a minority share holder
Entities Involved	Governmental department	Governmental department having policy, legislative and regulating power Universal postal service provider	Governmental department having policy and legislative power Regulator to supervise and monitor market and universal service provider Universal postal service provider	
Regulatory framework	Monopolistic service provision by government	Generally accompanied by a (new) postal law	Presence of an independent national regulator Fully-fledged regulatory framework	

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Types of postal regulation (% of member countries)



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Changes in the postal sector

- Evolved significantly over the past years
 - **from** a very heavily monopolistic sector dominated by national public enterprises
 - **to** a highly competitive one, characterized by globalization and the use of new technology
- **Regulation** is an empirically observable phenomenon in a growing number of member countries
- Governments have taken measures to **reform** the postal sector, particularly to ensure a sound provision of universal postal service

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The concept of the UPS

- **UPU Mission** – Preamble to the UPU Constitution

*"... to stimulate the sustainable development of **efficient and accessible** universal postal services of quality ..."*

- **Definition of the UPS** – Article 3 of the Universal Postal Convention

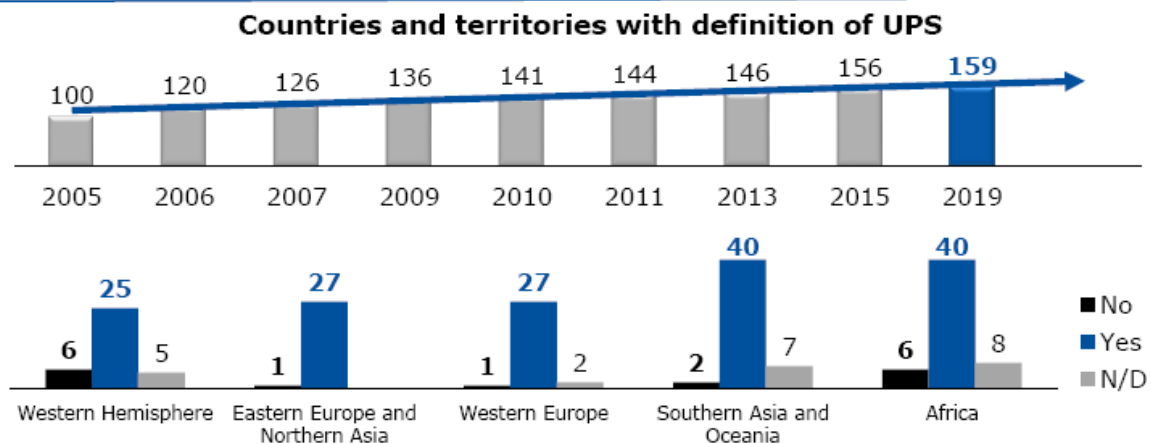
*"the **permanent provision** of **quality basic** postal services at **all points** in member country's territory, for **all customers**, at **affordable prices**"*

- Member countries shall set forth, within the framework of their national postal legislation or by other customary means, the **scope** of the postal services offered and the **requirement** for quality and affordable prices, taking into account both the needs of the population and their national conditions.
- Member countries shall ensure that the universal postal service is provided on a viable basis, thus guaranteeing its **sustainability**.

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Definition of the UPS



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UPU resources concerning UPS

- The **UPU Survey** on essential areas in relation to the universal postal service obligation:
 - <https://www.upu.int/en/Members-Centre/Policies-Regulation/Universal-Postal-Service>
- Status and Structure of **postal entities** of UPU member countries:
 - <https://www.upu.int/en/Members-Centre/Policies-Regulation/Status-of-Postal-Entities>

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Historical trends in Universal Postal Service

- Since the formation of the **single postal territory** for the provision of UPS:

Key drivers of change, such as

- Advancements in transportation
- Technological advancements
- Global developments

which generated the need for

- Multilateralism (e.g. remuneration, security)
- Regulatory framework
- Modernization and reform

intensified

- Liberalization
- Globalization
- Digitization

and made postal sector

- More competitive
- Commercially oriented
- With fewer letter/more parcel traffic

- To **support and safeguard** the single postal territory and an accessible UPS

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Historical trends in Postal Regulation

Status quo: before 1980s	Challenges: after 1980s	Response: Regulatory Reform
<ul style="list-style-type: none"> Owner/operator model Focused on the provision of a basic UPS 	<ul style="list-style-type: none"> Market liberalization, competition, globalization Digital substitution and E-commerce DO: <ul style="list-style-type: none"> – corporatization – privatization – diversification 	<ul style="list-style-type: none"> Separation of functions: <ul style="list-style-type: none"> – ownership, operation, regulation Organization of postal markets: <ul style="list-style-type: none"> – competitive area, reserved area Modernization of: <ul style="list-style-type: none"> – legal and regulatory – frameworks and processes Increase in regulator's: <ul style="list-style-type: none"> – autonomy, authority, visibility

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Historical trends in Postal Regulation

Development of "Best Practices"

- EU Postal Directives
- More **precise definition** of:
 - Universal Service
 - financial mechanism
- More **detailed regulatory functions**
 - monitoring competition and Q/S
 - USO cost accounting and pricing
 - consumer input channels
- **Transparent and predictable** regulatory processes and decisions

Future Challenges

- Responding to **declines** in basic letter-post volumes
- Financial pressure on universal service **sustainability**
- Growing **e-commerce** traffic
- Increasing globalization of trade and **Customs** issues

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Recent Webinars organized by UPU

Topic	Held on	Main content
The post as an essential service?	22 June 2021	The importance of identifying postal and delivery services as essential during the Covid-19 pandemic response.
State funding to support postal operations	29 June 2021	The structures, by regulatory authorities and governments, put in place to provide funding to postal operators providing universal services during the Covid-19 pandemic response.
Quality of service: tensions ahead?	1 July 2021	Important questions on how postal operators adapted their processes to meet quality of service targets during a time of crisis during the Covid-19 pandemic.

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Key takeaways from the recent Webinars

- The Covid-19 pandemic and the accompanying lockdowns have revealed the **importance of postal services** to society.
 - In fact, many governments identified postal and delivery operators as **providers of essential services** to the functioning of society during this time of crisis.
- Importantly, some posts were able to **rapidly implement new services** in areas such as health, education and welfare:
 - **raising questions** about the expanding scope of postal policy and regulation, and how best to engage with ministries and regulators from other sectors.
 - Some countries put in place regulations to **provide funding** to postal operators providing universal services.
- Many countries have adapted their **processes to meet quality of service targets** during a time of crisis, and adapted quality of service requirements that are most relevant to ensure that user needs are met.

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Latest trends on Postal Regulation: changing environments

- Amid the Covid-19 pandemic, **Posts plays essential role** in society and national economy
- Increasing rates of **online penetration**: Structural decline in mail volumes (accelerated increase in e-substitution) and spiked e-commerce
- Slowdown in economic activity - decrease in **B2B parcels**
- Further accelerated significant **change in consumer behavior**

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Latest trends on Postal Regulation: findings

- Establishment of an efficient policy and regulatory **framework**, in order to ensure the universal postal service and regulate the postal market;
- Clearly defined **roles** of the government, regulator and operator;
- **Financing** mechanisms for the universal postal service established by law;
- In response to declining basic mail volumes, financial service, e-government and other social services may be provided in the **scope** of universal service;
- Regulators need to carefully consider how to address potential **market failures** in the new and rapidly changing sector, and ensure level-playing field for all operators in the market.

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THANK YOU

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