



**PAN AFRICAN POSTAL UNION**

**MEETING OF THE ACTION GROUP FOR POSTAL DEVELOPMENT**

**REPORT OF THE MEETING OF THE ACTION GROUP FOR POSTAL  
DEVELOPMENT**

**HELD AT HOTEL IMPERIAL ROYAL  
KAMPALA, UGANDA**

**Kampala, Uganda  
24-26 November, 2009**

## **1.0 PARTICIPATION**

- 1.1 PRESENT: Burkina Faso, DRC, Ethiopia, Uganda, Zimbabwe, Nigeria.
- 1.2 ABSENT: Algeria, Central African Republic, Chad, Gambia, Guinea Conakry, Egypt, Togo, Zambia
- 1.3 List of participants is attached.

## **2.0 OPENING SPEECH BY MRS. RODAH MASAVIRU, SECRETARY GENERAL OF THE PAPU DURING THE OPENING CEREMONY OF THE TECHNICAL AND ADMINISTRATION COMMITTEES MEETING**

While welcoming members of the Technical and Administrative Committees to Kampala, the Secretary General informed the (3) three committees that their meetings provide a rare opportunity to interact and create awareness on the challenges and opportunities that exist in the postal sector globally, and the Africa Region in particular.

Furthermore, she emphasized the role of Technical Committees in the formulation and implementation of policies and plans of action put in place by the Higher Organs of the Union i.e. the Administrative Council and Plenipotentiary Conference.

She urged the committees to put in their best so as to make the meeting a successful one, considering the given agenda items put before them i.e. identify quickly and proffer remedies within the shortest time possible.

## **3.0 INSTALLATION OF BUREAU**

- |    |                            |   |                              |
|----|----------------------------|---|------------------------------|
| 1. | Chairman                   | - | Nigeria                      |
| 2. | 1 <sup>st</sup> Rapporteur | - | Uganda                       |
| 3. | 2 <sup>nd</sup> Rapporteur | - | Democratic Republic of Congo |

## **4.0 ADOPTION OF THE AGENDA**

The agenda was adopted:

1. Opening of the meeting
2. Adoption of the agenda
3. Matters arising from the report of the previous meeting held on 1<sup>st</sup> June 2009, Cairo Egypt and status of implementation.
  - Reform – (policies and regulations)
  - Improvement of quality of postal services
  - Counter automation
  - Financial services
  - Cross border mail exchanges
  - Track and trace
  - Multi-lateral cooperation

4. Sensitization of members on the committee's terms of reference and code of conduct.
5. Exploring areas of cooperation.
  - PAPU Secretariat report on contact with partners during a (Council of Administration (CA).
  - Strategies for strengthening cooperation.
6. Strategies for capacity building in member countries – discussion paper by PAPU
7. A.O.B.
8. Adoption of the report
9. Closing

## **5.0 PERUSAL OF THE MINUTES OF THE PREVIOUS MEETING**

The Committee perused through the previous minutes for information purposes and continuity regarding matters arising.

## **6.0 MATTERS ARISING AND STATUS OF IMPLEMENTATION**

The status of implementation of the action programme of the previous meeting was presented by PAPU Secretariat and the following observations were made:

### **6.1 Policy and Regulation**

The Committee recommends that member countries lobby competent authorities at every available opportunity to enable them establish a legal policy framework for postal administrations and that a monitoring/evaluation questionnaire will be sent from PAPU Secretariat to member countries in February/March 2010 to assess implementation level.

### **6.2 Operation Activities**

6.2.1 The committee recommends that member states need to expedite regional postal services such as counter automation, financial services, facilitation of cross border mail exchange, track and trace system i.e. member countries can solicit for the best software that are relevant to their operations.

6.2.2 The committee also recommends that member states can solicit support of UPU and other agencies like regulatory authorities to assist them in the procurement of cost effective systems with ability to interface with others.

The above is a continuous process and all PAPU member countries are encouraged to participate.

### **6.3 Multilateral Cooperation**

A discussion paper was presented to the committee by PAPU Secretariat about exploring areas of cooperation. PAPU Secretariat informed the committee that over the years it has maintained close cooperation with international and regional development partners particularly in the areas of

human resources training and development, direct funding of postal projects, financial assistance to LDC member countries by way of facilitation through provision of Air tickets, per diem and benchmarking missions.

**6.3.1** PAPU has developed a programme to have direct contacts with governments of the world's leading postal administrations and the International Bureau of the UPU. As a result some delegations were met such as United States of America, Italy, Switzerland, France, Korea, United Kingdom, India, United Arabs Emirates, South Africa and Tunisia.

However the Committee made other observations/recommendations as follows:

- The committee was interested in understanding how this cooperation and/or partnership can be accessed. PAPU Secretariat explained that it has and will always be an intermediary for this cooperation.
- Given the different needs of member countries the committee recommends that PAPU highlights the areas where the different partners are ready to offer assistance and/or cooperation such that member countries can clearly apply for their areas of interest.
- However, the committee recommends the following as priority areas of cooperation:
  - Human Resource Development and Training.
  - Development of e-services with particular emphasis on electronic money transfer, modern equipment etc.
  - Improvement of quality of service
  - Reform of the postal sector.
  - Statistics and Costing of Services

## **7.0 SENSITIZATION OF MEMBERS OF THE COMMITTEE ON TERMS OF REFERENCE**

The terms of reference were earlier approved by the 28<sup>th</sup> Administrative Council but it was imperative to re-examine the enormous responsibilities placed on the committee.

The committee took note of terms of reference and code of conduct which will continue to guide the activities of the committee.

## **8.0 STRATEGIES FOR STRENGTHENING TECHNICAL COOPERATION**

The following strategies were recommended by the committee:

- Identify and define priority areas of cooperation.
- Identify countries to cooperate with based on their strengths.
- Tie cooperation agreements to specific projects, activities and results.
- Increase direct contacts with international partners.

- Base cooperation on win-win sceneries in view of international financial crisis.
- Engage governments to enhance cooperation.
- Enhance cooperation among members and other developing countries.
- Sensitization of international organizations/community on the role of the post in economic development of countries.
- Work closely with the African Union to identify priority areas for development of the postal sector in Africa.
- Carry out exchange programmes between member countries to increase knowledge of postal policies, regulations and operations.

The committee also recommends the following:

- Sensitize governments about projects in the Postal Sector e.g. National Addressing and Postal Code, that cut across other government agencies such as police, customs and Bureau of Statistics, so that governments can facilitate the implementation of these projects.  
In this regard PAPU will, during the 30<sup>th</sup> Anniversary sensitize Ministers in charge of postal services about the importance of the postal sector towards social and economic development of member countries.

## **9.0 STRATEGIES FOR CAPACITY BUILDING**

A paper was presented and committee recommended including the following suggestions:

- PAPU and UPU should organize training for the Human Resources in the member countries including the regulatory authorities so that the human capacity is enhanced.
- PAPU needs to liaise with postal training schools such that training manuals can be developed to enable the member countries develop their human resources.
- PAPU needs to carry out a training needs assessment of member countries.
- PAPU should also have a library where member countries can easily access the information they require and/or training manuals.
- PAPU should organize benchmarking meetings for member countries and give priority to exchange of information and sharing experiences and ideas.

## **10.0 A.O.B:**

### **10.1 African Union Exhibition**

The Secretary General of PAPU informed the committee that the African Union will be organizing an exhibition during the Heads of State and Government meeting to be held in Addis Ababa from 29<sup>th</sup> January – 2<sup>nd</sup> February 2010. The theme of the exhibition is “**Development of ICTs in**

**Africa.”** PAPU has been requested to organize member states to participate in the exhibition.

The committee agreed that this is a good platform for member countries to exhibit and display products and show the growth of the postal services as PART of the information technology. PAPU will continue sensitizing and guiding members but the deadline for registration is 15<sup>th</sup> December 2009.

## **10.2 Training in India:**

The Secretary General communicated to the committee that the training offered by India will commence on 25<sup>th</sup> January – 5<sup>th</sup> February 2010 in Postal Staff College India, Ghaziabad (near Delhi).

## **11.0. A SUMMARY OF THE RECOMMENDATIONS**

1. The need for human resource development and training.
2. Sharing of experiences and ideas among member countries.
3. Continuous improvement of quality of service.
4. Encouragement of member states to embrace the ongoing postal reforms such as e- services, legal and regulatory policies.
5. Enhancement of data collection.

## **12.0 ADOPTION OF THE REPORT**

The report was adopted.

## **13.0 CLOSING OF THE SESSION**

The chairman thanked the participants for their contribution and closed the meeting.

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**Abatan S. Dayo**  
Chairman

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**Nazarious Rukanyangira**  
1<sup>st</sup> Rapporteur

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**Francoise Lufuluabo Tshibas**  
2<sup>nd</sup> Rapporteur