



PAPU/AC/PRC/02/2022 – Doc No 4

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

REGULATION DEVELOPMENT WORKING GROUP REPORT

1. Subject Regulation Development Working Group Report	References/Paragraphs Report of the Policy and Regulation Committee (PRC) meeting held from 22 nd to 24 th February 2022
2. Decision Expected <ul style="list-style-type: none">• Adopt the Working Group Report;• Approve the Action Plan for the Working Group;• Consider Recommendations of the Working Group.	

1.0 INTRODUCTION

Following the establishment of the Regulation Development Working Group by the Policy and Regulation Committee during its meeting which was held from 22nd to 24th February 2022, the Working Group held its inaugural meeting virtually on 22nd June 2022. 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 on during the meeting:

- Terms of Reference of the Working Group;
- Consideration and adoption of the Working Group Action Plan;

3.0 REPORT SUBMISSION

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

4.0 DECISIONS EXPECTED

The Committee is expected to:

- Adopt the Report;
- Approve the Action Plan of the Working Group;
- Consider Recommendations of the Working Group.



REGULATION DEVELOPMENT WORKING GROUP

VITRTUAL MEETING REPORT

22ND JUNE 2022

1.0 INTRODUCTION

The Regulation Development Working Group virtual meeting was held on 22nd June 2022 from 08:00 GMT.

2.0 REMARKS

2.1 Welcome remarks by the Chairperson

The Chairperson Mrs. Massiratche Fofana of Côte d'Ivoire called the meeting to order and commenced the deliberations for the day. She conveyed greetings from the Chairperson of the PAPU Administrative Council from Côte d'Ivoire who extended his thanks to all the Member countries of the Pan-African Postal Union for the support given to him and his country since its ascension to the Chairmanship of the Council.

She also thanked the Secretary General of PAPU for the honour bestowed upon her country to chair the Regulation Development Working Group. Furthermore, she intimated that following the constitutive meeting of the Policy and Regulation Committee held from 22nd to 24th February 2022 in Nairobi, Kenya, the Working Group on Regulation Development was created with a view to strengthening the capacity of postal regulation in Africa. She stressed that the main objective of the Working Group meeting was to have discussions around the selected agenda items to allow participants to formulate strategies to effectively and sustainably regulate the postal sector in Africa. She called upon participants to actively participate in this meeting and feel free to contribute positively to the deliberations.

2.2 Opening Remarks by the PAPU Secretary General

The Secretary General, Mr. Sifundo Chief Moyo thanked the Chairperson for her welcome remarks and especially Côte d' Ivoire for offering to chair this important meeting. He also thanked the delegates for their participation in the meeting and reminded all about the mandate of the Regulators, being, licensing, dealing with consumer rights protection, leveling the playing field, guiding Governments on postal regulatory matters, and much more. He then seized the opportunity to brief participants that the Working Group was created by the Policy and Regulation Committee in February, 2022 in Nairobi, Kenya because of the concern that regulatory matters were not really being given the prominence they deserve within the Union structures.

3.0 CONFIRMATION OF BUREAU

The Working Group's Bureau was established as follows:

- Chairperson: Côte d'Ivoire:
- 1st Vice Chair: Tanzania;
- 2nd Vice Chair : Cameroon ;
- Rapporteurs: Tunisia and Uganda;
- Secretariat: PAPU General Secretariat.

4.0 PARTICIPATION

4.1 Member States Present

Twenty-six (26) Member States participated during the meeting as follows: Algeria, Angola, Benin, Botswana, Burundi, Cameroon, Chad, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Eswatini, Malawi, Mali, Mozambique, Morocco, Nigeria, Senegal, Sierra Leone, South Africa, Sudan, Tanzania, Togo, Tunisia, Uganda and Zimbabwe.

4.2 PAPU General Secretariat

The Secretary General, Mr. Sifundo Chief Moyo and the Assistant Secretary General, Mrs. Jessica Hope Ssengooba were also in attendance, leading the General Secretariat Team.

4.3 Other Organizations

The following Sub regional bodies attended the meeting: East African Communications Organization (EACO), Communications Regulatory Authority of Southern Africa (CRASA) and West African Postal Conference (WAPCO).

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

5.0 ADOPTION OF THE AGENDA

The General Secretariat presented the draft agenda vide document number **PAPU/PRC/RDG/01/2022 - Doc No.01** which was adopted as presented. Tanzania moved the motion to adopt the agenda and was seconded by Zimbabwe.

The agenda is attached to this report as **Annex 2**.

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

The General Secretariat presented the Terms of Reference (ToRs) for the Working Group which were approved by the Policy and Regulation Committee at its inaugural meeting held virtually from 22th to 24th February 2022 in Nairobi, Kenya via document number **PAPU/PRC/RDG/01/2022 - Doc No.02**.

The ToRs, were presented for noting, consideration and guidance to the work of the Working Group and were adopted with minor amendments.

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

7.0 CONSIDERATION AND ADOPTION OF WORKING GROUP ACTION PLAN

The Action Plan for the Working Group for the period 2022-2025 was presented by the General Secretariat vide document **PAPU/PRC/RDG/01/2022 - Doc No.03**.

The Working Group adopted the Action Plan with some amendments contained in the revised Action Plan which is attached to this report as **Annex 4** for approval by the Policy and Regulation Committee.

8.0 OUTLINE OF REGULATORY WORK IN THE POSTAL SECTOR IN AFRICA

The General Secretariat presented document number **PAPU/PRC/RDG/01/2022 - Doc No.04** highlighting the concept of regulation and the scope of regulatory work. The Working group adopted the outline with some amendments to the scope of regulatory work.

The document is attached to this report as **Annex 5**.

8.1 Presentations on various regulatory matters

Three sub-regional postal organizations made presentations as follows:

8.1.1 EAST AFRICAN COMMUNICATIONS ORGANISATION (EACO)

Uganda made a presentation entitled **USO Definition** on behalf of EACO, focusing on the following main areas:

- USO status in Uganda;
- The challenges faced in the implementation of USO;
- Key considerations in implementing the USO;
- Way forward in terms of:
 - Identification and profiling of the various components that make up the cost of USO;
 - Investigation of the impact of the requirements on geographical reach, scope of USO products, quality of service requirements and current pricing of USO products on the efficiency and sustainability of USO provision.

Moreover, it was stated that Uganda Communication Commission (UCC) has embarked on a project to examine various aspects that affect the delivery of universal postal services and is developing EACO Universal Postal Service and Access Guidelines to include the following:

- Definition of the USO in the sub region;
- Setting the USO targets and parameters for the sub region;
- USO funding mechanisms;
- Methodology to establish the cost of USO.

8.1.2 COMMUNICATIONS REGULATORY AUTHORITY OF SOUTHERN AFRICA (CRASA)

CRASA made a presentation entitled: **The Case for Harmonisation of Postal Regulatory Frameworks at Continental Level.**

The following were the major areas of focus:

- Regional Integration and the underlying reason for Harmonization which is mainly economic gains, among others;
- Risks associated with regional integration;
- Prerequisites for harmonization;
- Recommendations for the Regulatory Development Working Group;
- Challenges of regional harmonization;

8.1.3 WEST AFRICAN POSTAL CONFERENCE (WAPCO)

WAPCO made a presentation on the **Concept of Universal Service Obligation (USO) and Postal Regulation in the ECOWAS Sub- Region.** The presentation focused on the following main areas:

- Importance of the post as follows:
 - Postal services are key economic drivers and enablers of communications network in most far-flung locations;
 - The postal network is a key infrastructure for delivering basic services to rural populations;
 - The post is a key contributor to the achievement of the UN's SDGs etc.
- The meaning of the Universal Service Obligation (USO):
- To ensure that all users/customers enjoy the right to universal postal service involving the permanent provision of quality basic postal services at all points in their territory, at affordable prices.
- Characteristics of Universal Postal Service;
- Scope of Intra-ECOWAS Universal Service;
- Practical Experiences in the sub region;
- Challenges;
- Suggested improvements

The presentations made by the aforementioned sub-regional postal organizations are hosted on the PAPU Website: <https://www.upap-papu.africa>

9.0 RECOMMENDATIONS

The working Group made the following recommendations

- i. Member States should benchmark on what is being done in other regions on matters of definition of USO, after sales services, compliance with standards, enforcement of the reserved area etc.;
- ii. The challenges faced by CRASA in the Southern sub-region should be well studied so that other sub-regions can learn from them with a view to finding solutions.

10.0 DATE AND VENUE OF THE NEXT MEETING

The date and venue of the next meeting will be communicated by the General Secretariat once consultations with the Chairperson are finalized. The Chairperson of the Working Group is expected to present the report of the Group to the Policy and Regulation Committee meeting to be held from 4th to 6th July 2022 in Kinshasa, Democratic Republic of Congo (DRC).

11.0 ANY OTHER BUSINESS

Under this agenda item, the Secretary General made the following comments:

- Thanked the Chairperson on behalf of the General Secretariat for steering the meeting successfully;
- Also thanked the entire Bureau for their support during the deliberations;
- Implored on all participants to take ownership of the outcomes of the meeting;
- Reaffirmed the General Secretary's support to the work of the Working Group throughout the cycle.

12.0 ADOPTION OF THE REPORT OF WORKING GROUP

The Secretariat informed the meeting that the report of the meeting will be prepared and sent to the Chairperson first before circulation. Meanwhile the meeting Secretary presented a verbal summary highlighting what was deliberated during the meeting.

13.0 CLOSING

- In closing, the PAPU Secretary General thanked Members for their valuable contributions throughout the meeting. He reminded the participants that a lot is expected from the Working Group as far as Regulatory Development work in Africa is concerned.
- The 1st Vice Chairman, Tanzania, also thanked the Chair for effectively leading and concluding the deliberations successfully. He expressed gratitude for the honor bestowed on Tanzania as 1st Vice Chair of the Working Group as well as being part of the outcomes of the meeting.
- The 2nd Vice Chair, Cameroon also joined the other speakers before him to thank the Chairman for her able leadership which managed to effectively exhaust the agenda items for the Working Groups meeting. He further thanked the PAPU Secretary General and his team for preparing quality documents in readiness for the meeting.
- Lastly, the Chairperson thanked the Secretary General and participants on behalf of her country Côte d'Ivoire for organizing this session during which members adopted a better understanding of the Postal Regulatory function in our continent. She wished all participants well as they prepare for the July meetings in Kinshasa, Democratic Republic of Congo.
- The Chairperson closed the meeting at 13:40 hours (GMT).

REGULATION DEVELOPMENT WORKING GROUP VIRTUAL MEETING				
22 ND JUNE 2022				
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REGULATORY DEVELOPMENT WORKING GROUP(VIRTUAL)
AGENDA

BUREAU

CHAIR:

COTE D'IVOIRE

1st VICE CHAIR:

TANZANIA

2nd VICE CHAIR:

CAMEROON

RAPPORTUERS:

TUNISIA, UGANDA

SECRETARIAT:

PAPU GENERAL SECRETARIAT.

S/N	Agenda Item	Responsible
1.	Opening Remarks <ul style="list-style-type: none"> Chairperson Secretary General 	Chairperson Secretary General
2.	Confirmation of Bureau	General Secretariat
3.	Adoption of Agenda PAPU/PRC/RDG/01/2022 - Doc No.01	Chairperson/All
4.	Terms of Reference of the Working Group Recap PAPU/PRC/RDG/01/2022 - Doc No.02	Working Group/ General Secretariat
5.	Consideration and adoption of the Working Group Action Plan PAPU/PRC/RDG/01/2022 - Doc No.03	Working Group/General Secretariat/All
6.	Outline of Regulatory work in the postal sector in Africa PAPU/PRC/RDG/01/2022 - Doc No.04 <ul style="list-style-type: none"> Presentations on various Regulatory matters 	<ul style="list-style-type: none"> COPTAC WAPCO EACO CRASA
7.	Date and Venue of the next meeting	Working Group/ General Secretariat
8.	Any Other Business (AOB)	Working Group/ General Secretariat
9.	Adoption of the report of the Working Group <ul style="list-style-type: none"> Summary of deliberations 	Working Group/ General Secretariat
10.	Closing	Working Group

REGULATORY DEVELOPMENT WORKING GROUP

TERMS OF REFERENCE (TORS)

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

TERMS OF REFERENCE (TORS)

- i. Design a cooperation model framework for regulatory bodies;
- ii. Develop regulatory model frameworks for:
 - a. Postal Financial Services;
 - b. Data Protection
 - c. Etc
- iii. Develop a model consumer protection policy;
- iv. Provide guidance on Union Policies developed by General Secretariat;
- v. Set standards and goals for quality of service expected by operators;
- vi. Introduce systems for assessment of performance and measurement of service quality;
- vii. Design a databank and library of postal resources;
- viii. Advocate for implementation of Agreements that are in keeping with national laws and policies;
- ix. Design a model framework for promoting addressing and post codes;
- x. Design a model framework for growing the Regulatory function in the Region through capacity building, collaboration between regulatory bodies and other actions to be identified.

REGULATION DEVELOPOMENT WORKING GROUP

ACTION PLAN FOR THE 202-2025

No.	Key deliverables	Activity	Deadline	Working Group Level Responsibility
1.	The Working Group's Terms of Reference (TORs)	<ul style="list-style-type: none"> Take ownership of the Working Group's ToRs Implement the ToRs 	2021/2022 to 2024/2025	Regulation Development Working Group
2.	Oversee the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council, relating to Regulation Development.	<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. 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	Regulation Development Working Group
3.	Participate in organizing the African Postal Regulators Forum	<ul style="list-style-type: none"> recommend the theme of the Postal Regulators Forum proposed by the Secretariat Participate in selecting panelists 	2021/2022 to 2024/2025	Regulation Development Working Group
4.	Develop a Model 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...) Engage DOs and other stakeholders such as Consumer Rights Groups. 	2021/2022 to 2024/2025	Regulation Development Working Group
5.	Develop a Cooperation Framework for regulatory bodies	<ul style="list-style-type: none"> Identify areas of cooperation Within the Postal Sector Across sectors 	May 2023	Regulation Development Working Group
6.	Propose a regulatory framework for postal financial	<ul style="list-style-type: none"> Develop frameworks to promote: <ul style="list-style-type: none"> Postal Financial Services; Data Protection, Etc 	May 2023	Regulation Development Working Group

	activities	<ul style="list-style-type: none"> Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...) 		
7.	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 Prepare draft standards and goals Consideration and adoption of standards and goals for QOS Engage DOs and other stakeholders on quality of service standards. 	December 2023	Regulation Development Working Group
8.	Introduce systems for assessment of performance and measurement of service quality	<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	Regulation Development Working Group
9.	Human Capital Development	<ul style="list-style-type: none"> Enhance a system that fosters development and capacity building of Regulatory staff Identify areas of training Benchmarking on industry trends and developments; General Secretariat to play a coordinative role in implementing Human Capital Development programmes. 	December 2022	Regulation Development Working Group

OUTLINE OF REGULATORY WORK IN THE POSTAL SECTOR IN AFRICA

SCOPE OF REGULATORY WORK

Regulatory Authorities play an important oversight role in overseeing the development and sustenance of the postal sector. The Regulatory Authorities play the following roles among others:

- i. Development of Vibrant Postal Sector
- ii. Promoting use of Modern Technology
- iii. Maintaining Fair Competition in Sector
- iv. Tariff Guidelines & Price Regulation
- v. Universal Service Funding
- vi. Research and Development
- vii. Regional and International Cooperation and Collaboration.

There are various actions required to achieve these roles which include but are not limited to the following:

- a. Promoting private sector investment in the sector
- b. Encourage the expansion of service and product ranges offered
- c. Monitoring and stimulating overall postal market development
- d. Fairness & equitability in interconnection
- e. Maintaining postal integrity by encouraging protection of mail conveyed especially to airlines
- f. Monitoring and enforcements to prune illegal operations
- g. Anti-competitive and collusive behaviors like predatory pricing, underpricing and price fixing by Operators
- h. Participation in seeking solutions at international level e.g. on terminal dues, universal services definition