



**PAN AFRICAN POSTAL UNION
28TH ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL**

**PROGRAMME OF ACTION OF THE UNION FOR THE
FINANCIAL YEAR 2009-2010**

INTRODUCTION

The Programme of activities for 2009/2010 takes account of recommendations and decisions of the Administrative Council and Plenipotentiary Conference during their last sessions held on 22nd – 30th June 2008. From these recommendations and 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**
- Cooperation development**
- Enhancement of the quality of service**

Programme of action for the Financial Year 2009-2010

S/N°	Activities	Host country/ Venue	Period	Population concerned	Objectives	Expected results	Performance indicators
1.	<p>Meeting of the Administrative and Technical Committees of PAPU</p> <ul style="list-style-type: none"> ▪ Key UPU Content Issues 	SOUTH AFRICA	9-11 September 2009	<p>Members of the Key UPU Content Issues Committee</p> <p>Members of UPU Councils, Committees, Project Teams and Groups from Africa</p>	<ul style="list-style-type: none"> ▪ Follow up on recommendations of PAPU permanent bodies; ▪ Sensitize PAPU members on key issues being discussed at UPU ▪ Preparations for the 2010 UPU Strategy Conference; ▪ Harmonizing Africa's position at UPU meetings and sponsorship of proposals; ▪ Lobbying other countries to support Africa's positions and advance developing countries' agenda. 	<ul style="list-style-type: none"> ▪ Ensure that PAPU member countries which do not attend UPU meetings are properly briefed and up-dated on goings on at UPU, and that their interests are safeguarded; ▪ Effective preparations for the Strategic Conference in Nairobi in 2010. 	<ul style="list-style-type: none"> ▪ Number of resolutions/decisions successfully implemented in line with the Committee Terms of Reference; ▪ Number of harmonized positions; ▪ Number of consultative meetings with members and other stakeholders.
2.	<p>Activities of the Administrative and Technical Committees</p> <ul style="list-style-type: none"> ▪ Meetings of the Administrative and technical committees 1. Action Group on Promotion of Philately in Africa 	UGANDA	24-26 Nov 2009 (3 days)	<p>Members of the Action Group on Promotion of Philately in Africa (AGPPA) , the Action group on Postal Development (AGPD) and Credentials Committee</p>	<ul style="list-style-type: none"> ▪ Follow up on implementation of recommendations of PAPU permanent bodies; ▪ Educating Members on the establishment of Technical and Administrative Committees and recently approved Terms of Reference and Code of Conduct; 	<ul style="list-style-type: none"> ▪ Contribution to the implementation of postal development strategies; ▪ Develop strategies to combat illegal stamp issues; ▪ Better knowledge of philately situation in Africa; 	<ul style="list-style-type: none"> ▪ Number of recommendations made and implemented; ▪ Reduced incidences of illegal stamp issues; ▪ Improved revenues from stamp issues and sales;

	(AGPPA) 2. Action group on Postal Development (AGPD) 3. Credentials Committee				<ul style="list-style-type: none"> ▪ Brainstorming on and sharing of experiences on the status of philately in member countries ▪ Benchmarking on management of stamp issue programmes; ▪ Preparations for philately events in 2010 (South Africa and Tunisia); ▪ Brainstorming on establishment of legal framework for postal reform and development; ▪ Identify cooperation and partnership areas to support postal development in Africa; ▪ Update contributions from members and develop strategies for enhanced and sustainable income for PAPU. 	<ul style="list-style-type: none"> ▪ Better preparation for future philately events; ▪ Improved strategies for engagement of donors and international collaborators; ▪ More innovative and effective ways of managing members' indebtedness to the Union; ▪ Fundraising activities to support Union projects and programmes; ▪ Compliance with the 28th Administrative Council Decisions and Resolutions. 	<ul style="list-style-type: none"> ▪ Number of joint stamp issue programmes; ▪ Reduction in exclusivity Agreements ; ▪ Number of partnerships/cooperation Agreements; ▪ Number of projects supported under cooperation framework; ▪ Success rate in recovery of arrears/ number of paid up members or on amortization programme.
3.	<p>PAPU's 30th anniversary celebrations (In collaboration with UPU and African Union Commission)</p> <p>Presentations on:</p> <ul style="list-style-type: none"> ▪ Role of postal services in national development; ▪ Harmonization of Postal policies, Regulations and Strategies for 	TANZANIA	05 days 18-21 January 2010	All Member States Key stakeholders including AUC, UPU and Regional Economic Communities and Sub-regional Postal Organizations.	<ul style="list-style-type: none"> ▪ Give PAPU positive publicity and draw governments' attention to the important role of postal services in national economies; ▪ Enhance interaction between members and other stakeholders, promote understanding and cooperation and create a milestone in PAPU's activities; 	<ul style="list-style-type: none"> ▪ Enhanced public awareness and knowledge of PAPU; ▪ Creation of a framework for future cooperation among stakeholders; ▪ Improved support for PAPU activities; ▪ Improved knowledge of national addressing systems and its impact on service quality; 	<ul style="list-style-type: none"> ▪ Number of countries and institutions that have a clear knowledge of PAPU; ▪ Number of jointly managed regional projects ▪ Number of cooperation Agreements signed; ▪ reduction of number of people per post office; ▪ Number of member

	Sustainable Development of the Postal Sector in Africa;				<ul style="list-style-type: none"> ▪ Raise awareness on provision of universal service; 	<ul style="list-style-type: none"> ▪ Guaranteed access to postal services by all sections of the population; 	countries participating in the ceremony;
	<ul style="list-style-type: none"> ▪ Provision of universal service; ▪ National Addressing Systems; ▪ Launch of commemorative book and postage stamps; ▪ Cooperation, collaborations and partnerships 				<ul style="list-style-type: none"> ▪ Focus on importance of developing a national addressing system and its role in improving service delivery; <p>Mobilize support for regional postal projects under PAPU/ UPU/ AUC cooperation.</p>	Compliance with the Decisions and Resolutions of the 28 th Administrative Council meeting.	<ul style="list-style-type: none"> ▪ Number of reports on study on postal services in Africa distributed to members; <p>Number of countries undertaking reforms based on the recommendations of the Study/ AU CIT Ministers' Resolution.</p>
4.	<p>Effective management of postal entities as modern business enterprises and getting value for money:</p> <ul style="list-style-type: none"> ▪ Seminar on Postal statistics; ▪ Training on mastering the UPU Terminal Dues system. 	NIGERIA	1-10 February 2010	All Member States	<ul style="list-style-type: none"> ▪ Train senior management officers in statistics gathering skills have a pool of experts; ▪ Have clear understanding of Terminal Dues issues and establish a pool of Experts. 	<ul style="list-style-type: none"> ▪ Promptness and Accuracy in data capture; ▪ Reduction of delays in transmission of data Management information; ▪ Maintaining a pool of terminal dues experts in each sub-region for the benefit of members; ▪ Improve revenue Protection. 	<ul style="list-style-type: none"> ▪ Number of countries using statistics in their management; ▪ Number of countries having a data bank and business information for decision making; ▪ Improved revenues; ▪ Number of specialists trained in terminal dues.
5.	<p>Nairobi postal strategy and beyond, in collaboration with the UPU</p> <ul style="list-style-type: none"> ▪ Forum on assessment of the implementation of the Nairobi Postal Strategy ▪ Workshop on Africa's contribution to the development of the next World Postal Strategy. 	KENYA	3 days 24-26 February 2010	All member States	<ul style="list-style-type: none"> • Know the status of implementation, sensitize members on gaps and agree on how to address them going forward • Make a contribution towards shaping the next World Postal Strategy. 	<ul style="list-style-type: none"> ▪ Steady progress in implementation of the Nairobi Postal Strategy; ▪ Consolidation of Africa's input to shaping the future World Postal Strategy, during the 2010 Strategy Conference. 	<ul style="list-style-type: none"> - Number of adaptations brought - Number of typical African strategies

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6.	<p>- Place and role of ICTs in modernization and prosperity of African Posts and TECHNOPOST AFRICA 2010 (In collaboration with the UPU)</p> <ul style="list-style-type: none"> ▪ Forum on ICTs and modernization and the development of electronic postal services; ▪ Exhibition of technological solutions and applications in connection with postal and financial activity by operators of the private sector in the area of the ICTs. ▪ E-post Project 	TUNISIA	16-18 March 2010	All Member States	<ul style="list-style-type: none"> ▪ Prepare postal administrations to provide e-services in their outlets; ▪ Bridge the digital divide; ▪ Present results of the E-Post study and explore options for collaboration in implementation; ▪ Sensitize members on ICTs as tools of modernizing postal services; ▪ Explore available opportunities for e-services. 	<ul style="list-style-type: none"> ▪ Creation and implementation of ICT based products and services 	<ul style="list-style-type: none"> ▪ Number of ICT-based services and products; ▪ Number of post offices equipped with equipment for delivery of e-services.
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7.	<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 	LIBYA	11-13 April 2010	<ul style="list-style-type: none"> ▪ All Member States ▪ Marketers ▪ Product Managers 	<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 	<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.

	managing them effectively.					African posts.	
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