

PAN AFRICAN POSTAL UNION



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

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. There is full control of mail from the aircraft to the mail processing centre.
ETHIOPIA	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 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 Member Countries	Continuous 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 	Member Countries Member Countries	Continuous Before Jan 2012	

<p>enquires to get 5 % bonus</p> <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>Member Countries</p>	<p>Immediate</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>Member Countries</p>	<p>June 2012</p>	
<p>10. Creation of an efficient Airport Mail Processing Unit</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 Member Countries</p>	<p>May,2012</p> <p>By Jan ,2012</p>	