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REPORT ON THE ACTIVITIES OF THE PAN AFRICAN POSTAL UNION GENERAL SECRETARIAT
(Agenda item.....)

1. PREAMBLE

Pursuant to Article 9, paragraph 17 of the PAPU Acts of the Union, the Secretary General is required to present to the Administrative Council (AC) an annual report on the activities of the General Secretariat between the two (2) sessions. The report will cover the activities undertaken during the period 2021/2022

The activities of the General Secretariat in the past year were executed in pursuit of the fulfilment of Article 9 of the Convention of the Union that outlines the objectives of the Union be to:

- i. Foster development cooperation among Member States in the area of postal services;
- ii. Promote and facilitate access to quality universal postal services;
- iii. Promote and facilitate reform of the postal sector;
- iv. Promote and facilitate technical assistance in the postal sector;
- v. Promote and advance common positions of Member States on postal issues;
- vi. Promote research and development in the postal sector;
- vii. Promote regional projects for developing the African Postal network;
- viii. Promote the development of new postal products and services;
- ix. Promote the sustainable development of the postal sector;
- x. Promote affirmative action in the development of the postal sector.

Whereas the environment remained constrained due to the effects of COVID-19, a lot of work was done and accomplishments realized.

2. STRATEGIC ISSUES AND RISKS IDENTIFIED

2.1 Leadership Renewal and Commencement of Tenure for Newly elected Officials

2.1.1 Hand Over Take Over

The Secretary General Mr. Sifundo Chief Moyo and the Assistant Secretary General, Mrs. Jessica Hope Ssengooba assumed duty on 1st September 2021 as they smoothly took over the leadership of the General Secretariat from Mr. Younouss Djibrine and Mr. Kolawole Aduloju respectively. A Hand over/ take Over Ceremony was arranged presided over by the Chairman of the Plenipotentiary Conference.

2.1.2 Process Strengths

The transfer of power was smooth without any acrimony as it was dominated by goodwill and cooperation.

The event was widely covered by the press. Comprehensive Notes, which were the Hand Over Report, were prepared for the incoming Secretary General by the outgoing Secretary General

2.1.3 Process Risks

There is no legal provision for the outgoing Officials to hand over on a date beyond their contracted period or alternatively an allowance of designated Officials to be in office days before their mandatory commencement date. This can create a gap as seen by the departure of the then Assistant Secretary General due to contract interpretation not tallying with what was expected. He however handed over well.

The one day allocated for the exercise was not enough to do the ceremony and to perform the hand over process. The handover did not cover the handing over of actual files, documents, assets financial records, bank balances and staff in posts beyond the handover notes. There is need to have an induction meeting involving presentation by Departmental Heads on status reports of their departments, their responsibilities, urgent matters, challenges, opportunities etc.

Asset accountability is compromised, which may lead to asset losses if there is no comprehensive handover

2.1.4 Stabilization Measures Taken

All Union assets both movable and immovable assets were presumably under the care of the Secretary General even though they were not in his custody. A Movable Asset register has been introduced that places responsibility of assets to the users while providing an auditable record of asset allocation. Movable assets transfers are now trackable.

The Issue had been tabled to the relevant Union Working Groups and Committees and work is in progress to rectify it and have a solid framework in place.

2.2 Human Resources Shortages

Due to the dire staffing situation that was further exacerbated by the resignation of the Head of Executive Office, the issue was taken to the Chairman of the Administrative Council apprising and also to the Finance and Administration Committee.

2.2.1 Mitigatory Staffing Measures Taken

Re-assignment of tasks to Members through the spreading of many responsibilities and duties across individuals thereby increasing the work load. Other measures that were proposed included;

- the recommendation to call for staff on secondment to be fully paid by the Member States of their origin.
- staff on secondment to work off-site, remotely and remain based in their countries of origin on full pay by their respective employers.
- The utilization of students on attachment can bring a lot of relief to the General Secretariat as these can be utilized on targeted areas needing interventions.

2.3 Non-Payment of Mandatory Contributions

The mandatory financial contribution of Member States to the annual budgets of PAPU is the main source of funding for the approved programme of activities of the Union constituting more than eighty five percent (85%). There are some legacy debts that have existed since the inception of the Union. The great risk being the incurring of losses resulting from the inability to meet funding obligations in a timely manner when they become due.

2.3.1 Mitigatory Measures taken

A number of initiatives were taken to address this issue on a long term basis by proposing a Working Group on Recovery of Arrears Working Group under the Finance and Administration Committee. Recommendation have also been made to extend the period for the amnesty conditions for heavily indebted Members to allow them to utilize the facility. The Secretary General also engaged directly with Ministers responsible for the Post in the following countries DRC and Republic of Congo (Brazaville).

2.4 Records Information Management and Document Archiving

The Union has to safeguard its information and archive its documents to preserve its legacy. However, there is currently no plausible system to safeguard and preserve information which poses many risks to the Union that may include loss of data or records on vital Union information

2.4.1 Mitigatory Measures

This issue has not been addressed in full but work has been commenced to establish an off-site secondary data storage centre in collaboration with the Host Country's Regulatory Authority. Space will be reserved at the new Headquarters for document storage as well as establishing an electronic data storage facility.

2.5 Membership Recruitment

PAPU Membership stands at 45 out of 55 African Member States. This lack of completeness has a potential of weakening the continent when it comes to issues of a collective nature that is of interest to the Union. A divided continent is vulnerable and may stand to be the ultimate loser when certain crucial issues are being deliberated on

2.5.1 Mitigatory Measures taken

Work is in progress to engage the non-PAPU African Union Member States to become members. An invitation was extended to these countries for their participation as observers to this Council Meeting

2.6 General Secretariat Policies

There is work being done to ensure that adequate policies are put in place to guide the General Secretariat in the performance of their duties. The policies that will be worked on in consultation with the other organs of the Union include policies on Information Technology, Procurement, Performance Management, Budget Formulation and Management Processes, Pension Rules

2.7 Mitigatory Measures taken

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3 ENVIRONMENTAL SCAN

The postal sector plays an important role in promoting socio-economic development. Affordable, efficient and universal postal services substantially reduce transaction costs between economic agents, granting them access to a vast communications and infrastructure network. In this sense, the postal sector actively contributes to the achievement of the United Nations Sustainable Development Goals (SDGs). Postal networks are considered as high performing if they offer a reliable service and have good connectivity, a high level of demand from citizens, and operations that are resilient to external shocks.

Postal operators have primarily been considered as vehicles for delivering socioeconomic development, representing one of the largest physical networks in the world. The Post is therefore an important partner connecting small and large businesses alike to customers everywhere. This reach is essential in the age of e-commerce, where customers have access to a truly global market. In turn, micro, small and medium sized enterprises in particular can benefit from affordable trade services offered through the Post. By offering inclusive access to the global market, Posts help boost socio-economic development of individuals, communities and nations they serve. Yet these benefits may still have social and environmental impacts that must be considered.

At first, major logistical challenges faced throughout the world during the height of the “National lockdowns” rapidly affected postal reliability. The worldwide drop in air travel coupled with a shortage of labour supply caused many mail items to become “stranded”, dilating international delivery times. As the necessary sanitary measures were progressively eased, the logistics supply chain started returning to more “normal” levels. However, the medium-to-long-term effects on postal operators cannot be underestimated.

Currently, fewer items are being sent internationally and to fewer destinations than in 2019. Some countries will struggle to regain the volumes generated prior to the crisis. The crisis will put to test the

relevance of the sector as the world still has to bridge the so called “postal development divide”. While in most advanced economies postal services are at the heart of everyday business needs, many developing countries are currently witnessing low levels of demand for letter post as well as parcels and logistics. In this context, the operators that already had the most resilient business models prior to the crisis will fare better, but they will also remain highly dependent on the growth of e-commerce and on wider economic circumstances in their countries.

The new road(s) to postal development as a rising number of postal operators increase their reliance on parcels and logistics in order to reap the benefits of e-commerce growth, they are also de-facto increasing their dependence on a highly competitive segment in which reliability and reach are pre-conditions for success. In such an environment, the only way for postal operators to boost relevance in the long term is to attract and retain customers that order goods online and value timeliness and predictability in delivery, regardless of whether the item is purchased domestically or imported. As the starting conditions are not the same everywhere, there will be different roads to postal development, heightening the importance of international cooperation in areas such as knowledge sharing, common standards and technology. As a forum, a provider of technical solutions and a knowledge centre for the postal sector, the UPU can certainly contribute to this endeavour.

Although the COVID-19 pandemic disrupted the global postal supply chain and had a tremendous impact on the postal industry, Posts across the world are increasingly being recognised and acknowledged as an essential service provider by governments, businesses and citizens.

4 FINANCIAL MANAGEMENT

4.1 Financial Performance

The overall financial performance indicates an unaudited operating surplus amounting to United States Dollars one hundred thirty five thousand, five hundred and thirty four (**USD 135,534**). The surplus is lower than the USD two hundred and five thousand, five hundred and seventy two (USD 205,572) achieved in 2020/2021 financial year.

4.2 Revenue Sources for the Union.

The Union’s revenue is derived from the following main sources:

- Mandatory contributions made by Member States in accordance with the scale of assessment established by the Conference
- Mandatory contributions of Associate Members
- Voluntary contributions from Member States and Associate Members
- Donations from non-Member States and organizations
- Revenue derived from products and activities implemented by the Union
- Income generated from investments approved by the Council
- Penalties/fines levied for breach of the Convention
- Sundry income

4.3 Union Contributions Received

- 4.3.1 There are 22 out of 45 member states that paid their mandatory contributions amounting to USD 769,235.00 (55.3%) out of the expected invoiced amount of USD 1,390,690.77 which is the budgeted income from Member States for 2021/2022 financial year.
- 4.3.2 Nine (9) Member States paid arrears of contributions for previous years amounting to USD 412,863.83.
- 4.3.3 The United States Postal Service is the only Associate Member, out of three (3) Associate Members of the Union that paid its Membership fee amounting to USD 19,990.00 during the financial year.
- 4.3.4 The total mandatory contributions received during the financial year amounts to USD 1,202,088.83. This amount is equivalent to 79% of the USD 1,523,171.00 budgeted mandatory contributions for the year.
- 4.3.5 Revenue from other sources of income such as donations/grants, investment income, penalties/fines levied for breach of the Convention, revenue from products and services as well as sundry income amounted to 63,538.06. These sources were 24% of the expected USD 262,360.
- 4.3.6 The total income received in 2021/2022 financial year is USD 1,265,626.89 or 71% of the USD 1,785,531 budgeted for the year.

4.4 Union Expenditure

- 4.4.1 Article 16 of the Convention stipulates that the expenditure of the Union shall be made up of expenses relating to the following:

- a) Sessions of the Conference, the Council, and meetings of the Administrative and Technical Committees;
- b) Running of the General Secretariat;
- c) Implementation of the Programme of Activities of the Union
- d) Any other activities relating to the objectives of the Union and approved by the Plenipotentiary Conference and/or the Administrative Council.

4.4.2 The total unaudited expenditure for the 2021/2022 financial year amounts to US Dollars one million, two hundred and five thousand, seven hundred and sixty-one only (**USD 1,205,761**) representing 69% of the US Dollars one million, seven hundred and forty-five thousand and forty-five only (**USD 1,745,045**), appropriated for the year. The expenditure has been kept at this level due to non-receipt of budgeted funds and some other pre-planned physical programmes that were held online.

5 OPERATIONS AND TECHNOLOGY

A. QUALITY OF SERVICE

A number of activities were carried out in collaboration with the Universal Postal Union that were aimed at improving the quality of service in Africa as indicated below.

5.1 Global Monitoring System (GMS) Tests

Resolution No. 02/PAPU/AC/XXXIX/2021 called upon Designated Operators of PAPU Member States to implement the Global Monitoring System (GMS) as an objective and effective quality monitoring tool for ordinary letter post items.

5.2 GMS Participation for Africa for year 2022

Africa's participation in both GMS Link (for inbound international items) and GMS World (E2E) declined during the Covid-19 pandemic era. This is mainly due to disruption in mail movement resulting in some countries suspending mail dispatches. Seventeen (17) Member States are currently participating in GMS Link compared to twenty three (23) in 2019, while sixteen (16) are participating in GMS World testing compared to thirty-three (33) in 2019.

5.3 GMS Inbound Results

Eswatini, Ethiopia, Morocco and Tunisia are the only four (4) out of twenty-one (21) African Member States that met their quality targets in the testing done in 2021..

5.4 GMS End-to-End (E2E) Results

Only seventeen (17) African Member States participated in the E2E GMS quality testing in 2021. The performance is still low despite the revision of the delivery standards since 2019. None of the participating countries managed to deliver 80% of either outbound items or inbound items within the set delivery standards.

5.5 PAPU/AFRAA Contact Committee

The Resolution No. 02 PAPU/AC/XXXVIII/2019 made by the 38th Administrative Council in Ouagadougou, Burkina Faso re-constituted the existing PAPU/ AFRAA Contact Committee and mandated it with addressing the challenges being faced by African posts in mail transmission.

The Operations and Technology Committee (OTC) resolved that the Contact Committee be established as a Task Force under the Supply Chain Working Group. The Task Force which consists of postal representatives from the five (5) African sub-regions as well as representatives from the African Airlines Association (AFRAA will deliberate on issues relating to the air transportation of mail in Africa.

The Terms of Reference and Action Plan for the Task Force have been drawn up and postal representatives nominated. The next stage is for the airline representatives to be nominated to enable the Task Force to commence its work.

To date the General Secretariat has been collaborating with the AFRAA Secretariat in a number of ways including the following:

- A management introductory meeting held on 8th December 2022;
- Review of the Memorandum of Understanding (MoU) in progress;
- Operations Departments of both organizations held meetings in March and April 2022 to discuss issues of mutual interest including membership of the PAPU/AFRAA Task Force and its Action Plan;
- PAPU General Secretariat participated in the AFRAA Network and Cargo Committee meeting held on 5th April 2022.

A. Update on the UPU Quality of Service Programme (2017-2021)

The key quality of service project, Operational Readiness for E-commerce (ORE) which was implemented from 2017-2020 was extended to 2021 as ORE 2 due to the Covid-19 pandemic which resulted in the postponement of the UPU Congress. All Member States participated in the project to address milestones that had not been met in their respective countries. Closing workshops for the project were held for the English-speaking countries, French-Speaking countries as well as the Arab-speaking countries in the period October to November 2021.

The General Secretariat which played a coordinative role in collaboration with the UPU in implementation of the project participated in the activities conducted in 2021.

6 KEY PROJECTS

6.1 PAPU House project update

6.1.1 Project Milestones to Date

The PAPU House project has seen the achievement of milestones like the completion of the basement and the super structure of the building from the ground to the 17th floor on 23rd December 2021. However, there are some on-going works that relate to finishing touches by the main and the sub-contractors which are still being undertaken.

The finishing by the main contractor attained 40% in June 2022, while the sub-contractors for services installations have achieved 57%.

6.1.2 Project Financials

As at June 2022, **TZS 22,857,013,095.51 (USD 9,937,831.78)** had been spent on the Project. The cumulative payments to date represent 52% of the present total project cost amounting to **TZS 44,235,132,952.21 (USD 19,232,666.50)** excluding consultancy and the salary of the Clerk of Works. The overall progress attained so far as at the end of June 2022 is **73.62%**.

Due to some reasons, the main contractor requested for extension of the project completion period and hand over date from July 2022 to December 2022 for the following reasons that he hinged his request on:

- i) days spent for extra construction works on the expanded basement,

- ii) time used for pile testing during which period construction was put on hold,
- iii) shortage of cement supply during the initial stage of the project,
- iv) raining days when work was disrupted at the site and
- v) delays in procurement due to COVID-19 lockdowns.

The requested extension will move the project completion period from July to December 2022.

6.1.3 Payment of Mandatory PAPU House Contributions

There are eight Member States that have paid their mandatory contribution to PAPU House equity cash fund so far, namely, Egypt, Eswatini, Mali, Senegal, Tanzania, Tunisia, Uganda and Zimbabwe. These Member States contributed USD 177,670.51 out of the USD 810,000.00 expected from Member States. Appeals to the remaining Member States to assist the Union by settling their contributions to ensure that the project is not delayed or halted by cashflow problems are made at every available opportunity.

6.2 Customs Declaration Systems Project

CDS regional project coordinated by PAPU was implemented for 24 months ending January 2021, in line with Article 8 of the Universal Postal Convention, which states that items containing goods may be subject to specific import customs and security-based requirements for providing Electronic Advance Data (EAD). The exchange of ITMATT messages became mandatory from 1st January 2021.

Sixteen (16) countries in the region participated in the project which saw them meeting the EAD requirement to exchange ITMATT with partners, reducing processing time in customs, as well as scanning of customs events at the end of the project.

The final report for the project was prepared and submitted to the Quality of Service Fund (QSF) Secretariat of the UPU on 2nd November 2021. PAPU awaits its approval and subsequent payment of the 20% equipment budget balances to the participating countries.

6.3 Electronic Advance Data (EAD) Project

The EAD Capture, Transmission and Compliance project started in February 2020, with the project closure scheduled for the 31st of May 2023.

According to the Universal Postal Union (UPU) Convention Regulations, Designated Operators (DOs) are required to capture and exchange EAD for international postal items containing goods, in order to comply with the specific import customs and security requirements laid down in therein. Thus, all items containing goods must bear a barcode identifier, conforming to the UPU technical standards – ITMATT and PREDES messages to be sent to the destination Designated Operator.

Within the framework of the project DOs are required to use Mobile Apps, as well CDS kiosks. The DOs exchange Item-ATtribute (ITMATT) pre-advice messages. By leveraging and expanding the Electronic Data Interchange (EDI) standards and technology already existing to all letter-post, parcel-post and receptacles, the DOs customer service is improved, overall business efficiency is also improved and costs are reduced by providing advance notification of volumes in the end-to-end processes. All African DOs are compulsorily participating in the project with coordination by PAPU.

6.4 Electrification and Connectivity Project

On Mobilization of resources to support connectivity and Electrification of Post Offices in rural areas, PAPU continues to encourage the thirteen (13) countries, namely, Burkina Faso, Burundi, Chad, Ghana, Guinea, Kenya, Madagascar, Malawi, Nigeria, South Africa, South Sudan, Tanzania and Uganda which were identified to participate in pilot project to engage Governments, among others, to mobilize resources for the project. Based on this, below is an account of the developments in four (4) countries, namely, Kenya, Malawi, Tanzania and Uganda that have shown progress in the mobilisation of funds and implementation of the project:

- a) **Kenya-** In Kenya the Electrification and Connectivity Project is included in the National Development Plans in line with Declaration No. AU STC-CIT-1CP. Kenya's growth strategy is to deploy connectivity to the offices with power but have no internet connectivity. The undertaking is financed by internally generated funds particularly for office preparation. As for the delivery of government services via Huduma Centres spread across the country, funding is from the National budget.
- b) **Malawi-** for the five (5) post offices which were identified as guinea pigs, namely: Bilira, Chikweu, Chituka, Mwansambo and Phalula funds were sourced from the Malawi Posts Corporation Budget, grid via the Malawi Rural Electrification project (MAREP). Funding for the MAREP is from

the National Budget. Using the ECP model, Malawi Posts Corporation (MPC) in collaboration with the Government is also implementing one stop concept under the banner “Mlambe Centre” at Mangochi and Lilongwe Post Offices

Furthermore, Malawi is intending to connect the following post office using funds from the regulator, Malawi Communication Regulatory Authority within the year 2022: Kasiya, Kapiri, Chisemphere and Marka Post Offices. These post offices will be connected to the national grid.

- c) **Tanzania**-The pilot project for Tanzania covers the following five post offices as follows: Mwanga, Monduli, Karatu, Mahenge and Muheza. The Government of Tanzania is currently carrying out a big project on rural electrification whose objective is to cover almost all villages countrywide. A big dam is also being built at Rufiji River to produce more than 2000MW. All post offices are essentially connected to reliable electricity from the national grid. Tanzania is blessed with good communication infrastructure since fibre optics cable owned by the Government runs about 7,000 Kms and connects all regions and almost all districts. In addition, there is a fibre optics cable owned by Halotel Company which runs about 16,000 Kms across the country. Mobilization of funds for the project, though not direct, is done by linking the Electrification and Connectivity Project (ECP) to other initiatives which Government is already undertaking.

Building on these initiatives, Tanzania Posts Corporation (TPC) has entered into agency agreement with CRDB Bank, Peoples Bank of Zanzibar, National Bank of Commerce. TPC has also entered into an agreement, on the same basis with an insurance company called Assemble Insurance and Zanzibar Insurance. Additionally, TPC is collaborating with T-pesa mobile transfer (principal organization is TTCL) and with Air Tanzania Company Limited for sales of air tickets.

- d) **Uganda**- the project is progressing under the name ICT Public Access Facilities Project the four (4) pilot offices, namely, Kitgum, Moroto, Mubende and Kasese which were commissioned in June, 2019 and are since then open to the public. The funding of up to the tune of the equivalence of USD160, 000 was used for procuring equipment for use in the offices as well as improvement

of the ambience of the offices. The project is being co-funded by the Uganda post regular budget and the Uganda Communications Commission (UCC). In addition to the four (4) pilot offices, eight (8) more offices, have been added to the project under the same funding arrangement.

6.5 Study on Digitization of African Postal Services: E-commerce by the Universal Postal Union and La Poste Groupe France

As part of the implementation of the decision of the Executive Council EX.CL/Dec. 1074 (XXXVI) requesting the African Union Commission to develop strategies and implementation plans for various sectors on the Digital Transformation Strategy (DTS) for Africa, the African Union Commission (AUC) launched the development of a study on the harmonized digitization of postal services in June 2022.

The objective of the study is to encourage Member States to invest in postal infrastructure and leverage postal networks as a growth catalyst to foster socio-economic development in Africa and contribute to the implementation of the AfCFTA in promoting intra-African trade, as well as to support the implementation of existing continental transversal projects such as the Electrification and Connectivity of Post Offices (ECP) and the ecom@africa. The PAPU General Secretariat was in the Steering Committee during the project lifespan.

The study was carried out by a team of experts from the UPU and La Poste Groupe (France), with the financial support from the French Development Agency and Expertise France in ten (10) countries, namely, Kenya, Zimbabwe, South Africa, Madagascar, Benin, Congo Republic, Cameroun, Egypt, Mauritania and Ghana.

The study was completed in May 2022 whose report was shared with us earlier on.

It is also recorded that during the African Postal Regulators Forum held on 8th July, 2022 a presentation related to the study entitled: “Digitalization of African postal services in 2022 – insights on regulatory issues” was made to ensure that regulatory issues and recommendations from these assessments could be deliberated on.

7 DEVELOPMENT COOPERATION AND STAKEHOLDER ENGAGEMENT

In pursuit of establishing Stakeholder Collaboration in line with provisions of Chapter VIII, Development Cooperation of the Convention of the Union, The Pan African Union collaborated with a number of key Stakeholders in order to meet the programme of activities of the Union and create a framework for cooperation that is beneficial to the Union and its Membership.

6.1 Collaboration With Universal Postal Union (UPU)

6.1.1 Integrated Index for Postal Development (IPD) Report

The Integrated Index for Postal Development (2IPD) Report was released by the UPU providing a composite picture of postal development around the world with a ranking that reflects the performance of postal operators across four dimensions, which are reliability, reach, relevance and resilience.

The 2IPD report for 2021 ranked 168 countries with Switzerland retaining top position followed by Germany. Tunisia topped the list for Africa at position 44 in the world, followed by Ghana at position 53. Zambia, Namibia and Liberia and were recognized for outstanding improvement from the previous year moving up by 34, 31 and 26 places, respectively. PAPU analysed the results on a sub-regional basis for the African Member States and produced a report that sought to identify the gaps in the postal systems of the continent.

6.1.2 Operational Readiness for E-commerce (ORE) Closing Workshops

The UPU in collaboration with PAPU, held the 4th and final workshops for the ORE project on 2nd November and 5th November, 2021, for the English and French speaking African countries, respectively.

The main objective of the Workshops was to assess the impact of the project on operational efficiency of participating Member Countries and their Designated Operators.

6.1.3 Digitization and Diversification of Postal Services Workshops

Digitization and diversification of postal services has been on the forefront of postal development recently with the 27th UPU Congress held in Abidjan, Côte d'Ivoire being held under the theme "Digitization of Postal Services and E-commerce", bringing greater attention to the subject and the future of the post.

Workshops on Digitization and Diversification of postal services were held for Central & West Africa and for East & Southern Africa in October 2021 and November 2021 respectively

During the workshops, Member States were encouraged to embrace digitization and innovation to ensure sustainability, relevance and resilience of the postal sector in line with global trends and challenges brought about by the Covid-19 pandemic.

6.1.4 Regional Development Plan (RDP) for Africa -2022-2025

The General Secretariat consolidated the African priorities and projects to be implemented in the framework of the RDP for Africa for the cycle 2022-2025 and shared this information with UPU. The final RDP will be presented by the UPU during the 40th AC Plenary Session and will be part of the implementation guides for the PAPU Member States. The RDP will provide the linkages for continental wide activities while also helping to solidify the collaborative efforts of both the UPU and PAPU.

6.1.5 Presentations in Committee Meetings

As part of the General Secretariat collaboration with UPU, the International Bureau of the UPU made presentations on different topical areas of their expertise in the different PAPU Committee meetings held in February/March and well as those held before the 40th AC.

6.1.6 UPU Security Standards Meeting

A virtual meeting was held on 3rd March 2022 to discuss compliance with the S58 and S59 Security standards in Africa. The meeting was attended by Restricted Unions in the Africa Region. PAPU will work in collaboration with the UPU and other Restricted Unions to ensure that all countries in Africa are included in the programme.

6.2 Collaboration With the African Union (AU)

6.1.1 4th Ordinary Session of the African Union Specialized Technical Committee (STC) on Communication and ICT (CCITC-4)

The 4th session of the STC on Communication and ICT was held online on 27th October 2021. The Ministers' session was preceded by the meeting of experts held on 25th and 26th October 2021. It was attended by Member States, Regional Economic Communities (RECs) and regional and international organizations which included, NEPAD, African Telecommunications Union (ATU) European Union (EU), International Telecommunications Union (ITU), World bank and PAPU, to name a few.

PAPU provided a report on Postal activities in Africa which was tabled during the Experts meeting.

6.1.2 Study on Improving the Digitization of Postal Services in Africa

A study on improving the digitization of postal services in Africa was conducted by the African Union Commission (AUC) in collaboration with UPU, France and PAPU within the framework of the AU Digital Transformation Strategy in Africa. The project was being funded by La Poste France to the tune of 1.5 million Euros.

The following ten (10) countries are taking part in the study: Northern Africa (Egypt and Mauritania), Western Africa (Ghana and Benin), Central Africa (Cameroon and Congo Brazzaville), Eastern Africa (Kenya and Madagascar) and Southern Africa (South Africa and Zimbabwe).

The four main goals of the study were as follows:

- i. Measure the level of digital transformation achieved by each of the 10 postal services on each of the areas identified;
- ii. Identify challenges and key success factors in each area through identifying best practices;
- iii. Create a set of tools for posts to diagnose their situation, to compare themselves on a scale of degree of digital transformation (rate of coverage of the different areas);
- iv. Make recommendations to Member States to accelerate and improve the digital transformation of postal services.

The Study Report has since been finalised and will be submitted by the UPU at the 40th AC Plenary Session

6.1.3 Validation Meeting on Ecom@Africa Study Report

The General Secretariat participated at a meeting organised by the AUC in collaboration with UPU on 14th December 2021 to validate a consultancy service report to develop capacity building programme on operationalization of postal e-commerce platforms.

6.3 Cooperation Activities with Other Stakeholders

6.3.1 Courtesy Visits to Arusha based International Organisations

The General Secretariat pursued efforts to maintain and intensify Union cooperation with partners with a view to achieving mutually-beneficial outcomes. In this regard, the Secretary General paid courtesy calls on all international organizations based in the Arusha, headquarters of the Union. The Secretary General and his Assistant held meetings with the following organisations on line

- Secretary General of AFRAA;
- Secretary General of the African Civil Aviation Association (AFCAC)

6.3.2 Hosting of Dignitaries

The Secretary General hosted the following dignitaries at his offices;

- UPU Director General
- Executive Secretary, African Advanced Level Telecommunications Institute (AFRALTI);
- External Auditors of the Union.
- African Union Advisory Board Against Corruption Executive Secretary;
- PAPU House JVC;

6.3.3 Host Country

The General Secretariat constantly engages with the Government authorities of the Host country, the United Republic of Tanzania, via the Ministry in charge of Postal Services and the Tanzania Communications Regulatory Authority. This cooperation has been invaluable in keeping the Union afloat in challenging times.

6.3.4 Other African Union Affiliated Bodies

Agreements to cooperate in specific areas were initiated with a number of organizations, after courtesy calls at their offices inter alia the

- East African Community (EAC),
- African Union Advisory Board Against Corruption,
- African Court on Human and Peoples' Rights,
- Residual Mechanism for International Criminal Tribunals.

6.3.5 Continental Level Bodies.

On the international front, the General Secretariat engages actively with all Sub-Regional Postal Bodies, namely EACO, SAPOA, CRASA, WAPCO and COPTAC to ensure proper alignment and synchrony of postal action from summit to grassroots. Agreements were also entered into with partners to advance the postal digitalization agenda. MOUs were signed with the following organisations;

- The African Advanced Level Telecommunications Institute (AFRALTI)
- East Africa Communications Organisation
- Communications Regulatory Association of Southern Africa (CRASA)
- Mastercard.

6.3.6 Global Level Bodies

At the global level, PAPU signed a Memorandum of Understanding with to strengthen the longstanding cooperation between PAPU and the following institutions

- The Universal Postal Union.
- La Post Groupe
- Stamps Daq

8 IMPLEMENTATION STATUS UPDATE FOR DECISIONS, RESOLUTIONS AND RECOMMENDATIONS

The Union is on course in implementation of Decisions, Resolutions and Recommendations passed by the 39th Ordinary Session of the Administrative Council. The detailed updates will be provided by the respective Committees. However, a summary of the status of implementation is attached as Annex I.

The following activities have been done in relation to the above Decisions, Resolutions and Recommendations

8.1 Hosting of the 40th Ordinary Session of the AC

The Democratic Republic of Congo formally responded positively to the call by the General Secretariat to host the 40th Ordinary Session of the Administrative Council. The country invited the Secretary General to Kinshasa for the signing ceremony which was well publicised and attended by Officials from the designated Operator, Regulator and Ministry of Posts, Telecommunications and ICT.

8.2 Membership to Administrative and Technical Committees

In line with Decision No.04/PAPU/PC/X/2021 on creation of two new Administrative and Technical Committees and retaining the other two, Member States were invited to express interest to join the Committees. This has since been done and the Committees commenced their work as indicated on the next section. The Committees are now constituted as follows;

- Committee 1: Operations and Technology.
- Committee 2: Finance and Administration
- Committee 3: Policy and Regulation
- Committee 4: Strategy

8.3 Inaugural Committee Meetings for the Cycle

Inaugural Committee meetings were held in February and March 2022. Three of the Committee meetings were held in Hybrid format and were hosted at the Countries Chairing them as follows:

- Nigeria, Abuja: Operations and Technology
- Kenya, Nairobi: Policy and Regulation
- Arusha, Tanzania: Finance and Administration

The fourth Committee meeting on Strategy chaired by Tunisia was held virtually in compliance to the prevailing COVID-19 Protocols of the host country.at the time.

8.3.1 Working Groups and Task Forces

In order to better pursue and deliver their Mandates comprehensively, the Administrative and Technical Committees set up Working Groups and Task Forces whose total number is indicated below:

- Committee 1: Operations and Technology set-up **4 Working Groups and 1 Task Force.**
- Committee 2: Finance and Administration set-up **2 Working Groups**
- Committee 3: Policy and Regulation set-up **2 Working Groups**
- Committee 4: Strategy set-up **2 Working Groups**

Inaugural Working Group meetings were held virtually in the month of June 2022.

8.4 Rebooting Cross Border Trade

The PAPU General Secretariat organised a Virtual Workshop on “Rebooting Cross Border e-Commerce in Africa in the Post Covid-19 Era” which took place on the 21st April, 2022. The main objective of this workshop was to position the postal sector, with its expansive infrastructure, as a vehicle for harnessing greater intra-African trade.

The workshop was attended by CEOs & Senior Managers from Designated Operators, Senior Officials from Regulatory Authorities, and Government officials, among others drawn from 29 Member States. Other organizations, namely, UPU, MasterCard, African Continental Free Trade Area (AfCFTA), SAPOA and WAPCO also participated in the workshop.

9 INFORMATION TECHNOLOGY

9.1 Data off-site back-up

The PAPU General Secretariat is in the process of setting up an offsite backup in conjunction with the Tanzania Communication Regulatory Authority (TCRA) for its data. The backup is earmarked to be set at the Regulators Data center in Dar es salaam and Mwanza Region.

10 COMMUNICATION ACTIVITIES

10.1 PAPU Day Cerebrations for the year 2022

The Union celebrated its 41st anniversary in Arusha and across Africa on 18th January 2022 under the theme “Harnessing Synergies with Players of the Wider Postal Sector in Africa”. The event was well attended in the city of Arusha by the three key postal stakeholders, namely the Host Government, the Regulatory Authority and the Designated Operator. The novelty of this edition was the active participation of private courier operators, thereby speaking to the substance of this year’s core theme, which is drawn from one of the central topics on the Universal Postal Union’s agenda.

10.2 Information and sensitization activities

The General Secretariat communicates actively in the Union’s working languages, on all its activities to keep Members and partners abreast of developments in the Postal Industry, while facilitating interactions in the continental and global postal ecosystems for mutually-beneficial outcomes.

In this respect, the General Secretariat has adopted a communications approach which is conducted using various channels, including formal memoranda, circulars, publications, vocal and video messages etc. that are circulated on both physical and virtual platforms. A video was produced on the PAPU House Project and distributed to member States.

10.3 Social Media Optimization

The General Secretariat is making use two social media FACEBOOK and TWITTER that are easily accessed from our website. They contain day to day activities held within the General Secretariat and other activities outside the General Secretariat. The access to the Union pages is by visiting <https://www.facebook.com/upapapu/> and for twitter the handle is @papuafrica

11 HUMAN RESOURCES

11.1 Implementation of the new Organization Structure

The organization structure that was approved for the General Secretariat and adopted since 2017 has not been fully implemented due to budgetary constraints. There is a total of 14 staff currently working at the General Secretariat. This situation created a vacancy rate of 30% which has resulted in overburdening of the staff leading to fatigue and disorientation. The desperate staff situation was presented to the Administrative Council Chairman in December 2021 and to the Finance and Administration Committee in February 2022. Recommendations will be made by the finance and

Administration Committee for the recruitment of seconded additional staff at the full cost of the sponsoring Postal Administration. A draft decision on this issue will be presented to the Administrative Council by the Finance and Administration Committee.

11.2 Analysis of Staffing position and distribution at the General Secretariat

N°	Staff category	Sub-region					Language		Gender	
		East	Central	North	South	West	English	French	Male	Female
1	Secretary General	-	-	-	1		1	-	1	-
2	Assistant SG	1	-	-	-	-	1	-	-	1
3	Heads of Department	-	-	-	1	1	2	-	2	-
4	Professional category (P1-P3)	1	1	-	1	2	2	3	4	1
5	General Services A	2	-	-	-	-	2	-	1	1
6	General Services B	3	-	-	-	-	3	-	3	-
	Total	7	1	-	3	3	11	3	11	3

The staffing numbers across the Regions and across genders needs to be re-balanced to achieve some degree of equity within the General Secretariat.

11.3 Resignation

The Head of Executive Office tendered his resignation on 3rd January 2022 and in line with the Staff Rules and Regulations. He gave a shorter notice of resignation which the Secretary General accepted based on the recommendation of the Advisory Committee.

11.4 Advancement

Six (6) permanent staff members were advanced to the next scale of their grade level during the 2021/2022 financial year in line with Resolution N°01/PAPU/PC/VIII/2012 of the 8th Ordinary Plenipotentiary Conference and Rule 25 of the Staff Rules and Regulations. All the beneficiary staff were advanced in line with paragraph 4 of Rule 25 which stipulates that eligible staff member shall be advanced to the next salary step within the same grade on the basis of assessed satisfactory

performance and appraisal report after each year of continuous service if he/she obtains 60% or more aggregate score.

11.5 Staff training and capacity building

The Accounts Officer participated in a two-week technical training on procurement, tendering and contract management organized by Tanzania Public Service College.

The Head of Operations and Technology department participated in four-day Project Management Professional training by the African Advanced Level Telecommunications Institute (AFRALTI).

The Head of Administration and Finance attended five-day training on Advanced Management Development Programme organized by Pan African Training.

The General Secretariat will step up more technical trainings to ensure that staff receive robust capacity building programmes during the 2022/2023 financial year.

11.6 French Language training

There is an on-going training of English-speaking staff of the General Secretariat in French language one of the working languages of the Union. The training commenced in October 2021 and is expected to be concluded in August 2022.

11.7 PAPU Staff Pension

The management of the PAPU staff pension fund is handled by a Committee established in line with Rule 51 of the Staff Rules and Regulations. The Committee is Chaired by the Secretary General. The Head of Executive Office's pension entitlements were settled in accordance with the Staff Rules and Regulations when he resigned.

As at the end of the financial year, the pension fund earned interest amounting to USD 25,533.62 from an average investment of USD 604,000/= during the period 1st June 2021 to 31st May 2022. These earnings compare favourably with the total earnings for the previous financial year which amounted to USD 21,362.26. The income for the current financial year was not affected by inflation given that they

are denominated in United States Dollars. As at the end of the 2021/2022 financial year which ended on 31st May 2022, the total balance available in the fund is USD 612,353.41.

11.8 PAPU Staff Association

The Union continues to meet its obligation to the PAPU Staff Association. During the 2021/2022 financial year, the Union transferred USD 4,172.60 to the Association as its mandatory 1% of basic salary contribution to the Association.

Since the establishment of the Staff Association at the General Secretariat, the bonds of solidarity and mutual assistance have become stronger and closer among the members of staff. Through its various activities, the Association undoubtedly contributes not only to a better understanding of the Acts governing the organization but also to the well-being of staff at work.

The Association members remained closely knit supporting each other in the different circumstances. In December 2021, the Association managed to conduct an end of the year social gathering for Staff family members.

Health talks, focusing mainly on Life and Medical Insurance and Dental Care were held with the Health Insurer (Jubilee).

12 INTERNATIONAL CONFERENCES, MEETINGS AND WORKSHOPS

The General Secretariat organized meetings for the Union Membership as part of the coordination role it is mandated with. There were preparatory and consultative meetings for Members prior to the UPU Council meetings that were held in November 2021 and May 2022. Lead Members for Africa for the Council of Administration and the Postal Operations Council were nominated to spearhead the coordination of the African positions at these meetings.

Other meetings, workshops, conferences attended by the General Secretariat are indicated in the detailed **Annexure II**

13 CONCLUSION AND OUTLOOK FOR NEXT FINANCIAL YEAR

The events in the coming year are expected to show an improvement as the world is slowly coming out of the retrogressive COVID-19 restrictive measures that almost crippled many operations. The General Secretariat is looking forward to better accomplishments with anticipation on the strength of the following developments:

- The additional income from the leased space will augment resources available for carrying out Union activities
- The financial position is expected to improve when measures that have been proffered by the Finance and Administration Committee are implemented
- Relocation to the New Headquarters that have adequate space for the General Secretariat activities
- The Working Groups will provide guidance and access to a pool of skills to compliment General Secretariat
- The expected increase in staff numbers at the backdrop of secondment on full board by sponsoring countries will push the efficiency and effective levels higher for the Union.
- Crafting of internal policies will assist guide staff further in the execution of their duties
- Capacity building plans will help to motivate employees as they will be now more confident with their work execution.

A Resolution On the adoption of the annual activity report of Secretary General for 2021-2022 Is attached as Annex III.

39th Administrative Council, Victoria Falls, 2021		
DECISIONS		
Decision No.01/PAPU/AC/XXXIX/2021	Introducing proxy into the Rules of Procedure of the PAPU Administrative Council	Done
Decision No.02/PAPU/AC/XXXIX/2021	Outlining responsibilities of rapporteurs in the Rules of Procedure of the PAPU Administrative Council	Done
Decision No.03/PAPU/ACXXXIX/2021	On the harmonization of the CEO Forum on “South-South Cooperation for Africa” Charter and African Postal CEO Forum Terms of Reference (ToRs)	Done
Decision No.04/PAPU/ACXXXIX/2021	On the approval of the Accounts of the Pan African Postal Union for the 2019/2020 financial year	Done
Decision No.05/PAPU/ACXXXIX/2021	On Appointment of the External Auditors	Done
Decision No.06/PAPU/ACXXXIX/2021	On Amendment of the Staff Rules and Regulations of the Pan African Postal Union (PAPU)	Done
Decision No.07/PAPU/ACXXXIX/2021	On confirmation of staff on fixed term appointments as permanent staff	Done
Decision No.08/PAPU/AC/XXXIX/2021	Clarification of hierarchy of laws between the PAPU Convention and the Administrative Council Rules of Procedure	Done
Decision No.09/PAPU/AC/XXXIX/2021	Adopting the Terms of Reference (ToRs) of the proposed Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions during the 10 th Ordinary Session of the Plenipotentiary Conference	Done

RESOLUTIONS		
Resolution No.01/PAPU/AC/XXXIX/2021	On the adoption of the annual activity report of Secretary General for 2019-2021	Done
Resolution No.02/PAPU/AC/XXXIX/2021	On the discontinuation of the PAPU Quality Control Exercise and use of the Global Monitoring System (GMS)	Done
Resolution No.03/PAPU/AC/XXXIX/2021	On Physical Services development	On-going
Resolution No.04/PAPU/AC/XXXIX/2021	On Integrated Product Plan (IPP)	On-going
Resolution No.05/PAPU/AC/XXXIX/2021	On the establishment of a permanent Remuneration working Group	Done
Resolution No.06/PAPU/AC/XXXIX/2021	On the Post and Financial inclusion	On-going
Resolution No.07/PAPU/AC/XXXIX/2021	On Digital transformation in Africa	On-going
Resolution No.08/PAPU/AC/XXXIX/2021	On adoption of the African Support Committee Report	Done

10th Ordinary Plenipotentiary Conference		
DECISIONS		
Decision No.01/PAPU/PC/X/2021	Approving the Strategic Plan for the 2022-2025 quadrennial cycle	Done
Decision No.02/PAPU/PC/X/2021	Aligning the PAPU Programme of Activities with the UPU Programme of Activities	On-going
Decision No.03/PAPU/PC/X/2021	On approval of the Quadrennial Programme of Activities of the Pan African Postal Union for the 2022/2025 financial cycle	Done
Decision No.04/PAPU/PC/X/2021	Creating two new Administrative and Technical Committees at the Pan African Postal Union (PAPU)	Done
Decision No.05/PAPU/PC/X/2021	Adopting the new distribution of seats on the Administrative Council of the Pan African Postal Union (PAPU)	Done
Decision No.06/PAPU/PC/X/2021	On election of members of the Administrative Council of the Pan African Postal Union for the 2022-2025 cycle	Done
Decision No.07/PAPU/PC/X/2021	Approving of interim agreements signed between the Union, international organizations and countries	Done
Decision No.08/PAPU/PC/X/2021	On the fixing of the annual budget ceilings of the Pan African Postal Union for 2021-2025 quadrennial period	Done
Decision No.09/PAPU/PC/X/2021	On Adopting an amendment to the Financial Regulations of the Pan African Postal Union (PAPU)	Done
Decision No.10/PAPU/PC/X/2021	On adoption of the scale of assessment for mandatory financial contribution to PAPU budget	Done
Decision No.11/PAPU/PC/X/2021	On the approval of the Accounts of the Pan African Postal Union for the period 2015/2016 to 2019/2020 financial years	Done
Decision No.12/PAPU/PC/X/2021	On election of Secretary General and the Assistant Secretary General of the Union	Done
Decision No.13/PAPU/PC/X/2021	On Postal Regulation	On-going
Decision No.14/PAPU/PC/X/2021	Introducing proxy into the Rules of Procedure of the PAPU Plenipotentiary Conference	Done

Decision No.15/PAPU/PC/X/2021	Outlining the responsibilities of rapporteurs in the Rules of Procedure of the PAPU Plenipotentiary Conference	Done
Decision No.16/PAPU/PC/X/2021	Adopting the African Postal Guidelines proposed by the Pan African Postal Union (PAPU)	Done
RESOLUTIONS		
Resolution No.01/PAPU/PC/X/2021	Extra ordinary provisions for the recovery of Member States mandatory outstanding financial contributions	Done
Resolution No.02/PAPU/PC/X/2021	On contribution of equity cash towards PAPU House building Project	Done
Resolution No.03/PAPU/PC/X/2021	Adopting PAPU Day themes for the 2022-2025 quadrennial cycle	Done
Resolution No.04/PAPU/PC/X/2021	Adopting the Terms of Reference (ToRs) of the proposed Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions	Done

Resolution No.05/PAPU/PC/X/2021	On adoption of the report of the Chairman of Plenipotentiary Conference for the period 2016-2021	Done
Resolution No.06/PAPU/PC/X/2021	On adoption of the reports of the Administrative Council for the quadrennial period 2016-2020	Done
Resolution No.07/PAPU/PC/X/2021	On adoption of the report of the Secretary General for the quadrennial period 2016-2020	Done
10th Extra-Ordinary Administrative Council		
DECISIONS		
Decision No.01/PAPU/AC-EXTRA/X/2021	Adopting PAPU Day theme for the Year 2022	Done
Decision No.02/PAPU/AC-EXTRA/X/2021	On PAPU Administrative Council Organizational Structure 2021/2022 – 2024/2025	Done

Decision No.03/PAPU/AC- EXTRA/X/2021	On approval of the PAPU Programme of Activities for the 2021/2022 financial year	Done
Decision No.04/PAPU/AC- EXTRA/X/2021	On the approval of the Budget of the Union for the 2021/2022 Financial Year	Done

Annex II

CONFERENCES, MEETINGS AND WORKSHOPS HELD/ATTENDED DURING THE YEAR 2021/2022

S/N	NAME OF CONFERENCE /METING/ WORKSHOP	DATE	VENUE
1.	Twelfth Joint Meeting of the Committees on Transport and communications, Information Technology and Energy (COMESA)	31 st – 1 st June 2021	Online
2.	The Arab Permanent Postal Commission (APPC)	2-3 June, 2021	Sharm El Sheikh, Egypt
3.	Handover/Takeover for PAPU Elected Officials	1st September 2021	Arusha, Tanzania
4.	World Post Day 2021 celebrations	9 th October 2021	Dodoma, Tanzania
5.	Introductory meeting between the PAPU Secretary General and Director General of China State Post Bureau	12 th October 2021	Online
6.	Seminar on Improving Postal Service to Promote Trade Facilitation in Africa under Belt and Road Initiative.	13 th -26 th October 2021	Online
7.	5 th Tanzania Annual ICT Conference	22 nd October 2021	Arusha, Tanzania
8.	4 th Session of AU STC on Communication - ICT Expert' Session	25-26 October 2021	Online
9.	Courtesy meeting to the Registrar of the International Residual Mechanism for Criminal Tribunals (IRMCT).	26 th October 2021	Arusha, Tanzania
10.	4 th Session of AU STC on Communication	27 th October 2021	Online
11.	Universal Postal Union (UPU) Workshop on Digital Transformation	28 th - 29 th October 2021	Online
12.	Courtesy meeting to the Executive Secretary of the African Union Advisory Board on Corruption (AUABC).	29 th October 2021	Arusha, Tanzania
13.	Courtesy Call to the Secretary General of the East African Community (EAC)	1 st November 2021	Arusha, Tanzania

14.	Second UPU Operational Readiness for e-commerce Project (ORE 2) – Final workshop for designated operators in the Southern and East Africa Region.	2 nd November 2021	Online
15.	Courtesy Call to the Arusha Regional Commissioner	3 rd November 2021	Arusha, Tanzania
16.	DG UPU visit to Tanzania	7 th to 9 th November 2021	Arusha, Tanzania
17.	PAPU Consultative meeting for Universal Postal Union (UPU) Council Administration (CA) and Postal Operations Council (POC) sessions	10 th November 2021	Online
18.	Courtesy call from AFRALTI to Pan African Postal Union	12 th November 2021	Arusha, Tanzania
19.	UPU Postal Operations Council	22 nd -24 th November 2021	Berne, Switzerland
20.	Meeting with the POC Chairman	23 rd November 2021	Berne, Switzerland
21.	UPU Council of Administration	25 th -27 th November 2021	Berne, Switzerland
22.	Official Visit by the Chairperson of the PAPU Finance & Administration Committee	6 th December, 2021	Arusha, Tanzania
23.	Introductory Meeting with AFRAA	8 th December 2021	Online
24.	Meeting with the PMG Kenya Postal Services	13 th December 2021	Nairobi
25.	Courtesy Call to the President African Court,	14 th December 2021	Arusha
26.	Introductory Meeting with Communications Regulators' Association of Southern Africa (CRASA)	Tuesday 14 th December 2021	Online
27.	PAPU Consultative meeting with Sub-regional postal organization in Africa	December 2021	Online
28.	Introductory Meeting with State China Post	12 January 2022	Online
29.	Introductory Meeting with International Fund for Agricultural Development (IFAD)	13 January 2022	Online
30.	PAPU POST DAY 2022	18 th January 2022	Arusha, Tanzania
31.	Introductory Meeting with POSTEUROP	20 th January 2022	Online
32.	Introductory Meeting with EUROGIRO	20 th January 2022	Online

33.	Inaugural Operations & Technology Committee Meeting	15 th – 17 th February 2022	Abuja, Nigeria
34.	Inaugural Policy & Regulation Committee Meeting	22 nd – 24 th February 2022	Nairobi, Kenya
35.	Meeting with the Minister ICT Kenya	24 nd February 2022	Nairobi, Kenya
36.	Opening of the AfCHPR's 2022 Judicial Year (African Court)	28 th February 2022	Arusha, Tanzania
37.	Inaugural Finance & Administration committee meeting	8 th – 10 th March 2022	Arusha, Tanzania
38.	Inaugural Strategy Committee Meeting	15 th -17 th March 2022	Online
39.	Workshop on Cross Border e-commerce in Africa	21 st April, 2022	Online
40.	Courtesy Call with the Executive Secretary of the AU Advisory Board on Corruption	24 th March 2022	Arusha, Tanzania
41.	11 th Assembly of Communications Regulatory Authority of Southern Africa (CRASA)	28 th March to 1 st April, 2022	Luanda, Angola
42.	Introductory Meeting with East African Communications Organization (EACO)	30 th March, 2022	Arusha, Tanzania
43.	Introductory Meeting with Southern Africa Postal Operators Association (SAPOA)	30 th March, 2022	Online
44.	Introductory Meeting with West African Postal Conference (WAPCO)	31 st March, 2022	Online
45.	Introductory Meeting with Conference of Postal and Telecommunications Administrations of Central Africa (COPTAC)	1 st April, 2022	Online
46.	28 th Commemoration of the 1994 genocide against the Tutsi in Rwanda	7 th April 2022	Arusha, Tanzania
47.	Universal Postal Union Postal Operations Council	9 th – 13 th May 2022	Bern, Switzerland
48.	Universal Postal Union Council of Administration	16 th to 20 th May 2022	Bern, Switzerland
49.	African Postal Forum	27 th – 28 th May 2022	Marrakech, Morocco

Resolution N°/PAPU/AC/XL/2022

On the adoption of the annual activity report of Secretary General for 2021-2022

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

Mindful of Article 5 Paragraph 5 of the Detailed Regulations of the Convention of PAPU;

Having examined the Secretary General's activity report presented during the 40th Ordinary Session of the Administrative Council;

Having noted the significant improvements made in the presentation of the above-mentioned report, in both, form and content;

DECIDES:

1. To express its satisfaction of the annual activity report presented by the Secretary General during the 40th Ordinary Session of the Administrative Council;
2. To congratulate the Secretary General and the entire staff of the General Secretariat on a job well done despite the challenges highlighted;
3. To adopt the above-mentioned report

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