



**PAPU/AC/XL/2022 – Doc. No 08**

**REPORT OF THE POLICY AND REGULATION COMMITTEE (PRC) HYBRID MEETING  
HELD IN KINSHASA, DEMOCRATIC REPUBLIC OF CONGO, FROM 4<sup>th</sup> TO 6<sup>th</sup> JULY 2022**

<b>1. Subject</b> Policy and Regulation Committee Meeting Report	<b>References/Paragraphs</b>
<b>2. Decision Expected</b> <ul style="list-style-type: none"><li>• Consideration and Noting of the Committee Report;</li><li>• Adoption of the Draft Resolution attached thereto.</li></ul>	

**1. INTRODUCTION**

This document is presented to the 40<sup>th</sup> Administrative Council for consideration.

**2. SUBMISSION OF THE REPORT**

The report together with a draft Resolution are herewith attached.

**3. CONCLUSION**

The 40<sup>th</sup> Administrative Council is requested to:

- i) Consider and Report;
- ii) Adopt the Draft Resolution.

## **1.0 INTRODUCTION**

The Policy and Regulation Committee held its second meeting of the year at Pullman Hotel in Kinshasa, Democratic Republic of Congo from 4<sup>th</sup> to 6<sup>th</sup> July 2022, to deliberate on agenda items in line with its objectives. In brief, the committee's 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 within the Africa region, while dealing with matters related to the Acts of the Union.

This Committee was formed pursuant to Plenipotentiary Conference 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 COMMITTEE MEMBER STATES**

The Members of the Policy and Regulation Committee are: Algeria, Burkina Faso, Chad, Cote d'Ivoire, DRC, Egypt, Kenya, Malawi, Namibia, Niger, Nigeria, Senegal, South Africa, Tanzania, Uganda, Zambia and Zimbabwe.

## **3.0 PARTICIPANTS**

The following Members were in attendance: Angola, Benin, Côte d'Ivoire, Democratic Republic of Congo, Kingdom of Eswatini, Kenya, Malawi, Mali, Mozambique, Namibia, Tanzania and Uganda.

The Observers that participated in the meeting were: CRASA, ICASA, USA and China.

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

## **4.0 OPENING REMARKS**

### **4.1 By the Chairperson**

The Chairperson declared the meeting open at 15:00 hours (GMT), welcomed participants to the Committee meeting and thanked the Government of the Democratic Republic of Congo (DRC) for the kind hospitality and for hosting the meeting. He also expressed his profound appreciation to the PAPU General Secretariat for the work done after the inaugural Committee meeting held in Nairobi, Kenya, noting that the created Working Groups had met and commenced work on their Mandate.

The Chairperson further expressed the following:

- The Posts are affected by the progressive decline in quantity and value of letter post, and emphasized that Regulators are the advisors of governments and should be at the fore front of providing policy and regulatory advice to put the postal agenda at the highest place as a major priority infrastructure providing three critical aspects namely; physical, financial, and electronic services, which are important for supporting economic growth and development.
- The need to fully contribute and commit support to the respective mandate for the rest of the Membership to guide the Union and the Member Countries in collaboration with the other three Committees namely:
  - i. Operations and Technology Committee
  - ii. Finance and Administration Committee
  - iii. Strategy Committee

#### **4.2 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 DRC, and the Postal Authorities of DRC for their welcoming and hospitable gesture as demonstrated in the care and consideration accorded to all delegates since their arrival in the country.
- He reiterated his firm belief that the deliberations of the Committee will be conducted in the traditional spirit of cordiality and consensus, as it seeks to deliver fruitful outcomes for the Union.
- He reiterated the importance of the Committee as being central to all the legal decisions and activities of the Union.

#### **5.0 CONFIRMATION OF THE BUREAU**

The bureau is constituted as follows:

- |                                    |                       |
|------------------------------------|-----------------------|
| • CHAIRPERSON                      | - KENYA               |
| • 1 <sup>st</sup> VICE CHAIRPERSON | - SENEGAL             |
| • 2 <sup>nd</sup> VICE CHAIRPERSON | - ALGERIA             |
| • RAPPORTEUR                       | - MALAWI AND MALI     |
| • SECRETARIAT                      | - GENERAL SECRETARIAT |

#### **6.0 ADOPTION OF AGENDA**

The Draft Agenda was adopted without amendments and is attached herewith as **Annex 2**.

## **7.0 CONSIDERATION OF THE POLICY AND REGULATION 2022 Q1 MEETING REPORT**

The General Secretariat presented the Report of Q1 2022 Policy and Regulation Committee Meeting under document **PAPU/AC/PRC/02/2022 -Doc No.02**.

The meeting reviewed the second bullet under the decisions expected from “Consider any matters arising from the Report” to “**Consider matters arising from the Report**”.

The Committee noted the report and considered matters arising from the report with amendments as proposed and accepted. Below are the matters arising from the report:

- Consideration and Adoption of the Proposed Working Groups;
- Review of the Rules of Procedure for Administrative and Technical Committees;
- Constitution of the PAPU Administrative Council 2022-2025;
- Update on the 39<sup>th</sup> Administrative Council Outcomes;
- Committee Action Plan.

## **8.0 PRESENTATION ON THE REPORT OF THE WORKING GROUP ON POLICY AND LEGAL HARMONIZATION**

The Chairperson of the Working Group on Policy and Legal Harmonization tabled the Working Group’s Report under document **PAPU/AC/PRC/02/2022 -Doc No.03**.

### **8.1 The Committee considered the following on the Report:**

- i. Adoption of the Report
- ii. Approval of the Action Plan of the Working Group;
- iii. Recommendations of the Working Group as follows:
  - a. The Terms of References (ToRs) adopted as amended;
  - b. The Action Plan for the Working Group as adopted;
  - c. An Ad-hoc Task Force set up to consider the Administrative Council; composition and submit a report on the matter to the Working Group prior to the next Policy and Regulation Committee meeting;
  - d. The Postal Guidelines to be considered as amended and recommended for forwarding to the African Union Commission for approval by the competent body.

### **8.2 The following were noted by the Committee from the Working Group Report:**

- i. The Terms of Reference of the Working Group;
- ii. The need to recapture vacancies from “vacancies x 2....” to .... 2 vacancies”;
- iii. The need to fill the five (5) vacancies on the Administrative Council Membership;

- iv. The Legal guidance on the cases of Mali, Ghana, Morocco, Benin, and DRC;
- v. The African Postal Guidelines (APG);
- vi. Addition of the following to the Action Plan:
  - a. Under Action 8 of the Plan to add another activity as “engage the Postal Operators in the Development of a Consumer Protection Policy”;
  - b. Under Action 14 of the Plan to add another activity as “engage the Postal Operators in the setting of the standards and goals for quality of service expected from the Operators”.

### **8.3 Committee Recommendations**

The Committee made the following recommendations:

- i. Review of the Acts of the Union in regards to making decisions between the Administrative Council and the Plenipotentiary Conference;
- ii. Admission of Benin to the Council;
- iii. Admission of DRC, Morocco and Ghana to the Council SUBJECT TO clearing outstanding mandatory contributions;
- iv. Secretariat to continue following up on the status update on African Union’s Decision regarding Mali;
- v. In the event that the six (6) months lapse without the obligations being fulfilled by the respective Member Countries, the General Secretariat shall consider other options in filling the vacancies in the Council, in line with the provisions of the Acts of the Union.

## **9.0 PRESENTATION ON THE REPORT OF THE WORKING GROUP ON REGULATION DEVELOPMENT**

9.1 The Chairperson of the Working Group on Regulation Development presented the Working Group’s Report under document **PAPU/AC/PRC/02/2022 -Doc No.04**.

9.2 The Committee considered the following:

- i. Adoption of the Working Group Report;
- ii. Approval of the Action Plan for the Working Group;
- iii. Recommendations of the Working Group.

9.3 The Committee took note of presentations on the Outline of Regulatory Work in the Postal Sector in Africa by the following three African Sub-Regional Postal bodies:

### **9.3.1 East African Communications Organization (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.

### **9.3.2 Communications Regulatory Authority of Southern Africa (CRASA)**

CRASA made a presentation entitled “The Case for Harmonization of Postal Regulatory Frameworks at Continental Level” with the following 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 Regulation Development Working Group;
- Challenges of regional harmonization.

### **9.3.3 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 posts 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):
- 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.

### **9.4 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.

## **9.5 Recommendations from the Committee**

The Committee made the following recommendations:

- In the scope of regulatory work include Quality of service as an explicit role.
- On actions to achieve the roles outlined review part 'e' as maintaining postal integrity by encouraging protection of mail conveyed throughout the value chain and not only airlines.
- Develop Legal and Regulatory Frameworks for E-commerce within the context of the Postal and courier industry.

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

The Secretariat presented Document **PAPU/AC/PRC/02/2022-Doc No.05.** on the aforementioned agenda item and the Committee:

- Noted the status of implementation of the 39<sup>th</sup> AC resolutions and;
- The status of implementation of the outcomes will be reported the 40<sup>th</sup> Administrative Council by the General Secretariat.

## **11.0 POLICY AND REGULATION DRAFT ACTION PLAN FOR THE CYCLE 2021/22-2024/25**

The Secretariat presented the Policy and Regulation Action Plan for the 2021/22-2024/25 cycle under document **PAPU/AC/PRC/02/2022 - Doc No.06.** attached as herein as **Annex 3.**

The Committee adopted the proposed Action Plan and considered the recommendation to submit the Action Plan to the Administrative Council for approval.

### **11.1 Recommendations by the Committee:**

- The Chairpersons of the Working Groups should develop working methods to exchange views and ensure that there will be no duplication on key deliverables that cut across the Working Groups;
- The Secretariat should develop a monitoring and evaluation framework to track the implementation of activities within a specific period and in accordance with the timelines given.

## **12.0 ADOPTION OF THE COMMITTEE REPORT**

The Committee adopted the report after deliberating on it by acclamation. A draft resolution from the Committee is attached as **Annex 4**.

## **13.0 AOB**

There was no any other business.

## **14.0 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 are finalized.

## **15.0 CLOSING REMARKS**

### **15.1 By the Secretary General**

In his closing remarks, the Secretary General thanked the Chairperson for successfully managing the Committee deliberations and the participants for their fruitful contributions in the meeting. He said the Committee has a direction going forward and encouraged members to attend and participate in the Regulators' Forum, share experiences and best practices for benchmarking purposes and training.

### **15.2 By Chairperson**

In his closing remarks, the Chairperson informed the meeting that, despite the challenges it has gone through, the Postal Sector has continued to play its role as an integral part of economic and social infrastructure. He further stated that technological development in the context of the postal sector is an advantage for the post to leverage on in order to serve the citizens of the continent.

The Chair emphasized on the need to define USO based on national needs and priorities, and that the Regulators should provide guidance and advise to governments on developing policies and frameworks for the postal sector.

The Chair thanked the host country for all the support and facilitation provided during the meeting. The meeting was closed at 12:30 hours (GMT).



<b>POLICY AND REGULATION COMMITTEE</b> <b>COMMISSION POLITIQUE ET REGULATION</b> <b>4<sup>TH</sup> TO 6<sup>TH</sup> JULY 2022</b> <b>KINSHASA - DEMOCRATIC REPUBLIC OF CONGO</b>				
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DRAFT AGENDA

DAY ONE – 04/07/2022		
1.	Opening remarks by <ul style="list-style-type: none"> <li>- Chairperson</li> <li>- Secretary General</li> </ul>	
2.	Adoption of the Agenda	PAPU/ATC/PRC/02/2022 - Doc No.01
3.	Report of Q1 2022 Policy and Regulation Committee Meeting	PAPU/ATC/PRC/02/2022 - Doc No.02
4.	<b>Working Group on Policy and Legal Harmonization Report</b> <ul style="list-style-type: none"> <li>• Administrative Council Membership</li> <li>• Terms of Reference</li> <li>• Action Plan 2022-2025</li> <li>• Recommendations.</li> </ul>	PAPU/ATC/PRC/02/2022 - Doc No.03
5.	<b>Working Group on Regulation Development Report</b> <ul style="list-style-type: none"> <li>a) Terms of reference</li> <li>b) Action Plan</li> <li>c) Recommendations</li> </ul>	PAPU/ATC/PRC/02/2022 - Doc No.04
DAY TWO – 05/07/2022		

6.	Update on the 39 <sup>th</sup> Administrative Council outcomes: Status of implementation of decisions, resolutions and recommendations on Policy and Regulation issues.	<b>PAPU/ATC/PRC/02/2022 - Doc No.05</b>
7.	Policy and Regulation Draft Action Plan for the Cycle 2021/22-2024/25	<b>PAPU/ATC/PRC/02/2022 - Doc No.06</b>
8.	Date and venue of the next meeting	

<b>DAY THREE - 06/07/2022</b>		
9.	Any Other Business (AOB)	
10.	Adoption of the Committee Report	
11.	Closing	

## ACTION PLAN FOR THE PERIOD 2022-2025

No.	Key deliverables	Activity	Deadline	Working Group Level Responsibility
1.	The Committee's Terms of Reference (TORs)	<ul style="list-style-type: none"> <li>Take ownership of the Committee's ToRs</li> <li>Implement the ToRs</li> </ul>	2021/2022 to 2024/2025	<ul style="list-style-type: none"> <li>POLICY AND LEGAL HARMONISATION WORKING GROUP</li> <li>REGULATION DEVELOPMENT WORKING GROUP</li> </ul>
2.	Equip the Committee with Rules of Procedure	<ul style="list-style-type: none"> <li>Consider the Draft Rules of Procedure</li> <li>Adopt the Rules of Procedure internally</li> <li>Present the Rules of Procedure to the Administrative Council for adoption</li> <li>Implement the Rules of Procedure</li> </ul>	February to June 2022	<ul style="list-style-type: none"> <li>POLICY AND LEGAL HARMONISATION WORKING GROUP</li> <li>REGULATION DEVELOPMENT WORKING GROUP.</li> </ul>
3.	Draft amendments to the Acts of the Union	<ul style="list-style-type: none"> <li>Consider draft amendments to the Acts of the Union</li> <li>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</li> <li>Present the recommendations to the Administrative Council and/or Plenipotentiary Conference for consideration.</li> </ul>	2021/2022 to 2024/2025	<ul style="list-style-type: none"> <li>POLICY AND LEGAL HARMONISATION WORKING GROUP</li> </ul>

4.	Oversee the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.	<ul style="list-style-type: none"> <li>• General Secretariat to develop a framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.</li> <li>• Consider the proposed framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.</li> <li>• Submit the monitoring/evaluation framework to Council for approval.</li> <li>• Draw up statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.</li> <li>• Receive and consider statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council at the agreed frequency.</li> </ul>	2021/2022 to 2024/2025	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> <li>• <b>REGULATION DEVELOPMENT WORKING GROUP</b></li> </ul>
5.	Develop an operational and governance policy framework for the Union	<ul style="list-style-type: none"> <li>• Present for review and consideration new trends in postal policy regulation</li> <li>• Consider and make recommendations on the most appropriate directives to be developed</li> </ul>	February to June 2022	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> </ul>



6.	Monitor and implement the African Postal Guidelines	<ul style="list-style-type: none"> <li>• In partnership with the General Secretariat, monitor the process for approval of the Guidelines by the competent body of the African Union</li> <li>• Identify in order of priority, the areas to be harmonized as highlighted in the Guidelines</li> <li>• Monitor implementation of the Guidelines</li> <li>• Identify bottlenecks and propose appropriate actions to Council Proposed detailed regulations to ensure implementation of the Guidelines</li> <li>• Consider the report on analysis of Africa's postal market as proposed in the Guidelines</li> </ul>	2021/2022 to 2024/2025	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> </ul>
7.	Participate in organizing the African Postal Regulators Forum	<ul style="list-style-type: none"> <li>• Approve the theme of the Postal Regulators Forum proposed by the Secretariat</li> <li>• Participate in selecting panelists</li> </ul>	2021/2022 to 2024/2025	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> <li>• <b>REGULATION DEVELOPMENT WORKING GROUP</b></li> </ul>
8.	Develop a consumer protection policy	<ul style="list-style-type: none"> <li>• Ensure that the consumer is the main focus of products/services offered by the operator</li> <li>• Ensure the development of proper communication and claims management mechanisms by the regulator (hot lines, claims management...)</li> </ul>	2021/2022 to 2024/2025	<ul style="list-style-type: none"> <li>• <b>REGULATION DEVELOPMENT WORKING GROUP</b></li> </ul>
9.	Harmonized Rules of Procedure in place	Rules of Procedure of Administrative and Technical Committees (Harmonization)	December 2022	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> </ul>
10.	Develop a Cooperation Framework for regulatory bodies	<ul style="list-style-type: none"> <li>• Identify areas of cooperation</li> <li>• Submit them to Council for adoption</li> </ul>	May 2023	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> </ul>

11.	Consider amendments related to the UPU Acts and Regulations	<ul style="list-style-type: none"> <li>• Make appropriate recommendations to the amendments proposed by Member States</li> <li>• Ensure that the interests of Member States are safeguarded</li> </ul>	2021/2022 to 2024/2025	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> </ul>
12.	Propose a regulatory framework for postal financial activities	<ul style="list-style-type: none"> <li>• Develop a framework to promote financial inclusion</li> <li>• Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...)</li> </ul>	May 2023	<ul style="list-style-type: none"> <li>• <b>REGULATION DEVELOPMENT WORKING GROUP</b></li> </ul>
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"> <li>• Prepare scope</li> <li>• Seek proposals from Member States</li> <li>• Prepare draft policy and legal frameworks</li> <li>• Consideration and adoption of draft policy and legal frameworks</li> </ul>	May 2023	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> </ul>
14.	Set standards and goals for quality of service expected by operators;	<ul style="list-style-type: none"> <li>• Prepare scope</li> <li>• Seek proposals on QOS standards and goals from Member States</li> <li>• Prepare draft standards and goals</li> <li>• Consideration and adoption of standards and goals for QOS</li> <li>•</li> </ul>	December 2023	<ul style="list-style-type: none"> <li>• <b>REGULATION DEVELOPMENT WORKING GROUP</b></li> </ul>
15.	Introduce systems for assessment of performance and measurement of service quality <sup>[L]<sub>SEP</sub>]</sup>	<ul style="list-style-type: none"> <li>• Prepare scope</li> <li>• Seek proposals on systems for assessment of QOS from Member States</li> <li>• Prepare draft framework on assessment of QOS systems</li> <li>• Consideration and adoption of standards and goals for QOS</li> <li>•</li> </ul>	December 2023	<ul style="list-style-type: none"> <li>• <b>REGULATION DEVELOPMENT WORKING GROUP</b></li> </ul>
16.	Handover/Takeover Framework in place.	Handover/Takeover Framework.	March 2024	<ul style="list-style-type: none"> <li>• <b>POLICY AND LEGAL HARMONISATION WORKING GROUP</b></li> </ul>

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## 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"> <li>Take ownership of the Working Group's ToRs</li> <li>Implement the ToRs</li> </ul>	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"> <li>General Secretariat to develop a framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.</li> <li>Draw up statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.</li> <li>Receive and consider statuses of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council at the agreed frequency.</li> </ul>	2021/2022 to 2024/2025	Regulation Development Working Group
19.	Participate in organizing the African Postal Regulators Forum	<ul style="list-style-type: none"> <li>recommend the theme of the Postal Regulators Forum proposed by the Secretariat</li> <li>Participate in selecting panelists</li> </ul>	2021/2022 to 2024/2025	Regulation Development Working Group
20.	Develop a Model Consumer Protection Policy	<ul style="list-style-type: none"> <li>Ensure that the consumer is the main focus of products/services offered by the operator</li> <li>Ensure the development of proper communication and claims management mechanisms by the regulator (hot lines, claims management...)</li> <li>Engage DOs and other stakeholders such as Consumer Rights Groups.</li> </ul>	2021/2022 to 2024/2025	Regulation Development Working Group

21.	Develop a Cooperation Framework for regulatory bodies	<ul style="list-style-type: none"> <li>Identify areas of cooperation <ul style="list-style-type: none"> <li>Within the Postal Sector</li> <li>Across sectors</li> </ul> </li> </ul>	May 2023	Regulation Development Working Group
22.	Propose a regulatory framework for postal financial activities	<ul style="list-style-type: none"> <li>Develop frameworks to promote: <ul style="list-style-type: none"> <li>Postal Financial Services;</li> <li>Data Protection</li> </ul> </li> <li>Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...)</li> </ul>	May 2023	Regulation Development Working Group
23.	Set standards and goals for quality of service expected by operators;	<ul style="list-style-type: none"> <li>Prepare scope</li> <li>Seek proposals on QOS standards and goals from Member States</li> <li>Prepare draft standards and goals</li> <li>Consideration and adoption of standards and goals for QOS</li> <li>Engage DOs and other stakeholders on quality of service standards.</li> </ul>	December 2023	Regulation Development Working Group
24.	Introduce systems for assessment of performance and measurement of service quality	<ul style="list-style-type: none"> <li>Prepare scope</li> <li>Seek proposals on systems for assessment of QOS from Member States</li> <li>Prepare draft framework on assessment of QOS systems</li> <li>Consideration and adoption of standards and goals for QOS</li> </ul>	December 2023	Regulation Development Working Group
25.	Human Capital Development	<ul style="list-style-type: none"> <li>Enhance a system that fosters development and capacity building of Regulatory staff</li> <li>Identify areas of training</li> <li>Benchmarking on industry trends and developments;</li> <li>General Secretariat to play a coordinative role in implementing Human Capital Development programmes.</li> </ul>	December 2022	Regulation Development Working Group



**Draft Resolution No. ... /PAPU/AC/XL/2022**

**Policy and Regulation Matters**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 40<sup>th</sup> Ordinary Session in Kinshasa, Democratic Republic of Congo (DRC) from 12<sup>th</sup> to 14<sup>th</sup> July, 2022;**

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

**Further Recalling** that the Terms of Reference (ToRs) of the Committee were adopted by Decision No. 04/PAPU/PC/X/2021, establishing two new Administrative and Technical Committees, passed by the Plenipotentiary Conference during its 10<sup>th</sup> Ordinary Session held from 24<sup>th</sup> to 25<sup>th</sup> June 2021 in Victoria Falls, Zimbabwe.

**Considering** that the Committee commenced its work for the cycle and held two meetings to deliberate on specific issues relating to Policy and Regulation;

**Acknowledging** that indeed the specific issues have been deliberated and agreed upon:

**Do hereby** adopt the Policy and Regulation Committee Report;

**Approves** the following:

- i. The creation of the Committee Working Groups namely:
  - a. Policy and Legal Harmonization Working Group;
  - b. Regulation Development Working Group.
- ii. The Terms of Reference of the Working Groups;
- iii. The Policy and Regulation Committee Action Plan for 2022-2025.

**Further adopts** the recommendations contained in the Report on the following:

## **I. On Policy and Legal Harmonization**

- a) Administrative Council to consider filling the vacant Council positions by:
  - i. Approving the request of Benin on admission to the Administrative Council representing the West Africa Region;
  - ii. Approving the request of the Democratic Republic of Congo for Central Africa, Morocco for North Africa and Ghana for West Africa respectively on admission to the Administrative Council subject to clearing outstanding mandatory contributions within the next six (6) months in accordance with the Acts of the Union;
  - iii. Secretariat to continue following up on the status update on African Union's Decision on Mali, within six (6) months of the date of the Administrative Council Plenary;
  - iv. For West Africa region, in the event that Ghana or Mali fulfill their outstanding obligations earlier, the first Member to fulfill the obligations will be considered for admission to the Council;
  - v. In the event that the six (6) months lapse without the obligations being fulfilled, the General Secretariat shall consider options in filling the vacancies to the Council, in line with the provisions of the Acts of the Union.
- b) The General Secretariat to submit the African Postal Guidelines to the African Union Commission.

## **II. On Regulation Development**

- a. Member States should identify and profile the various components that make up the cost of USO;
- b. Member States should investigate 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;
- c. Member States should develop a Methodology for establishing the cost of USO;
- d. 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.;
- e. Member States should develop Legal and Regulatory Frameworks for E-commerce within the context of the Postal and Courier industry;

- f. General Secretariate should develop a monitoring and evaluation framework to track the implementation of activities in the Action Plan within a specific period and according to the timelines given.

**Calls upon** Member States and the General Secretariat to implement the above recommendations;

**Instructs** the General Secretariat to coordinate the implementation of the Policy and Regulatory activities and update the Administrative Council.

***Done in Kinshasa, Democratic Republic of Congo (DRC), on 14<sup>th</sup> July, 2022***