



PAPU/AC/PRC/02/2022 – Doc No.6

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

ACTION PLAN FOR THE PERIOD 2022-2025

1. Subject Policy and Regulation Committee Action Plan for the Period 2022-2025	References/Paragraphs
2. Decision expected <ul style="list-style-type: none">• Adopt the proposed Action Plan and;• Consider recommending the Action Plan to the Administrative Council for approval.	

1.0 INTRODUCTION

The work of the Policy and Regulation Committee will be coordinated and implemented through the Working Groups reporting to it. The Action Plan for the Committee is therefore a consolidation of the Working Groups' Action Plans and is herewith attached as document **PAPU/AC/PRC/02/2022 – Doc No.6 Annex 1**.

2.0 DECISION EXPECTED

The Committee is requested to:

- Adopt the proposed Action Plan and;
- Consider recommending the Action Plan to the Administrative Council for approval.



PAPU/AC/PRCC/02/2022 – Doc No.6 Annex 1

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

POLICY AND REGULATION COMMITTEE ACTION PLAN FOR THE PERIOD 2022-2025

POLICY AND LEGAL HARMONIZATION

No.	Key deliverables	Activity	Deadline	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	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP • REGULATION DEVELOPMENT WORKING GROUP
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	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP • REGULATION DEVELOPMENT WORKING GROUP.

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	<ul style="list-style-type: none"> POLICY AND LEGAL HARMONISATION WORKING GROUP
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	<ul style="list-style-type: none"> POLICY AND LEGAL HARMONISATION WORKING GROUP REGULATION DEVELOPMENT WORKING GROUP
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	<ul style="list-style-type: none"> POLICY AND LEGAL HARMONISATION WORKING GROUP

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 Proposed 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	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP
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	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP • REGULATION DEVELOPMENT WORKING GROUP
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	<ul style="list-style-type: none"> • REGULATION DEVELOPMENT WORKING GROUP
9.	Harmonized Rules of Procedure in place	Rules of Procedure of Administrative and Technical Committees (Harmonization)	December 2022	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP
10.	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	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP

11.	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	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP
12.	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	<ul style="list-style-type: none"> • REGULATION DEVELOPMENT WORKING GROUP
13.	Develop policy and legal framework for regulating the postal sector, including but not limited to Delivery Logistics, Digital Postal Financial Services; E-services, E-Commerce and E-Government Services	<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	<ul style="list-style-type: none"> • POLICY AND LEGAL HARMONISATION WORKING GROUP
14.	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 • 	December 2023	<ul style="list-style-type: none"> • REGULATION DEVELOPMENT WORKING GROUP
15.	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	<ul style="list-style-type: none"> • REGULATION DEVELOPMENT WORKING GROUP

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16.	Handover/Takeover Framework in place.	Handover/Takeover Framework.	March 2024	• POLICY AND LEGAL HARMONISATION WORKING GROUP

REGULATION DEVELOPMENT

No.	Key deliverables	Activity	Deadline	Working Group Level Responsibility
17.	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
18.	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
19.	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

20.	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
21.	Develop a Cooperation Framework for regulatory bodies	<ul style="list-style-type: none"> • Identify areas of cooperation <ul style="list-style-type: none"> ○ Within the Postal Sector ○ Across sectors 	May 2023	Regulation Development Working Group
22.	Propose a regulatory framework for postal financial activities	<ul style="list-style-type: none"> • Develop frameworks to promote: <ul style="list-style-type: none"> • Postal Financial Services; • Data Protection • Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...) 	May 2023	Regulation Development Working Group
23.	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
24.	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

25.	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
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