

A Specialized Agency of the AU



Institution spécialisée de l'UA

OPERATIONS AND TECHNOLOGY COMMITTEE MEETING REPORT

4th-6th July 2022 Kinshasa, Democratic Republic of Congo (DRC)

1.0 INTRODUCTION

The Operations and Technology Committee hybrid meeting was held from 4th to 6th July 2022.

2.0 OPENING REMARKS

2.1 Remarks by the Chairperson

The Chairperson, Mr. Habu Mohammed Zoaka called the meeting to order and commenced the deliberations for the day at 15:00 GMT. He welcomed everyone present for taking their time to attend the meeting either in person or virtually and apologized for the late start. He wished everyone fruitful deliberations.

2.2 Remarks by PAPU Secretary General

The Secretary General Mr. Sifundo Chief Moyo regretted the late commencement of the meeting due to technical challenges that had been encountered. He said the challenges indicated that there was a training gap in the postal staff that needed to be filled. He stressed that the Operations and Technology Committee should come up with strategies and initiatives to address the ICT and digitalization gaps within the postal sector in Africa.

3.0 CONFIRMATION OF BUREAU

The Committee Bureau is as follows:

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

3.1 Committee Member States

The Committee is made up of the following Member States: Algeria, Benin, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Kingdom of Eswatini, Kenya, Madagascar, Malawi, Namibia, Niger, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia, and Zimbabwe.

3.2 Meeting Participation

3.2.1 Members States Present:

Algeria, Botswana, Cameroon, Côte d'Ivoire, Congo Republic, Democratic Republic of Congo (DRC), Egypt, Kingdom of Eswatini, Kenya, Malawi, Morocco, Mozambique, Namibia, Nigeria, Senegal, South Africa, Tanzania, Uganda and Zimbabwe.

3.2.2 Other Organizations Present

Observers that attended were the Southern Africa Postal Operators Association (SAPOA) and Universal Postal Union (UPU).

3.2.3 PAPU General Secretariat

The General Secretariat provided the Secretarial services to the meeting.

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

4.0 ADOPTION OF THE AGENDA

4.1 The General Secretariat presented the Draft Agenda which was adopted with no amendment. However due to the technical challenges experienced on the first day of the meeting, the UPU presentation on E-commerce Readiness could not be made. The main items on the agenda were as follows:

- a) Report of Q1 2022 Operations and Technology Committee Meeting;
- b) Working Group on Remuneration Report;
- c) Working Group on Digitalization and Innovation Report;
- d) Working Group on Promotion of Philately Report;
- e) Working Group on Supply Chain Report;
- f) Update on the 39th Administrative Council outcomes: Status of implementation of Decisions, Resolutions and Recommendations on Operations & Technology issues;
- g) Operations and Technology Committee Draft Action Plan for the Cycle 2021/22-2024/25.

5.0 REPORT OF Q1 2022 OPERATIONS AND TECHNOLOGY COMMITTEE MEETING

5.1 The General Secretariat presented the Q1 2022 Operations and Technology Committee Report under **PAPU/ATC/OTC/02/2022- Doc No.02** for consideration and noting by the Committee.

Matters arising from the report were also presented for noting.

5.2 Highlights of the Report were based on the Operations and Technology Committee inaugural meeting held in hybrid format from 15th to 17th February, 2022 in Abuja, Nigeria. The report covered the following salient issues:

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

5.3 Matters Arising from the Report

The matters arising from the report were noted by the Committee. The following are the main issues:

5.3.1 Proposed Working Groups and Task Force

Four (4) Working Groups were created by the Committee namely:

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

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

The Working Groups have since commenced their work. Reports of the Working Group meetings were presented at the meeting.

The Committee will report to the Administrative Council on the creation of the Working Groups and Task force for consideration and endorsement.

The Committee Working Groups' Terms of Reference are attached to this report as **Annex 2**.

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

The Committee reviewed the Rules of Procedures. The Secretariat reported that the Committee's comments on the Rules of Procedure for Administrative and Technical Committees will form part of the future work of the newly established Policy and Legal Harmonization Working Group under the Policy and Regulation Committee (PRC).

5.5 Key 27th UPU Congress Outcomes

Key UPU issues discussed which are to be implemented during the 2022-2025 Congress Cycle have been included in the respective Working Groups' Action Plans. The Working Groups are the formal structures set up to examine and come up with common positions for Africa on key UPU issues.

The General Secretariat will coordinate the support for African countries through collaboration with UPU and the implementation of the Regional Development Plans for 2022-2025.

6.0 REMUNERATION WORKING GROUP REPORT

6.1 The Remuneration Working Group (RG) which is chaired by Mrs. Nermin Hassan Mohamed from Egypt held its meeting virtually on 13th June 2022. The Chairperson presented the Working Group Report under **PAPU/ATC/OTC/02/2022- Doc No.03** which covered the following main issues:

- Terms of Reference of the Working Group;
- Consideration and Adoption of the Working Group Action Plan;
- Key issues discussed under UPU POC Remuneration Integration Group of Committee 2.

6.2 The Committee members were implored to actively participate in Remuneration work of the UPU by informing the POC Secretariat via email, of their intention to join any Expert Team. The need to update contact details at the UPU International Bureau to ensure that Member States receive all correspondence including questionnaires was emphasized.

The Committee adopted the report and approved the Remuneration Working Group Action Plan.

6.3 Recommendations

The report contained the following recommendations which were considered and adopted by the Committee:

- i. Remuneration experts from Designated Operators of PAPU Member States should participate in the POC Remuneration Integration Group (RIG) and its Expert Teams in order to understand the remuneration system, follow the developments in the remuneration field and protect Africa's interests;
- ii. Member States should complete and submit questionnaires on remuneration circulated by the UPU International Bureau to ensure that Africa's views, situation and concerns are included in the studies conducted;
- iii. Member States should implement tracked delivery service to support e-commerce noting that participating members will receive extra remuneration for scanning items (EMD event) on arrival in the first 2 years of implementation.
- iv. The General Secretariat should organize training on remuneration in collaboration with the UPU to capacitate the remuneration experts in Africa.

The recommendations will be submitted to the Administrative Council as part of the Operations and Technology Committee's Resolution for adoption.

7.0 DIGITALIZATION AND INNOVATION

7.1 Digitalization and Innovation Working Group Report

The Digitalization and Innovation Working Group (DIG) which is chaired by Mr. Abdaty KA from Senegal held its inaugural meeting virtually on 6th June 2022.

Senegal presented the Working Group Report under **PAPU/ATC/OTC/02/2022- Doc No.04** which covered the following salient issues:

- Terms of Reference of the Working Group;
- Consideration and Adoption of the Working Group Action Plan;
- Key issues discussed under UPU POC Committees 3 and 4;
- Experience sharing on Digitalization and Innovation amongst PAPU Members.

The Committee adopted the report and approved the Digitalization and Innovation Working Group Action Plan.

7.2 Recommendations

The report contained the following recommendations which were considered and adopted by the Committee:

- i) Designated Operators should digitalize their operations and services in line with global trends to meet customer expectations;

- ii) Member States should sign the Postal Payment Services Multilateral Agreement to facilitate exchange of financial services with all UPU members;
- iii) Member States should participate in Digitalization and Innovation activities and projects implemented during this cycle in collaboration with PAPU and UPU;
- iv) Designated Operators should benchmark on best practices from Member States who have implemented Digitalization and Innovation projects.

The recommendations will be submitted to the Administrative Council as part of the Operations and Technology Committee's Resolution for adoption.

8.0 PROMOTION OF PHILATELY WORKING GROUP REPORT

8.1 The Promotion of Philately Working Group (PPG which is chaired by Mrs. Funmilayo Esiri, the Nigeria Post General Manager Philately held its inaugural meeting virtually on 2nd June 2022.

8.2 The Chairperson presented the Working Group Report under **PAPU/ATC/OTC/02/2022- Doc No.05** which covered the following salient issues:

- Terms of Reference of the Working Group;
- Consideration and Adoption of the Working Group Action Plan;
- Global Philatelic Trends;
- Experience sharing on Digitalizing Philately;
- Promotion of Philately in Africa.

8.3 Member States made comments on how to digitize stamps, to which they were advised to work with renowned partners and also seek guidance from UPU International Bureau.

8.4 On curbing the issuance of illegal stamp issues, Members States were encouraged to actively participate in the Promotion of Philately Working Group and work together to craft strategies to address the situation.

The Committee adopted the report and approved the Philately Working Group Action Plan.

8.5 Recommendations

The report contained the following recommendations which were considered and adopted by the Committee:

- i. Designated Operators should digitize their philatelic products in collaboration with the UPU and renowned industry partners in line with global trends;
- ii. The Promotion of Philately Working Group should immediately craft strategies to curb counterfeit and illegal stamp issues to protect national integrity and safeguard revenues;

- iii. Member States should participate in regional and global philatelic activities including exhibitions and workshops to ensure visibility of African philatelic products.

The recommendations will be submitted to the Administrative Council as part of the Operations and Technology Committee's Resolution for adoption.

9.0 SUPPLY CHAIN WORKING GROUP REPORT

9.1 The Supply Chain Working Group (SCG) which is chaired by Mr. Jasson Kalile from Tanzania held its inaugural meeting virtually on 9th June 2022.

The 1st Vice Chairperson, Mrs. Angel Banda presented the Working Group Report under **PAPU/ATC/OTC/02/2022- Doc No.06** which covered the following salient issues:

- Terms of Reference of the Working Group;
- Consideration and Adoption of the Working Group Action Plan;
- Update on Key issues discussed under UPU POC Committee 1;
- Quality of Service Report for Africa;
- Quality of Service Projects in Africa;
- Experience sharing on Trade Facilitation and E-commerce;
- PAPU-AFRAA activities.

9.2 Member States commented on the need to develop a common e-commerce platform for Africa and participants were advised to work closely with the UPU in that regard and also benchmark from other Member States in the region who have already developed e-commerce platforms.

The Committee adopted the report and approved the Supply Chain Working Group Action Plan.

9.3 Recommendations

The report contained the following recommendations which were considered and adopted by the Committee:

- i) Member States should resume participation in GMS quality of service testing to monitor their performance and improve quality of service delivery;
- ii) Member States need to participate in Quality-of-Service Link to Terminal Dues and earn extra revenue;
- iii) Member States ought to participate in global projects funded through the QSF Common Fund to improve quality of service in Africa;
- iv) Designated Operators participating in the Global Electronic Advance Data (EAD) project must sign the Multilateral Data Sharing Agreement to facilitate the exchange of ITMATT with partner DOs;

- v) Member States need to take advantage of opportunities offered by the African Continental Free Trade Area (AfCFTA) and collaborate with PAPU, UPU, Governments, Small to Medium Enterprises and other industry stakeholders in implementing e-commerce projects thereby facilitating trade through the post.

The recommendations will be submitted to the Administrative Council as part of the Operations and Technology Committee's Resolution for adoption.

10.0 UPDATE ON THE IMPLEMENTATION of 39TH ADMINISTRATIVE COUNCIL OUTCOMES

10.1 The General Secretariat presented a report under **PAPU/ATC/OTC/02/2022- Doc No.07** giving an update on the Implementation of the 39th Administrative Council Outcomes. The report was submitted for the Committee to note the Status of Implementation of Decisions, Resolutions, and Recommendations on Operations & Technology issues and apprise the Administrative Council.

10.2 The 39th Ordinary Session of the PAPU Administrative Council held in Victoria Falls, Zimbabwe from 21st to 22nd June 2021 passed Decisions, Resolutions, and Recommendations for implementation by the General Secretariat, as well as by the Member States. Six (6) of the Resolutions passed relate to the work of the Operations and Technology Committee.

10.3 The General Secretariat circulated a questionnaire to Member States on 26th May 2022 to assess the status of implementation of the resolutions during the 2021/2022 year. The responses to the questionnaire were analyzed and the status report was presented in which it was noted that the Committee is on course in implementation of the resolutions. Member States who did not respond to the questionnaire were advised to update their contact details with the PAPU General Secretariat to ensure that they receive all correspondence.

The status report is attached to this report as **Annex 3**

11.0 OPERATIONS AND TECHNOLOGY COMMITTEE ACTION PLAN FOR 2021/22-2024/25 CYCLE

11.1 The General Secretariat presented the Committee's Draft Action Plan under **PAPU/AC/OTC/02/2022 – Doc No.8** for consideration and adoption by the Committee. It was noted that the work of the Operations and Technology Committee will be coordinated and implemented through the Working Groups reporting to the Committee hence the Action Plan was a consolidation of the Working Group Action Plans.

11.2 The Action Plan was adopted by the Committee with a comment to add the signing of the Multilateral Data Sharing Agreement by Member States to facilitate exchange of Electronic Advance Data.

The adopted Action Plan is presented as **Annex 4** to this report for the Administrative Council's approval.

12.0 DATE AND VENUE OF THE NEXT MEETING

The date and venue of the next meeting of the Operations and Technology Committee will be communicated by the General Secretariat in due course once arrangements are finalized. Working Group meetings will also be organized during the course of the year.

13.0 ANY OTHER BUSINESS (AOB)

Congo Republic expressed their interest to join the Committee and its Working Groups.

The Secretary General underscored the need for the Operations and Technology Committee to lead the work of the Designated Operators through its Working Groups to ensure implementation of all issues deliberated and agreed on during its meetings.

He reiterated that the General Secretariat will support the work of the Committee, especially the digitization of postal operations through collaboration with various stakeholders and partners.

14.0 ADOPTION OF THE COMMITTEE REPORT

The draft report was presented by the General Secretariat for adoption by the Committee. It was adopted by acclamation.

A draft Resolution containing the recommendations made by the Committee is submitted to the Administrative Council for consideration and adoption. The draft resolution is attached to the Report as **Annex 5**.

15.0 CLOSING

15.1 Secretary General Remarks

The Secretary General commended the good work that the Operations and Technology Committee was doing.

He indicated that the General Secretariat 's job is to provide a platform for Member States to discuss operational matters. However, it was very important that Member States take up the outcomes of these deliberations and ensure their implementation. The Secretary General reaffirmed the support of the General Secretariat to provide assistance and guidance to Member States where necessary.

He thanked everyone who made the meeting a success including the host country, interpreters, participants and the secretary of the Committee. He thanked the Chair for steering the Committee meeting to the end.

15.2 Remarks by the Committee Chairman

The Committee Chairman thanked the Secretary General for finding time to attend the meeting and for his invaluable remarks. He also thanked everyone for their participation and contributions.

He closed the meeting at 14:26 GMT.

LIST OF PARTICIPANTS

**OPERATIONS AND TECHNOLOGY COMMITTEE MEETING
REUNION COMMISSION EXPLOITATION & TECHNOLOGIES
04 AU 06 JUILLET 2022
04 - 06 JULY, 2022
KINSHASA, DEMOCRATIC REPUBLIC OF CONGO**

No	COUNTRY	FULL NAME	ORGANIZATION/ DESIGNATION	TELEPHONE	E-MAIL ADDRESS
1.	ALGERIE	ISAAC GHENI	MPT		Igheni@mpt.gov.dz
2.	BOTSWANA	DITHOKWA kitso	Department of postal & telecomm services	+267 713 031 59	kditokwa@gov.bw
3.	CONGO DEMOCRATIC REPUBLIC	MBOLOLO ENZAPE	EXPLOTATION & TECHNOLOGIES/ SECRETARIAT GENERAL /PTNIC	+243 0999 216 471 +243 090 2100476	dieudimbololo@gmail.com
4.	CONGO DEMOCRATIC REPUBLIC	ENINGA LIFOU	EXPLOITATION / POSTE EMS	+243 0899512260	felixeninga@gmail.com
5.	CONGO DEMOCRATIC REPUBLIC	BOPE INGOMPA CYPRIEN	REGULATEUR	+243 812933606	cyprienboya@arptc.gouv.cd
6.	CONGO DEMOCRATIC REPUBLIC	KANYAMA MUNAKONKWAGU	EXPLOTATION & TECHNOLOGIES/ SCPT SOCIETE CONGOLAISE	+243 855 126498	kmsv1@yahoo.fr

			DES POSTES ET DES TELECOMMUNICATIONS		
7.	CONGO DEMOCRATIC REPUBLIC	TSHEBE TSISUNGU REBECCA	DIRECTEUR DIVISIONNAIRE POSTE PROVINCE DE KINSHASA SCPT	+243999903475	tsheberebecca@gmail.com
8.	CONGO DEMOCRATIC REPUBLIC	MAYI MAK	CHEF DE DIVISION PHILATELIE SCPT	+243 81 623 813	mayimaki6@gmail.com
9.	CONGO DEMOCRATIC REPUBLIC	MAKILA MUWULU	DIRECTEUR DE SERVICE POSTAL SCPT	+243 081 284 6268	hedormaila@gmail.com
10.	CONGO DEMOCRATIC REPUBLIC	AUGUSTIN MALEKI BENGI	CHARGE D'ETUDES AU CABINET DU MINISTERE PTNTC	+243 081 49 0025	Augusmaleki9@gmail.com
11.	CONGO DEMOCRATIC REPUBLIC	BOHIKA BOTEOKOLE BENI	CHEF DE PROJET SPPE / SCPT	+243 081 9022 430	benibohika@gmail.com
12.	COTE D'IVOIRE	GBATO DOUZO THEODORE	EXPLOTATION & TECNOLOGIES/ LA POSTE CI	+225 0101356599/ +225 0708 118923	douzo.theodore@laposte.ci
13.	EGYPT	NERMIN MOHAMED			N_HASSAN@EgyptPost.Org
14.	EGYPT	HOSSAM SAMY			hossam_samy@EgyptPost.Org
15.	EGYPT	MYRIAM ATTALLAH			MyriamAttallah@EgyptPost.Org

16.	ESWATINI	VUSIGAMA KHUMALO	MANAGER BROADCASTING SERVICES / ESCCOM	+268 761 59104	vusigama.khumalo@esccom.org.sz
17.	KENYA	MICHAEL OKAL	MANAGER STRATEGY RESEARCH & DEVELOPMENT	Postal corporation / +254 725 59 694	michael.okal@post.go.ke ; mike.okal06@gmail.com ;
18.	MALAWI	ANGEL BANDA	POSTMASTER GENERAL MALAWI POSTS CORPORATION	+265 888209966	abanda@malawiposts.com
19.	MALAWI	BIGWANE NKHONJERA	CONTROLLER / PSA MALAWI POSTS CORPORATION	+265 999 636 571	bnkhonjera@malawiposts.com
20.	MAROC	NACIR DAHIM			n.dahim@poste.ma
21.	MOZAMBIQUE	TANIA CHIBESAKUNDA			
22.	NAMIBIA	EMILIA EINO	CRAN		EEino@cran.na
23.	NIGERIA	ZOAKA HABU MOHAMED	DEPUTY DIRECTOR INTERNATIONAL RELATIONS /NIGERIA POSTAL SERVICE	+234 8033118110	Habu.zoaka@gmail.com
24.	NIGERIA	FUNMILAYO ESIRI			funmiesiri@yahoo.com
25.	REP CONGO BRAZA	BOTATA ARNAUD LE DUC	CHEF EMS PAR POSTE CONGO BRAZZAVILLE	+242 066 361326	batataanaudleduc@gmail.com
26.	REP CONGO BRAZA	TSIKA-BOUNGOU SV	DIRECTEUR DES SI / LA POSTE	+242 06684464	vtsika@laposte.cg

27.	REP CONGO BRAZA	GAMBIKI MOUHOUNES SEVERINE EDWIGE	CHEFFE DE DIVISION PRODUCTION – LA POSTE DU CONGO BRAZZA	+242 0663540	gambikseverine@gmail.com
28.	REP CONGO BRAZA	OYAKO KARINE	DIRECTRICE DE L'EXPLOITATION CONGO BRAZA	+242 066710122	maryseoyakou@gmail.com
29.	REP CONGO BRAZA	YENGO MBOUNGOU JEAN ALAIN	CHEF DE DIVISION PROSPECTIVE – SOPECO	+242 069980205	yengo.mboungou@laposte.cg
30.	SENEGAL	ALLASANE SANE			allassanesane@laposte.sn
31.	TANZANIA	MASHALA LUFUNGA	PRINCIPAL INTERNATIONAL POSTAL AFFAIRES - TPC	+255655410534	mashala.lufunga@postaco.tz
32.	TANZANIA	ELIA MADULESI	POSTA TANZANIA		madulesi@postaco.tz
33.	ZIMBABWE	NYASHA PARADZAI			nparadzai@zimpost.co.zw
34.	SOUTH AFRICA	QUEEN MONTIEDI			qmontiedi@dtps.gov.za
35.	ZIMBABWE	NDANATSEI CHINODYA			nchinodya@zimpost.co.zw ; ndahchinodya@gmail.com
36.	CONGO DEMOCRATIC REPUBLIC	MEDA MAKILA GODE	OPERATION ET EXPLOITATION/ POSTE DP	+243 0904 696 159	medogode@gmail.com

37.	CONGO DEMOCRATIC REPUBLIC	AKELAGESA KASOKOTHI TC	REGIONAL	+243 081 0375 649	jcaela2020@gmail.com
38.	UGANDA	MUHWESI DARAUS JM	MANAGER OPERATIONS	+256 755 99430	damuhwezi@ugapost.co.ug
39.	KENYA	JANETH ODHIAMBO	COMMUNICATIONS AUTHORITY OF KENYA	+254 703042000	odhiambo@ca.go.ke
40.	CONGO DEMOCRATIC REPUBLIC	SEGBEWI YATA	CHEF DE SERVICE	+243 810 828 180	SEGBEWIYATABASILE@GMAIL.COM
41.	CONGO DEMOCRATIC REPUBLIC	BIUM MPOYI NANCY	COLL BUDGET	+243 902 790 332	SAMAN19NANCY132@GMAIL.COM
42.	SAPOA	JANRAS SERAME KOTSI			seramek7@gmail.com
43.	UPU	AMADOU BELLO			amadou.AMADOU@upu.int
44.	PAN AFRICAN POSTAL UNION	HILLARIA MAZENGE	QUALITY OF SERVICE OFFICER/COMMITTEE SECRETRAY		qso@papu.co.tz

TERMS OF REFERENCE FOR THE OPERATIONS AND TECHNOLOGY WORKING GROUPS

1. REMUNERATION WORKING GROUP (RG)

The Remuneration Working Group was constituted by the 39th Administrative Council vide Resolution No.05/PAPU/AC/XXXIX/2021. The mandate of the group is to follow up on remuneration issues during the UPU Congress cycle and advise Member States in order to safeguard the interests of African Countries.

The terms of reference are as below:

- i. Assimilate the new remuneration system for Letter Post items as approved by the Geneva Extra Ordinary Congress and the Abidjan Congress and update Members on its implications to African Countries;
- ii. Analyze the Parcel Post remuneration and advise on the best way for maximizing returns for Member States;
- iii. Identify any shortcomings and opportunities for Member States with a view to proposing improvements to the system in future;
- iv. Follow up on the work of the Remuneration Integration Group under the Postal Operations Council (POC) Committee 2 and keep Members posted on any new developments;
- v. Monitor developments and proposed changes to the Integrated Product Plan (IPP) and their implications to remuneration of services;
- vi. Analyze the remuneration proposals to the 28th UPU Congress and propose recommendations to guide the Member States and safeguard Africa's interests;
- vii. Come up with proposals on the remuneration system that serves the interest of African countries to be submitted at the next congress in 2025, where necessary;
- viii. Propose amendments to the Regulations to be submitted and supported by African countries to best safeguard the interests of Member States.

2. DIGITALIZATION AND INNOVATION WORKING GROUP (DIG)

The working group on Digitization and Innovation was created in order to track developments and trends in the global postal sector. The COVID-19 pandemic has made it necessary for Posts to speedily digitize their operations, and re-think their services and find new ways to do business in order to be resilient and relevant.

The terms of reference for the working group are as below:

- i. Explore ways to harness digital technologies and innovation in the postal sector to transform African societies and economies;
- ii. Lead the process of identifying tools for digital management in the postal supply chain to ensure efficiency and visibility;
- iii. Share knowledge and experience in digital transformation, especially on COVID-19 pandemic and other crises;
- iv. Spearhead discussions and development of e-services diversification frameworks for regional deployment like the following;
 - a. E-commerce online sales of traditional postal products and services
 - b. E-shopping portals;
 - c. Hybrid mail;
 - d. Postal registered e-mail;
 - e. Electronic postal certification marks;
 - f. E-identity;
 - g. E-government, etc.
- v. Embrace cyber security in digitization initiatives by using the .Post domain;
- vi. Encourage participation in projects aimed at the improvement of digitization of postal services in Africa;
- vii. Encourage Member States to adopt UPU digital tools to ensure access to efficient, reliable, secure and affordable services to include but not limited to electronic payment services;
- viii. Encourage compliance with UPU standards e.g., within the framework of the Integrated Product Plan (IPP) to promote e-commerce;
- ix. Sensitize and encourage Member States to implement UPU Congress outcomes on digital transformation and innovation during the Abidjan cycle;
- x. Undertake and strengthen digital postal policy reforms that recognize the postal sector as a key component of the digital ecosystem.

3. PROMOTION OF PHILATELY WORKING GROUP (PPG)

Philately is a product that identifies exclusively with the Post and has evolved over the years. In most cases, Designated Postal Operators hold the exclusive rights for printing postage stamps placing them on good standing to generate revenues from philatelic activities. The Working Group will promote philately in Africa and ensure that Africa keeps abreast with current trends and innovations in the philatelic business.

The terms of reference are as below:

- i. Champion digitizing the philately business to unlock revenue generation opportunities for the Post;
- ii. Monitor and advise the Member States on new global trends, developments, and innovations in philately, like crypto-stamps;
- iii. Promote philatelic products through various media platforms;

- iv. Encourage sharing of best practices and experiences among the Member States in promotion and development of philately;
- v. Benchmark and share information from the other Member States on fully exploiting opportunities for the development of philately in Africa;
- vi. Share information on Illegal and counterfeit stamp issues to safeguard the Post's resources and curb revenue leakages;
- vii. Follow up on the work of the World Association for the Development of Philately (WADP) and update the Member States to keep abreast with global developments;
- viii. Promote philatelic interest among the youth for the future of the philatelic industry.

4. SUPPLY CHAIN WORKING GROUP (SCG)

The Supply Chain Working Group was created to deliberate on matters relating to the mail supply chain including collaboration with various stakeholders. The matters include among others: Customs, Security, Mail Transportation, Quality of Service and compliance with UPU standards in mail exchange.

The terms of reference are as below:

- i. Champion quality of service improvement in international mail circulation in line with customer expectations and international standards;
- ii. Conscientize Member States to comply with customs, security, transport and aviation rules and regulations in the postal business;
- iii. Facilitate compliance with standards in the mail value chain including the following:
 - a. Inbound Quality of service standards;
 - b. E2E international mail standards;
 - c. Security (S58, S59) standards;
 - d. Quality of service certification.
- iv. Share information and experience on developments at UPU/IATA, UPU/ICAO, UPU/WCO, AFRAA and other stakeholders, to keep Member States abreast of the international best practices in the postal industry;
- v. Encourage the signing of Service Level Agreements (SLAs) with national airlines, customs and other partners in the mail supply chain;
- vi. Encourage the exchange of Electronic Advance Data (EAD) with supply chain stakeholders like airlines, customs authorities, security agents, e.t.c., in line with UPU regulations;
- vii. Facilitate training of postal staff on various aspects of the mail conveyance value chain to include:
 - a. International mail handling;
 - b. Quality of service;
 - c. Mail security and compliance with security standards;
 - d. Customs requirements and regulations;
 - e. Exchange of electronic data.

STATUS OF IMPLEMENTATION ON 39th ADMINISTRATIVE COUNCIL RESOLUTIONS

		COUNTRY STATUS																									
RESOLUTION	MILESTONE	D Z	B J	B W	B F	B I	C M	T D	C I	C D	S Z	G H	K E	M W	M L	M A	N A	N G	S N	T Z	T G	T N	U G	Z M	Z W		
Resolution No. 02/PAPU/AC/XXXIX/2021	Installation of GMS																										
	Quality of Service																										
	Participation in GMS E2E Testing																										
	Participation in GMS Inbound Testing																										
	Meeting Quality standards for Letter post																										
	Participation in Quality -of- Service Link to TD																										
Resolution No. 03/PAPU/AC/XXXIX/2021	Offering Small Packet Outbound Service																										
	Physical Services development																										
	Affixing S10 bar codes on Small Packets																										
	Offering ECOMPRO Parcel Service (outbound)																										
	Offering ECOMPRO Parcel Service (inbound)																										
	Implementation of CDS																										
	Receiving ITMATT Messages																										
	Sending ITMATT Messages																										
	Exchange of CUSITM/CUSRSP Messages																										
Resolution No. 04/PAPU/AC/XXXIX/2021	Offering Tracked Delivery Service (outbound)																										
	Integrated Product Plan																										
	Offering Tracked Delivery Service (inbound)																										
	Capacity to provide Track and Trace																										

[illegible]

OPERATIONS AND TECHNOLOGY COMMITTEE (OTC) ACTION PLAN FOR THE PERIOD 2022-2025

S/N	SUBJECT MATTER	MILESTONE	PERIOD	RESPONSIBLE AT WORKING GROUP LEVEL
REMUNERATION				
1.	Letter Post Remuneration System	i) Unpack the Remuneration model	Q3 2022	Remuneration Working Group
		ii) Outline rates for different letter post services including value added and supplementary services	Q3 2022	Remuneration Working Group
		iii) Outline the remuneration for undeliverable items (UV)	Q3 2023	Remuneration Working Group
		iv) Enumerate implications of Remuneration System on Africa	Q4 2022	Remuneration Working Group
		v) Organize a Remuneration Working Group Meeting	Q4 2022	Remuneration Working Group
		vi) Solicit feedback from Member States (Questionnaire)	Q1 2023	Remuneration Working Group

2.	Parcel Post Remuneration	i) Expound the Parcel Post Remuneration Model	Q2 2023	Remuneration Working Group
		ii) Explain the Quality Performance system of the Parcel Post Remuneration system	Q2 2023	Remuneration Working Group
		i) Illuminate the implications of Remuneration System on Africa	Q3 2023	Remuneration Working Group
		ii) Organize a Remuneration Working Group Meeting	Q4 2023	Remuneration Working Group
		iii) Request for feedback from Member States (Questionnaire)	Q4 2023	Remuneration Working Group
3.	Integrated Product Plan	i) Integrated Product Plan Model	Q4 2022	Remuneration Working Group
		ii) Integrated Remuneration Plan	Q4 2022	Remuneration Working Group
		iii) Organize a Remuneration Working Group Meeting	Q1 2023	Remuneration Working Group
		iv) Seek feedback from Member States (Questionnaire)	Q1 2023	Remuneration Working Group
4.	Remuneration Issues	i) Identify and summarize key issues	Q2 2024	Remuneration Working Group
		ii) Communicate to the Committee and Member States	Q2 2024	

5.	Future Remuneration System	i) Identify areas of concern in international mail handling and resultant remuneration	Q3 2024	Remuneration Working Group
		ii) Consider ways of improvement on the system	Q3 2024	
		iii) Propose amendments to the Regulations	Q4 2024	Remuneration Working Group
		iv) Analyze IB and other Member States Proposals related to remuneration of physical services <ul style="list-style-type: none">• Study proposal;• Come up with implications for Africa;• Propose alternative views from Africa;• Advise Member States	Q1 2025	Remuneration Working Group
		v) Come up with proposals from Africa	Q1 2025	Remuneration Working Group
DIGITALIZATION AND INNOVATION				
6.	Model Digital Post Office	i) Develop a Digital Post Office Model benchmarked from other regions and industries; ii) Develop a Digital Transformation Framework and road-map for the Posts of Africa; iii) Adopt a streamlined postal digital transformation program iv) Pursue coordinated implementation by Member States' DOs	Q1 2023	Digitalization and Innovation Working Group

7.	Digital Infrastructure and modernization of operations	i) Provision of digitization environment and infrastructure within Member States to cover the following: <ul style="list-style-type: none"> • Electrification and alternative power sources • Internet connectivity • Networking of offices • Cloud computing 	Q2 2023	Digitalization and Innovation Working Group
		ii) Members to ensure provision of hardware at Post Offices: <ul style="list-style-type: none"> • Servers • Computers/laptops • Printers • Scanners • Digital Scales 	Q3 2023	Digitalization and Innovation Working Group
		iii) Share information on postal systems and tools in order to develop specifications for ideal software for digitalization of the Post in Africa	Q3 2023	Digitalization and Innovation Working Group
8.	Digitalization of Postal Services	i) Migration of services from the traditional onto the digital platforms: <ul style="list-style-type: none"> • E-Post • E-commerce • E- Government • Digital financial services • Mobile banking solutions 	Q1 2024	Digitalization and Innovation Working Group
		ii) Deploy technology-based value-added features on the Integrated Product Plan (IPP) portfolio to ensure full implementation of IPP: <ul style="list-style-type: none"> • ECOMPRO 	Q1 2024	Digitalization and Innovation Working Group

		<ul style="list-style-type: none"> • Tracked delivery service • Small packets 		
		iii) Participation in the Digitalization and Innovation projects in partnership with relevant industry stakeholders	Q4 2022	Digitalization and Innovation Working Group
9.	Postal home-grown digital innovations	i) Develop own digital solutions: <ul style="list-style-type: none"> • Software • Applications 	Q2 2023	Digitalization and Innovation Working Group
		ii) Participate in Innovation exhibitions and competitions like the World Summit on the Information Society (WSIS)	Q3 2022	Digitalization and Innovation Working Group
10.	Human Capital Development	i) Members to capacitate staff on digital skills	Q3 2024	Digitalization and Innovation Working Group
		ii) Organize workshop on Digital Transformation and Financial Inclusion	Q4 2022	Digitalization and Innovation Working Group
		iii) Training workshop: <ul style="list-style-type: none"> • IT systems • Tools • Cyber security 	Q4 2023	Digitalization and Innovation Working Group
11.	Communication and Feedback on Digitalization and Innovation Progress	i) Members' active participation in in the different projects <ul style="list-style-type: none"> • Regional/Global Meetings on Innovation and Product Development • Digitization implementation initiatives i) Information feedback from Member States on implementation of the projects	Annually	Digitalization and Innovation Working Group

PHILATELY

PHILATELY				
12.	New trends and innovations in philately business	i) Share information on latest global trends and innovations in philately	Q1 2023	Promotion of Philately Working Group
		ii) Share information on new philatelic products on the market and on information on World Association for Development of Philately (WADP)	Q1 2023	Promotion of Philately Working Group
		iii) Explore new markets for African philatelic products in partnership with other stakeholders	On-going	Promotion of Philately Working Group
		iv) Philately information feedback from Member States (Questionnaire)	Q2 2023	Promotion of Philately Working Group
13.	Digitizing the Philately Business	i) Share information on current digitalization trends in the industry	Q1 2022	Promotion of Philately Working Group
		ii) Explore digital stamp products on the market	On-going	Promotion of Philately Working Group
14.	Promotion of philatelic products	iii) Promote philatelic products and activities on different platforms.	On-going	Promotion of Philately Working Group
		iv) Participate in joint stamp issues to promote African heritage and events	2024	Promotion of Philately Working Group
		v) Organize stamp design competitions	Q3 2022	Promotion of Philately Working Group
		vi) Participation, by Member States, in philatelic activities organized by PAPU, UPU, fellow Members and other Organizations. (meetings/workshops/conferences/exhibitions)	On-going	Promotion of Philately Working Group

15.	Illegal and counterfeit stamp issues	i) Share information on illegal and counterfeit issues	Q2 2023	Promotion of Philately Working Group
		ii) Craft strategies to eradicate illegal and counterfeit issues of African stamps	Q2 2023	Promotion of Philately Working Group
		iii) Review existing UPU regulations on illegal and counterfeit issues	Q3 2024	Promotion of Philately Working Group
16.	Sharing of best practices on Philately	i) Identify Member States exceling in the philately business to share experiences during workshops/ Committee meetings	Q2 2023	Promotion of Philately Working Group
		ii) Consider twinning and pairing of Member States	Q3 2024	Promotion of Philately Working Group
17.	Reviving Philately Business in Africa	i) Participation of more countries in the Working Group	Q 4 2022	Promotion of Philately Working Group
		ii) Feedback from Member States on philatelic activities (Questionnaire)	Q3 2024	Promotion of Philately Working Group
SUPPLY CHAIN				
18.	Transport Matters	i) Provide guidelines for Service Level Agreements with airlines	Q4 2022	Supply Chain Working Group
		ii) Achieve affordable mail conveyance rates	Q4 2023	Supply Chain Working Group /PAPU/AFRAA Task Force/W
		iii) Exchange of Electronic Advance Data (CARDIT, RESDIT) with airlines and maintenance of up-to-date EAD Compendium	Q1 2023	Supply Chain Working Group /PAPU/AFRAA Task Force
		iv) Efficient intra-Africa mail conveyance	Q4 2023	Supply Chain Working Group
		v) Constitute National Contact Committees with transport stakeholders (Airlines, Aviation, Handling Agents etc.)	Q2 2023	Supply Chain Working Group
		vi) Consolidate reports on participation and feedback from PAPU	Bi-annually	Supply Chain Working Group

		/AFRAA Taskforce		/PAPU/AFRAA Task Force
		vii) Transport information feedback from Members (Questionnaire)	Q4 2024	Supply Chain Working Group
19.	Customs Matters	i) Share with DOs the streamlined international mail processing procedures for Customs	Q4 2022	Supply Chain Working Group
		ii) Member DOs to exchange Electronic Advance Data with partner DOs and Customs for items containing goods - ITMATT	Q4 2022	Supply Chain Working Group
		iii) Member States to sign the Multilateral Data Sharing Agreement to facilitate exchange of EAD.	Q4 2022	Supply Chain Working Group
		iv) Maintain an updated Customs Compendium by Member States	Q1 2023	Supply Chain Working Group
		v) Members' participation in Regional/Global Meetings on the subject area	Q2 2025	Supply Chain Working Group
		vi) Customs information feedback from Members (Questionnaire)	Q1 2025	Supply Chain Working Group
20.	Security Matters	i) Members to comply with the UPU Security Standards (S58, S59)	Q4 2024	Supply Chain Working Group
		ii) Prevent acceptance of Prohibited items and Dangerous goods into the Postal System - illicit trade	Q4 2023	Supply Chain Working Group
		iii) High Cyber Security awareness by Members	Q2 2023	Supply Chain Working Group
		iv) Member participation in Regional/Global Meetings on Security matters	Q3 2023	Supply Chain Working Group
		v) Security information feedback from Members (Questionnaire)	Q1 2023	Supply Chain Working Group

21.	Quality of Service for Mail	i) Implementation of GMS by DOs: • End-to-end module • Inbound module	Q1 2024	Supply Chain Working Group
		ii) Meeting Quality of Service Standards by Members: • Letter Post standards • Parcel Post targets under the Inward Land Rates (ILR) bonus system • EMS standards	Q4 2024	Supply Chain Working Group
		iii) Member Participation in Quality-of-Service link to terminal dues	Q1 2023	Supply Chain Working Group
		iv) Participation in Quality-of-Service Certification of Members	Q4 2024	Supply Chain Working Group
22.	E-commerce	i) Participation in ORE 3 Project	Q4 2022	Supply Chain Working Group
		ii) Guarantee Logistics and warehousing	Q3 2024	Supply Chain Working Group
		iii) Export promotion	Q4 2024	Supply Chain Working Group

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

Operations and Technology Matters

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

Recalling the establishment of the Operations and Technology Committee by the 9th Extra-Ordinary Administrative Council held in Yaoundé, Cameroon by decision N°03/PAPU/AC/EXTRA.IX/2016 on Restructuring of Technical Committees of the Pan African Postal Union (PAPU);

Further Recalling that the Terms of Reference (ToRs) of the Committee were approved by the 36th Administrative Council held in Nairobi, Kenya by Resolution No.01/PAPU/AC/XXXVI/2017;

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

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

Do hereby adopt the Operations and Technology Committee Report;

Approves the following:

- i. The creation of the Committee Working Groups and a Task Force namely:
 - a. Remuneration Working Group;
 - b. Digitalization and Innovation Working Group;
 - c. Promotion of Philately Working Group;
 - d. Supply Chain Working Group.
- o PAPU-AFRAA Task Force under the Supply Chain Working Group
- ii. The Terms of Reference of the Working Groups and Task Force;
- iii. The Operations and Technology Committee Action Plan for 2022-2025.

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

a. On Remuneration

- i. Remuneration experts from Designated Operators of PAPU Member States should participate in the POC Remuneration Integration Group (RIG) and its Expert Teams in

order to understand the remuneration system, follow the developments in the remuneration field and protect Africa's interests;

- ii. Member States should complete and submit any questionnaires on remuneration circulated by the UPU International Bureau to ensure that Africa's views, situation and concerns are included in the studies conducted;
- iii. Member States should implement tracked delivery services to support e-commerce noting that participating members will receive extra remuneration for scanning items (EMD event) on arrival in the first 2 years of implementation;
- iv. The General Secretariat should organize training on remuneration in collaboration with the UPU to capacitate the remuneration experts in Africa.

b. On Digitalization

- i. Designated Operators should digitalize their operations and services in line with global trends to meet customer expectations;
- ii. Member States should sign the Postal Payment Services Multilateral Agreement to facilitate exchange of financial services with all UPU members;
- iii. Member States should participate in Digitalization and Innovation activities and projects implemented during this cycle in collaboration with PAPU and UPU;
- iv. Designated Operators should benchmark on best practices from Member States who have implemented Digitalization and Innovation projects.

c. On Philately

- i. Designated Operators should digitize their philatelic products in collaboration with the UPU and renowned industry partners in line with global trends;
- ii. The Promotion of Philately Working Group should immediately craft strategies to curb counterfeit and illegal stamp issues to protect national integrity and safeguard revenues;
- iii. Member States should participate in regional and global philatelic activities including exhibitions and workshops to ensure visibility of African philatelic products.

d. On Supply Chain

- i. Member States should resume participation in GMS quality-of-service testing to monitor their performance and improve the quality-of-service delivery;
- ii. Member States need to participate in Quality-of-Service Link to Terminal Dues and earn extra revenue;
- iii. Member States ought to participate in global projects funded through the QSF Common Fund to improve quality of service in Africa;

- iv. Designated Operators participating in the Global Electronic Advance data (EAD) project must sign the Multilateral Data Sharing Agreement to facilitate the exchange of ITMATT with partner DOs;
- v. Member States need to take advantage of opportunities offered by the African Continental Free Trade Area (AfCFTA) and collaborate with PAPU, UPU, Governments, Small to Medium Enterprises and other industry stakeholders, in implementing e-commerce projects thereby facilitating trade through the post.

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

Instructs the General Secretariat to coordinate the implementation of the activities of the Committee and update the Administrative Council.

Done in Kinshasa, Democratic Republic of Congo (DRC), on 14th July, 2022