

PAN AFRICAN POSTAL UNION



REPORT OF THE 30TH ORDINARY SESSION OF PAPU ADMINISTRATIVE COUNCIL

*Addis Ababa Ethiopia,
11th-13th July, 2011*

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PART ONE – GENERAL MATTERS

PRESENTATION NOTE:

The 30th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) took place in Addis Ababa, Ethiopia on 11th -13th July, 2011.

This report gives the details of the discussions, decisions, resolutions and recommendations of the meeting, comprising seven parts as follows:

1. General Matters
2. Reports
3. Presentations
4. Administrative and Financial Matters
5. Adoption of the Final Documents
6. Any other business
7. Annexes

**AGENDA OF THE 30TH ORDINARY SESSION OF PAPU
ADMINISTRATIVE COUNCIL
ADDIS ABABA, ETHIOPIA, 11-13 JULY 2011**

WORKING HOURS

Morning	:	09.00 hrs	-	13.00 hrs
Tea Break	:	11.00 hrs	-	11.30 hrs
Afternoon	:	15.00 hrs	-	17.30 hrs
Coffee Break	:	16.15 hrs	-	16.35 hrs

PART ONE : GENERAL MATTERS

1. Registration of Delegates
2. Official opening ceremony
3. Election of the Bureau
4. Adoption of the Agenda and Work Programme
(Doc. N°01/PAPU/AC/XXX/2011)

PART TWO : REPORTS

5. Report of Activities of the Secretary General for the 2010/2011 period
(Doc. N°02/PAPU/AC/XXX/2011)
6. Theme of the Pan African Post Day Celebration for 2012 (for information only)
(Doc. N°03/PAPU/AC/XXX/2011)
7. Presentations of the Administrative and Technical Committee Reports
 - 7.1 Report of the Action Group on Postal Development
(Doc. N°04/PAPU/AC/XXX/2011)
 - 7.2 Report of PAPU/AFRAA Contact Committee, Mail Circulation, and Postal Security in Africa (Doc. N°05/PAPU/AC/XXX/2011)
 - 7.3 Report of E-post, Promotion and development of Postal Financial Services in Africa (Doc. N°06/PAPU/AC/XXX/2011)
 - 7.4 Report of the Action Group for the Promotion of Philately in Africa
(Doc. N°07/PAPU/AC/XXX/2011)
 - 7.5 Report of the Africa Support Committee, in charge of key UPU content issues (Doc. N°08/PAPU/AC/XXX/2011)

PART THREE : PRESENTATIONS

FIRST SESSION: DEVELOPMENT OF E-SERVICES AND TRANSFORMATION OF POSTAL NETWORKS

MODERATOR: BOTSWANA

- “The role of e-services in the transformation of postal services in Egypt ” (Egypt Post)
- “Multi-functional postal solutions – Korea Post’s Experience” (Korea Post)
- “Use of satellite communication technology to reach underserved populations: The vision of the E-Post Africa Project” (RASCOM Star-QAF).
- Namibia’s milestones in the development of e-commerce (Namibia Post)
- “Counter automation, an effective reengineering tool”: T.B. Reddy, Managing Director , Reason’s solutions
- "Roadmap for Postal Reform; Sudan’s experience”: Sudan Post General Manager
- Harnessing e-commerce by postal operators (Wojciech Foroniewicz, InPost, Poland)
- Postal Digital Mail by Escher Group Limited, Ireland
- Debate

**SECOND SESSION: THE CHANGING FACE OF POSTAL FINANCIAL SERVICES: FOCUS ON NEW BUSINESS FRONTIERS
MODERATOR : ZIMBABWE**

- “Major findings in the postal financial services study in Africa and future implications for the continent” (AU Study by Senegal)
- “Experience in implementing International Express Money Order Service in Africa” (La Poste Gabon)
- “Migration Corridors in Africa, and between Africa and Europe: Implications on money transfers and Africa’s socio-economic development” (International Organization for Migration)
- “The rise of mobile money transfers: How it works and Lessons for the Post” – the Kenyan experience (Communications Commission of Kenya)
- “Development of postal financial services – opportunities for growth” (UPU)
- Debate

**THIRD SESSION: QUALITY OF SERVICE IMPROVEMENT -
A KEY ELEMENT IN POSTAL VALUE CHAIN**

MODERATOR: BENIN

- “Milestones in the joint implementation of regional development projects ” (PAPU and UPU)
- “The resurgence of international parcels business and development of strategies to build on the gains” (NIPOST)
- “Development of National Addressing Systems: Lessons for Africa” (South African Post office)
- “Mobilization of public awareness on national addressing system: Tanzania’s experience” (Tanzania Communications Regulatory Authority)
- “The evolution of the UPU Terminal Dues System and implications for Developing Countries” (Belgian Post)
- Development of security standards globally applicable to UPU members by UPU Inter Committee Security Group (ICSG)
- Debate

**FOURTH SESSION: INITIATIVES TO STRENGTHEN THE POSTAL
NETWORK, PROTECT THE ENVIRONMENT AND
ENHANCE COOPERATION**

MODERATOR: REPUBLIC OF CONGO

- “Implementation of AU Declarations and Decisions on Postal Sector Development in Africa “ (AUC)
- “Implementation of IPDP in Africa : Progress, Challenges and Opportunities” (Cameroon, UPU Study)
- “Postal Solidarity” (Benin)
- “Human capacity development opportunities in India for sustainable development of the postal sector in Africa” (India Post)
- “Strategies for promotion of philately among the youth – Tunisia’s Experience” (Tunisia Post)
- “Measures for reducing the negative effect of global warming in the activities of the post: The South African Post Office experience” (SAPO)
- Debate

PART FOUR: ADMINISTRATIVE AND FINANCIAL MATTERS

8. Report of PAPU Strategy Board (Doc. N°09/PAPU/AC/XXX/2011)
9. Report of the Credentials Committee on the financial situation of the Union (Doc. N°10/PAPU/AC/XXX/2011)
10. Report of PAPU Secretariat Management Board (Doc. N°11/PAPU/AC/XXX/2011)
 - Draft Programme of Action of the Union for the period 2011/2012
 - Draft Budget of the Union for the period 2011/2012
 - Draft Recommendations of the Secretariat Management Board
11. Financial Report of the Secretary General for the financial year 2009/2010 (Doc. N°12/PAPU/AC/XXIX/2010)
 - Interim Financial Report of the Secretary General from 1st June 2010 to 31st May, 2011 (Doc N°13/PAPU/AC/XXX/2011)
12. Report of the External Auditor on the Accounts of the Union for the financial year ended 31st May 2010. (Doc. N°14/PAPU/AC/XXX/2011)

PART FIVE: ADOPTION OF THE FINAL DOCUMENTS

13. Adoption of the report, decisions, resolutions, recommendations and the Final Communiqué
14. Date and Venue of the 31st Administrative Council meeting and 8th ordinary session of the Plenipotentiary Conference

PART SIX: AOB

15. Any Other Business
16. Closing Session.

PART SEVEN: ANNEXES

- Opening speeches
- Closing speeches
- List of Participants

SUMMARY REPORT OF THE 30TH SESSION OF THE PAPU ADMINISTRATIVE COUNCIL

INTRODUCTION

The 30th Ordinary Session of PAPU Administrative Council was held in Addis Ababa, Ethiopia on 11-13 July, 2011, at the invitation of the Federal Democratic Republic of Ethiopia.

The following Council Members participated: **Benin, Burundi, Cameroon, Chad, Congo Republic, Egypt, Ethiopia, Kenya, Liberia, Madagascar Malawi, Niger, Nigeria, Senegal, Sierra Leone, South Africa, Tanzania and Zambia.**

The following Member Countries were absent: **Libya and Sudan.**

The following participated as observers:

- PAPU Member Countries: **Burkina Faso, Comoros, Côte d'Ivoire, Democratic Republic of Congo, Gabon, Gambia, Guinea, Lesotho, Mali, Mozambique, Uganda and Zimbabwe.**
- Other Organizations and countries : **AFRAA, ATU, CCPA, COPTAC, CPAO, CRASA, EACO, ECOWAS, ESCHER, IOM, NEPAD, SAPOA, Precintia, Reason Solutions, UNI Global, Universal Postal Union (UPU), Belgium, France, India, South Sudan, Switzerland and United States of America.**

The list of participants is attached as an Annex in Part Seven of the General Report.

PART ONE: GENERAL MATTERS

1. OPENING SESSION

The official opening ceremony took place on 11th July, 2011. It was presided over by the Minister of Communication and Information Technology of the Federal Democratic Republic of Ethiopia Honourable Debretsion Gebre Michael

On this occasion, speeches and statements were delivered by the following:

- The Secretary General, Pan African Postal Union (PAPU), Mrs. Rodah A. MASAVIRU
- The Director General of the International Bureau of the Universal Postal Union (UPU), Mr. Edouard DAYAN
- Chairman of PAPU Administrative Council, Mr. Younouss DJIBRINE
- Representative of the African Union, Mr. Christian MINOUNGOU
- The Minister of Communication and Information Technology Honourable Debretsion Gebre MICHAEL

The speeches are attached to the report in the Annexes in Part Seven of the General Report.

2. ELECTION OF THE BUREAU

The Council commenced its deliberations under the direction of the following bureau, installed in 2010 in Cameroon as follows:

Chairman	:	Cameroon
1st Vice Chairman	:	Nigeria
2nd Vice Chairman	:	Libya
Rapporteurs	:	Malawi Benin

The chairman of the Council in his introductory remarks recognized the presence of Mr. Gezahegne Gebrewold who was the Pan African Postal Union Secretary General from 1992-2000.

The chairman also invited members to give proposals on election of the new bureau.

The following bureau, proposed and seconded from the floor, was unanimously adopted by the Council:

Chairman	:	Ethiopia
1st Vice Chairman	:	Benin
2nd Vice Chairman	:	Zambia
Rapporteurs	:	Congo Republic Egypt

In his remarks the chairman of the new bureau thanked members of the Council for the trust placed on Ethiopia to chair the meeting and assured them of his commitment together with the entire bureau.

3. ADOPTION OF THE AGENDA AND WORK PROGRAMME (Doc N°01/PAPU/AC/XXX/2011)

The Council adopted the proposed agenda with some amendments.

Observers, representatives of sub-regional organizations, international partners and invited guests were given an opportunity to make brief remarks.

PART TWO : REPORTS

4. REPORT OF ACTIVITIES OF THE SECRETARY GENERAL FOR THE PERIOD 2010/2011 (Doc N°02/PAPU/AC/XXX/2011)

The Secretary General presented the report to the 30th PAPU Administrative Council on the activities of the General Secretariat, for the period 2010/11, focusing on the following main areas:

- Status of implementation of the decisions of the 29th Administrative Council sessions
- Cooperation with key stakeholders and development partners
- Appreciation to those that have closely collaborated with PAPU towards the attainment of the Union's Strategic Objectives

The Council then adopted the report by acclamation.

The full report of the Secretary General is reproduced in Part Two of the General Report.

5. **THEME OF THE PAN-AFRICAN POST DAY CELEBRATION 2011-2012 (Doc N°03/PAPU/AC/XXX/2011)**

The Secretary General presented the theme of Pan African Post Day which was adopted by the 7th Plenipotentiary Conference for 2011-2012, as follows:

“The post as a reliable means to fight poverty”

She further informed the Council that the Pan African Post Day will be celebrated on 18th January, 2012 with this topical theme which is in line with the PAPU strategic objective of “Establishment of adequate and efficient postal outlets and intra-African mail transmission networks.”

Given the importance of this day for the African Post, she urged all PAPU member countries to celebrate it by organizing relevant activities including a **“Customer’s Day”** which will be used as an opportunity to discuss this theme.

Member countries were also urged to organize publicity activities including distribution of posters, participation of media houses in the day’s activities and dissemination of the Secretary General’s Message to the public.

The Council took note of the presentation which appears in Part Two of the General Report.

6. **PRESENTATION OF PAPU ADMINISTRATIVE AND TECHNICAL COMMITTEE REPORTS.**

Reports were presented to the Council as follows:

6.1 Report of the Action Group on Postal Development, (Doc N° 04/PAPU/AC/XXX/2011);

The committee presented its report highlighting the following key points:

- The need for extension of IFS project to Southern Africa sub region considering that similar projects are being implemented in Central, Eastern and Western sub regions
- Encouragement of member countries that do not have legal frameworks adapted to the postal sector to establish such a framework
- The need for the General Secretariat to provide updates on the existence of regulatory agencies in Africa and their functions
- Member countries to provide updates on the implementation of AU study recommendations and CIT ministers action plan on postal sector in Africa

- Member states to sensitize their peers in their respective sub regions to support IPDP implementation and carry out benchmarking activities to fast track postal sector reforms

6.2 Report of PAPU/AFRAA Contact Committee, Mail Circulation, and Postal Security in Africa, (Doc N°05 /PAPU/AC/XXX/2011);

The report of the PAPU/ AFRAA Contact Committee was presented to the Council and highlighted the following key issues:

- The Secretariat to allocate more resources to quality improvement initiatives to ensure that the Secretariat effectively delivers quality improvement activities such as inspection of mail hubs in the continent
- Member countries to put in place a documented Quality of Service Policy
- Member countries to create formal contact committees with stakeholders
- Member countries to regularly participate in quality measurement tests

6.3 Report of E-post, Promotion and Development of Postal Financial Services in Africa, (Doc.N°06/PAPU/AC/XXX/2011);

The committee presented its report and the following key issues were noted:

- Member countries should encourage their governments to provide strong commitment in supporting postal administrations in the development and improvement of e-post and financial services
- PAPU to engage its partners on how they can facilitate member participation in committee activities
- Member countries to adhere to a maximum period of 3 months within which questionnaires should be returned to PAPU
- PAPU to circulate the list of local experts by August, 2011
- PAPU to continue implementing the Committee's Action Programme for 2011/2012
 - Member countries to indicate appropriate timeframes for the implementation of the action programme instead of putting continuous activities

- Member countries to ensure that there is an enabling legislative framework to allow for cross border financial transactions
- PAPU to explore further options other than that of the e-post, of providing a more cost effective way of connectivity taking into consideration the emerging technologies, the landing of undersea optical fibre cables on Africa's coastline and advancements made in recent years, including the use of mobile technology
- Member countries to provide comprehensive contact details of persons who will be responsible for the questionnaires sent by PAPU for consistent responses
- PAPU to explore other ways in which member countries can participate effectively in committee meetings
- PAPU should make greater use of the website to keep members informed of progress of the implementation of the programme of action, and to make meeting documents available prior to meetings

6.4 Report of the Action Group for the Promotion of Philately in Africa
(Doc.N°07/PAPU/AC/XXX/2011);

- The committee submitted a resolution for adoption by the council, thanking Egypt for offering to host the regional stamp museum at their own cost, and urging member countries to make philatelic contributions to the museum through the PAPU General secretariat.
- Urged member countries to share best practices and experiences in the development of philately and safe-guarding against illegal stamp issues and counterfeits
- Encouraged member countries to actively participate in Phila Africa Stamp Exhibition and training workshop in Nigeria

6.5 Report of the African Support Committee in charge of UPU key content issues
(Doc N°08/PAPU/AC/XXX/2011);

The report of the committee in charge of UPU key content issues was presented to the council and the following key issues were highlighted:

- PAPU to explore available resources and opportunities among multilateral organizations in development of addressing systems and assist members in securing such resources

- Member countries to take advantage of available bonuses for inward land rates by adopting IPS
- The need to sensitize members to strengthen Africa's voice on the global scene by ensuring consistent representation at UPU forums
- Governments to consider enlisting provision of national addressing system as a license condition and promote a multi sectoral approach in enacting it
- PAPU to seek the support of other regions for inclusion of Africa's priorities in the Doha Postal decisions

6.6 Report of PAPU Strategy Board, (Doc. N°09/PAPU/AC/XXX/2011)

The report of the Strategy Board was presented to the council and the following key issues were highlighted:

- Kenya to draft a document to be availed to members by April 2012 on the work of UPU on e-commerce with particular emphasis on the impact of e-commerce on postal development in Africa
- Senegal and South Africa to conduct joint missions to countries that do not have postal financial services for the creation of efficient postal financial services. PAPU to identify the countries.
- PAPU, Nigeria and South Africa to coordinate the finalization of the postal data bank
- The Strategy Board to create a steering Committee for harmonization of training programmes in Africa

The Council noted the various reports and approved their recommendations accordingly.

6.7 Date and Venue of the next Administrative and Technical Committees meetings.

Concerning the next Administrative and Technical Committees' meetings, the Council accepted the offer by Gabon to host the meetings in January 2012

The reports of the various committees appear in Part Two of the General Report.

PART THREE

7. PRESENTATIONS

The following presentations were made to the Council:

- “The role of e-services in the transformation of postal services in Egypt” (Egypt Post)
- “Multi-functional postal solutions – Korea Post’s Experience” (Korea Post)
- “Counter automation, an effective reengineering tool”: T.B. Reddy, Managing Director, Reason’s solutions
- “Major findings in the postal financial services study in Africa and future implications for the continent” (AU Study by Senegal)
- “Experience in implementing International Express Money Order Service in Africa” (La Poste Gabon)
- “Migration Corridors in Africa, and between Africa and Europe: Implications on money transfers and Africa’s socio-economic development” (International Organization for Migration)
- “The rise of mobile money transfers: How it works and Lessons for the Post” – the Kenyan experience (Communications Commission of Kenya)
- “Development of postal financial services – opportunities for growth” (UPU)
- “Milestones in the joint implementation of regional development projects ” (PAPU and UPU)
- Development of security standards globally applicable to UPU members by UPU Inter Committee Security Group (ICSG)
- “The resurgence of international parcels business and development of strategies to build on the gains” (NIPOST)
- “Development of National Addressing Systems: Lessons for Africa” (South African Post office)
- “Mobilization of public awareness on national addressing system: Tanzania’s experience” (Tanzania Communications Regulatory Authority)
- “The evolution of the UPU Terminal Dues System and implications for Developing Countries” (Belgian Post)

- “Implementation of AU Declarations and Decisions on Postal Sector Development in Africa” (AUC)
- “Implementation of IPDP in Africa: Progress, Challenges and Opportunities” (Cameroon, UPU Study)
- “Postal Solidarity” (Benin)
- “Human capacity development opportunities in India for sustainable development of the postal sector in Africa” (India Post)
- “Measures for reducing the negative effect of global warming in the activities of the post: The South African Post Office experience” (SAPO)
- Harnessing e-commerce by postal operators (InPost, Poland)
- Postal Digital Mail by Escher Group Limited, Ireland

The presentations are posted on the PAPU website:
www.upap-papu.org

(http://www.upap-papu.org/30th_Admin_council_ethiopia/admin_council.html)

PART FOUR:

8. ADMINISTRATIVE AND FINANCIAL MATTERS

8.1 REPORT OF THE CREDENTIALS COMMITTEE ON THE FINANCIAL SITUATION OF THE UNION (Doc N°10/PAPU/AC/XXX/2011)

The following key recommendations were made by the Credentials committee for consideration by the Administrative Council:

- PAPU Secretariat should write to the Ministries of Foreign Affairs of the affected member countries reminding them of the need to ratify the PAPU Acts before the forthcoming Plenipotentiary Conference in 2012
- PAPU Secretariat should step up the involvement of member countries at different levels such as through the African Union Commission and also by contacting Embassies present in Tanzania, and Ministers responsible for postal services in the concerned countries
- PAPU Secretariat should follow up on ratification issues when travelling to member countries on other official business
- PAPU Administrative Council considers recommending Mozambique’s request for a 100% waiver of its arrears in annual contributions for the period the country was at war to the next Plenipotentiary Conference.

- In line with Article 32 of the PAPU convention the Administrative Council should recommend the suspension of member countries that failed to take advantage of Resolution N°06/PAPU/CP/VII/2008 by June 2012, to the 8th Plenipotentiary Conference. The suspension shall be effective from January 2013.
- PAPU Secretariat should publish a notice asking member countries to declare their respective interests in featuring in the PAPU Magazine
- PAPU Secretariat should compile an alphabetical list of the interested countries and the sequence in which they will be featured in PAPU News after Zambia.
- PAPU Secretariat should adopt a gradual reduction of working documents distributed during PAPU meetings starting by 50%
- PAPU Secretariat should notify members (on sending invitations for Union meetings) that limited quantities of paper would be distributed to participants, and also encourages them to avail laptops to their respective delegates
- PAPU Secretariat and the host country to explore other options beyond BOT for funding the development of PAPU headquarters building
- The Council should consider charging an interest of 5% of the amount due from those member countries that fail to honor their amortization agreements as and when due
- The PAPU Secretariat should examine the Terms of Reference of all Administrative and Technical committees for the purpose of identifying and resolving overlaps and submit to the Council for approval

The Council noted the report of the Committee and adopted the recommendations.

The report appears in Part Four of the General Report.

8.2 REPORT OF PAPU SECRETARIAT MANAGEMENT BOARD (Doc. N°11/PAPU/AC/XXX/2011)

The Council noted and adopted the recommendations of the 11th PAPU Secretariat Management Board.

The recommendations appear in Part Four of the General Report.

8.3 PROGRAMME OF ACTION OF THE UNION FOR THE PERIOD 2011/2012 (Doc. N°11A/PAPU/CA/XXX/2011)

The Council considered and approved the programme of action of the Union for the 2011/2012 period, presented by the PAPU General Secretariat and directed the Secretary General to harmonize the dates of the activities to avoid overlap and ensure execution of all the approved programmes

The harmonized programme of action appears in Part Four of the General Report.

8.4 BUDGET OF THE UNION FOR THE PERIOD 2011/2012 (Doc. N°11A/PAPU/CA/XXX/2011)

The Council considered and adopted the budget and scale of assessment of contributions for the 2011/12 financial year amounting to USD 1,719,152.00 for the financial year 2011/2012 with a 5% increase above the scale of contributions used for the 2010/11 financial year

The Council further directed the Secretary General to ensure prudent execution of the activities within the approved budget.

8.5 FINANCIAL REPORT OF THE SECRETARY GENERAL FOR THE FINANCIAL YEAR 2009/2010 (Doc. N°12/PAPU/AC/XXX/2011)

- **Financial Year Ended 2009/2010 (Doc. N°12/PAPU/AC/XXXI/2011)**

After the presentation by the General Secretariat, the Council approved the financial report and called on defaulting member countries to honour their financial obligations to the Union promptly.

- **Interim Financial Report of the Secretary General from 1st June 2010 to 31st May, 2011 (Doc. N°13/PAPU/AC/XXX/2011)**

The Council adopted the report as presented by the General Secretariat and urged member countries to settle their annual contributions in good time to guarantee successful execution of the Union's programme of activities. The Council further congratulated the countries that had paid their contributions in advance, namely; Angola, Cameroon and South Africa, Congo Republic and Democratic Republic of Congo.

The Council adopted the report as presented by the General Secretariat.

**8.6 REPORT OF THE EXTERNAL AUDITOR ON THE ACCOUNTS OF THE UNION FOR THE FINANCIAL YEAR ENDED 31st MAY 2010.
(Doc N°14/PAPU/AC/XXX/2011)**

The Council adopted the report of the External Auditor and noted the Emphasis of Matter, without qualifying their opinion due to the fact that the Union had not received contributions from member states amounting to USD 6,043,438.

On the External Auditor's request for renewal of their appointment which expired with the 2007/08 financial year audit, the Council extended the mandate of Ernst & Young by one year at a fee of USD 5,000 and directed the Secretariat to advertise the subsequent years' audit services particularly in the host country to ensure competition.

PART FIVE

9. ADOPTION OF THE FINAL DOCUMENTS

After reading of the decisions, resolutions and recommendations by various technical committee chairpersons, the final communiqué by Egypt and vote of thanks by Congo Republic, the Council adopted the report.

These documents together with the Final Communiqué and Vote of Thanks appear at the end of Part One of the General Report.

**10. DATE AND VENUE OF THE 31st ADMINISTRATIVE COUNCIL MEETING AND THE 8TH PLENIPOTENTIARY CONFERENCE
(Doc N°15/PAPU/AC/XXX/2011)**

Considering Benin's inability to host the Plenipotentiary conference as earlier approved by the 7th Plenipotentiary Conference, Ethiopia kindly offered to host the 31st Administrative Council meeting and the 8th ordinary Plenipotentiary Conference in July, 2012 at a date to be determined by the PAPU General Secretariat, in consultation with the host country.

PART SIX : AOB

11. ANY OTHER BUSINESS

There being no any other business to transact the Chairperson thanked all delegates for their positive contributions and untiring efforts towards the success of the 30th Ordinary Session of the PAPU Administrative Council and wished them safe journey back home.

The meeting was then closed at 18.00hrs.

12. CLOSING SESSION

The closing session of the 30th ordinary Session of PAPU Administrative Council was presided over by the Chairman of the administrative Council on behalf of the Minister of Communication and Information Technology of the Federal Democratic Republic of Ethiopia.

Closing speeches were made by the following and they appear in Part Seven of the General Report:

- PAPU Secretary General
- The Minister of Communication and Information Technology of Ethiopia represented by the General Manager of Ethiopia Postal Service Enterprise

PART SEVEN : ANNEXES

- Opening speeches
- Closing speeches
- List of Participants

Done in Addis Ababa, Ethiopia

13th July, 2011

DECISIONS, RESOLUTIONS AND RECOMMENDATIONS

Decision N°01/PAPU/AC/XXX/2011

On the approval of the Programme of Action of the Pan African Postal Union for the financial year 2011/2012

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session held in Addis Ababa, Ethiopia from 11-13 July 2011;

Mandated by Article 10 paragraph 2 of the Convention of the Pan African Postal Union (PAPU), Article 5, paragraph 2 of the Detailed Regulations of the Convention and Article 10, paragraph 1 of the Financial Regulations of the Union;

Having considered the Draft Programme of Action of the Union for the 2011/2012 financial year presented by the Secretary General;

Decides to approve the activities contained in the annual Programme of Action as presented by the Secretary General;

Directs the Secretary General to arrange the dates appropriately to prevent overlap and ensure execution of the programmes.

Done in Addis Ababa, Ethiopia on 13th July, 2011

Decision N°02/PAPU/AC/XXX/2011

On the approval of the Budget of the Pan African Postal Union and the Scale of assessment of contributions for the financial year 2011/2012

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session in Addis Ababa, Ethiopia, from 11-13 July, 2011;

Mandated by Article 10 paragraph 2 of the Convention of the Pan African Postal Union (PAPU), Article 5, paragraphs 2 and 3 of the Detailed Regulations of the Convention and Article 10, paragraphs 1 and 2 of the Financial Regulations of the Union;

Having considered the Draft Budget and scale of assessment of contributions for the 2011/2012 financial year;

Recognizing the need for effective preparations for the 8th ordinary session of the Plenipotentiary Conference of PAPU and the 25th UPU Congress;

Decides to approve the Budget of the Union for 2011/2012 financial year amounting to US\$ 1,719,152 and 5% increase on the scale of contributions for the 2010/11 financial year;

Directs the Secretary General to ensure prudent execution of the approved activities within the approved budget.

Done in Addis Ababa, Ethiopia 13th July, 2011

Decision N°03/PAPU/AC/XXX/2011

On the approval of the Accounts of the Pan African Postal Union for the financial year 2009/2010 and the relevant report of the External Auditor

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session in Addis Ababa, Ethiopia from 11-13 July 2011;

Considering Article 10 paragraph 2 of the Convention of the Pan African Postal Union (PAPU), Article 5 paragraphs 2 and 3 of the Detailed Regulations of the Convention and Article 33 paragraph 7 of the Financial Regulations of the Union;

Having considered the Financial Report (Doc N°12/PAPU/CA/XXX/2011) for the 2009/2010 financial year and the Report of the External Auditor on the Accounts of the Union for the same period (Doc N°14/PAPU/CA/XXIX/2011);

Decides to approve the Accounts of the Union for the period from 1st June 2009 to 31st May 2010 as presented by the General Secretariat and verified by the External Auditor.

Done in Addis Ababa, Ethiopia on 13th July, 2011

Decision N°04/PAPU/AC/XXX/2011

On the Appointment of the External Auditors

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session in Addis Ababa, Ethiopia from 11-13 July 2011;

Considering Article 10 paragraph 2 of the Convention of the Union; Article 5 paragraph 3 of the Detailed Regulations of the Convention and Article 33, paragraph 1 of the Financial Regulations of the Union;

Considering the need to enhance reliability on the opinion of the external auditors;

Recognizing that the tenure of the external auditors has expired;

Noting the absence of recommendation from member states for appointment of new external auditors and non response to the invitation for expression of interest extended to some auditing firms in the United Republic of Tanzania;

Further Recognizing the need to ensure regular auditing of the annual accounts prepared by the Secretary General in line with the Convention of the Union and the decision of the 7th ordinary Plenipotentiary Conference on IPSAS;

Having noted that the External Auditors, Ernst & Young's term of office had expired;

Taking cognizance of their satisfactory performance and expressed willingness to be re-appointed;

Decides to re-appoint them for a one year period at a fixed annual fee of US\$ 5,000 for the 2010/2011 financial year;

Directs the Secretary General to advertise, negotiate and engage a reputable auditing Firm to audit the accounts of the Union from 2011/2012;

Done in Addis Ababa, Ethiopia on 13th July 2011

Decision N°05/PAPU/AC/XXX/2011

On offer of appointment to staff on secondment

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session on 11-13 July, 2011, in Addis-Ababa, Ethiopia;

Considering the efforts and sacrifice made by member states in seconding staff to enhance the capacity of the Secretariat to enable it discharge its functions efficiently;

Conscious of the fact that member countries may not second their staff indefinitely and that this was only a temporary measure, pending improvement in the financial situation of the Union;

Aware that some countries have already indicated their inability to continue paying the staff on secondment beyond 2/3/4 years;

Recognizing the key role played by the seconded staff in the smooth implementation of the Union's activities and their contribution to the stabilization of the Union's finances since 2008;

Bearing in mind the need for continued smooth functioning of the Secretariat without disruption and the need to encourage more member countries to avail staff with requisite skills on secondment basis, in order to alleviate the current shortage;

Decides as follows:

- 1) to adopt secondment as part of the recruitment policy to secure services of highly qualified competent staff with proven track record of efficiency in furtherance of the provisions of Article 16 of the Staff Rules and Regulations of the Pan African Postal Union;
- 2) to offer employment on fixed renewable contract terms or permanent appointment as appropriate to seconded staff with proven record of efficiency and integrity;
- 3) to set two years as the minimum qualifying period for seconded staff to be considered for permanent or contract appointment, subject to satisfactory performance and good financial standing of the seconding member country;

Requests the Secretary General to implement this decision bearing in mind the need to secure for the Union professional and highly competent staff, ensure as far as practicable, equitable distribution of staff among the regions of Africa, and without regard to race, sex or religion.

Done in Addis-Ababa, Ethiopia on 13th June 2011

Decision N°06/PAPU/AC/XXX/2011

On the creation of a post of Information Technology Technician within the existing organization structure of the PAPU General Secretariat

The Administrative Council of the Pan African Postal Union, meeting in its 30th Ordinary Session in Addis-Ababa (Ethiopia), from 11th to 13th July, 2011

Considering Decision N°06/PAPU/AC/XXVIII/2009 on review of management structure, adopted in June 2009 in Cairo, Egypt by the 28th ordinary session of the Administrative Council;

Considering Resolution of the 7th ordinary Plenipotentiary Conference on the review of management structure which directed the Secretary General to submit proposals for review of manning levels for consideration and approval of the Administrative Council;

Having examined the recommendation of the Secretariat Management Board on the creation of Information Technology Technician post;

Recognizing the critical role of IT in the success of an organization;

Decides to approve the establishment of IT Technician post on General services category A3;

Directs the Secretary General to source for and recruit competent and qualified personnel to fill the position

Done in Addis-Ababa, Ethiopia on 13th June 2011

Decision N^o07/PAPU/AC/XXX/2011
On amendment of Staff Rules and Regulation on annual leave

The Administrative Council of the Pan African Postal Union, meeting in its 30th Ordinary Session in Addis-Ababa (Ethiopia), from 11th to 13th July, 2011

Considering the provisions of Article 32 of the Staff Rules and Regulations of the Union on annual leave;

Considering the past mis-interpretation of Article 32 paragraph 2 of accumulation of leave days;

Desirous of avoiding multiple interpretation of the same paragraph leading to possible industrial conflict;

Decides to amend Article 32 as follows;

1. Each staff member shall be entitled to leave with pay for each year of service
2. The leave shall be for a maximum period of twenty-eight working days.
3. Untaken leave in each financial year shall lapse on the last working day of the year except for exigencies duly acknowledged in writing by the Secretary General;
4. Any untaken leave though acknowledged but not taken as at the time of disengagement from service shall be forfeited and must not be commuted for cash;

Directs the Secretary General to ensure full implementation of this decision

Done in Addis-Ababa, Ethiopia on 13th June 2011

Decision N°08/PAPU/AC/XXX/2011

On Harmonization of PAPU Terms and Conditions of Service of PAPU Staff

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 30th Ordinary Session in Addis Ababa, Ethiopia on 11-13 July, 2011;

Considering Resolution N°06/PAPU/ACXXVIII/2009 on the review of management structure;

Considering also Resolution N°04/PAPU/AC/XXVIII/2009 on Adjustment of PAPU General Secretariat Salary Scale;

Considering also 12th Administrative Council Decision N°05/CA/93 on the adoption of the OAU Salary Scale for Staff of the PAPU General Secretariat that was approved by the 4th ordinary session of the Plenipotentiary Conference held in Maseru, Kingdom of Lesotho;

Having examined the request of PAPU General Secretariat for harmonization of PAPU terms and conditions of service with that of the mother organization, the African Union Commission;

Mandates PAPU Secretariat Management Board to examine the report of South Africa on the harmonization of terms and conditions of service and implement accordingly

Done in Addis Ababa, Ethiopia on 13th July 2011

Resolution N°01/PAPU/AC/XXX/2011

On Extension of 7th Plenipotentiary Conference Resolution on Recovery of outstanding contributions from Member States

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 30th Ordinary Session in Addis Ababa, Ethiopia on 11-13 July, 2011;

Considering Resolution N°06/PAPU/CP/VII/2008 on Extra-ordinary provision for the recovery of arrears from members and the opportunity it offers to members to settle their outstanding contributions to PAPU budgets;

Considering also Resolution N°01/PAPU/AC/XXVIII/2009 on Recovery of outstanding contributions from member states and Resolution N°02/PAPU/AC/XXXIX/2010 on Strategy for recovery of outstanding contributions from Member States;

Noting the positive response from two Member states that had already taken advantage of the above resolutions;

Considering the recommendations of the Credentials Committee and the Secretariat Management Board;

Desirous of encouraging member-states who are still interested in taking advantage of the resolution by negotiating amortization plans with the General Secretariat;

Resolves to extend for the last time the deadline for defaulting members to be availed additional opportunity to benefit from Resolution No 06 of the 7th Ordinary Plenipotentiary Conference on “extra-ordinary provision for the recovery of arrears from members” to the 31st ordinary session of the PAPU Administrative Council

Also Resolves that member States that failed to take advantage of this additional opportunity will be recommended to the 8th ordinary session of the Plenipotentiary Conference for suspension in line with Article 32 of the Convention of the Union with effect from January 2013

Done in Addis Ababa, Ethiopia on 13th July 2011

Resolution N°02/PAPU/AC/XXX/2011

On the development of PAPU Headquarters building

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 30th Ordinary Session in Addis Ababa, Ethiopia on 11-13 July, 2011;

Considering the report of PAPU Secretariat and the United Republic of Tanzania on the development of PAPU Headquarters building;

Noting with satisfaction the initiatives taken by both parties in exploring various sources of funding for the construction of PAPU Headquarters building;

Desirous of ensuring that the General Secretariat acquires befitting office accommodation that is capable of generating income to fund some of the activities of the Union;

Resolves to extend the mandate given to both parties beyond BOT arrangement to other Public Private Partnership arrangements that will guarantee a win-win situation to all the cooperating parties;

Further resolves to request the Secretary General to pursue all possible contacts with partners, other member states and financial Institutions to ensure implementation of this project

Done in Addis Ababa, Ethiopia on 13th July 2011

Resolution N°03/PAPU/AC/XXX/2011

On creation of a steering committee on training programmes and promotion of training institutions in Africa

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session held in Addis Ababa, Ethiopia from 11-13 July 2011;

Considering that postal management and operations fall within a technical domain that requires an important and highly qualified workforce;

Considering the fact that qualified and motivated staff are the major requirements for success of any Enterprise;

Noting the permanent concern of Postal Administrations in ensuring proper training of African postal workers, that has become pressing these past years through different decisions, recommendations and resolutions of PAPU organs, aiming not only at promoting existing postal training centres or institutions , but also at creating new centres where necessary;

Noting the differences in training needs, programmes and certificates awarded by various member countries;

Considering the need to improve continuously professional performances and capacities of senior officers in our postal administrations through training;

Taking note of the request by PAPU General Secretariat to member countries to state their existing postal training institutions, programmes, certificates awarded, costs and languages of instruction

Considering the urgent need to conduct a thorough reflection on postal training programmes, certificates, training costs and ensure the promotion of training institutions;

DECIDES:

- 1) That a steering committee should be created whose mandate is to conduct a thorough reflection on postal training programmes, certificates, training costs and also on any other aspect deemed necessary to cover the training needs of our countries;
- 2) That the steering committee should be under the coordination of PAPU Secretariat and its membership should be as follows:
 - Egypt (Chairman);
 - South Africa;
 - Benin;
 - Cameroon;
 - Côte d'Ivoire;
 - Kenya;
 - Republic of Congo;
 - Senegal ;
 - Tunisia
- 3) That all meetings of the committee should be convened and presided over by the Chairman;
- 4) That the first meeting of the steering committee should be convened as soon as possible but not later than the end of April 2012

Done in Addis Ababa, Ethiopia on 13th July 2011

Resolution N°04/PAPU/AC/XXX/2011

On Egypt's offer to establish a regional African philatelic museum

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session in Addis-Ababa, Ethiopia, from 11-13 July, 2011;

Considering the kind offer of the Arab Republic of Egypt to establish a Regional African Philatelic museum in the country to enrich and develop philatelic culture in Africa;

Noting that Egypt's offer covers the provision of premises, meeting recurrent expenditure on maintenance and management of the museum, at no cost to PAPU member countries;

Recognizing the need for a Regional museum to exhibit philatelic materials from PAPU member countries;

Also recognizing that PAPU member countries are free to establish similar projects in their own countries and/or sub-regions

Resolves to express its deep gratitude to the Government, the People and Postal Authorities of the Arab Republic of Egypt for the generous and brotherly offer;

Directs the General Secretariat to communicate this resolution to all member countries, and expeditiously execute a Cooperation Agreement with Egyptian Authorities towards formalization of the project.

Done in Addis-Ababa on 13 July, 2011

Resolution N°05/PAPU/AC/XXX/2011

On development of national addressing and postcode systems in Africa

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session held in Addis Ababa, Ethiopia from 11-13 July 2011;

Noting the importance of National Addressing Systems and postcodes in a country's socio-economic development and particularly in the enhancement of quality of services in the post;

Considering that less than 2% of African countries have developed National Addressing Systems and postcodes;

Requests Governments of member states to support development of National Addressing Systems and postcodes as well as invigorate efforts towards enlisting provision of national addressing systems and post codes

Further urges governments to promote multi-sectoral approach in enacting national addressing systems and harmonize national addressing systems in Africa to promote the concept of a single postal territory that will enhance mail delivery in the continent.

Done in Addis Ababa, Ethiopia on 13th July, 2011

Resolution N°06/PAPU/AC/XXX/2011

On postal sector representation in the Secretariats of Regional Economic Communities

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session held in Addis Ababa, Ethiopia from 11-13 July 2011;

Considering the Declaration of the 14th session of the AU Conference of Heads of States and Governments held in Addis Ababa in February 2010, reaffirming the importance of the role and place of the postal sector and ICTs in the socio-economic development of AU member countries;

Considering also the Declaration of the 3rd Ordinary Session of the African Union Conference of Ministers in charge of Communications and IT encouraging RECs to strengthen their capacities in the postal sector;

Noting the need to intensify the implementation of the Action Plan of the 2nd Session of the Conference of Ministers in charge of Communications and Information Technologies adopted in 2008;

Aware of the key role played by RECs in the harmonization of development policies in their member countries;

Requests the General Secretariat of PAPU to undertake advocacy missions to the RECs as soon as possible, for optimal implementation of the above Declarations and report to the next ordinary session of the Administrative Council.

Done in Addis Ababa, Ethiopia on 13th July, 2011

Recommendation N°01/PAPU/AC/XXX/2011

On Allocation of more resources to the General Secretariat to ensure quality of service development

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 30th Ordinary Session held in Addis Ababa, Ethiopia from 11-13 July 2011;

Considering Quality of service as key requirement for the survival of postal organizations;

Taking into account the continuous decrease in mail volumes over the years;

Noting the negative effect of a strong and global competition from various private postal operators;

Recognizing the importance of experience sharing and benchmarking among member countries;

Further recognizing that training is crucial to the success of Postal Organizations;

Recommends re-prioritization of PAPU budget to:

- 1) Ensure the implementation of quality of service development action plans
- 2) Conduct joint inspections of Mail Hubs by PAPU/AFRAA contact committee to ensure efficient utilization of existing hubs in line with international best practices;
- 3) Initiate and undertake joint training programmes

Done in Addis Ababa, Ethiopia on 13th July, 2011

Recommendation N°02/PAPU/AC/XXIX/2011

On extra-ordinary Resolution for write-off of the outstanding contributions of Mozambique

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 30th Ordinary Session in Addis Ababa, Ethiopia on 11-13 July, 2011;

Considering the communication from Mozambique to PAPU General Secretariat conveyed vide letter reference number 24/GRE/INCM/06 dated 25 July 2006 requesting for total write off of all outstanding contributions up to 2006 financial year due to the prolonged crisis that took place in Mozambique from 1977 to 1994.

Noting that the request made by Mozambique was not transmitted to the 7th ordinary session of PAPU Plenipotentiary Conference by the General Secretariat for deliberation;

Considering that Mozambique has always paid the current annual contributions from 2005/2006 financial year based on the understanding reached with the General Secretariat;

Recommends write-off of the outstanding contributions of Mozambique for the period 1987/88 to 2004/2005 totaling USD 304,413.48

Directs the General Secretariat to ensure that this recommendation is brought before the next Plenipotentiary Conference that will be held in 2012, for their consideration

Done in Addis Ababa, Ethiopia on 13th July 2011

FINAL COMMUNIQUÉ

The Administrative Council of the Pan African Postal Union (PAPU), held its 30th Ordinary Session in Addis Ababa, Ethiopia from 11th–13th July, 2011.

The following Council Members participated: **Benin, Burundi, Cameroon, Chad, Congo Republic, Egypt, Ethiopia, Kenya, Liberia, Madagascar Malawi, Niger, Nigeria, Senegal, Sierra Leone, South Africa, Tanzania and Zambia.**

The following Member Countries were absent: **Libya and Sudan.**

The following participated as observers:

- PAPU Member Countries: **Burkina Faso, Comoros, Côte d'Ivoire, Democratic Republic of Congo, Gabon, Gambia, Guinea, Lesotho, Mali, Mozambique, Uganda and Zimbabwe.**
- Other Organizations and Countries: **AFRAA, ATU, CCPA, COPTAC, CPAO, CRASA, EACO, ECOWAS, ESCHER, IOM, NEPAD, SAPOA, Precintia, Reason Solutions, UNI Global, Universal Postal Union (UPU), Belgium, France, India, South Sudan, Switzerland and United States of America.**

The opening ceremony was officiated by the Honourable, Debretsion Gebre Michael, Minister for Communication and Information Technology of the Federal Democratic Republic of Ethiopia.

The following Bureau was elected:

Chairman	:	Ethiopia
1st Vice Chairman	:	Benin
2nd Vice Chairman	:	Zambia
Rapporteurs	:	Egypt and Congo Republic

During this session, the Council considered all the agenda items, among them:

- Report of Activities of the Secretary General for 2010-2011;
- The Draft Programme of Action of the Union for 2011-2012;
- Theme of the Pan African Post Day Celebrations 2011-2012;
- PAPU Administrative and technical committees' Reports:
 - a. Report of the Action Group on Postal Development;
 - b. Report of PAPU/AFRAA Contact Committee, Mail Circulation, and Postal Security in Africa;
 - c. Report of E-post, Promotion and Development of Postal Financial Services in Africa;
 - d. Report of the Action Group for the Promotion of Philately in Africa;

- e. Report of the African Support Committee in Charge of the UPU Key Content issues
 - f. Report of PAPU Strategy Board;
 - g. Report of PAPU Secretariat Management Board;
 - h. Report of the Credentials Committee on the financial situation of the Union;
- Financial Report of the Secretary General for the financial year 2009/10 and for the Interim period, 1st June 2010 to 31st May 2011
 - Report of the External Auditor on the Accounts of the Union for the financial year ended 31st May 2010;
 - The draft budget of the Union for the 2011-2012 financial year and scale of assessment.

During the proceedings, presentations on various themes of interest on the development of postal services in Africa were made as follows:-

- “The role of e-services in the transformation of postal services in Egypt” (Egypt Post)
- “Multi-functional postal solutions – Korea Post’s Experience” (Korea Post)
- “Counter automation, an effective reengineering tool”: T.B. Reddy, Managing Director, Reason’s solutions
- “Major findings in the postal financial services study in Africa and future implications for the continent” (AU Study by Senegal)
- “Experience in implementing International Express Money Order Service in Africa” (LaPoste Gabon)
- “Migration Corridors in Africa, and between Africa and Europe: Implications on money transfers and Africa’s socio-economic development” (International Organization for Migration)
- “The rise of mobile money transfers: How it works and Lessons for the Post” – the Kenyan experience (Communications Commission of Kenya)
- “Development of postal financial services – opportunities for growth” (UPU)

- “Milestones in the joint implementation of regional development projects (PAPU and UPU)
- Development of security standards globally applicable to UPU members by UPU Inter Committee Security Group (ICSG)
- “The resurgence of international parcels business and development of strategies to build on the gains” (NIPOST)
- “Development of National Addressing Systems: Lessons for Africa” (South African Post office)
- “Mobilization of public awareness on national addressing system: Tanzania’s experience” (Tanzania Communications Regulatory Authority)
- “The evolution of the UPU Terminal Dues System and implications for Developing Countries” (Belgian Post)
- “Implementation of AU Declarations and Decisions on Postal Sector Development in Africa” (AUC)
- “Implementation of IPDP in Africa: Progress, Challenges and Opportunities” (Cameroon, UPU Study)
- “Postal Solidarity” (Benin)
- “Human capacity development opportunities in India for sustainable development of the postal sector in Africa” (India Post)
- “Measures for reducing the negative effect of global warming in the activities of the post: The South African Post Office experience” (SAPO)
- Harnessing e-commerce by postal operators (InPost, Poland)
- Postal Digital Mail by Escher Group Limited, Ireland

At the end of the proceedings the Council made key decisions and resolutions.

A vote of thanks was addressed to the authorities of the Federal Democratic Republic of Ethiopia.

Done in Addis Ababa on 13th July, 2011

VOTE OF THANKS

The Administrative Council of the Pan African Postal Union (PAPU), during its 30th Ordinary Session held in Addis-Ababa, Ethiopia, from 11th to 13th July, 2011 ;

Having noted with gratitude and satisfaction the Ethiopian Authorities for the support to PAPU General Secretariat in the organization of the 30th Ordinary Session of the Administrative Council;

Recognizing the conducive environment that characterized this session, a clear testimony of the host country's recognition of the future of the post in the continent, the exemplary commitment of the Federal Democratic Republic of Ethiopia, the development and integration of African Posts;

Appreciating the effectiveness and efficiency with which the Chairman of the Council of the 30th Ordinary Session of the Administrative Council conducted the proceedings;

Noting the unflinching support of both the Government of the Federal Democratic Republic of Ethiopia and the Management and staff of the ETHIOPIAN POSTAL SERVICE ENTERPRISE;

Expresses its profound gratitude to the authorities of the Federal Democratic Republic of Ethiopia, for the warm welcome and hospitality extended to all the delegates and other participants;

Hereby conveys its sincere and deep gratitude to His Excellency, MELES ZENAWI, the Prime Minister of the Federal Democratic Republic of Ethiopia, the Government, the Minister of Communication and Information Technology, His Excellency Debretsion Gebre Michael as well as all the citizens of the Federal Democratic Republic of Ethiopia.

Done in Addis-Ababa, ETHIOPIA, on 13th July, 2011

PART TWO – REPORTS

**REPORT OF ACTIVITIES OF THE SECRETARY GENERAL FOR THE
2010/2011 PERIOD**

**ADDIS ABABA, ETHIOPIA
11 - 13 JULY 2011**

INTRODUCTION

Mr. Chairman;

Thank you for giving me the floor, and please allow me to start by sincerely congratulating you on your election as the new chairman of PAPU Administrative Council.

It is my great pleasure to have this opportunity to present the report of activities of our Union for the 2010/2011 financial year, in conformity with the provisions of the Acts of the Union (PAPU), Article 9 paragraph 17, which stipulates that the Secretary General shall present to the Administrative Council, an annual report on the activities undertaken by the General Secretariat.

The report focuses on:

- I. STATUS OF IMPLEMENTATION OF THE DECISIONS OF THE 29TH ADMINISTRATIVE COUNCIL SESSION; AND**
- II. COOPERATION WITH KEY STAKEHOLDERS AND DEVELOPMENT PARTNERS**

I. STATUS OF IMPLEMENTATION OF THE DECISIONS OF THE 29TH ADMINISTRATIVE COUNCIL SESSION;

1. Quality Control Exercises for intra-Africa Mail Circulation

The General Secretariat organized two quality control exercises. The first exercise for ordinary letter post items was from 11th to 23rd October 2010, and the second one, for Express Mail Service (EMS) was carried out from 1st to 13th March 2011.

Twenty two member countries, representing about 50% of the total membership, participated in the exercise for ordinary items, while 18 participated in the EMS one, representing 41% of the total membership, a slight improvement on previous year's participation.

The results reveal that average transmission times vary widely, ranging from J+2 to J+19 for ordinary items, and J+1 to J+11 for EMS items. This is an improvement over last year's results, which ranged from J+2 to J+32 and J+2 to J+14, for the two categories respectively.

The results were circulated to member countries, in line with our normal practice, drawing their attention to shortcomings observed and encouraging them to take corrective measures.

I would like to take this opportunity to sincerely thank the postal authorities of Netherlands who have continued to donate the quality control cards, and member

countries which actively participated in the exercise. I wish to encourage all members to participate in future quality control tests.

2. Corporate Social Responsibility

Members will recall that the 29th Administrative Council, by Decision N°04/PAPU/AC/XXIX/2010, adopted an additional strategic objective, to *Promote responsible and positive contribution to the community and environment.*

Consequently, the Secretariat now participates in events organised in the host country, Tanzania. For example, we recently participated in Africa Day celebrations, organized by the African Diplomatic Community in Dar es Salaam to mark 50 years of independence of many of the AU member states. PAPU Secretary General was invited to make a keynote address on the theme, **“Accelerating Youth Empowerment for Sustainable *Development*”**.

The General Secretariat also actively participated in events organised by Alliance Française in Arusha, to mark the Francophonie week, during which we distributed books and T-shirts to participating schools from Arusha Municipality.

With regard to protection of the environment, PAPU Secretariat has made proposals to have move towards paperless meetings in future, and we do hope that we shall secure the support of the Council and all member countries. We have also invited South African Post Office to share their experience in efforts made to reduce carbon emissions and the CEO, Madam Lefoka, will make a presentation during this meeting.

3. Establishment of African Regional Training Centre

The Council, by Resolution N°01/PAPU/AC/XXIX/2010, endorsed the proposal to establish the African Regional Training Centre, on the understanding that the training facilities, including the building, would be availed by Egypt Post and that this would complement the existing training facilities in Africa. Pursuant to this, the Secretariat requested Egypt and the other countries with training facilities to avail detailed information on programmes offered, for circulation to member countries. A report on this will be made by the relevant Technical Committee.

4. Sub-regional steering committees recommendations for implementation of the AUC Study on harmonization of policies and regulations for strengthening the postal sector in Africa

Following the endorsement of the Steering committee recommendations by the 29th Administrative Council, the General Secretariat presented these to the CIT ministers' conference held in August 2010, in Abuja, Nigeria. Consequently, the Ministers, in addition to previous Declarations, made a declaration to promote the implementation of the e-post Africa project as part of the national e-strategies, taking into account coordination at the regional level. They therefore encouraged

Regional Economic Communities to strengthen their capacity through provision of postal experts, for optimal implementation of the Action Plan for the development of the postal sector in Africa.

5. Participation in the UPU Strategy conference held on 22-24 September 2010 in Nairobi, Kenya.

Members will recall that Africa had a strong presence at the Nairobi UPU Strategy Conference, with the opening ceremony presided over by the host country, Kenya, a Key note address by the Commissioner for Infrastructure and Energy, through her representative, South Africa, the Chairman of the Africa Support Committee, was a panelist at one of the sessions, while PAPU Secretary General made a presentation on the Status of implementation of the Nairobi Postal Strategy in Africa, with focus on objective 2, on ***“Stimulating a universal postal service adapted to the social, economic and technological environment”***.

The presentation also highlighted Africa's identified priorities towards the Development of the Doha Postal Strategy as follows:

- A Sustainable and quality Universal Postal Service
- Continuous enhancement of Quality of service
- Infrastructure development to support delivery of postal services
- Diversification of products and services using ICTs
- Environment- economic issues and climate change

6. Update on E-Post Africa Project

The AU Commission organized a stakeholders meeting last December here in Addis Ababa, to prepare for implementation of the pilot project. Participants included the AUC, PAPU, RASCOM, RASCOM STAR-QAF, ITU, United Nations Economic Commission for Africa and the European Union.

The meeting agreed as follows:

- Selection of 5 pilot countries, one in each sub-region, based on commitment to meet specified conditions, including site preparation, transportation of the equipment from the country of shipment, customs clearance and costs related to satellite services, operations and maintenance. RASCOM Star Qaf would provide estimated costs.
- Donation of the the requisite equipment by RASCOM Star-Qaf;
- PAPU General Secretariat to consult with the UPU regarding the utilization of the IFS and IPS software and formalize through an MOU.
- AUC to source for financial support from development partners,
- ITU to provide a project Manager upon formal request by AUC

I wish to indicate that RASCOM Star Qaf has been invited to make a presentation during this meeting and we have communicated with the UPU regarding utilization of the software.

7. Follow up on implementation of Technical and Administrative Committees' Action Plans

Soon after the 29th Administrative Council session, the General Secretariat circulated committee reports to member countries and requested them to pursue implementation of recommendations and activities outlined in the action plans. Follow up activities included meetings of various Technical and Administrative Committees, as I will highlight shortly, and circulation of a questionnaire in April 2011, to assess the status of implementation. The outcome of these activities formed part of the discussions within the relevant committees, whose reports you will receive shortly.

8. Pan African Post Day celebrations on 18th January 2011

The Plenipotentiary Conference during its Ordinary Session held in Cairo, Egypt, on 28-29 June 2008, adopted the following theme for the celebration of the Pan African Post Day for the year 2010/2011:

“The Post, a natural vehicle for regional integration”

The General Secretariat printed and circulated publicity posters to all member countries together with the message of the Secretary General, focusing on the theme. Member countries were invited to organize a number of activities to mark the occasion, including a Customer Day, and also take advantage of the event to create public awareness on the role the post plays in socio-economic development.

We are aware that quite a good number of countries celebrated the event but we wish to single out Mali which sent us a detailed report on the activities they carried out to mark the occasion. We intend to feature some of these activities in the next issue of PAPU Magazine.

9. Implementation of the Programme of Action

9.1 Technical and Administrative committee meetings

The Technical and Administrative Committees held their meetings as follows:

9.1.1 Secretariat Management Board and Africa Support Committee, on 10-11 December 2010, in Abuja Nigeria.

The committees, within their respective mandate, discussed a wide range of issues, including finances of the Union, staff matters, input to the development of

the new Terminal Dues System and Reform of the UPU, details of which will be presented by each committee.

Alongside these meetings, PAPU, jointly with the UPU, actively participated in the ECOWAS Region meeting of Ministers responsible for posts. The main focus of the meeting was on improvement of quality of service through project on the Mail Transmission by Road and strengthening of the sub-regional postal organization (CPAO).

9.1.2 Other meetings of Technical and Administrative Committees

The following five committees held their meetings in on 10-12 January 2011, in Livingstone, Zambia:

- E-Post, promotion and Development of Postal Financial Services
- Action Group for Postal Development
- PAPU-AFRAA, Mail Circulation and Postal Security in Africa
- Action Group for Promotion of Philately in Africa
- Credentials

The committees assessed the status of implementation of their respective action plans and made further recommendations to improve the range and quality of products.

9.2 Conference on Development of Postal Financial Services in Africa, held on 7-9 February 2011, in Ouagadougou, Burkina Faso

PAPU organized the Conference in collaboration with the African Union Commission, the UPU and the Government of Burkina Faso. This was one of the most successful PAPU activities during the financial year, involving with wide participation, including several Ministers, the AU Commissioner for Infrastructure and Energy, CEOs of Regulators and Public Postal Operators, representatives from Central Banks and key partners such as International Organization for Migration (IOM) and World Savings Bank Institute. Participants highly appreciated the quality presentations on diverse subjects, including among them:

- Use of ICT to offer fast and efficient money transfer services
- Taking advantage of the huge inflows from the African Diaspora
- Financial Inclusion and mobilization of savings for investment, and
- Partnership with mobile phone service providers to widen customer value propositions

Among Some of the key recommendations made are from included:

- The need to develop the three dimensions of the postal network i.e. Physical, electronic and financial, in line with the UPU Nairobi Postal Strategy in order so as to take advantage of e-commerce and other emerging business opportunities

- The need to put in place appropriate legal and regulatory frameworks to enable postal operators to offer a full range of financial services.
- Establishment of partnerships with other financial service providers in order to create synergy;
- the need for designated postal operators to partner with mobile phone companies to expand their business portfolios, and
- Establishment of an affordable, fast, reliable and efficient global money transfer system among the UPU member countries.

Mr. Chairman, we were only able to successfully undertake the outlined activities because of the active participation by member countries and the generous support we received from the indicated host countries, namely, Burkina Faso, Nigeria and Zambia, which put excellent facilities at our disposal and a conducive environment for fruitful discussions, and I thank them very much.

Allow me also to acknowledge and thank other member countries that hosted the quality of service improvement programmes, namely Chad, Democratic Republic of Congo, Congo Republic, Gambia, Ghana, Kenya Nigeria, Tanzania, Sierra Leone, and Liberia.

9.3 Rescheduled Activities

The following activities have been rescheduled to the current financial year, for various reasons, ranging from overlap in activities to circumstances beyond the host countries' control:

- **Customer Focus Approach to Management of Postal Business**
- **Forum on the Role and Place of ICTs in Modernization and Prosperity of African Posts,**
- **“Forum on Sharing of Experiences on National Addressing, Direct Mail Marketing, New Products and e-Services, Development of Human Resources, Universal Postal Service**

10. Administrative and financial management

10.1 Administrative Management

10.1.1 Retirement

Mr. Jules Yao Kouassi, Head of Quality of Service and Customer Care department retired on 31st December 2010, after attaining the 60 years mandatory age limit. He was granted six months contract up to 30th June 2011, to allow for smooth handover. I wish to highly commend Kouassi for his commitment and exemplary service rendered to the Union.

10.1.2 Recruitment

The General Secretariat, by Circular letter to member countries called for applications for the vacant position of Head of Quality of Service and Customer

Care. Eight applications were received from five member countries, namely, Kenya, Malawi, Tanzania, Uganda and Zambia. At the end of the recruitment process, Mr. Nathan Chizotera MKANDAWIRE of Malawi Posts Corporation, was selected and appointed with effect from 1st May, 2011.

10.1.3 Promotion

Ms. Fatuma Abebe, the long serving Bilingual Secretary, was promoted to Senior Bilingual Secretary with effect from 1st April, 2011.

10.1.4 Secondment

Tanzania kindly availed two years' salary to cater for engagement of a locally recruited staff on secondment for the position of Personal Assistant/Confidential Bilingual Secretary. I wish to sincerely thank our host country for this noble gesture that will enhance the capacity of the Secretariat.

10.2 Financial Management

10.2.1 Contributions

The Union received a total amount of US Dollars 1,086,925.68 during the year under review, representing a percentage increase of 28.2% over the previous year. This includes annual contributions (US dollars 804,744.82), Amortization arrears (US\$ 110,284.95), and other voluntarily contributions from key stakeholders and partners (US \$ 171,895.91).

10.2.2 Expenditure performance

The total expenditure for the year was US \$ 922,582.00 representing 62.6% of the budgeted amount. The main reason for this was the rescheduling of activities programmed for the year as outlined under item 9.3 above.

11. Other activities

11.1 Development of PAPU Headquarters Building

The General Secretariat, together with the host country, Tanzania, is pursuing the identification of investors as mandated by the 29th Administrative Council. So far two local investors have expressed interest, the National Housing Corporation and National Social Security Fund. Tanzania Communications Regulatory Authority (TCRA) is also interested in participating in the project. Discussions are in progress, with the involvement of consultants. Further details will be presented to the Council by the relevant committee.

11.2 PAPU Magazine

The General Secretariat released the first issue of the revamped **PAPU News Magazine** in September 2010, following a presentation and adoption of the new design during the Yaoundé Administrative Council meeting. The magazine has

received very positive response not only from member countries but also partners.

The second issue of the magazine has just been released and distributed to delegates during this Council meeting.

We encourage our Member countries and partners to take advantage of the magazine, in order to show-case their products and services through advertisements and special features.

We plan to have an on-line edition of the magazine for wider reach.

Please allow me to sincerely thank member countries that have actively participated in this project, for their invaluable support and commend the Credentials committee for coming up with the idea.

11.3 PAPU Website

PAPU website is continuously updated and improved to ensure that it contains current information and provides links to member countries' websites. The ultimate goal is to make it an interactive tool for exchange of information. We have expanded the web space to accommodate more information, including meeting reports and presentations.

We have also embarked on initiatives to further improve the website as follows:

- Ease of navigation
- Simple and attractive layout of fields.
- Incorporation of "log-in" features to restrict access to some documents, where necessary.
- Design a database-driven website that will offer users to archived documents.

II. COOPERATION WITH STAKEHOLDERS AND DEVELOPMENT PARTNERS

We have had very close cooperation with key stakeholders and development partners, in the implementation of our programme of activities as follows:

1. African Union Commission

The key areas of cooperation with our mother organisation, during the year under review include:

- Funding PAPU in various activities up to USD 100,000
- Close consultations and joint organization of activities to enhance development of the postal sector in Africa, within the framework of the Regional Development Plan
- Sensitization of Governments to prioritize postal development programmes

Some of the activities undertaken include:

- Funding the study on postal financial services, whose results will be presented by Senegal during this Council session
- Active participation in the organization of the Ouagadougou conference on the development of postal financial Services, during which the Commissioner for Infrastructure and Energy delivered a keynote address.
- Tabling of pertinent recommendations to the CIT Ministers Conference held in August 2010 in Abuja.

2. Universal Postal Union (UPU)

PAPU continues to work closely with the Universal Postal Union to implement various programmes within the framework of the Regional Development Plan for Africa, 2009-2012.

The focus during the year under review was on improvement of quality of service, through regional projects to ensure entrenchment of specified total quality management systems for the main postal products and expected deliverables.

In order to address delays in mail transmission, regional projects on cross-border mail movement have also been initiated.

For these programmes and others on capacity building and development of postal financial services, the UPU has given support in the organization and sponsorship of participants, especially the LDCs and availing resource persons. I sincerely thank the Director General of UPU International Bureau, Mr. Dayan for his continued cooperation and support

3. Cooperation with India

India Post, fully sponsored two courses within the framework of our cooperation under the auspices of the Ministry of External Affairs as follows:

- Leadership Program for Postmasters and Managers, in December 2010;
- International Executive Development Programme, in March 2011.

They have also communicated with us regarding three other sponsored programmes for the 2011/2012 period and offered assistance in the establishment of Train the Trainers Centres.

I wish to sincerely thank Madam Radhika Daraiswamy, the Director General of India Post and Secretary to the Government, for this kind gesture and urge members to take full advantage.

4. Groupe La Poste France

Groupe La Poste France has continued to support us in the development of electronic money transfer services through organization and sponsorship of training workshops. In January this year, we had a highly successful IFS marketing workshop, in Arusha, sponsored by La poste in collaboration with the

UPU. They also actively participated in the Ouagadougou Conference on development of Postal Financial Services, where they made a presentation on ***“The Post and Micro-finance”***.

5. Switzerland

Within the framework of our cooperation, Switzerland has supported interpretation/Translation services for this Administrative Council Session and also made a commitment to sponsor the ***Forum on place and role of ICTs in the modernization and prosperity of African on our proposed Programme of Action for 2011/2012***. We highly appreciate their support.

I also wish to thank other partners, including Uni-global Africa, International Organisation for Migration (IOM), World Savings Bank Institute (WSBI) and Precintia International, for their collaboration with us.

Mr. Chairman, Ladies and Gentlemen, I would like to conclude my report by expressing my profound gratitude to all PAPU member countries who have continued to support the Union through timely contributions and active participation in its activities. I would like in particular to acknowledge with great appreciation, the countries which paid their contributions in advance during the year under review, namely Angola, Cameroon and South Africa. I also wish to thank Benin, Burundi, Cameroon, Eritrea, Gabon, Malawi, Senegal and Liberia, for making efforts to settle their outstanding contributions, and Nigeria for voluntary contribution towards the purchase of office equipment for the General Secretariat.

Finally, I wish to convey our gratitude to the outgoing Chairman of our Council, Mr. Younouss Djibrine for the support and close working relationship with the General Secretariat.

I thank you all for patiently listening to me

THEME OF THE PAN AFRICAN POST DAY CELEBRATION
2011 – 2012

Addis-Ababa, Ethiopia
11-13 July, 2011

By resolution N°03/PAPU/CA/85 adopted on 18th January 1985 in Harare, Zimbabwe and approved by PAPU Plenipotentiary Conference during its 2nd session held in 1988 in Yaoundé, Cameroon, the Council directed the General Secretariat to propose every year during its annual sessions, a theme for celebration of the Pan African Post Day on 18th January of each year.

However, we must note that since 1995, the practice has been the adoption by PAPU Plenipotentiary Conference of four (4) themes submitted by the Administrative Council to cover the period between two sessions.

Thus, the following four themes were adopted by the 7th ordinary session of the Plenipotentiary Conference held in June 2008 in Cairo, Egypt for the period 2008-2012:

1. Global mails transporters, dependable partners for efficient mails delivery – 2008-2009;
2. The post, a veritable means for bridging the digital gap 2009-2010;
3. The post, a natural vehicle for regional integration 2010 – 2011;
4. The post as a reliable means to fight poverty 2011 – 2012.

In line with this programme, the theme chosen for the year 2011 – 2012 is:

“The post as a reliable means to fight poverty”

Arising from the above, the Pan African Post Day will be celebrated on 18th January 2012 with this topical theme which is in line with the PAPU strategic objective of “Establishment of adequate and efficient postal outlets and intra-African mail transmission networks”.

Given the importance of this Day for African Posts, I urge all PAPU member countries to celebrate it by organizing a “**Customer’s Day**” which will be used as an opportunity to discuss this theme.

The General Secretariat kindly requests the Council to take note of this document for information purpose.

REPORTS OF ADMINISTRATIVE AND TECHNICAL COMMITTEES

**Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011**

ACTION GROUP FOR POSTAL DEVELOPMENT (AGPD)

1.0 OPENING OF THE ACTION GROUP FOR POSTAL DEVELOPMENT MEETING

1.1 PARTICIPATION

1.1.1 PRESENT:

The following members of the Action Group participated: Burkina Faso, Chad, DRC, Egypt, Ethiopia, Gambia, Guinea, Nigeria, Senegal, Uganda and Zimbabwe.

1.1.2 ABSENT:

The following members of the Action Group were absent: Algeria, Central African Republic, Togo, and Zambia.

1.1.3 OBSERVERS:

Angola, Benin, Burundi, Comoros, Mali, Mozambique, Niger, South Sudan, South Africa and Tanzania.

List of participants is attached as **Annex 4**.

2.0 INSTALLATION OF BUREAU

The Bureau was installed as follows:

Chair	-	Senegal
Vice Chair	-	Nigeria
1 st Rapporteur	-	Uganda
2 nd Rapporteur	-	Chad

3.0 ADOPTION OF THE AGENDA

The agenda was adopted as follows:

1. Opening remarks by the Chairman.
2. Installation of the Bureau.
3. Adoption of the Draft Agenda and work programme.
4. Review of the report of the meeting held in Livingstone, Zambia on 10-12 January 2011 and matters arising.
5. Status report on implementation of the previous AGPD recommendations.
6. Update on implementation of the AU study recommendations and CIT Ministers' Conference Action Plan on "**the Harmonization of Postal Policies, Regulations and Strategies to Strengthen the Postal Sector in Africa**".
7. IPDP update.
8. Any Other Business.
9. Recommendations to the Council.
10. Date and venue of the next meeting.
11. Adoption of the Report.
12. Closing remarks by the Chairperson.

4.0 OPENING REMARKS

The Chairman welcomed all the participants and wished them successful deliberations. He then proceeded to open the meeting.

5.0 MATTERS ARISING FROM THE MINUTES OF THE REPORT OF THE MEETING HELD IN ZAMBIA JANUARY 2011

The Committee reviewed the report of the meeting held in July 2011 in Livingstone, Zambia and deliberated on the matters arising upon the following recommendations that were made:

- Members were urged to attach their staff to other administrations to facilitate benchmarking, sharing of experiences and learning from each other on the legal framework reforms.
- The use of IFS for international electronic money transfers Project be extended to the Southern Africa Sub-region.
- Increased utilization of ICTs by members as this will enhance their service delivery and improve their revenue streams.
- Members update their websites to be interactive in order to facilitate the exchange of information amongst themselves, PAPU and other stakeholders.
- With regard to the PAPU questionnaires the committee urged members to promptly respond to the questionnaires.
- The committee recommended that in future the Agenda should include the Chairman's Report to ensure that the Bureau is fully engaged in the activities of the Committee and that there is full accountability on the resolutions passed. This should apply to all PAPU Administrative and Technical Committees.

Reactions from Members

- Members amended the second recommendation to read as;

In view of the running IFS project in Central, Eastern and Western sub regions the committee recommends that the use of IFS be extended to the Southern Africa Sub-region as well..

6.0 STATUS OF IMPLEMENTATION OF PREVIOUS RECOMMENDATIONS

The status of implementation of previous recommendations which included actions from the Livingstone meeting was presented by PAPU Secretariat. Details of the status are in **Annex 1**.

Resolutions

Action 1:

- In regard to the above action it was suggested that in upcoming meetings members should be given a view on the status in Africa.
- Members amended the action to read as;

Encourage member states that do not have enabling Legal framework adapted to the Postal sector to do so.

Action 3:

PAPU informed members of its difficulty in implementing this activity. South Africa then suggested that the action be amended as;

Provide update on the status of regulatory agencies and assess the following;

1. Existence of a legal framework to enable them carry out their functions.
2. Encourage separation of policy making and enforcement of functions.

Action 5:

PAPU should report regularly on its partnerships with other agencies.

Action 8:

PAPU to request experts from the various countries that have submitted training manuals/curriculums to come together and have one standard document that can be shared among all countries.

Action 10:

PAPU should evaluate and come up with a report on which countries have websites and those that do not have, and encourage those who are yet to create websites.

7.0 UPDATE ON IMPLEMENTATION OF THE AU STUDY RECOMMENDATIONS AND CIT MINISTERS' CONFERENCE ACTION PLAN ON "the Harmonization of Postal Policies, Regulations and Strategies to Strengthen the Postal Sector in Africa".

PAPU presented the update on the implementation of the AU Study recommendations to members. Detailed report attached as **Annex 2**.

Member states were requested to give updates on the implementation of the AU study recommendations.

Resolutions

PAPU secretariat to keep an evaluation on the status on implementation of the AU Study recommendations; what has been done, what has not been done, why and how members plan to achieve implementation.

The Coordinators of the Steering committees of each sub region should forward reports on implementation of the AU study recommendations to PAPU Secretariat for consolidation to be presented at the next meeting.

PAPU to distribute the names of the coordinators of the steering sub region committees to members.

Members to create a common email address that can be accessed by all international relations staff who will then communicate to relevant persons.

8.0 INTEGRATED POSTAL REFORM AND DEVELOPMENT PLAN (IPDP) UPDATE.

PAPU made a presentation on IPDP. Presentation attached in Annex 3.

Recommendations

- Members are called upon to sensitize their peers in the region to support the IPDP implementation and carry out benchmarking activities in countries that have successfully implemented reforms.
- Member countries which have established independent regulatory authorities are encouraged to attend a Forum organized by the UPU in collaboration with PAPU in Benin later in September/October 2011, for exchange of experience.

The document was adopted by the committee.

9.0 ANY OTHER BUSINESS

The representative of AFRAA informed members that AFRAA and PAPU will revisit the 1992 agreement and amend it to reflect on the issues of mutual interest to the two parties. They will define service level agreements between airlines and postal entities and then forward to members who can use it to sign agreements between themselves.

Member countries were advised to sign service level agreements with airlines to ensure that the parties are clear on what is expected of them.

AFRRRA is totally committed to working with PAPU in a number of areas;

- Training of trainers; PAPU and AFRAA to identify trainers who will be trained to train others.
- Hub inspection; PAPU and AFRAA to undertake hub inspections, identify gaps and address them.
- AFRRRA will look at where they can improve in their operations and fill in those gaps as well.
- Postal companies losing business; some airlines are not accepting mails, but AFRRRA will take measures to find out why and try to solve where possible. AFRAA requested members to provide the list of the airlines that are not accepting their mails so this can be addressed.

Recommendations

- Members should package their mail items properly to avoid airlines not accepting their items.
- The existing UPU-IATA agreement can be adopted by AFRAA to develop an agreement with PAPU.

10.0 RECOMMENDATIONS TO THE COUNCIL

There were no recommendations from members.

11.0 DATE AND VENUE OF THE NEXT MEETING

Members will be advised about the dates and the host at a later date.

12.0 ADOPTION OF THE REPORT

The report was adopted by the committee.

13.0 CLOSING REMARKS BY THE CHAIRPERSON

The Chairman thanked members for their participation and closed the meeting thereafter.

**OMAR DIAGNE
CHAIRPERSON
SENEGAL**

**FUNMI OGUNLANA
VICE CHAIR
NIGERIA**

**JESSICA UWERA
UGANDA
1ST RAPPOREUR**

**MIANGUE KARAMBAL
CHAD
2ND RAPPOREUR**

PAPU/AFRAA CONTACT COMMITTEE, MAIL CIRCULATION AND POSTAL SECURITY IN AFRICA

**Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011**

1.0 OPENING REMARKS

The chairman welcomed participants and wished them successful deliberations. He however expressed concern over the absence of a representative from the African Airlines Association (AFRAA), a key member of the committee.

The Secretariat informed the meeting that AFRAA was invited to the meeting and was expected to be present. The secretariat promised to follow up with them.

2.0 PARTICIPANTS

PRESENT: Cameroun, Ethiopia, Kenya, Malawi, Nigeria, Senegal, South Africa, Tanzania, Uganda, Zimbabwe,

ABSENT: Cote D'Ivoire, DRC, Egypt, Liberia, Tunisia and Zambia

OBSERVERS: Burkina Faso, Burundi, Chad, Ghana, Guinea, Mali, Mozambique, Niger

The full list of participants is attached as **Annex 1**

3.0 INSTALLATION OF THE BUREAU

3.1 **CHAIRMAN** - Senegal

3.2 **Vice Chairman** - Uganda

3.3 **1st Rapporteur** - Nigeria

3.4 **2nd Rapporteur** - Cameroun

4.0 ADOPTION OF THE AGENDA AND WORK PROGRAMME (Doc. N°01/PAMPS/ETHIOPIA/2011)

The draft agenda was adopted and is attached as **Annex 2**

5.0 REVIEW OF THE REPORT OF THE MEETING HELD IN LIVINGSTONE, ZAMBIA ON 10-12 JANUARY, 2011 AND MATTERS ARISING (Doc. N°02/PAMPS/ETHIOPIA/2011)

The Secretariat presented the report which was appreciated by the members.

The following observations were made:

- Some members were persistently absent from the committee meetings. Because of this they lose out on new developments in the sector and have no opportunity to share their problems and experiences with other members and vice-versa. Members were called upon to accord the committee meetings the importance they deserve.

- No report was presented during the Livingstone meeting on the progress of the SAPOA Road Transport Network Project. However, Zimbabwe reported on the current status of the project as progressing well i.e mail transmission times had improved from J+15 to J+8.

The committee thereafter endorsed the Zambia report.

6.0 STATUS OF IMPLEMENTATION OF PROGRAMME OF ACTIVITIES 2010/2011 (Doc. N°03/PAMPS/ETHIOPIA/2011)

The Secretariat presented the status of implementation of the committee program of activities for 2010/2011 which is attached as **Annex 3**.

The following observations were made:

- The Secretariat sends out questionnaires to gather information on the status of implementation of the program of activities after every committee meeting
- The rate of response by members to questionnaires was as low as 20% which could not give a true reflection of the real status on the ground
- The UPU Internet Based Inquiry system (IBIS) will become mandatory by January, 2012 making the paper based CN 08 inquiry system obsolete.
- There is need to capture all mandatory tracking events and exchange information with partners using IBIS which will attract bonus payments of up to 40% of revenues. The mandatory events are C, D, H, I, PREDES and RESDES.
- There was low participation by members in the quality of service control exercises
- Also noted was the unexplained delay of mail in transit countries
- Some members countries were still lagging behind in terms of modernization of their operations

Following these observations members were:

- Urged to implement IBIS by January,2012
- Advised to capture all mandatory tracking events
- Come up with bilateral agreements with transit countries spelling out conditions of treatment of transit mail
- Sign Service Level Agreements with Airlines. Members can benchmark on the UPU/IATA model agreement

- Modernize operations to remain relevant in the current business environment. Members were also encouraged to present specific requirements to the Secretariat as necessary for possible guidance.

7.0 PRESENTATIONS ON ACTION POINTS IN THE PROGRAMME OF ACTION

7.1 Maintenance of close collaboration with stakeholders (Doc. N°04/PAMPS/ETHIOPIA/2011)

The Secretariat presented a paper on the above subject in which it encouraged members to establish contact committees with postal stakeholders like Customs, Airlines and Police. This would help postal administrations to improve efficiency in service delivery and embrace international best practices.

The paper which appears as **Annex 4** was adopted with the following recommendations:

- Create formal contact committees with different stakeholders.
- Hold regular meetings and keep a record of proceedings for reference.

7.2 Establishment of Airport Mail Processing Units (Doc.N°05/PAMPS/ETHIOPIA/2011)

The Secretariat presented a paper on the above subject in which it stressed the importance of establishing these facilities instead of warehouses with a view to:

- Improving handover/takeover of the mail between postal and Airline officials
- Improving security of mail and reducing exposure of the mail to risk of loss, damage, theft, spoilage etc
- Reducing costs associated with double handling of mail
- Improving Customs processing etc

As a way forward, member countries were urged to establish Airport Mail Units so that quality of mail circulation in the international service could be improved.

The document was adopted and is attached as **Annex 5**.

8.0 PRESENTATION OF COUNTRY REPORTS ON MAIL HANDLING AND SECURITY IN AIRPORTS

Some member countries presented their reports on mail handling and security at Airports as per the table below:

COUNTRIES	REPORTS
ZIMBABWE	A liaison postal officer follows the process of mail handling from the plane to the mail processing unit, passing through Customs and the Police. The arrival of planes at night poses a problem as there is no night staff.
ETHIOPIA	There is full control of mail from the aircraft to the mail processing centre. Have a post office at the airport which makes handling of mail easier and faster.
SOUTH AFRICA	The procedure of accompanying mail to the Mail Processing Unit by the Postal Officer is identical to that of Ethiopia and Zimbabwe. A serious problem arose with USA mail when X-ray machines were found to be non-compliant with USA requirements. South African Postal Office is now in the process of acquiring X-ray machines which will be compliant with USA requirements.
NIGERIA	Significant delay occurred during the strike that took place in the USA around November/December, 2010.
MALAWI	Malawi regrets that the USA returned its mail without notice and giving no reasons for the return.
UGANDA	Scanners are available but they are insufficient. Posta Uganda is using Police Sniffer dogs for all international mail.

Due to lack of effective dissemination of information by officials who receive it from UPU through the Emergency Information System (EMIS), operators in the field are often faced with customer queries and complaints. **It was recommended therefore that:**

- Such officials should disseminate to relevant officials for them to be able to effectively handle customer complaints.
- Member countries should plan for eventualities like those experienced by South Africa, Malawi and others to ensure that mail operations are not abruptly disrupted.

9.0 PRESENTATION OF THE REPORT ON INTRA-AFRICAN MAIL TRANSMISSION QUALITY CONTROL TESTS (Doc. N°06/PAMPS/ETHIOPIA/2011)

The Secretariat presented the 2010/2011 report on Intra-African mail transmission quality control and the following issues were noted:

- Recommendations made in the document are not taken seriously by members.
- Participation was still as low as 22% for EMS and 41% for LC/AO.
- The quality control exercise is not applied to road transport.
- There is no system in place to monitor receipt of letters and cards which are sent to members for the control exercise.

The following recommendations were therefore made:

The General Secretariat should:

- Identify the non participating countries and inform the relevant CEOs accordingly.
- Consider the possibility of extending Quality control exercises to mail conveyance by road.
- Not only send letters and control exercise cards to CEOs but also to Manager/Operations and Manager/International Relations.

Member countries should:

- Take recommendations made in the document seriously by members

Provide details of relevant managers to the Secretariat by 15th August 2011.

Members adopted the document which is attached as **Annex 6**.

10.0 HIGHLIGHTS OF THE REGIONAL APPROACH ACTIVITIES AND MILESTONES ACHIEVED ON QUALITY IMPROVEMENT (Doc. N°07/PAMPS/ETHIOPIA/2011)

The Secretariat presented highlights of the regional approach activities and milestones achieved on quality improvement.

It was noted that:

In the SAPOA project, there was a remarkable improvement from 24% at the beginning of the project to 78% by the end of the project.

There are 3 other ongoing projects in Eastern Western and Central Africa.

There are some lessons that can be drawn from the projects as follows:

- Set up quality improvement teams.
- Have a documented Quality Policy to give you direction and guide you in your quality improvement activities.

- Sensitise all staff from Management to the lowest level about the organisation's Quality policy
- Measure your organization's performance and set standards accordingly. The report was adopted and is attached as **Annex 7**

11.0 PROGRAMME OF ACTIVITIES FOR 2011/2012

After the deliberations, the Committee's programme of action for 2011/2012 was developed, adopted and is attached as **Annex 8**.

12.0 RECOMMENDATIONS TO THE COUNCIL

Members of the PAPU/ AFRAA Contact Committee noted that Quality of Service is key to the survival of postal organizations and therefore urge the Administrative Council to allocate more resources to the General Secretariat to ensure that it effectively delivers quality improvement activities for example, inspection of mail hubs in the continent.

13.0 ANY OTHER BUSINESS

There was no "any other business".

14.0 DATE AND VENUE OF THE NEXT MEETING

The date and venue of the next Committee meeting is subject to approval by the 30th Administrative Council. Members will be informed in due course.

15.0 ADOPTION OF REPORT

The report was adopted by the Committee.

16.0 CLOSING

The Chairperson thanked the members for their participation and thereafter closed the meeting.

CHAIRMAN - Senegal

Vice Chairman - Uganda

1st Rapporteur - Nigeria

2nd Rapporteur - Cameroun

2011-2012 PROGRAMME OF ACTIVITIES OF PAPU/AFRAA CONTACT COMMITTEE, MAIL CIRCULATION AND SECURITY IN AFRICA

ACTIONS TO IMPLEMENT	RESPONSIBLE	PERIOD	OBSERVATIONS
1. Training of Post, Customs and Airlines staff working in Airports and other post offices	Member Countries	Continuous	
2. Regular settlement of bills to Airlines	Member Countries	Continuous	
3. Maintain collaboration with Airlines, Customs, Regulators and other stakeholders. <ul style="list-style-type: none"> • Establish formal contact committees • Hold regular meetings • Record proceedings for easy reference • Sign Service Level Agreements with Airlines (benchmark on UPU-IATA Agreement) 	Member Countries	November 2011 May 2012	
4. Encourage AFRAA participation in PAPU/AFRAA Committee meetings 5. Quality Control Exercises <ul style="list-style-type: none"> • Encourage member countries to participate in quality control exercises • Train staff in quality control exercise • Come up with alternative ways of improving the Control exercises • Identify non- participating countries and notify their CEOs • Provide details of Manager Operations and Manager International Relations 	PAPU PAPU Member countries PAPU PAPU Member Countries PAPU	January, 2012 June, 2012 October 2011 March 2012 September 2011 January, 2012 As necessary Immediate August 2011	
6. Use of ICTs to improve QoS and revenues. <ul style="list-style-type: none"> • Capture tracking events and exchange information with partners • Install and use IBIS for enquires to get 5 % bonus 	Member Countries Member Countries	Continuous Before Jan 2012	

<p>7. Benchmark lessons learnt in Regional Approach projects</p> <ul style="list-style-type: none"> • Develop a Quality of Service policy • Set up quality improvement teams • Sensitize staff about quality policy and quality improvement initiatives • Set standards and measure performance 	<p>Member Countries</p>	<p>Immediate Immediate Immediate Continuous</p>	
<p>8. Implementation of Home delivery for parcels and other items in phases</p> <p>9. Develop a Security Policy and establish and or strengthen postal security units and inform PAPU General Secretariat (Benchmark on UPU model security policy)</p> <p>10. Creation of an efficient Airport Mail Processing Unit</p>	<p>Member Countries</p> <p>Member Countries</p> <p>Member Countries</p>	<p>Immediate</p> <p>June 2012</p> <p>May,2012</p>	
<p>11. Establish working relations between destination and transit countries</p> <ul style="list-style-type: none"> • Sign Bilateral Agreements • Exchange information 	<p>Member Countries</p>	<p>By Jan ,2012</p>	

E-POST, PROMOTION AND DEVELOPMENT OF POSTAL FINANCIAL SERVICES IN AFRICA

**Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011**

OPENING OF THE E-POST PROMOTION AND DEVELOPMENT OF FINANCIAL SERVICES IN AFRICA COMMITTEE MEETING

1.1 Participation

1.1.1 Present: Angola, Burkina Faso, Burundi, Cameroon, Chad, Democratic Republic of Congo, Ethiopia, Kenya, Malawi, Mali, Mozambique, Niger, Nigeria, Senegal, South Africa, Tanzania, Uganda, Zimbabwe, UPU and PAPU.

1.1.2 Absent: Côte d'Ivoire, Eritrea, Equatorial Guinea, Gabon, Sudan, Tunisia and Zambia.

List of participants : The list of participants is attached as **Annex**

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2.0 Installation of the Bureau

The following Bureau was installed:

Chairman	:	South Africa
Vice-Chairman	:	Burkina Faso
Rapporteurs 1 st	:	Uganda
2 nd	:	Mali

3.0 Remarks by the Chairman

The Chairman welcomed all the members and wished them successful deliberations. He then proceeded to open the meeting.

4.0 Adoption of the Agenda

The agenda was adopted as presented below:

1. Opening remarks by Chairman.
2. Installation of the Bureau.
3. Adoption of the Agenda and work programme.
4. Review of the report of the meeting held in Livingstone, Zambia on 10-12 January 2011 and matters arising.
5. Status of implementation of the programme of activities 2010/2011 by PAPU.
6. Presentation on action points in the programme of action.
 - Separation of postal financial services accounts from operational accounts by PAPU.
7. Update on the E-post Africa project by PAPU.
8. Development of postal financial services.
 - Brief on Burkina Faso Conference on development of postal financial services in Africa by PAPU.
9. Programme of activities for 2011/2012.
10. Recommendations to the Council.
11. Any Other Business.
12. Date and venue of the next meeting.
13. Adoption of the report.
14. Closing.

5.0 Matters arising from the minutes of the report of the meeting held from 10-12 January 2011 in Livingstone, Zambia

The meeting took note of the progress made in addressing matters arising since the last meeting.

6.0 Status of implementation of programme of activities 2010/2011 by PAPU

PAPU presented the status report to the committee and member countries were asked to share their experiences.

The respective member countries present made suggestions to PAPU in regard to the implementation of the action programme for 2011/2012 as follows:

- There is need to have specific timelines to the actions to be implemented such that they are measurable within the cycle of the year.
- Member countries were urged to provide comprehensive contact details of persons who will be responsible for the questionnaires sent by PAPU for consistent responses.
- There is needed to be more specific on the kind of activities that we want to do within the cycle of a year and not just adopt a wish list.
- The need for member countries to review and validate the list of local experts to be identified by PAPU.
- The need for PAPU to explore other ways in which member countries can participate effectively in committee meetings without flying them.

A detail of the programme of Action for 2011/2012 is attached as **Annex ...**

7.0 Presentation on the separation of Postal Financial Services accounts from operational accounts by PAPU

The meeting took note of the progress made in addressing the separation of postal financial services accounts from operational accounts.

Member countries expressed the need to institute whatever measures that are required to ensure sufficient and instant availability of funds to customers, especially in the rural areas.

8.0 Update on the E-Post Africa Project by PAPU

PAPU presented the status of implementation of the above project to the Committee and informed members that a more detailed presentation will be made by RASCOM during the 30th Ordinary session of PAPU Administrative Council from 11 – 13 July 2011, Addis-Ababa, Ethiopia.

Member countries noted that one of the reasons for not volunteering to participate in the pilot project could be that the costs presented by RASCOM are rather high.

Member countries urged PAPU to look at other options of providing the service in consideration of the emerging technologies and advancements made in recent years so that a more cost effective way of connectivity is sourced.

Member countries also noted that there is need for internet connection to be assured first before e-post succeeds bearing in mind that many member countries do not have reliable internet connections.

9.0 Development of Postal Financial Services

The meeting took note of the progress made by PAPU in addressing the development of Postal Financial Services since the last meeting in Burkina Faso, February 2011.

10.0 Programme of Activities for 2011/2012

The member countries adopted the action programme of 2010/2011 for 2011/2012 with a few exceptions since many of the actions were continuous. However PAPU was urged by member countries to have specific timelines for each action to allow for ease of monitoring and evaluation within the cycle of a year. A detailed action programme for 2011/2012 with some additions is attached as an annex.

11.0 Recommendations

- Encourage governments of member countries on the recommendations made to provide strong commitment in supporting postal administrations in the development and improvement of e-post and financial services.
- PAPU to engage our partners on how they can facilitate member participation in committee activities.
- Member countries to adhere to the timelines given within which to have questionnaires returned to PAPU, maximum of 3 months.
- PAPU to circulate the list of local experts by August 2011.
- Continue to implement the Committee's Action Programme for 2011/2012, attached.
- PAPU to indicate appropriate timeframes for the implementation of the action programme instead of putting continuous activities.
- Member countries to ensure that there is an enabling legislative framework to allow for cross border financial transactions.
- PAPU to explore further options of providing a more cost effective way of connectivity taking into consideration the emerging technologies, the landing of undersea optical fibre cables on Africa's coastline and advancements made in recent years, including the use of mobile technology.
- Member countries to provide comprehensive contact details of persons who will be responsible for the questionnaires sent by PAPU for consistent responses.
- The need for PAPU to explore other ways in which member countries can participate effectively in committee meetings without flying them.
- PAPU should make greater use of the website to keep members informed of progress of the implementation of the programme of action, and to make meeting documents available prior to meetings.

12.0 Adoption of Report

The report was adopted

ANDREW NONGOGO
Chairman
South Africa

SALAM SANFO
Vice-Chairman
Burkina Faso

ANDREW KAWEESA
1st Rapporteur
Uganda

DJIBRIL TRAORE
2nd Rapporteur
Mali

Annex
Action program for 2011/2012

No.	Action to be implemented	Responsibility	Period	Expected results
1.	Expedite action on the arrangement with RASCOM for the use of RASCOM satellite.	PAPU	Continuous	Implementation report presented by PAPU.
2.	PAPU is directed to identify the persons from member countries who are responsible to the questionnaires.	PAPU/Member countries	By October 2011	A register of all member country contact persons circulated and posted on the website.
3.	Provide report on status of donor support for infrastructure development.	PAPU	By January 2012	Report available by date indicated.
4.	Present a report detailing status of implementation regarding liaison with World Bank on financing of IT projects in member countries.	PAPU	By January 2012	Report available by date indicated.
5.	Urge member countries to create special business units for sustainable development of financial services.	Member countries	Initial report of status of implementation by August 2012	Status of implementation report circulated to members by date indicated.
6.	Member countries to separate accounts of postal financial services to ensure availability of customers' money.	Member countries	Initial report of status of implementation by August 2012	Status report of implementation circulated to member countries by date indicated.
7.	PAPU to monitor those members that have utilized the train-post and evaluate their progress.	PAPU	By January 2012	Report of members having utilized the trainpost programme and an indication of the programmes undertaken.
8.	Resist and desist exclusivity agreements so as to engender competition.	Member countries	Continuous	
9.	Measuring to know whether financial services are growing/expanding within the African continent.	PAPU	1 st report required by August 2012	Report expected.
10.	Circulate the list of local experts to member countries.	PAPU	August 2011	Register of local experts to be made available to member countries.

11.	Remind Governments on the recommendations made.	PAPU	December 2011	Communication to member countries expected by date indicated.
12.	PAPU to ensure the evaluation of the implementation of recommendations emerging from the Burkina Faso meeting.	PAPU	August 2012	Evaluation report expected.
13.	PAPU to review the structure of the questionnaires to ensure that there are specific categories i.e. Government, Regulators, Operators.	PAPU	Continuous	Commencing with the next questionnaire, the categories will be separated.

The Administration Council is requested to consider and approve the recommendations of the Committee and the programme of action 2011/2012.

ACTION GROUP ON PROMOTION OF PHILATELY IN AFRICA (AGPPA)

1. OPENING OF THE AGPPA COMMITTEE MEETING

2.0 PARTICIPATION

2.1 PRESENT: Burundi, Egypt, Gabon, Gambia, Madagascar, Mozambique, Nigeria

2.2 ABSENT: Botswana, Comoros, Liberia, South Africa, Tunisia

2.3 OBSERVERS: Angola, Burkina Faso, Cameroon, Congo DRC, Ethiopia, Guinea, Niger, Uganda.

List of participants attached as **Annex1**

3.0 BUREAU

Chairman – Uganda

1st Rapporteur - Burundi

2nd Rapporteur - Egypt

4.0 AGENDA

1. Opening remarks by the Chairman
2. Installation of the Bureau
3. Adoption of the Draft Agenda and work programme
Doc No. 01/AGPPA/ETHIOPIA/2011
4. Review of the report of the meeting held in Livingstone, Zambia on 10-12 January 2011 and matters arising
Doc No.02/AGPPA/ETHIOPIA/2011
5. Status report on implementation of the previous AGPPA Committee recommendations by PAPU Secretariat
Doc No. 03/AGPPA/ETHIOPIA/2011
Reports by member countries
6. Members' position on Egypt's proposal on the establishment of a regional philatelic museum
7. Best practices in development of philately
 - Presentation by Ethiopia
8. A global view on best practices in development of philately
Doc No. 04/AGGPA/ETHIOPIA/2011
9. Any Other Business
10. Recommendations to the Council
Copy Attached as **Annex 2**

5.0 OPENING REMARKS

Uganda volunteered to Chair the meeting as the Chairman, Tunisia, was absent and the Vice Chairman, Nigeria was engaged in another meeting.

The Chairman welcomed all the participants and wished them successful deliberations.

6.0 ADOPTION OF AGENDA

The agenda was adopted following proposal from Madagascar and secondment by Nigeria

7.0 MATTERS ARISING FROM THE MEETING OF THE PREVIOUS MEETING (LIVINGSTONE, ZAMBIA)

The PAPU General Secretariat presented highlights of the deliberations of the previous AGPPA meeting whose recommendations focused on the following:

7.1 Highlights of recommendations from previous meetings

- 1 Egypt's proposal on the establishment of a regional stamp museum and the committee's instructions to the General Secretariat to seek clarification from Egypt regarding the costs involved
- 2 Phila-Africa Stamp Exhibition to be held in Nigeria in 2011
- 3 Development of a philately template to help members of the committee and member countries in general to better understand the management of philately as a business and a hobby
- 4 The need for increased publicity for philately
- 5 Creation of sub-regional and regional philately action groups and associations
- 6 Circulation of the committee's terms of reference and code of conduct to member countries before the next meeting

8.0 Attendance

Members expressed concern on low attendance despite the fact that some of them were represented in other committees, and urged the Secretariat to sensitize them to improve their attendance.

9.0 STATUS OF IMPLEMENTATION OF THE PREVIOUS AGPPA COMMITTEE RECOMMENDATIONS (DOC. No. 3/AGPPA/ETHIOPIA/2011)

The General Secretariat reported as follows:

9.1 Remittance of 30% of PAPU 30th anniversary stamp sales proceeds to PAPU General Secretariat.

- 1 Egypt produced a special stamp on Africa's Nobel Prize winners in honour of the anniversary and she was not expected to make any remittances as the issue was not for sale
- 2 Uganda reported that it was in the process of finalizing the sales and remittance
- 3 Nigeria and Ethiopia presented a similar position.
- 4 All the other countries were not represented

9.2 Zimbabwe PAPU anniversary stamp

Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011

Zimbabwe produced its stamp in February/March 2011 and the General Secretariat will contact them for materials for publicity in the next issue of PAPU magazine. They will also be expected to give their position on the 30% remittance.

9.3 Members to provide information to PAPU for updating list of addresses

- The Secretariat reported low response from members (about 25% of total membership) following a circular sent to them in October 2010 and a reminder in December 2010.

9.4 Re-circulation of administrative and technical committees terms of reference and code of conduct

The General Secretariat reported that this was done through a circular and PAPU website, in addition to the previous Administrative Council report (Cairo)

9.5 Production of philatelic pull-out in the PAPU magazine

This was done and circulated to members together with the latest issue of PAPU magazine

9.6 Creation of sub-regional and continental groups for promotion and development of philately

The Secretariat reported that sensitization of members was going on at the sub-regional level to ensure that the adoption of this during their ICT meetings

9.7 Creating of the Pan African Philatelic Federation

The Secretariat was in consultation with the UPU, WADP and other stakeholders for modalities. A report will be presented during the Nigeria workshop

9.8 Clarification by Egypt on the establishment of a regional African philatelic museum

Egypt received communication from PAPU Secretariat and they have prepared a response. A decision on way forward will be made after discussions

9.9 Use of ICTs in product development

This was an on-going activity, particularly at major PAPU ICT meetings and annual activities

9.10 Development of personalized stamps

Members expressed support for this initiative by some countries including South Africa, Namibia, and Tunisia and encouraged the others to follow suit.

9.11 Consistency in attending AGPPA meetings

The Secretariat reported that a circular was sent to member countries which were expected to give feedback. It was proposed that PAPU Secretariat should write to Ministers responsible for posts, if need be.

The committee noted the progress.

10.0 ESTABLISHMENT OF A REGIONAL STAMP MUSEUM (BRIEF BY PAPU)

10.1 PAPU Secretariat gave the background of Egypt's proposal which was discussed in Kampala (2009), Yaounde (2010) and Livingstone (2011). Egypt was expected to make a presentation to clarify certain issues including the cost of the project and proposed modalities of obtaining philatelic materials from member countries.

10.2 Egypt made a presentation in this regard, saying that it will offer sufficient place within its museum in its headquarters in the Smart Village, Cairo. Egypt will cover the entire costs of furnishing and managing the entire project, at no cost to member countries in order to enrich the philatelic culture in Africa. However, member countries will be expected to contribute their philatelic materials to the museum through PAPU Secretariat in order to give the museum an African touch.

Members congratulated and commended Egypt for the initiative and underscored its importance in development of philately on the continent and expression of Africa's rich cultural diversity.

Member countries are free to establish similar projects in their countries as well as at the sub-regional level.

11.0 BEST PRACTICES IN DEVELOPMENT OF PHILATELY

11.1 Presentation by Ethiopia

Ethiopia made a presentation in power point and video show, highlighting the development of philately spanning hundreds of years. The highlights of the presentation are as follows:

- 5 The range of philatelic products
- 6 Stamp design and strategy
- 7 Marketing and sales strategy
- 8 Careful selection of printers who must be registered with UPU
- 9 Use of the World Numbering System (WNS), the recommended tool to combat illegal issues and counterfeits
- 10 Cost sharing with major/corporate clients in stamp production
- 11 Marketing of philately on the internet, international magazines and other strategic channels
- 12 The video featured the Philatelic Museum in Addis Ababa which contains historic and valuable stamps on the history of postal and socio-cultural development of the country

13 Selection of themes are based on the country's rich cultural heritage

Presentation is attached as **Annex 3**

Members applauded Ethiopia for the excellent presentation and recommended adoption of their example as a best practice by other member countries. Modalities will be worked out to ensure that as many countries as possible benefit from Ethiopian Postal Service Enterprise experience on bilateral basis or through PAPU meetings.

12.0 GLOBAL VIEW ON BEST PRACTICES IN DEVELOPMENT OF PHILATELY. (DOC. NO. 4/AGPPA/ETHIOPIA/2011

PAPU presentation highlighted the following:

- The need to continue promotion and application of best practices and sound business principles in the philatelic sector
- The need to develop a business plan and implement it
Targeting the youth who are the future of philately
- Use of internationally accepted tools including the World Numbering System (WNS) to safeguard against illegal issues
- Use of new techniques and other ICT based innovations to develop the business

See details in **Annex No 4**

13.0 ANY OTHER BUSINESS

Uganda informed members on the proposed International Olympic Council's levy of 10% and 16% royalties on commemorative stamp issues by postal administrations who wish to use philately to publicize future Olympic Games. He expressed concern that this move would discourage the development of philately which is already depressed due to lack of demand.

Members requested for more time to study relevant documents in order to make informed decisions.

14.0 Recommendations to the Administrative Council:

- The Council to adopt a resolution thanking Egypt for implementing the Regional African Stamp Museum Project at their own cost, and urging member countries to make philatelic contributions to the Museum through the PAPU General Secretariat
- Member countries are encouraged to share best practices and experiences in the development of philately and safeguarding against illegal issues and counterfeits
- Member countries are encouraged to actively participate in the upcoming Phila-Africa Stamp Exhibition and Training Workshop in Nigeria and other philatelic events in order to gain experience and develop skills in philately
- Member countries are strongly advised to engage only reputable agents and printers who are registered with the UPU. They should access information on this through UPU and PAPU
- Member countries are advised to use the World Numbering System (WNS) tool

15.0 DATE AND VENUE OF THE NEXT MEETING:

Members to be advised after the Administrative Council meeting.

16.0 ADOPTION OF THE REPORT

The committee adopted the report

17.0 CLOSING

The chairman thanked member for contributions and dedication to ensure that the work of the committee was completed on time. He commended them for accepting his proposal to chair the meeting.

REPORT OF AFRICA SUPPORT COMMITTEE

1. INTRODUCTION

The Africa Support Committee (ASC) held its meeting alongside the 30th PAPU Administrative Council meeting sessions on 6th July 2011 in Addis Ababa, Ethiopia.

2. PARTICIPATION

The following member countries and organizations participated in the meeting: Benin, Burkina Faso, Burundi, Cameroon, Egypt, Ethiopia, Ghana, Kenya, Liberia, Madagascar, Malawi, Mali, Mozambique, Niger, Nigeria, South Africa, Tanzania, Uganda, Zimbabwe, PAPU, SAPOA, and CPAO.

Absent : Congo Republic, Guinea, Senegal, Tunisia, COPTAC and EACO.

The list of participants is attached as **Annex 1**.

3. OPENING

South Africa, the ASC chair extended a warm welcome to the participants and expressed commitment to assist PAPU and the committee in particular to deliver on its mandate calling for dedication by all arms of member countries including regulators, government and operators.

The chair further indicated South Africa's readiness to host the next ASC meeting that will shape the way forward in developing the next Postal Strategy (the Doha Postal Strategy) and urged members to chart common positions at the global postal body-UPU.

4. INSTALLATION OF THE BUREAU

The bureau was installed as follows:

Chair : South Africa

Vice Chair : Nigeria

Rapporteurs : Cameroon, Kenya and PAPU General Secretariat.

5. ADOPTION OF THE DRAFT AGENDA AND WORK PROGRAMME

The agenda (attached as **Annex 2**) was adopted (proposed by Zimbabwe and seconded by Kenya).

6. REVIEW OF THE REPORT OF THE PREVIOUS MEETING HELD IN ABUJA, NIGERIA ON 10TH DECEMBER 2010

The meeting reviewed the report of the previous ASC meeting the progress made in addressing matters arising since then.

7. AFRICA'S POSITION ON NEW TERMINAL DUES SYSTEM : SUBREGIONAL TERMINAL DUES EXPERTS AND DEVELOPMENT OF A COMMON POSITION

7.1. Constitution of a team of experts to study and advise member countries on Terminal Dues system issues:

The committee had in the previous meeting established internal sub-regional teams of experts to analyze the current Terminal Dues system with a view to developing proposals at the sub-regional level, on how to improve the system, taking into account the need to safeguard the interests of African countries in specific regions.

In consequence thereof, countries designated to coordinate identification of sub-regional experts in Terminal Dues system reported as follows:

Southern Africa - South Africa

South Africa observed that terminal dues is a complex subject that needs expert examination and has already availed the terms of reference (TORs) which have been circulated to members by PAPU. It has further appointed experts who will involve universities in developing a position to be shared with members.

Western Africa - Nigeria

Nigeria reported having identified two experts and stated that discussions on terminal dues must take cognizance of IPKs (items per kilogram), cost, statistics, tariffs and flows.

Eastern Africa - Kenya

Kenya has not identified the experts but is in consultation with operators in the sub-region in developing a position that will be communicated to PAPU in due course.

Central Africa - Cameroon

Cameroon indicated that Africa does not have enough experts on Terminal Dues issues, hence need to identify the few experts in the continent and chart the way forward.

Northern Africa - Egypt

Egypt submitted a presentation on terminal dues that was noted pending consideration with all the rest when received from other sub-regions.

In its proposal it noted that developing countries could make significant savings that would enable sustenance of universal service, achieve fairness, cover costs and attain network integrity.

7.2. Encourage Governments of member states to initiate development of their Respective national addressing and post code systems

PAPU General Secretariat reported having communicated to member countries including ministers, regulators and operators on 13th December 2010 on the need to develop a national addressing system that would address a whole spectrum issues such as emergency services, security, mail circulation among others.

It further urged governments to play a key role and involve stakeholders that include UPU and the World Bank in the formulating a national addressing system.

Members reported their respective status as follows:

Uganda: A national committee is in place that includes the ministry of ICTs and a pilot project has been started in Entebbe while evaluation of bids for project software and equipment is in progress.

Kenya: A multi-sectoral national addressing committee consisting of the public postal operator(PCK), the regulator, local government Ministry among others has been formed by the Ministry of Information and Communications, while a donor has been identified for the project and necessary project proposals are being prepared for consideration.

South Africa: Possession of an address is recognized as a right of every citizen in South Africa and the regulator has placed national addressing as the operator's license obligation.

Burundi: The 2011/12 national plan in Burundi has incorporated a national addressing system while awareness campaigns on this are in progress.

Tanzania: The roll-out of the national addressing system has covered two major towns while other towns' plans are in advanced stages of roll-out. New regulations on national addressing are due to be issued shortly.

Zimbabwe: Is enacting a national addressing system that complies with UPU Addressing Standards. It observes that the national addressing system should be government led to be successful as is meant to benefit many stakeholders.

Cameroon: proposed that PAPU recommends to member countries to accord due attention to national addresses as a fundamental right of citizens.

Governments should consider enlisting provision of national addressing systems as a licence condition and promote a multi-sectoral approach in enacting it; PAPU should continue urging governments to support formulation of national addressing systems in Africa –these should not be fundamentally different from each other in order to promote the concept of as a single postal territory and enhance mail delivery in the continent.

7.3. To urge PAPU member states to regularize the financial contributions to the UPU in order to participate in the Union's voting process before 2011 POC meeting

PAPU General Secretariat had sent a circular to all member countries urging them to honor their financial commitments to UPU and thereby secure their voting strength. It was noted that there are up to 13 noncompliant members in this regards hence need for PAPU to continue urging members to clear their dues with the UPU.

The committee noted progress made in the implementation of the various activities in the programme of action and encouraged the Secretariat to continue with the efforts, taking into account specified timelines. Cameroon was tasked with formulating an African position to lodge her rightful claim for fair and equitable representation at the UPU.

7.4 To encourage member states to maintain consistency with regard to attendance of meetings by their staff in UPU committees/meetings

PAPU was requested to sensitize member countries to strengthen Africa's voice by ensuring consistent representation at UPU by not changing participants unnecessarily- a practice that leads to loss of grasp and poor participation in UPU deliberations. Sensitization options should include but not limited to memoranda and visits to relevant CEOs and other officials.

8. Presentations by lead countries

The lead countries were urged to continue making sensitizing members on their assigned areas as follows:

- Nigeria** - Terminal Dues, parcels, national addressing system
- Cameroon** - Reform of the Union (UPU) and Universal Postal Service
- Tanzania** - National addressing system

9. THE 2010 ROUND TABLE: IMPLEMENTATION STATUS

PAPU reported undertaking the following steps in aligning her objectives to the Nairobi Postal Strategy (NPS);

- Recognizing the role of the key actors i.e. governments, regulators, designated operators, the UPU and restricted unions in the successful implementation of the NPS;
- Adopting its strategic objectives to the NPS's three dimensional approach (physical, electronic and financial);
- Sensitization of members in various meetings on the NPS (e.g. in Durban , South Africa in September 2010) , inviting UPU to present on

NPS, Workshop in Nairobi in February 2010, and presentations to the POC, CA and the UPU Strategy Conference in Nairobi

- Questionnaires were designed and sent to members to assess NPS implementation status, sensitize members on NPS implementation steps, seeking input to the Doha Strategy among others.

Response to the questionnaires was over 50% hence there is need for PAPU to seek further views before finalizing Africa position due to be presented for discussion at the forthcoming round table meeting.

10. UPDATE ON OTHER KEY CONTENT ISSUES

10.1 Reform of the union and effective and equitable representation in the UPU Organs –report by Cameroon

- Africa is unfairly represented at the UPU in terms of its geographical and sub-regional position
- Only 7 out of the 49 seats are with Africa and this calls for equitable representation at the UPU.

Cameroon was tasked to coordinate harmonization of Africa's position on equitable representation on UPU organs and other entities such as EMS cooperative and present at the next ASC meeting.

10.2. Highlights of the Secretariat's Proposals to the Abuja ASC Meeting

Among the Abuja meeting highlights were:

- Encouragement of governments of member states to initiate development of their respective national addressing systems.
- Encouragement of members to maintain consistency with regards to attendance of meetings by their staff in UPU committees/Meetings.
- Presentation on representations in the UPU organs.
- Presentation on e-post Africa
- Participation in ICT for Africa conference in Tunisia.

Sub-regional reports on Abuja ASC meeting from lead countries were not available.

10.3. Parcels and terminal dues- by Nigeria

Nigeria urged members to take advantage of available bonuses for inward land rates by implementing the UPU Parcel Service features.

10.4. National Addressing

By Tanzania- Tanzania reported having raised national addressing awareness in partner states. In consequence, Kenya, Uganda and Rwanda have embraced steps towards establishing national addressing systems in their countries.

By South Africa –South Africa reported securing the inclusion of national addressing systems in the draft Doha Strategy to guarantee circulation of postal articles and envisages Africa as a single postal territory by calling for the adoption of a uniform addressing system in the continent.

PAPU should explore resources and opportunities available in multilateral organizations in development of addressing systems.

11. RECOMMENDATIONS TO THE ADMINISTRATIVE COUNCIL

- 11.1 PAPU should explore resources and opportunities available in multilateral organizations in development of addressing systems and assist members in securing such resources
- 11.2 Members are urged to take advantage of available bonuses for inward parcel land rates by adopting IPS.
- 11.3 Cameroon was tasked to coordinate harmonization of Africa's position on equitable representation on UPU organs and other entities such as EMS cooperative and present at the next ASC meeting.
- 11.4 PAPU should sensitize member countries to strengthen Africa's voice by ensuring consistent representation at UPU.
- 11.5 Governments should consider enlisting provision of national addressing systems as a license condition and promote a multi-sectoral approach in enacting it; PAPU should continue urging governments to support development of national addressing systems.
- 11.6 Need to harmonize national addressing systems in Africa to promote the concept of as a single postal territory and enhance mail delivery in the continent.. to this end sub-regional organizations in collaboration with lead countries should prioritise this in their annual action plans.
 - 11.6.1 Governments should play a key role and involve stakeholders including UPU and the World Bank in the developing national addressing systems
- 11.7 PAPU should seek the support of other regions for inclusion of Africa's priorities in the Doha Postal decisions.
- 11.8 Sub-regional coordinators should submit their proposals on Terminal Dues to the General Secretariat by end of August 2011 in preparation for harmonization.

12. A O B

Kenya thanked South Africa for ably chairing the meeting and steering deliberations progressively to new result oriented heights and effective reporting structures.

13. DATE AND VENUE OF NEXT MEETING

The next ASC meeting will be held in South Africa on 28th-30th September 2011 at a venue to be advised later.

14. CLOSING REMARKS

The Chairman once again thanked members for their active participation and PAPU General Secretariat for the opportunity provided to members to freely discuss important issues listed on the agenda.

ANNEX 1

LIST OF PARTICIPANTS

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AGENDA

1. Opening remarks by the Chairman
2. Installation of the bureau
3. Adoption of the agenda
4. Review of the report of the meeting held in Abuja, Nigeria on 10th December 2010
5. Status of implementation of the previous ASC recommendations by:
 - PAPU Secretariat
 - Member countries
 - The PAPU chairman
6. The 2011 Round Table: Status of implementation of the Nairobi Postal Strategy, the proposed structure and priorities for the next Doha Postal Strategy
 - Presentation by PAPU
 - Presentation by UPU
7. Steps taken towards development OF Africa's position on new terminal dues system:
 - Update by PAPU
 - Reports by sub-regional coordinators
8. Update on other Key UPU Content issues:
 - Reform of the union and effective and equitable representation of Africa in the UPU organs-by Cameroon
 - Highlights of the Secretariat's proposals to the Abuja ASC meeting
 - Sub-regional reports on proposals presented during the Abuja ASC meeting
 - Parcels and Terminal Dues –by Nigeria
 - National Addressing-by Tanzania and South Africa
9. Recommendations to the Council
10. Any Other Business
11. Date and venue of the next meeting
12. Adoption of the Report
13. Closing remarks by the Chairperson

STRATEGY BOARD MEETING

1.0 PARTICIPATION

Member countries present

- 1.1 **Present:** Kenya, Nigeria, Cameroon, Senegal, Tanzania, Niger, South Africa and Zimbabwe.
- 1.2 **Absent:** Cote d'Ivoire, Libya and Tunisia
- 1.3 **Coordinator:** PAPU
- 1.4 **Observers:** Ethiopia, Egypt, Uganda, Chad, Mali, Benin, Burkina Faso, Ghana

The list of participants is contained in **Annex 1**

2.0 ELECTION OF BUREAU

The bureau was elected as follows:

Chairman: Cameroon

Vice chairman: Zimbabwe

Rapporteurs: Kenya and Niger

3.0 OPENING REMARKS

Mr. Abakar Abadam thanked members for giving him the opportunity to chair the session of the Strategy Board on behalf of his country, Cameroun. He welcomed participants and emphasized the importance of the meeting as provided in the agenda. He urged participants to work professionally and be precise in their interventions so as to facilitate conclusion of business within the provided time.

ADOPTION OF AGENDA

The following agenda was adopted:

1. Opening remarks by the Chairman
2. Election of the Bureau
3. Adoption of the Draft Agenda and Work programme
4. Report of meeting held on 30th July 2010 in Yaoundé, Cameroon, and matters arising
5. Status report on implementation of programme of activities 2010/2011, by PAPU Secretariat
6. Presentations on action points in the programme of action:
 - 6.1 Harmonization of postal training programmes and promotion of training schools, by PAPU Secretariat
 - 6.2 Africa regional postal databank Project, by PAPU Secretariat
 - 6.3 Development and promotion of postal parcels services – Key highlights from Nigeria's contribution by PAPU Secretariat

7. Programme of activities for 2011/2012
8. Recommendations to the Council
9. Any Other Business
10. Date and venue of the next meeting
11. Adoption of report
12. Closing

4.0 REPORT ON THE PREVIOUS MEETING AND MATTERS ARISING

The Secretariat of PAPU presented report of the previous meeting held in Yaunde, Cameroun on 30th July 2010. He report presented was confirmed by the meeting.

6.0 STATUS OF IMPLEMENTATION OF ACTION PROGRAMME 2010/2011

The status of implementation of the 2010/2011 action programme was presented by the PAPU General Secretariat as contained in Doc. N°03/SB/ETHIOPIA/2011 as contained in **Annex 2**.

Lead countries for implementation of various activities were given the opportunity to present status of the projects. After these presentations and fruitful deliberation that followed the Strategy Board came up with various recommendations and resolutions. These recommendation and resolutions were transformed into action plan for 2011/2012.

7.0 ACTION PROGRAMME FOR 2011/12

The following action programme of the period 2011/2012 was adopted as contained in the table:

	Activities/projects	Lead country/ volunteers	Dateline	Remarks
1	Project for the development of E-Commerce	Kenya	April 2012	-To avail to member countries a briefing document on the work of UPU on E-Commerce with particular emphasis on the impact of e-commerce on postal development in Africa
2	Project for the creation of postal financial services in countries without it.	South Africa and Senegal	1 st mission: before end of February 2012	-To conduct joint mission to identify in the visited countries sub-projects extracted from the study of Africa Union for the creation of efficient postal financial services in those countries.
3	Project for the development for postal financial services in countries which have it.	Senegal and South Africa	First mission At latest 31 st May 2012	- To conduct joint mission to identify in the visited countries sub-projects extracted from the study of Africa Union for the creation of efficient postal financial services in those countries.
4	Project for the conception of reference manual for postal parcel for Africa	Nigeria	January 2012	-To finalize the project and send it to the General Secretariat for publication on the website
5.	Project for finalization of regional postal data bank for Africa	PAPU, South Africa and Nigeria	Timing; -end of July 2011 dissemination of questionnaire to strategic board member countries, Malawi and	The final document to be posted on the PAPU website after adoption.

			<p>any other countries selected by PAPU.</p> <p>-End of August responses of the questionnaires to be send back to PAPU</p> <p>-End of September; incorporation of the input into a single final document</p> <p>- End of October; Adopt of the data bank questionnaire by members through email.</p>	
6.	Harmonization of training programme by creating a committee composed of countries who inform PAPU to have training institutes.	Egypt	The first meeting to be held by end of April 2012	<p>-Egypt to propose to the secretariat the date and venue of the first meeting.</p> <p>-The committee is composed of; Egypt, Tunisia, Senegal, Congo Republic, South Africa, Kenya, Cote d'Ivoire, Cameroun.</p>

8.0 RECOMMENDATION

The meeting adopted following recommendations;

1. Kenya to draft a document to be availed to members, by April 2012, on the work of UPU on E-Commerce with particular emphasis on the impact of E-Commerce on postal development in Africa.
2. Senegal and South Africa to conduct joint mission to countries identified by PAPU without postal financial services for the creation of efficient postal financial services.
3. Senegal and South Africa to conduct joint mission to countries identified by PAPU with postal financial services for the diversification and promotion of the existing postal financial services.
4. Nigeria to finalize and avail to PAPU by January 2012 the postal parcel manual for publication on the website.
5. PAPU, Nigeria and South Africa to coordinate the finalization of the postal data bank for adoption by member of strategy board by end of October 2011 for publication on the PAPU website.
6. A steering committee composed of countries who inform PAPU to have training institutes for harmonization of training programme Africa.

9.0 ANY OTHER BUSINESS

- i) Representative of Mali informed the board of the problems they are experiencing since the re-introduction of financial services and requested for first mission of strategy board on development of financial services be to in Mali to assist them.
- ii) Niger requested for technical and financial support from the strategy board in the development of national sectorial policy on postal development.
- iii) Benin sought capacity building assistance from experienced members with regulatory services for to help them improve their postal regulatory work.

The board advised the concerned countries to approach countries with experience in the various areas of request to benchmark and get assistance from them. All strategy board members were requested to avail their assistance if requested.

The meeting requested PAPU to avail to members full information on the postal regulatory meeting jointly organized by PAPU and Benin as soon as it is available.

10.0 DATE AND VENUE OF NEXT MEETING

The next Strategy Board meeting shall be held in Dakar, Senegal, alongside the planned EMS symposium jointly organized by PAPU and UPU, on 28th – 30th September 2011.

11.0 ADOPTION OF REPORT

The report of the Strategy Board meeting was adopted.

CHAIRMAN: CAMEROON

RAPPORTEUR (KENYA)

RAPPORTEUR (NIGER)

PART THREE- PRESENTATIONS

PRESENTATIONS

(visit website) www.upap-papu.org

http://www.upap-papu.org/30th_Admin_council_ethiopia/admin_council.html

PART FOUR – ADMINISTRATIVE AND FINANCIAL MATTERS

REPORT OF CREDENTIALS COMMITTEE

1. Chairperson's Opening Remarks:

The meeting commenced at 11.40 a.m. In her remarks, the Chairperson, Mrs Rehema Makuburi thanked the members present for the enthusiasm so far shown and wished them fruitful deliberations.

2. Installation of the Bureau

The bureau was elected and installed as follows:

Chairperson	:	Tanzania
Vice Chairperson	:	Egypt
Rapporteurs	:	Uganda and Cameroon.

Uganda was requested and accepted to act as a rapporteur on behalf of Malawi that was not present in the meeting.

3. Agenda

The following agenda was adopted for the meeting:

1. Chairman's opening remarks
2. Installation of the Bureau
3. Adoption of the Draft Agenda and Work Programme
4. Review of the Report of the meeting held in Livingstone, Zambia on 10th to 12th January, 2011 and Matters Arising
5. Status report on implementation of the previous Credentials Committee meeting recommendations
6. Report on annual contributions to the budget of the Union
7. Any other Business
8. Recommendations to the Council
9. Date and Venue of the next meeting
10. Adoption of the Report
11. Closing remarks

Participation:

The following member countries participated in the meeting:

Benin, Cameroun, Egypt, Nigeria, South Africa, Tanzania and Uganda.

The following member countries of the committee were absent from the meeting:

Angola, Botswana, Comoros, Congo Republic, Cote d'Ivoire, Lesotho, Libya, Malawi and Tunisia.

Ethiopia and Niger attended as observers.

The full list of participants is attached as Annex 1

4. Review of the Report of the Credentials Committee meeting held in Livingstone, Zambia on 10th to 12th January, 2011 and Matters Arising

The Committee reviewed the report of the above meeting and made the following observations:

- Noted the frequent absence of members of the bureau
- Noted the need to review the method of electing the bureau to ensure smooth workings of PAPU committees.
- Stressed the need for commitment from member countries elected to the bureau so as to avoid negative impact on the work of committees.
- Agreed to delete Namibia from the list of those countries yet to become PAPU members since they had already subscribed to the Union budget at the time of the meeting.

5. Status of implementation of the previous Credentials Committee recommendations

5.1 Ratification of PAPU Acts

Update reports were received from individual countries as follows:

- **Tanzania:** The relevant documents had been forwarded to the Attorney General awaiting presentation to the next Parliament in October 2011
- **Cameroon:** The relevant documents had been forwarded for consideration by the Parliament.
- **Niger:** Had experienced some changes in their postal administration and the necessary documents were not easily traceable. The delegate requested PAPU Secretariat to send another set of the documents to Niger for necessary follow-up.

- **South Africa, Uganda and Nigeria** reported that the ratification process was in advanced stage as the relevant documents had already been prepared and forwarded to the relevant Government organs in the respective countries.

It was noted that a significant number of countries had not yet ratified the PAPU Acts as a result of the numerous administrative procedures, political instability and frequent changes in staff.

It was further noted that only five members had ratified the acts yet a minimum of thirteen (13) ratified member countries is required for the Acts to become operational.

It was recommended that:

- PAPU Secretariat should write reminders to the Ministry of Foreign Affairs of all the affected member countries also informing them of the forthcoming Plenipotentiary Conference in 2012.
- PAPU Secretariat should step up its involvement of member countries at different levels like through the African Union and contacting Embassies present in Tanzania, and Ministers responsible for postal services in the concerned countries).
- PAPU Secretariat should follow up on ratification issues when travelling to member countries on other official business.

5.2 Extension of deadline for implementation of Plenipotentiary Conference resolution on outstanding contributions

The Committee noted that:

- All the affected countries had been notified of the new deadline and requested to take advantage of the extension.
- Chad & Liberia were granted a 50% waiver in October 2010 and June 2011 respectively.
- Mozambique requested for full write-off of all the outstanding contributions prior to 2005/2006 financial year due to civil unrest during the period 1977 to 1994 based on a previous understanding that PAPU Secretariat would present the request to the Plenipotentiary Conference in 2008.
- Algeria, Central Africa, Comoros, Guinea, Sierra Leone, Somalia, Swaziland and Togo, though equally affected had not indicated the wish to take advantage of the resolution.

It was recommended that:

- PAPU Administrative Council considers Mozambique's request for a 100% waiver.
- In line with Article 32 of the PAPU convention the Administrative Council recommends to the 8th ordinary session of the Plenipotentiary Conference, suspension by January 2013 of the members who shall not have indicated willingness to take advantage of Resolution no. 06/PAPU/CP/VII/2008.

5.3 Repositioning of the PAPU News Magazine

The committee noted that:

- The 2nd Edition of the magazine was focused on the Republic of Zambia.
- The Secretariat was planning to prepare a roster after receipt of all the expressions of interest from member countries to feature in the magazine, reflecting linguistic and geographical balance.
- The Advertisement Rate Card is featured in the Magazine and is also available on PAPU website.

It was recommended that:

- The PAPU Secretariat should publish a notice asking member countries to declare their respective interests in featuring in the PAPU Magazine;
- The PAPU Secretariat should compile an alphabetical list of the interested countries to be followed in the process of publication (after Zambia)

5.4 Development on PAPU Headquarters Building

It was noted that:

- The Host country (Tanzania) had identified some potential investors who were introduced to the PAPU Secretariat. A technical committee comprising members from the three parties was formed to look into the matter;
- The PAPU Secretariat had held a meeting with the potential investors (National Housing Corporation) who inspected the site and came up with some new proposals to be analyzed in due course.
- The current proposal for development is for a partnership as opposed to Build Operate and Transfer (BOT).

The committee noted the progress made on the matter and asked the United Republic of Tanzania and PAPU Secretariat to continue with their efforts.

It was recommended that;

The Council considers expanding the mandate of the Secretariat and the host country to explore other options beyond BOT.

5.5 Expansion of Membership:

The co-coordinating member countries gave updates from their respective sub-regions as follows:

- **South Africa** was still in contact with Swaziland and Mauritius on the matter.
- **Tanzania:** Rwanda had again been contacted during the EACO meeting in May 2011 and they were still promising to join soon. The political situation in Somalia was not conducive to make any progress as the necessary government structures were still not in place. Djibouti had written to PAPU requesting for more information about the Union and the information was duly dispatched to them.
- **Cameroon** : Still faced challenges in mobilization of new members due to the irregularity in convening COPTAC meetings.

5.6 Status of Finances

The Committee noted

- that letters on the status of contribution by member countries in all the five sub-regions had been prepared and sent to the co-ordinating countries i.e. Cameroon, Egypt, Nigeria, Tanzania, and South Africa by the PAPU Secretariat.
- The Chairman of the Administrative Council had sent letters regarding Plenipotentiary Conference. Resolution No. 06/PAPU/CP/VII/2008 and Administrative Council Resolution No. 01/PAPU/AC/XXVIII/2009 encouraging the defaulting countries to take advantage of the waiver and commence settlement of their outstanding contributions.

5.7 Harmonization of the Credentials Committee Terms of Reference (TORs) with those of the PAPU Secretariat Management Board.

The Credentials Committee noted the overlaps in the TORs of the Credentials Committee and the PAPU Secretariat Management Board.

It was recommended that:

The PAPU Secretariat examines the TORs for the purpose of identifying and resolving the overlaps in the TORs of not only the above two but all other committees, for submission to the Council for approval.

5.8. Measures to enhance the revenue base of PAPU Secretariat

The Credentials Committee noted the progress made by both the PAPU Secretariat and sub-regional coordinators as indicated and encouraged them to continue with the efforts.

5.9 Other issues

5.9.1 Environmental Issues

The Committee noted the efforts by the PAPU Secretariat towards adopting paperless PAPU meetings.

5.9.2 The need to create and sustain a Monitoring and Evaluation function at the Secretariat

The Committee noted the modalities that are being developed by the PAPU Secretariat to advise the Administrative Council on the need to create and sustain a Monitoring and Evaluation function at the Secretariat.

It was recommended that:

- PAPU Secretariat adopts a gradual reduction of papers distributed during the meeting starting with 50%.
- The PAPU Secretariat notify members (on sending invitations for Union meetings) that limited quantities of paper would be distributed to participants, and also encourage them to avail laptops to their respective delegates.

6.0. Report on the Status of Contributions

The Committee noted with appreciation:

- the report as presented by the PAPU Secretariat,
- the efforts of the sub-regional coordinators in following up on the recovery of arrears in member contributions,
- the efforts by those member countries which were up to date with their contributions,
- those member countries that made voluntary contributions towards the work of the Union.
- the gesture by Cameroon and South Africa in joining the league of member countries that paid their annual contributions in advance.

It was recommended that:

- The Sub-regional coordinators should continue assisting the PAPU Secretariat in pursuing recovery of outstanding contributions from member-states of PAPU in their respective sub-regions and give updates during Credentials Committee meetings
- That an interest of 5% of the amount due be charged on those member countries that fail to honor their amortization agreements as and when due.

7. AOB

There was no issue for discussion under this item.

8. Recommendations to the Council

The following recommendations were made for consideration by the Administrative Council:

- PAPU Secretariat should write to the Ministries of Foreign Affairs of the affected member countries reminding them of the need to ratify the PAPU Acts before the forthcoming Plenipotentiary Conference in 2012.
- PAPU Secretariat should step up its involvement with member countries at different levels such as through the African Union and contacting Embassies present in Tanzania, and Ministers responsible for postal services in the concerned countries.
- PAPU Secretariat should follow up on ratification issues when travelling to member countries on other official business.
- PAPU Administrative Council considers recommending Mozambique's request for a 100% waiver of its arrears in annual contributions for the period the country was at war to the next Plenipotentiary Conference.
- In line with Article 32 of the PAPU convention the Administrative Council should recommend the suspension of member countries that failed to take advantage of Resolution N°06/PAPU/CP/VII/2008 by June 2012, to the 8th Plenipotentiary Conference. The suspension shall be effective from January 2013.
- PAPU Secretariat should publish a notice asking member countries to declare their respective interests in featuring in the PAPU Magazine;
- PAPU Secretariat should compile an alphabetical list of the interested countries and the sequence in which they will be featured in PAPU News after Zambia.
- PAPU Secretariat adopts a gradual reduction of papers distributed during meetings by 50%.

- The PAPU Secretariat notifies members (on sending invitations for Union meetings) that limited quantities of paper would be distributed to participants, and also encourages them to avail laptops to their respective delegates.
- On the development of the PAPU Headquarters Building, the Council should consider expanding the mandate of the Secretariat and the host country to explore other options beyond BOT.
- The council should consider and approve charging 5% interest on the amount due from member countries that fail to honor their amortization agreements as and when due.
- The PAPU Secretariat should examine the Terms of Reference of all Administrative and Technical committees for the purpose of identifying and resolving overlaps and submit to the Council for approval

9. Date and Venue of next meeting

The next Credentials Committee meeting will be held at the venue of the Administrative and Technical committee meetings scheduled for 11th and 13th January 2012; PAPU Secretariat will advise members accordingly.

10. Adoption of Report

The necessary corrections were made on 9th July 2011 and the report adopted accordingly.

11. Closing the meeting

The meeting ended at 13:00hrs.

**Chairperson
(Tanzania)**

**1st Rapporteur
(Uganda)**

**2nd Rapporteur
(Cameroon)**

Annex 1

LIST OF PARTICIPANTS (CREDENTIALS COMMITTEE)

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**EXECUTIVE SUMMARY OF THE
REPORT OF THE 11TH PAPU SECRETARIAT MANAGEMENT BOARD
MEETING HELD ON 8TH JULY 2011**

**EXECUTIVE SUMMARY OF THE
REPORT OF THE 11TH PAPU SECRETARIAT MANAGEMENT BOARD
MEETING HELD ON 8TH JULY 2011**

1. INTRODUCTION

The PAPU General Secretariat Management Board met on 8th July 2011 alongside the 30th PAPU Administrative meeting in Addis Ababa, Ethiopia.

The meeting was chaired by Ghana while Tanzania, KENYA (standing in for SAPOA) and PAPU Secretariat were the Rapporteurs.

2. PARTICIPATION

The following member countries and organizations participated in the meeting:

a. Board Members

Cameroon, Egypt, Ghana, Kenya, Nigeria, PAPU General Secretariat, South Africa, Tanzania, CPAO, CRASA (formerly SAPRA) and SAPOA

b. Observers

Benin, Burkina Faso, Ethiopia, Mali, Mozambique, Uganda, UPU, Senegal and Zimbabwe

c. Absent: - EACO and COPTAC

3. SUMMARY OF CURRENT ISSUES AT STAKE

- a. Required assistance to improve the efficiency of PAPU Secretariat.
- b. Sourcing for Investors for the development of PAPU Headquarters building by Tanzania.
- c. Activities of the Committee on resource mobilization for PAPU Activities
- d. Harmonization of PAPU Secretariat conditions of service with those of the African Union
- e. Establishment of African Regional training centre
- f. Harmonization of Terms of Reference of PAPU Administrative and Technical Committees with those of the Secretariat Management Board
- g. Report on establishment of 'Train the Trainer' centers in Africa through PAPU/India cooperation
- h. Report on status of finances
- i. Staff matters
- j. Update on implementation of 29th administrative council decisions and resolutions
- k. Draft Program of action for the period 2011/2012
- l. Draft Budget of the Union for the period 2011/2012 and Scale of Assessment

4. Matters Noted

- ✓ A merger between SAPRA and CRASA which resulted into the new CRASA on 16th June 2011. The Board agreed that CRASA should follow the appropriate procedures to inform the Union on the new development.
- ✓ The Board agreed that Cameroon should continue to spearhead the coordination of resource mobilization activities as outlined in the Durban Board meeting document.
- ✓ The Board endorsed the harmonization of the terms of reference of Administrative and Technical Committees for the purposes of removing the existing overlaps.
- ✓ On establishment of 'Train the Trainer' centers in Africa through PAPU/India cooperation, the Board agreed that those training institutions that are ready to cooperate with India should be allowed to go ahead and others will follow in future when they declare their intention to host the Train the Trainer centers in their country.
- ✓ On payment of outstanding dues to retired staff, the Board mandated the General Secretariat to pay the affected retired staff in line with the staff rules and regulations of the Union.
- ✓ The board agreed to defer issue of harmonization of conditions of service of PAPU with those of the African Union until the report by the South Africa is received. South Africa promised to submit the report to the secretariat by 15th July 2011.
- ✓ The Board directed the General Secretariat to re-advertise the position of External Auditor so that another firm will be appointed to carry out the task from 2011/2012 to 2013/2014. It was further agreed that the current auditor be re-engaged for the 2010/2011 financial year.
- ✓ That the forum for the postal regulators which will be organized by PAPU in collaboration with the UPU should expand its scope by including other countries that are yet to establish regulatory agencies.
- ✓ On staff matters the Board endorsed the creation and appointment of an IT Technician on GSA 3. The Board also endorsed offer of appointment on renewable/permanent basis to seconded staff after a minimum of two years if their performance is deemed satisfactory by the Secretary General. Article 16 of the staff rules and regulations will be amended to reflect this decision
- ✓ On leave matters the Board sanctioned amendment of Article 32 of the Staff Rules and Regulations to the effect that untaken leave in any given financial year will lapse on the last working day of the financial year.

5. Recommendations to Council

- a. To support the establishment of 'train the trainer' centers in Africa in facilitate training of staff by trainers sourced from within Africa;
- b. The Administrative Council be requested to expand the mandate of the Secretariat and Host country to source for other options for funding the development of PAPU Headquarters building;
- c. That Council recommends 100% waiver for the outstanding debts owed by Mozambique from 1987/88 to 2004/2005 totaling USD 305,413.48 accumulated whilst the country was undergoing civil war, with a condition that country continues to pay its current annual contributions. The final decision of the Conference should be beneficial to both the Mozambique and the Pan African Postal Union.
- d. Members to continue assisting the Secretariat in pursuing recovery of outstanding contributions from member states in their respective sub-regions and update the Board regularly.
- e. Urge Tanzania to pursue regularization of the write-off of amounts owed by Secretariat to Tanzania Telecommunications & Posts Corporation in the 1990's as announced at the 6th Ordinary Plenipotentiary Conference in Hammamet, Tunisia in 2004.
- f. The Board agreed to a 5% increase of the PAPU budget based on the 2010/2011 financial year.
- g. The Board endorsed the creation of IT Technician position, offer of permanent/contract appointment to seconded staff and amendment of the Article 32 of the Staff Rules and Regulations abolishing accumulation of annual leave.
- h. Recommends re-advertisement of External Auditors position to avoid familiarity and ensure independence of the Auditor's opinion.

PAPU PROGRAMME OF ACTION 2011 – 2012

**Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011**



PAN AFRICAN POSTAL UNION

Doc. N°11-B/PAPU/AC/XXX/2011

**DRAFT PROGRAMME OF ACTION OF THE UNION FOR THE
FINANCIAL YEAR 2011/2012**

**Addis-Ababa, Ethiopia,
13 July, 2011**

Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011

INTRODUCTION

The Programme of activities for 2011/2012 takes account of the decisions of the 7th Ordinary Session of the Plenipotentiary Conference and the 29th Ordinary Session of the Administrative Council of the Pan African Postal Union. From these decisions, the following broad objectives were arrived at, in line with the Vision, Mission and strategic objectives of the Union:

- **Capacity Building**
- **Promotion of reforms**
- **Development of the physical, electronic and financial services**
- **Enhancement of cooperation and partnerships**
- **Improvement of quality of service**

PAPU Programme of action for the Financial Year 2011/2012

Item No.	Activities	Host Country or Venue	Period	Target Group	Objectives	Expected Results	Key performance Indicators
1.	<p>Promotion and development of philately in Africa</p> <ul style="list-style-type: none"> ▪ Phila Africa Stamp Exhibition ▪ Training of Trainers 	Nigeria	January, 2012	<ul style="list-style-type: none"> ▪ All member countries ▪ Philately managers ▪ Philatelic associations 	<ul style="list-style-type: none"> ▪ Develop philately business in Africa ▪ Capacity building ▪ Protect revenues ▪ Enhance integrity of the postal network and preserve cultural values ▪ Sharing best practices 	<ul style="list-style-type: none"> ▪ Increased revenue ▪ Reduced illegal and counterfeit stamps ▪ Compliance with international best practices ▪ Professional management of philately 	<ul style="list-style-type: none"> ▪ Number of compliant countries ▪ Reduced numbers of victims of illegal issues in Africa ▪ Number of collectors ▪ Number of trainers
2.	<p>Forum on sharing of experiences and benchmarking</p> <ul style="list-style-type: none"> ▪ National addressing ▪ New products and e- services ▪ Development of human resources ▪ Universal postal service ▪ Postal regulations and policies ▪ Enhancement of cooperation with Regional Economic Communities 	South Africa	28 th November - 1 st December, 2011	<ul style="list-style-type: none"> ▪ All Member countries ▪ CEOs ▪ Marketers ▪ Product Managers ▪ Regional Economic Communities ▪ Sub-regional postal organizations ▪ Sub-regional 	<ul style="list-style-type: none"> ▪ harmonization of policies and development strategies ▪ benchmark on best practices ▪ promote cooperation and technical assistance among member countries ▪ Improve revenues from products and services ▪ Examine and come up with a common 	<ul style="list-style-type: none"> ▪ improvement in service delivery ▪ Establishment of appropriate policies and regulations to ensure sustainable development of the postal sector and provision of universal service ▪ Rationalization of projects formulation and implementation costs 	<ul style="list-style-type: none"> ▪ Number of countries that meet international quality of service standards ▪ Number of new products and services ▪ Number of countries with appropriate policies and regulations to ensure sustainable development and provision of universal service ▪ Greater

	<ul style="list-style-type: none"> ▪ Africa Support Committee meeting on Round Table on Terminal Dues ▪ Representation in POC and CA 			terminal dues experts	position on new terminal dues system	<ul style="list-style-type: none"> ▪ Better understanding of the terminal dues system (transition and target) 	<ul style="list-style-type: none"> ▪ involvement of RECs in postal projects ▪ Adoption of cost based and country specific terminal dues and harmonized position
	<p>Customer focus Approach to Management of Postal Business (in collaboration with UPU)</p> <ul style="list-style-type: none"> ▪ Key account management; ▪ Identifying corporate customers and managing them effectively 	Zimbabwe	13-14 December, 2011	<ul style="list-style-type: none"> ▪ All Member countries ▪ CEOs ▪ Marketers ▪ Product Managers ▪ Regional Economic Communities ▪ Sub-regional postal organizations 	<ul style="list-style-type: none"> ▪ Encourage exchange of experiences in customer management; ▪ Sensitize Marketing decision makers and Heads of Departments on the importance and knowledge of different clients' categories. 	<ul style="list-style-type: none"> ▪ Sharing of best practices; ▪ Have a databank on customers in each country; ▪ Have in each country, a marketing plan for identifying and managing customers; ▪ Formulation of marketing plans for African posts. 	<ul style="list-style-type: none"> ▪ Number of countries with data bank on customers; ▪ Number of countries with a marketing plan ; ▪ Number of countries with data bank and marketing information to enable prompt decision making. ▪ Rationalized project formulation and implementation costs ▪ Improved quality of service standards ▪ a well defined universal service and funding mechanism ▪ Increase in

							cooperation and technical assistance
4.	Meeting of the Administrative and Technical Committees	Gabon	11-13 January 2012	Members of the concerned committees	<ul style="list-style-type: none"> ▪ Follow up on implementation of recommendations of PAPU permanent bodies; ▪ Make appropriate recommendations 	Contribution to the implementation of postal development strategies	Number of recommendations made and implemented
5.	Forum on place and role of ICTs in modernization and prosperity of African Posts (in collaboration with the UPU) <ul style="list-style-type: none"> ▪ E-Post Africa Project 	Mali	14-16 March 2012	All member countries	<ul style="list-style-type: none"> ▪ Sensitize members on ICTs as tools of modernizing postal services; ▪ Bridge the digital divide; ▪ Enhance connectivity and ability to offer a wide range of ICT based products and services 	<ul style="list-style-type: none"> ▪ Modernization of posts ▪ Diversification of products and widening of the revenue base. ▪ Improvement of quality of service and customer satisfaction. 	<ul style="list-style-type: none"> ▪ Number of countries that have installed IPS, IFS and other state of the art ICT systems ▪ Number of post offices linked via RASCOM Satellite

PROGRAMMES ORGANISED BY UPU IN COLLABORATION WITH PAPU							
1.	Electronic postal financial services workshop	Kenya	12-15 September 2011	<ul style="list-style-type: none"> ▪ Financial Services Managers 	<ul style="list-style-type: none"> ▪ Training and sensitization of managers on IFS - international and domestic ▪ Modernization of financial services ▪ Repositioning of the post in the face of increased competition 	<ul style="list-style-type: none"> ▪ Achievement of speed, reliability and efficiency in service delivery ▪ Customer satisfaction ▪ Better knowledge of the market and coordination with the UPU Help Desk and the Regional centre 	<ul style="list-style-type: none"> ▪ Number of countries using IFS for international and domestic services ▪ Higher customer satisfaction levels
2.	Postal Regulators Forum (in collaboration with the UPU)	Benin	17-19 October, 2011	<ul style="list-style-type: none"> ▪ All postal administrations 	<ul style="list-style-type: none"> ▪ Sharing of experiences on best practices 	<ul style="list-style-type: none"> ▪ Harmonization of policies and regulations ▪ Better coordination with stakeholders (government, operators and customers, etc.) 	<ul style="list-style-type: none"> ▪ Follow up meetings ▪ Harmonized documents
3.	EMS symposium (in collaboration with UPU) Strategy Board meeting	Senegal	End November 2011	<ul style="list-style-type: none"> ▪ EMS/ Courier Service managers ▪ CEOs of Posts 	<ul style="list-style-type: none"> ▪ Enhancement of management and technical skills ▪ Sensitization on Pay For Performance and other improvement programmes ▪ Familiarization of the EMS Cooperative Business Plan requirement ▪ Repositioning of EMS in the market to compete effectively 	<ul style="list-style-type: none"> ▪ Participation in Pay for Performance Plan ▪ Better performance and increased traffic and market share ▪ Buy-in from CEOs 	<ul style="list-style-type: none"> ▪ Number of Pay for Performance partners ▪ Adoption and implementation of the EMS Business Plan ▪ Increased volumes and revenues ▪ Top management support for EMS improvement programmes

4.	Direct Mail marketing Training (by the UPU)	Namibia	To be determined March/April, 2012	<ul style="list-style-type: none"> ▪ Marketing Managers 	<ul style="list-style-type: none"> ▪ Training and capacity building 	<ul style="list-style-type: none"> ▪ Trained human resources ▪ Better organized data bases ▪ Improved performance 	<ul style="list-style-type: none"> ▪ Number of trained personnel ▪ Improved product in terms of volumes, number of accounts
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PART SEVEN-ANNEXES

OPENING SPEECHES

SPEECH BY MRS. RODAH MASAVIRU, SECRETARY GENERAL OF THE PAN AFRICAN POSTAL UNION DURING THE OFFICIAL OPENING CEREMONY OF THE 30TH ORDINARY SESSION OF PAPU ADMINISTRATIVE COUNCIL HELD ON 11-14 JULY 2011 IN ADDIS ABABA, ETHIOPIA.

The Chief Guest, the Minister of Communication and Information Technology of the Federal Democratic Republic of Ethiopia, Hon. Debretsion Gebre Michael;

The AU Commissioner for Infrastructure and Energy, Her Excellency Dr. Elham Ibrahim;

The Chairman of PAPU Administrative Council, Mr. Younouss Djibrine;

The Director General of the International Bureau of the UPU, Mr. Edouard Dayan;

The Chairman of the Council of Administration of the UPU, Ambassador Bishar Hussein;

The Secretary General of the Postal Union for Spain, Americas and Portugal, Dr. Bassini Casco Sarrana;

CEOs of Regulatory Authorities and Postal Organizations of PAPU member countries;

Members of the Administrative Council and the entire PAPU members;

Sub-regional Postal Organizations;

Our Development Partners;

Representatives of Regional Economic Communities;

Exhibitors;

Our invited Guests;

Members of the media;

Distinguished delegates;

Ladies and Gentlemen:

I wish at the onset, to recognize a cross-section of distinguished invited guests who have travelled long distances to honour our invitation to this important 30th Ordinary Session of PAPU Administrative Council, being held here in Addis Ababa, Ethiopia.

- Madam Bassini Casco Sarrana, all the way from our counterpart Union of Spain, Americas and Portugal
- The Korean Delegation,
- Dennis Delahanty, United States Postal Services
- Dr. Jones Kilimbe, CEO RASCOM
- Aime Thubet, from the Swiss Post
- Marc Paingt, Chairman, UPU Terminal Dues Group and International Relations Director of Belgian Post International
- Last but not least, a representative from the newly born 54th state of Africa, Southern Sudan. I trust that Rev. Lokosang Lemi Lokosang, Senior Inspector/Planning and Projects in Southern Sudan's postal services, is in the hall. We at the General Secretariat are greatly encouraged and excited that Southern Sudan has expressed its wish to join the PAPU family and I am sure all of us will be equally delighted to welcome them as our 45th member of PAPU at the appropriate time.
- It is my great pleasure also to recognize the representative from the IOM.
- The IOM has demonstrated its commitment to work with key stakeholders in the development of postal financial services including the UPU and PAPU, especially in tapping into the huge flows in money transfers from Africa's Diaspora. We sincerely thank them for actively participating in the February 2011 Ouagadougou conference on development of postal financial services.

- Also in the hall is a special guest whom we all respect and admire not only as an elder but a former Secretary General of our Union, who served PAPU with honour and distinction for a record 12 years as Assistant Secretary General and Secretary General between 1988 and 2000. After retiring, he came back to his country and is now settled in Addis Ababa. This is none other than a great son of Ethiopia, Mr. Gezhehegn Gebrewold.

We thank you all most sincerely, for your commitment to the spirit of international cooperation and building of a strong regional and global postal network through exchange of experiences and networking.

Honourable Minister,
Distinguished Guests
Ladies and Gentlemen;

It is my great pleasure to have this opportunity to welcome you here this morning at the United Nations Economic Commission for Africa Headquarters, on the occasion of the official opening ceremony of the 30th Ordinary Session of PAPU Administrative Council. We are here at the kind invitation of the Government and the postal authorities of the Federal Democratic Republic of Ethiopia, who have kindly extended a warm hand of friendship and hospitality to all of us since our arrival in this historic city of Addis Ababa, the capital of Africa.

On behalf of member countries, the General Secretariat of the Pan African Postal Union and on my own behalf, I wish to express my profound gratitude to the friendly and hospitable people of Ethiopia for the excellent arrangements and facilities they have put at our disposal. I also wish to pay special tribute to the Honourable Minister, for finding time from his busy schedule to grace this occasion with his presence, and his personal commitment to ensure the success of our annual meeting.

I also wish to commend the Management and staff of Ethiopian Postal Service Enterprise, led by the General Manager, Mr. Ghiday Gabreyohannes for going out of their way to make our stay in Addis Ababa most enjoyable.

The presence here today of the Director General of the International Bureau of the UPU, Mr. Edouard Dayan, and all the other invited guests from leading postal organizations in the world including the USPS, La Poste France, Swiss Post, India Post, and Belgium, among a host of other distinguished invited participants, is more than adequate proof that our regional and international partners have put into practice the principles of solidarity that have characterized the development of the postal sector since time immemorial. I particularly wish to thank Mr. Edouard Dayan, the UPU Director General for keeping his long-held pledge to us never to miss our annual meetings, all things being equal. There is no better time to join us than now, when all restricted unions in the world are devoting their thoughts and resources to development of a postal strategy to drive the postal sector beyond the Doha Congress.

I also want to acknowledge with much appreciation the impressive turnout of member countries, sub-regional organizations, such as CRASA, SAPOA, CPAO, COPTAC and EACO, as well as observers; which we acknowledge as a sign of the growing confidence among all stakeholders in the organs of the Union, as we strive to meet your expectations. I wish to point out that the participation of sub-regional organizations in our meetings has always greatly enriched our deliberations and outcomes, for the benefit of the postal sector in our region.

Please allow me also to sincerely commend the Chairman of PAPU Administrative Council for his continuous support and encouragement during his tenure.

The Chief Guest,
Ladies and Gentlemen;

As you are aware, and as I have already indicated, 2011 is a very important year for the global postal fraternity in view of the preparations for the 25th UPU Congress that will be held in September/October 2012 in Doha, Qatar. Preparations are now underway at different levels:

- At the UPU
- At the restricted Unions, and

- At the national levels; where a lot is expected from stakeholders as they work on strategies that will help the global postal sector to effectively respond to the opportunities and challenges that it faces in the rapidly changing communications industry of the 21st century. It is our responsibility to take leadership as a region and as the global postal family, in shaping the future of the sector, without compromising our long-held tenets of universal service, affordability, reliability and efficiency.

This Council is aware of the critical importance and need to develop the three dimension postal network; the physical, electronic and financial, in line with the UPU Regional Development Plan for 2009-2012, and the Nairobi Postal Strategy. I am happy to report that Africa is building consensus on the priorities she wishes to see implemented in the Doha Congress cycle. These are:

- Improvement of quality of service
- Development of ICT based products and services
- Improvement of infrastructure
- Development of the human capital and;
- Greater environmental awareness, both socio-economic and climate.

As your deliberations get underway, I wish to invite you to focus on these key orientations to ensure that Africa's interests are safeguarded in the Doha Congress decisions and the three dimensions of the postal network – electronic, physical and financial are supported and strengthened.

Before Doha Congress, we have a good opportunity to discuss where we are in the implementation of the Nairobi Postal Strategy, and among the pertinent issues to brainstorm on during the Round Table meeting this week (14th July 2011) are: provision of well funded, affordable, efficient and reliable universal postal service, sustained improvement of the quality of service in order to attain the UPU global standard of J+5 at 80% by 2012 and putting in place an efficient and affordable electronic money transfer system to tap into the huge market for remittance services, spurred by the African Diaspora.

I would also like to urge you to focus on initiatives to ensure that UPU member countries, particularly from the developing countries, get appropriate compensation from the new UPU Terminal Dues system, by actively contributing to the development of proposals as we move towards the Doha Congress.

Honourable Minister, Ladies and Gentlemen;

The General Secretariat has continuously pursued close collaboration and partnerships with key stakeholders, including our Mother Organization, the African Union Commission and the UPU in implementation of regional postal projects mainly in improvement of quality of service, development and expansion of electronic money transfer service and postal reform. We have on-going projects in capacity building in the quality of service area and electronic money transfers within the framework of the Regional Development Plan for 2009-2012.

We are happy with the progress and level of commitment from all the parties involved.

Implementation of jointly sponsored programmes with the UPU is also clearly demonstrated in the identification of activities in our annual Programme of Action. We have proposed four key activities this year, on development of philately; sharing of experiences and benchmarking on best practices; customer focus approach to the management of postal business, and place and role of ICTs in modernization and prosperity of African Posts. We encourage member countries to actively participate in these activities that are geared to enhancement of harmonized development of the postal sector on our continent, based on our vision and strategic objectives.

Your Excellencies, Ladies and Gentlemen;

We have a heavy agenda before us that includes two days of presentations on pertinent topics that the postal sector and more specifically the postal market is grappling with in a highly competitive communications industry. We all look forward to your active participation in these sessions that I promise you, will be exciting and highly informative.

In conclusion, I wish to once again, express my profound gratitude to our host, Ethiopia, for making this meeting possible and to all the participants for their enthusiasm and readiness to effectively contribute to the debate on various topics on the circulated agenda.

I thank you very much for patiently listening to me.

I thank you for your kind attention.

Merci Beaucoup

Amasgenalhu!

**SPEECH BY DIRECTOR GENERAL OF THE INTERNATIONAL BUREAU OF
THE UPU MR. EDOUARD DAYAN AT THE 30TH ORDINARY SESSION OF
THE PAPU ADMINISTRATIVE COUNCIL. 11 JULY 2011**

Mr Minister,

Mr Chairman of the Council of Administration of the Pan African Postal Union,

Madam Secretary General of the Pan African Postal Union,

Excellencies,

Ladies and gentlemen,

Dear friends,

First of all, I should like to thank the Government of Ethiopia for the warm welcome extended to us in Addis Ababa.

I should also like to thank Ms Rodah Masaviru, Secretary General of the Pan African Postal Union (PAPU), for inviting me to take part in this 30th regular session of the PAPU Council of Administration. I am delighted to be with you once again, in the company of Claude Defoundoux, who coordinates the UPU's work in Africa. As you know, Africa has been one of my key priorities since I took up my duties in 2005, and I wish to assure you that this will continue to be the case.

Since the last session of the PAPU Council of Administration, held in Cameroon in 2010, Africa has occupied a prominent place on the agenda of the Universal Postal Union (UPU). I am thinking in particular about the UPU Strategy Conference, held in Nairobi in November 2010, which was the first truly major postal event hosted on the continent of Africa.

The Nairobi Conference provided a forum for strategic discussions on the future of the postal sector, on the role of the Universal Postal Union, and on how the Union can contribute to the development of Posts. It also provided an opportunity to focus on the weaknesses of, and the challenges facing, the postal sector in Africa, and on what the sector has to offer. I should now like to briefly review some of these aspects, focusing in particular on the implementation of the Regional Development Plan for Africa and the major trends underpinning the African postal sector.

At the risk of repeating myself, I should like to emphasize that I have included Africa among the UPU's priorities, to the extent that 38% of the Union's development cooperation budget is assigned to Africa.

The Regional Development Plan for 2009–2012 provides the framework for our actions. This plan is being implemented with the assistance of our two Regional Coordinators for Africa – Gladys Mutyavaviri and Laurent Boncougou. Two priority areas have been identified, which I feel are particularly relevant to Africa's context: improvement of quality of service and diversification through the development of postal financial services.

In addition to these two priority areas for UPU intervention, other key areas include postal network development, postal reform and training.

I will not go into detail for each of these areas, but I would like to say a word about quality of service and diversification.

At the last PAPU Council of Administration in 2010, I stressed that quality of service was the first prerequisite for the development of postal services in Africa. I reviewed the progress in this area, which has been taken on board by African designated operators.

For example, in 2010, there was a marked improvement in West-African countries in the percentage of mail delivered within J+5. This is a direct outcome of the UPU's quality of service projects, and of the project to create a road transmission network for mail between the member countries of ECOWAS. A similar project is under way in southern Africa, in partnership with SAPOA.

Although much remains to be done to achieve the standards established by the UPU Congress, the trend is certainly encouraging. In 2011, we will continue our efforts by providing training in quality of service delivery throughout the postal chain, particularly to officials responsible for customs, addressing and security.

On the subject of security, as you know, we had to respond to a difficult situation in late 2010/early 2011 when bombs were found on two cargo flights from Yemen to the United States of America. The U.S. authorities responded by introducing draconian security measures, which have had negative repercussions for numerous Posts worldwide, including in Africa.

The UPU is working with the U.S. authorities and many other partners in an effort to find a global solution to these ongoing security issues, which may have an extremely negative impact on the postal sector if they are not addressed at the international level.

In the effort to find a solution, account should be taken of the situation of all countries, regardless of their level of development and of the human and technological resources at their disposal. In this regard, security should not hamper quality of service, but should be a factor in its improvement.

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Among the joint efforts of the African Posts and the UPU in the quality of service field, I should like to stress the participation of Africa in the implementation of the Global Monitoring System (GMS). Last year, I was proud to announce the participation of two African Posts in this important project. That number has since increased to 12, with six more expected to join by the end of 2011.

In my opinion, GMS is symbolic of an approach based on the provision of the best technological solutions to all countries, irrespective of their level of economic development. There is no such thing as basic technology for the developing countries and state-of-the-art technology for the others! I have always been deeply opposed to that kind of approach, and I am proud to say that, thanks to the UPU and to the African Posts, the latest technological innovations are now available to all.

The Quality of Service Fund (QSF) is available to assist countries in their efforts to implement this new system, which should be used for international as well as domestic mail.

It is with great pleasure that I see the implementation of GMS, which, in line with my own convictions, represents the rejection of a two-speed world. I am convinced that all UPU member countries, regardless of their level of development, should benefit from the same opportunities and have access to the best technology.

Moreover, 90% of Africa's designated operators use barcode technology for the tracking of outbound parcels, compared with 35% in 2006.

The latest EMS results are also encouraging: EMS volumes increased by 4.7% between 2006 and 2009 and overall service quality continues to improve. Forty African Posts are now members of the EMS Cooperative, compared with 28 in 2005. Africa needs to increase its presence in both the EMS Cooperative and the Telematics Cooperative. Provided that they are under the responsibility and governance of the UPU bodies, the UPU cooperatives represent an opportunity for the Posts of developing countries.

Quality is also about an electronic network working in tandem with the physical network. The UPU Postal Technology Centre develops cutting-edge tools and makes them available to the postal operators of all countries, allowing the electronic network to be strengthened.

I am referring here to IPS, which allows end-to-end mail tracking and which is now used by 37 African countries – compared with 21 in 2005. I am also thinking about Post*Net, an electronic data exchange network which is now used by 150 Posts and, increasingly, by Customs and airlines.

Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011

The commitment to quality of service, made within the framework of the regional development plan, is beginning to bear fruit. We should not lose sight, however, that, much remains to be done. A joint effort is required, in which PAPU and the sub-regional unions have a key role to play alongside the UPU.

The UPU's second priority in Africa is diversification. The Nairobi Strategy Conference showed that the postal sector is undergoing a period of significant change. This holds true for African Posts. The global economic crisis highlighted the danger of focusing postal activities solely on the letter-post segment.

Africa may have been affected by the crisis, but it has nonetheless enjoyed a period of economic growth, unlike many other regions of the world. There is no reason why the postal sector should not be part of the economic growth in Africa. In this context, diversification represents a real opportunity for African Posts. Postal financial services are a tremendous asset in this regard, and numerous African Posts are investing in them.

The UPU actively encourages the development of financial services in Africa, and money transfers are one of the main growth levers for African postal operators. The UPU's IFS network is rapidly expanding in Africa, with 22 African countries already connected to the network and another 20 or so in the process of doing so. A number of projects, aimed at connecting post offices to the IFS network, are under way in the various regions of Africa. The results thus far have been highly encouraging, with a particular effort being made to connect offices in rural areas.

A case in point is the project that the UPU has implemented in western Africa in conjunction with the International Fund for Agricultural Development (IFAD) and the French Post. In the six countries concerned by the project, the traffic doubled between 2009 and 2010 and continued to increase during the first half of 2011. A total of 355 post offices in rural areas have been connected to the IFS network.

The African postal network represents a golden opportunity to develop these services, particularly in rural areas.

There is enormous potential for African postal services to diversify, and to connect segments of the population and put in place policy to promote financial inclusion. In this connection, the UPU is currently developing a major project aimed at ascertaining the potential for the Posts of developing countries to play an active role in financial inclusion. In this area, major opportunities lie in the development of micro-finance and access to basic services, and in the development of mobile phone-based financial services.

To this end, in 2011, funding to the tune of 700,000 USD has been obtained from the Bill and Melinda Gates Foundation. Africa will be a direct beneficiary of this project. This type of donor is attracted by the importance of the physical postal network and the confidence that Posts inspire. The UPU is also seeking new partners for the development of postal financial services, particularly in Africa.

The UPU and the World Bank are working with the African Union in this regard within the framework of the African Institute of Remittances, under which the UPU has already received funding for certain western, central and eastern African Posts.

The UPU and the World Bank wish to broaden the scope of this cooperation, and have identified various activities for which financial support could be granted: the development of activities to promote financial services; the provision of operational training; capacity-building in the anti-money-laundering effort; and the development of savings products. This support from international financial backers and donors shows that there is untapped potential and that the postal network is considered as suitable infrastructure for fostering development and combating poverty.

The sticking point is the lack of investment in postal infrastructure in Africa. As African postal leaders, you must believe in the ability of Posts to act a lever for the economic development of your countries. I am sure that this approach is the way forward, and that we should harness our efforts to convince potential backers to invest in African Posts.

Operators, governments and regional and sub-regional institutions must all be brought on board. In this regard, I am satisfied with the relations we have fostered with the African Union, PAFU, and the sub-regional unions. These partnerships help foster a coherent regional approach and are essential to the success of our actions for Africa. We will continue them and further strengthen them.

In conclusion, I should like to say a few words about addressing, another project which is particularly close to my heart and which makes a key contribution to development. Without an addressing system, there can be no development. This applies not only to the postal sector, but to many other economic sectors and to the implementation of public policy. If citizens cannot be identified, how can a health policy be implemented effectively, or an urban policy developed? The address is part of the essential infrastructure from which many Africans continue to be excluded.

For this reason, with the support of United Nations Secretary-General Ban Ki-moon, and in partnership with ten or so international organizations, including the United Nations Development Programme, the International Telecommunication

Union and the World Bank, we launched a major campaign in 2009 aimed at raising awareness among governments and financial backers. Our approach to addressing is global and comprehensive, and provides for both the physical and the electronic address. The UPU is currently working on addressing projects with numerous African countries. Twenty-six PAPU member countries are currently implementing a national addressing project or introducing a postcode system.

Excellencies,

Ladies and gentlemen,

The next PAPU Plenipotentiary Conference will take place in a little over a year's time, and will be followed by the UPU Congress in Doha. These two events will allow us to review our actions for Africa in an objective manner. Nothing should be hidden, and stock should be taken of the successes and failures alike.

The new UPU strategy will be adopted at Doha. The regional round table, which will follow on from your regular session, will provide us with an opportunity to discuss that strategy. We will take stock of the implementation of the Nairobi Strategy and discuss your region's priorities for the forthcoming cycle, as well as the reform of our organization and the financing of its activities.

In this connection, I invite all countries which have not already done so to clear up their financial situation with the UPU, which is a prerequisite for fully participating in the decision-making process of our Congress. To this end, I would inform you that, in the interest of assisting countries which are making an effort to clear up their financial situation but which are experiencing the greatest difficulties in paying their arrears of contributions, we will propose to the UPU Council of Administration that the interest on their debts be cancelled. Solidarity is a fundamental principle of the UPU, and there's an example of solidarity in action! Another example is the Emergency and Solidarity Fund, created at the end of 2010 to rapidly assist countries in special situations as a result of natural disasters or armed conflicts.

Excellencies,

Ladies and gentlemen,

The African postal sector has important assets, which can and must form the basis for its growth. In taking up these challenges, you can count on my personal support and on that of the UPU. To succeed, we must all act responsibly in fulfilling our commitments and ambitions for our sector.

Thank you for your attention.

SPEECH OF MR. YOUNOUSS DJIBRINE CHAIRMAN OF THE PAPU
ADMINISTRATIVE COUNCIL
AT THE OFFICIAL OPENING CEREMONY
ADDIS ABABA, 11 JULY 2011

- Your Excellency Guest of honour, Minister of Communication and Information Technology of the Federal Democratic Republic of Ethiopia, Mr. DEBRETSION Gebre Michael,
- Your Excellency, Mr. Peter GATKUOTH, State Minister of Communication and Information Technology of Ethiopia,
- Representative of African Union Commission, Mr Christian MININGOU,
- Your Excellency, Amb. BISHAR Hussein, Chairman of UPU Council of Administration,
- Your Excellency, Mr. Edouard Dayan, Director General of International Bureau of the UPU,
- Your Excellency, Mrs. Rodah MASAVIRU, Secretary General of PAPU,
- Mr. GHIDAY Gebreyohannes, General Manager, Ethiopian Postal Service Enterprise,
- Honorable representatives of member Countries of PAPU Administrative Council,
- Honorable heads of African delegations,
- Dears Guests from friends Countries and international organizations, our development partners,
- Dears experts,
- Ladies and Gentlemen,

It is a remarkable honour and a great pleasure for me to have this opportunity to address you, on the occasion of the official opening ceremony of the 30th Ordinary Session of the Administrative Council of the Pan African Postal Union here in Addis Ababa, the beautiful and welcoming capital city of the Federal Democratic Republic of Ethiopia and headquarters of the African Union.
Yours Excellencies, Ladies and Gentlemen,

First of all, allow me to express my great gratitude, on my own behalf and on behalf of all PAPU member countries, to His Excellency Mr. Girma Woldegiorgis, the President of the Republic, His Excellency Mr. Melese Zenawye, The Prime

Minister, the Government and the People of Ethiopia for the hospitality and generosity that they have extended to us.

[Introduction of Mr. GEZEHEGNE Gebrewold, former SG/PAPU]

Yours Excellencies, ladies and Gentlemen,

As you already know, during the 29th Ordinary Session of the Administrative Council of the Pan-African Postal Union which was held in Yaoundé on 2nd and 3rd August, 2010, Cameroon, my country, was greatly honored to be lifted at the presidency of this important organ of our continental institution, for the year 2010/2011.

I seize this opportunity once more to extend Cameroon's great gratitude to all those who made the effort to travel to Yaoundé for that occasion on which their large attendance had, on everybody's notice, scored the highest participation mark in the last fifteen years of the history of our institution.

At the end of this office today, allow me to remind you that during his speech at the opening of Yaoundé Session, H.E. Mr. BIYITI bi ESSAM Jean-Peirre, the Minister for Posts and Telecommunications of Cameroon, had placed the session under the double sign of commitment and action, in order to achieve the strengthening of the African Postal Network in particular, and worldwide in general. The commitment being taken in Yaoundé, activities were included in our 2010/2011 Programme of actions.

From all the work done during this period by the various Administrative Council Organs and Technical Committees, thanks to Rodah MASAVIRU, the Secretary General and her team's close and dynamic collaboration, I take the risk to assert that results seem to have answered expectations. A detailed balance sheet will be presented to you during these meetings.

In this respect, allow me to seize the opportunity given to me today to thank all those who contributed in a way or another to the implementation of the above mentioned programme of actions.

I will also like to wish a welcome back to Côte d'Ivoire which we missed for so many years, and especially a warm welcome to the new born's delegation, the 54th African State, the South Sudan Republic.

Moreover, I am happy that, despite special circumstances through which Egypt passed these last months, this great African country, present Chairman of the PAPU Plenipotentiary Conference, is well present at this rendez-vous, thus respecting the commitment taken three years ago at its return to the African Postal family.

Excellencies, ladies and Gentlemen, dear colleagues,
Meanwhile, ladies and gentlemen, let us keep in mind that in the short run, we will face major events involving major challenges. As you may know, the financial year which is beginning will be determinative for PAPU and its member countries in preparing not only the 8th Plenipotentiary Conference, but also the 25th UPU Congress. These stakes, regarding what Africa is expecting at the forthcoming

Congress, requests more than ever before, our entire solidarity and vigilance, in accordance with the decision taken last week in this regard by the African Union, our mother organization.

That means it may be highly necessary to coordinate our positions right from now, and seriously, in order to avoid what happened to Africa during the 2008 Congress.

Fortunately, it is beyond doubt that the incoming Chairman of PAPU Administrative Council will accept the challenge. As far as I am concerned, I wish him all the best to achieve this important matter.

Excellencies, ladies and Gentlemen,

I will end my speech by wishing all success to our works.

Long live the Pan African Postal Union!

Long live to the African Union!

Long live to the International Postal Cooperation!

AMESEGNALHU,
CHOUKRAN DJAZILANE,
MERCİ BEAUCOUP,
THANK YOU VERY MUCH,
ASSANTE SANA

**SPEECH OF H. E. DR. ELHAM M.A. IBRAHIM,
COMMISSIONER FOR INFRASTRUCTURE AND ENERGY OF
THE AFRICAN UNION COMMISSION
AT THE OPENING CEREMONY OF THE
30TH SESSION OF THE ADMINISTRATIVE COUNCIL
OF THE PAN AFRICAN POSTAL UNION (PAPU)
ADDIS ABABA, 11 JULY 2011**

- **Your Excellency, Mr. Gebretsion G/Michael, Minister of Communication and Information Technologies of the Federal Democratic Republic of Ethiopia,**

- **Ladies and Gentlemen,**

Your Excellency Mr. Minister, first of all allow me to extend my gratitude for this special honor given me to present to you Dr. Elham M. A. Ibrahim's warm greetings, Commissioner for Infrastructure and Energy of the African Union Commission, and this message at your noble assembly.

As you are aware, Dr. Ibrahim had nourished the secret hope to share these precious moments with you. Unfortunately, last minutes changes forced her to remain at the office. Thus, she charged me to present to you the following message:

- **Honourable Minister of Communication and Information Technology of the Federal Democratic Republic of Ethiopia, H. E. Gebretsion G/Michael,**
- **H. E. Peter, State Minister of Ethiopia,**
- **The Chairperson of PAPU Administrative Council,**
- **Mrs. Rodah MASAVIRU, Secretary General of PAPU,**
- **Mr. Edouard DAYAN, Director General of the International Bureau of the UPU,**
- **Distinguished Representatives from RECs, AU Specialized Agencies, African and International Organizations,**

➤ **Ladies and Gentlemen,**

First of all, allow me to express my great pleasure for having the special opportunity to speak at the opening ceremony of the 30th Ordinary Session of PAPU Administrative Council. As you would be aware, I have been sharing the great moments of the postal community for the last three years both at continental and international levels. I could not therefore miss this important meeting aiming at providing PAPU with the required resources for the forthcoming challenging year.

Honourable Ministers,

Ladies and Gentlemen,

We all know the role of postal infrastructure in our national economies in terms of contributing to physical integration as well as supporting economic growth and poverty reduction. We are also aware of the fact we are facing a gap in providing the expected infrastructure and services to African populations. It is obvious that this situation impacts negatively on the competitiveness of the Continent and the quality of life of the population, particularly the most vulnerable segments. This calls for concerted action and moreover proactive endeavour from us as key actors of the development of the sector.

In this regard, I wish to sincerely welcome the 30th session of the Administrative Council because it appears as an opportunity to address the key challenges facing the postal sector.

Going through the draft agenda of the meeting, I did note that you have planned to address various and exciting topics related to the three dimensions of the Postal Sector. These include, among others, e-services in the transformation of postal services, e-commerce, remittances and National Addressing Systems. Capacity building and cooperation will be also part of the discussions.

Honourable Ministers,

Ladies and gentlemen,

The choice of the above-mentioned topics shows that PAPU and other African stakeholders have a clear appreciation of the needed change for a sustainable development of the postal sector in Africa. In that regard, I wish to assure all of you of the readiness and willingness of the African Union Commission to provide the necessary support. As you would

note,our presentation during this meeting will outline what has been achieved in the last three years for the Postal sector through the African Union.

In that regard, you would also recall that last week was marked by the organization by the AUC of an important international forum that gathered member States, donors , Specialized Agencies of which PAPU, African and international private sectors and international Organization for experience sharing on the creation of the African Institute for Remittances (AIR). I would like to take this opportunity to thank the UPU for having accepted to participate and contribute to the success of the forum. Coming back to the forum, I would like to underscore that the role of the postal sector in the process of setting up the AIR project has been duly recognized and this key partner will be involved in the next stages of the implementation of the project.

Furthermore, the 3rd meeting of the Bureau of the Conference of the African Union Ministers in charge of Communications and Information Technologies (CITMC) held in Khartoum, Sudan, on the 15th of June 2011 invited the member States to intensify actions for the development of postal sector and implement the 2010 Abuja Declaration and requested the AUC to continue working with RASCOM and other stakeholders in order to implement the project in all regions of the continent.

Honourables Ministers,

Ladies and gentlemen,

The challenges seem huge but together we can overcome them. Thus, synergy is needed. To this end, I would like to assure you that the AU Commission will continue to deploy all efforts for coordinating and participating in the implementation of postal projects and programs including the recommendations of this meeting requiring its contribution.

Honourable Ministers,

Ladies and gentlemen,

I would like to conclude by welcoming all of you in Addis Ababa, the capital City of Africa, for the 30th Session of the PAPU Administrative Council, and express my gratitude to the Ethiopian authorities for their support to the development of the CIT sector and particularly to the sound future of the postal sector.

I wish to also thank PAPU for its close collaboration, as well as the UPU and multilateral and bilateral partners (EC, France, Spain, USA,...) for their support.

My best wishes to all participants for fruitful deliberations and a successful meeting.

Thank you for your kind attention.

**HONORABLE DEBRETSION GEBEREMICHAEL,
THE MINISTER FOR COMMUNICATION AND INFORMATION TECHNOLOGY**

On the occasion of

**THE OPENING OF 30TH ORDINARY SESSION OF PAPU ADMINISTRATIVE
COUNCIL MEETING**

July 11-2011, Addis Ababa, Ethiopia

Thank you, Chairperson

**Dr. Elham M.A Ibrahim, Commissioner for Infrastructure &Energy, AUC,
Mr. Edward Dayan, Director General of the International
Bureau of the UPU,
Mr. Younouss Djibrine, Chairman of PAPU Administrative Council,
Mrs. Rodah A. Masaviru, Secretary General of PAPU,
Distinguished Delegates and Invited Guests,
Ladies and Gentlemen.**

It is my pleasure to be here at this function for this important meeting. On behalf of the Government of Ethiopia and indeed on my own behalf, I wish to extend a warm welcome to all participants who have travelled from various countries to attend this valuable meeting.

It is my sincere hope your stay so far has been comfortable and those who arrived lately I wish you all a joyful and pleasant stay in Addis Ababa, the capital of Ethiopia and the seat of African Union.

**Distinguished Delegates and Invited Guests,
Ladies and Gentlemen.**

The Postal Sector being one of the largest networks, it is contributing to the economic and social development by providing the most disadvantaged people access to a basic communication network and Financial Services.

It is also obvious that the postal sector is an integral part of information and communication system and one of the basic utilities in the social and economic activity of any country. Therefore, Postal services, must take advantage of the phenomenal changes in the communications industry as the information society takes over the way people communicate and do business.

Indeed, The present use of ICT in the postal sector in Africa is far behind other continents in providing electronic services. Thus, the postal sector in Africa requires more efforts to utilize ICT in rendering the postal services.

**Report of the 30th Ordinary Session
of PAPU Administrative Council
Addis Ababa, Ethiopia
11th-13th July, 2011**

**Distinguished Delegates and Invited Guests,
Ladies and Gentlemen.**

My Government recognizes the vital role of the postal sector in the economy, social well being of the people and its potential contribution to the economy as a whole. In this regard, the government of Ethiopia has given due attention to the Postal Sector Reforms to grant the Ethiopian Postal Service adequate Management autonomy to ensure that it remains strong competitive enterprise. To this effect, the Government has taken measures by issuing new Postal legislation and establishing regulatory body.

In this connection, the Ministry has been recently given the mandate to regulate the postal sector including the courier's service to promote growth of the sector and also to ensure that all key stakeholders continue to play their respective roles in the economy. Hence, it required to exert a profound effort to put in place a regulatory frame work including licensing of operators, quality of services and protection of customer, etc. Consequently, the government action is supposed to enable the proper distribution of postal service to all part of the country to guarantee the citizen with affordable, reliable, and efficient postal services.

Distinguished Delegates and Invited Guests,

Ladies and Gentlemen,

As the 30TH ORDINARY SESSION OF PAPU ADMINISTRATIVE COUNCIL MEETING, which is being held here in Addis Ababa, is one of the important event of PAPU that has brought together a decision makers from African Postal Sectors, I believe this meeting will come up to important conclusion based on the outcome obtained from different technical committees and also the sharing experiences of various countries in the postal sector in quality and security of postal service, adopting technology, diversification of service, marketing, cooperation and partnership will be of a great advantage .

Besides, as the environment issue is getting great focus in all aspects of our planet, the impact of Post in the environment should be taken into consideration in all our decisions. By and large, in endeavor to realize the sustainable growth of African Post; many challenges are ahead of us.

Therefore, the major challenges such as lack of modernization or coping up with technological change, competition, poor infrastructure, quality problems and insufficient trained manpowered should be addressed and pertinent strategies should be designed to stand the challenges.

In conclusion, allow me to thank the Pan African Postal Union for choosing Ethiopia to host this crucial meeting of the administrative Council and I wish that your deliberation will be successful.

Now I declare this meeting is officially open.

I thank you for your attention and hope that all your works achieve success.

CLOSING SPEECHES

SPEECH BY MRS. RODAH MASAVIRU, SECRETARY GENERAL OF THE PAN AFRICAN POSTAL UNION DURING THE CLOSING SESSION OF PAPU ADMINISTRATIVE COUNCIL MEETING HELD ON 11-13 JULY, 2011 IN ADDIS-ABABA, ETHIOPIA

Our Chief Guest

The Chairman of PAPU Administrative Council, Mr. Ghiday Gebreyohannes;

CEOs of Regulatory Authorities and Postal Organization;

Members of the Administrative Council and the entire PAPU members;

Sub-regional Postal Organizations;

Our distinguished Guests;

Ladies and Gentlemen,

Please allow me to express my profound gratitude to the Government of the Federal Democratic Republic of Ethiopia, and especially the Honourable Minister for Communications and Information Technology, Hon. Debretsion Gebremichael and the Ethiopian Postal Service Enterprise led by Mr. Ghiday and the entire staff of Ethiopian Postal Service (EPS) for their exemplary commitment to the successful hosting of the 30th Session of PAPU Administrative Council.

We have had a long agenda, which was interpassed by very exciting presentations that will guide us steer our countries and respective organizations through the turbulent times of stiff competition and rapid changes in the communications industry.

As you are aware, the changes and the transformation of the way people communicate and do business presents challenges and opportunities. Our success will be determined by effectiveness of our response to the forces of competition, new technologies and the changing tastes and expectations of customers.

It is for this reason that the presentations we had on Monday and yesterday focused on issues ranging from the need to embrace ICTs in order to diversify our product and services portfolios, the importance of Postal reforms in the transformation of the postal sector, strengthening of the three dimensions of the postal network, namely the physical, electronic and financial and due attention being given to the environment, among others.

We also took note of benefits accruing to the Union's activities through fostering of close working relations between the General Secretariat and key stakeholders including the AUC, UPU and development partners.

Before I conclude, I wish to invite all delegates to the Regional Round Table to be held here in Addis-Ababa tomorrow, following close collaboration between PAPU and the UPU. It is for this reason that we have an excellent turnout from member countries. We look forward to your active participation.

I THANK YOU FOR YOUR KIND ATTENTION

LIST OF PARTICIPANTS

NOTE: Your inputs towards updating this list will be highly appreciated.

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6-14 JULY, 2011 AT ECONOMIC COMMISSION FOR AFRICA**

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