

## **ADMINISTRATIVE AND TECHNICAL COMMITTEES**

1. Administrative and Technical Committees, which are non-permanent organs of the Union, may be established by the Conference or the Council.
2. They may be assigned studies on specific issues relating to the postal services and any other matters that may be of interest to the Union.

### **• PAPU/AFRAA Contact Committee**

This Contact Committee ensures permanent contact between African postal administrations and airlines. It was set up to meet one of the desires expressed by postal administrations during the Conferences on Mail Circulation in Africa. It is made up of 7 Working groups, and has so far completed the following studies it was assigned:

#### **GROUP 1**

1. Study with a view to determining the possibilities of applying :
  - a) a rate lower than the current maximum basic rate;
  - b) a preferential rate to surface airlifted mails (SAL).
2. Study with a view to facilitating the reforwarding by air of the surface mail of landlocked countries and obtaining a preferential rate from airlines;
3. Study with a view to permitting the settlement of airmail conveyance bills in local currency.

#### **GROUP 2**

Preparation of technical agreements between Postal Administrations and Airlines with a view to improving, harmonizing and promoting airmail services.

#### **GROUP 3**

Preparation of a Draft Standard Contract between Postal Administrations and Airlines.

#### **GROUP 4**

1. Study with a view to bringing the airlines to give due priority to airmail;
2. Study with a view to giving a minimum level of training in the field of postal regulations to airline staff handling mails at airports;
3. Study with a view to making relevant authorities of each country, through the Organization of African Unity, aware of delays arising from the “de facto” monopoly enjoyed by national airlines with regard to airmail conveyance and of the need to promote the liberalization of this sector of activity.

#### **GROUP 5**

Study with a view to ensuring better security conditions for empty bags being returned to their administrations of origin.

#### **GROUP 6**

Study with a view to promoting the establishment of postal administrations/airlines consultation units at local and, if necessary, sub-regional levels.

#### **GROUP 7**

1. Study with a view to getting to know the working methods of the private courier companies.
2. Preparation of reports on the Expedited Mail Service (EMS).

The final documents on the work of this committee were circulated to all member States for exploitation.

#### **• PAPU Study Committee**

The PAPU STUDY COMMITTEE is a technical committee set up in 1992 on the recommendation of the General Secretariat, by the Plenipotentiary Conference to study all technical matters of interest to Union members. It comprises all members of the Administrative Council among which one country is designated as Group Leader/Rapporteur for each study.

The studies assigned to this committee for the 1996-2000 period were the following:

#### **WORKING GROUP NO. 1**

**GROUP LEADER/RAPPORTEUR : ZIMBABWE**

Study with a view to evaluating the results obtained by member States with regard to the indicators and targets stipulated for delivery times of domestic and intra-African mails, within the framework of the Programme for the Postal Sector of the 2<sup>nd</sup> Transport and Communications Decade for Africa (UNTACDA II – 1991 – 2000).

#### **WORKING GROUP NO. 2**

**GROUP LEADER/RAPPORTEUR : SENEGAL**

Study on expanding EMS service in member States and adapting EMS products to customers needs.

#### **WORKING GROUP NO. 3**

**GROUP LEADER/RAPPORTEUR : GHANA**

Study with a view to preparing a Postal Development Plan which could serve as a guide for Postal Administrations of member States.

**WORKING GROUP NO. 4****GROUP LEADER/RAPPORTEUR : SIERRA LEONE**

Study with a view to compiling information and procedures on providing a wide range of new products to customers.

**WORKING GROUP NO. 5****GROUP LEADER/RAPPORTEUR : BURKINA FASO**

Periodic researches to ensure better knowledge of the Market.

**WORKING GROUP NO. 6****GROUP LEADER/RAPPORTEUR : MALI**

Study with a view to knowing the financial and non-financial incentive mechanisms applied by Postal Administrations of member States in order to increase productivity and improve the quality of service

**WORKING GROUP NO. 7****GROUP LEADER/RAPPORTEUR : TANZANIA**

Study with a view to introducing Savings Banks in member States which have not yet introduced the service.

**WORKING GROUP NO. 8****GROUP LEADER/RAPPORTEUR : TUNISIA**

Study on harmonizing tariff structures among member States with a view to establishing tariffs compatible with good services and a sound financial management of postal services.

As for studies adopted for the period 2000-2004, those are as follows:

<b>REPORTING COUNTRY/RAPPORTEUR</b>	<b>STUDY</b>
Côte d'ivoire	Study with a view to helping African postal administrations offer universal service to enable customers everywhere to send and receive all kinds of items through the Post
Ghana	Study with a view to enhancing the improvement of the quality of mail circulation and postal security in intra-African relations as well as within each member postal administration so as to guarantee reliable, secure and efficient services to customers
Tanzania	Study on the economic viability of the African mail network with a view to

	improving the cost/efficiency ration of postal services in order to maintain the affordability of postal services
Malawi	Study with a view to setting up a cost accounting system in African postal administrations to ensure better cost and the determination of the cost price of their services
Gabon	Commercial strategies : Preparing a general framework for conducting market research
Libya	1. Study with a view to strengthening cooperation between African postal administrations with the stakeholders in the development of the postal sector 2. Preparation and financing of postal projects
Tunisia	Study with a view to setting up a Pan African system for the exchange of technicians and specialists in the various fields of postal activity and the introduction of a specialization system
South Africa	Study with a view to introducing, revitalizing and further developing postal financial services in the continent
Nigeria	Study with a view to introducing a business culture in postal administrations focusing on customer satisfaction and quality service

- **The African Postal Security Coordination Committee (APSECCO)**

Since the 20<sup>th</sup> UPU Congress held in Washington in 1989, postal security has received increased attention in individual Postal Administrations, Restricted Unions and throughout the Universal Postal Union. Several activities have also been undertaken on the African continent in this connection, and more particularly the integration of postal security in the Programme of Action of the Pan African Postal Union. The most remarkable of these activities was the organisation of seminars on postal security, which were attended by postal administrations of the various countries, and the most important outcome of all these activities was the resolution adopted by the Nairobi Seminar in 1992 to establish the African Postal Security Network. In fact, during this meeting, it was suggested that a body similar to the PSAG should be set up within the African continent.

Accordingly, an Interim Committee was set up and assigned the responsibility of making the African Postal Security Coordination Committee (APSECCO). Furthermore, it was requested to merge Postal Security initiatives of both the French and English-speaking Postal Administrations for which separate courses had been organised.

APSECCO was set up in 1996. The document relating to its organisation and functioning was adopted by the 16<sup>th</sup> Ordinary Session of the Administrative Council in 1997.

#### **AIMS AND DUTIES OF THE AFRICAN POSTAL SECURITY COORDINATION COMMITTEE (APSECCO)**

## **1. Aims**

- To establish a framework for cooperation between postal administrations on matters concerning postal security;
- To promote the exchange of experiences and useful information on postal security and related matters;
- To study and recommend ways of approach in investigating cases common to African postal administrations;
- To establish links with sister organisations under the auspices of the Pan African Postal Union and harmonize relations with other security organizations on matters of mutual concern;
- To merge the postal security initiatives of all linguistic and regional groupings.

## **2 Composition of the African Postal Security Coordination Committee (APSECCO)**

The African Postal Security Coordination Committee is composed of representatives of member States of the Union on the basis of regional and linguistic groupings.

## **3. Duties of APSECCO**

3.1 The Committee shall at its meetings :

3.1.1 Analyse reports on the postal security situation in the various regions and make recommendations to the Administrative Council at its annual sessions;

3.1.2 Study and make recommendations on security within the framework of the implementation of various postal strategies that may be adopted by PAPU or the UPU;

3.1.3 Consider ways of improving and intensifying postal security throughout the continent;

3.1.4 Find means to assist member countries in setting up national postal security units or help them to reinforce existing ones.

## **4. The role of the PAPU General Secretariat**

4.1 The PAPU General Secretariat is the coordinator and liaison agent of the African Postal Security Coordination Committee and is responsible for convening meetings, translating, printing and distributing documents of the Committee.

4.2 The General Secretariat works closely with the APSECCO Chairman.

## **• TASK FORCE FOR THE IMPROVEMENT OF MAIL CIRCULATION IN AFRICAN**

Notwithstanding four Conferences on Mail Circulation held in Yaounde in 1981, Monrovia in 1983, Arusha in 1986 and Harare in 1989, despite the numerous initiatives taken by the PAPU

General Secretariat to improve the quality of mail circulation on the continent, such as controlling mail routing delays, preparing a directory of Mail Routing Coordinators, publishing and circulating mail routing plans, organizing training programmes to sensitize member administrations on the situation and conducting missions to member countries to verify on-the-spot problems relating to mail circulation, among others; despite the continuous attention given to mail transmission and forwarding times, it can be ascertained today that mail circulation problems in Africa still persist. Considering that one of the basic functions of the Post is to forward mail, and that the quality of mail circulation is measured in relation to the transmission and delivery times, it is necessary now, more than ever before, to redress the situation in order to ensure the survival of the Post in the prevailing competitive environment.

It is for this reason that the General Secretariat deemed it necessary to bring the problem to the attention of the Administrative Council and proposed the setting up of a Task Force to monitor and evaluate the situation and through its efforts, help improve the quality of Mail Circulation on the continent and in this way, satisfy the needs and expectations of the customers, which is the only way for the Post to hold its ground in the market.

The setting up of this Task Force is in conformity with the provisions of Article 12 paragraphs 1 and 2 of the PAPU Convention.

### **Aim, composition and terms of reference of the Task Force**

#### **1. Aim**

The aim of the Task Force is to improve the quality of Mail Circulation in Africa. It is responsible for selecting and planning actions, which would ensure coordination, follow-up and evaluation of the quality of mail circulation in Africa.

#### **2. Composition of the Task Force**

- 2.1 **The PAPU Task Force** comprises **Six member States**, representing the five sub-regions of the Continent. Each State is represented by a senior postal official who is an expert in mail circulation. The members are required to participate personally in the implementation of mail circulation actions.
- 2.2 Other institutions and organizations such as AFRAA etc., may become members by submitting a request to the Secretary General of PAPU.

#### **3. Terms of Reference of the Mail Circulation Task Force**

- 3.1 The Task Force is responsible for :

Ensuring continuous and permanent dialogue among PAPU member postal administrations, carriers, or any other stakeholder in order to identify the problems in the African mail circulation network so that a common practical solution could be found to correct the situation, improve the quality of service and also ensuring follow-up of the implementation of the corrective measures adopted.

- 3.2 Preparing, in collaboration of the General Secretariat, any draft decisions, recommendations and resolutions for approval by the organs of the Union.

- Implementing decisions and resolutions adopted by the different organs of PAPU and UPU.
  - Evaluating the implementation of the said decisions, recommendations and decisions.
- 3.3 Collecting information on the status of mail circulation on the continent, analysing mail routeing plans, undertaking periodical studies and making suggestions to the Postal Administrations concerned on the rationalisation of these plans.
  - 3.4 Monitoring and evaluating the quality of mail circulation on a regular basis.
  - 3.5 Utilizing PAPU, UPU and Airline mail circulation documentation to improve mail circulation in member States.
  - 3.6 Encouraging postal administrations of member States to abandon sea and land conveyance of mail and maximize the use of SAL at domestic, intra-African and international levels.
  - 3.7 Identifying and finding appropriate solutions to Mail Circulation problems of African Island and Landlocked countries, if need be.
  - 3.8 Encouraging the exchange of information and expertise in the area of Mail Circulation among Member-States, particularly the exchange of mail circulation instructors and supervisors.
  - 3.9 Urging postal administrations to establish Contact committees at the national level with carriers, customs, civil aviation etc., and maintain good relation with them to ensure the efficient and speedy handling and conveyance of mail.
  - 3.10 Sensitising postal administrations on the need to establish service quality standards and to pass this information on to customers.
  - 3.11 Guiding postal administrations of member States on the use of the indicators stipulated in the UNTACDA II Programme concerning mail circulation quality standards.
  - 3.12 Exhorting each postal administration to keep a record of all the weak points and shortcomings and the corrective measures envisaged by the administration itself or recommended by consultants.
  - 3.13 Sensitising postal administration on the need to reach arrangements with airports authorities to ensure the effective presence of mail circulation staff in ramp areas for immediate handling of incoming and outgoing mails.
  - 3.14 Offering guidance to the Administrative Council as concerns major decisions on mail circulation in Africa.
  - 3.15 Undertaking any other activity assigned to it by the Union or agreed upon during its meetings or at technical mail circulation meetings.
  - 3.16 Sensitising and encourage postal administrations of member States to use the EDI system managed by the UPU.

- 3.17 Helping postal administration of member States to reduce the total transmission times of postal items conveyed by air or surface between administrations.
- 3.18 Preparing its own recurrent budget to be incorporated in the Union's global budget.

- **The Credentials Committee**

This Committee comprises five countries representing each sub-region of the continent members for the 1996 – 2000 period were : **Cameroon, Senegal, Tanzania, Tunisia and Zambia**. The same committee members were re-elected for the period 2000-2004.

Its duties are as follows:

- i) to investigate the problems and causes for the non-payment of Union dues.
- ii) to suggest measures or plans to enable member countries pay their outstanding contributions without putting too much strain on them while at the same time urging them to immediately start paying their current dues.
- iii) to suggest appropriate measures to oblige defaulters to settle their outstanding contributions, with due respect for the Convention of the Union.
- iv) to suggest other measures deemed appropriate to ensure the financial viability of the Union.
- v) to take into consideration the case of Morocco which has considerable arrears but has ceased to be a member of the Union.

- **Marketing Action Group**

PAPU organised its first-ever Customer's and Marketing event in Tunis, Tunisia, on 8<sup>th</sup> June 1998 during the 17<sup>th</sup> Ordinary Session of the Administrative Council. The theme of the event was "**The African Post Listening to its Customers**". This event culminated in the adoption of the Tunis Declaration, which recommended, among other things, the setting up of a Marketing Action Group.

The Marketing Action Group is made of : Burkina Faso, Cameroon, Gabon, Senegal, Tanzania, Tunisia and Zimbabwe and held its first meeting in Abidjan on 19 – 20 June 2000.

- **Main Role of the Marketing Action Group**

- Outline and propose customer-oriented strategies aimed at strengthening the commercial nature of postal activities;
- Identifying and implement projects materializing the customer-oriented strategy especially pilot projects;
- Establish service quality standards and indicators in line with market requirements;

- Draw up a customer service charter in the forum of a model contact between a postal enterprise and its customers.

▪ **The Strategy Board**

The Executive Marketing Conference for the Chief Executives of the Posts in Africa held in Dakar, Senegal from 23<sup>rd</sup> to 24<sup>th</sup> May 2001 decided to put in place a Strategy Board composed of the following countries:

Cameroon, Côte d'Ivoire, Kenya, Libya, Niger, Nigeria, Senegal, South Africa, Tanzania and Tunisia.

▪ **Role of the Strategy Board**

- Act as an advisory body in postal management to postal entities, the UPU and PAPU on matters related to the improvement of the quality of service and postal development in Africa;
- Not to act a substituting entity to existing technical organs. Implementation of programmes and projects will be carried out by PAPU, the UPU and their organs, and project teams or authorized working groups;
- Ease the exchange of expertise and information among postal entities;
- Ease the conception of bench-making programmes among postal enterprises with a view to disseminating the use of best practices in targeted areas.

▪ **Support Committee for the organization of the 23<sup>rd</sup> UPU Congress**

Considering the fact that the committee initially created to back Côte d'Ivoire's candidature to host the 23<sup>rd</sup> UPU Congress had achieved its objective and it was time to move ahead into organizational stage. The PAPU Administrative Council

meeting in its 19<sup>th</sup> Ordinary Session in Abidjan, Côte d'Ivoire from 24 to 23 June 2000 recommended the setting up of a support Committee for the organization of the 23<sup>rd</sup> UPU Congress scheduled to hold in Abidjan, Republic of Côte d'Ivoire in 2004.

This Committee, chaired by South Africa has nine (9) members: Cameroon, Burkina Faso, Gabon, Ghana, Kenya, Madagascar, Senegal, Tunisia and Tanzania.

During its fast meeting which took place in Abidjan, Côte d'Ivoire, the Committee set up five (5) action zones headed by the following reporting countries:

- Northern Africa Zone : Tunisia
- Western Africa Zone : Burkina Faso
- Eastern Africa Zone :Kenya
- Southern Africa Zone : South Africa
- Central Africa Zone :Cameroon

▪ **Role of the Support Committee for the organization of the 23<sup>rd</sup> UPU Congress**

- i) To prepare general guidelines for preparing the 23<sup>rd</sup> UPU Congress
- ii) To suggest support actions to Côte d'Ivoire.

### **E-POST COMMITTEE**

Further to recommendations made by the Plenipotentiary Conference held in Abidjan in June 2000 on the introduction of new technologies and E-Commerce, the Administrative Council of the Pan African Postal Union (PAPU) in its 20<sup>th</sup> ordinary session which took place in Cape Town, South Africa approved Resolution No. 01/PAPU/CA/XX/2001 on the setting up of study committee composed of: Côte d'Ivoire, Kenya, South Africa, Tanzania and Tunisia on the introduction of E-commerce.

However, the Administrative Council of the Pan African Postal Union, meeting in its 21<sup>st</sup> Ordinary Session in Durban, South Africa from 12-14 June 2002 considered the report of the E-post Committee created by the PAPU Administrative Council during its 20<sup>th</sup> Ordinary session held in Cape Town, South Africa in June 2002 and referring to the terms of reference of the Regional and Steering Coordination Committee on new technologies, as stipulated in the Tunis Declaration enacted by the Conference organised by PAPU on new technologies held in Tunis, Tunisia in March 2002, and considering the near-similarity of activities of the two entities and member-countries constituting them decided to integrate the coordination committee on new technologies created in Tunis in March 2002 into the E-post Committee set up by the Council in June 2001.

### **The Action Group for the Promotion of Philately in Africa (AGPPA)**

Eager to endow the Union of an organ susceptible of undertaking actions with the view to solving problems encountered by African countries in matters related to Philately and to recommendations formulated by the workshops organised in Bamako, Mali from 25-28 February 2002, the Administrative Council Meeting in its 21<sup>st</sup> Ordinary Session held in Durban, South Africa from 12-14 June 2002, decided to create within the Union a Technical Committee known as Action Group for the Promotion of Philately in Madagascar, Mali, Nigeria, Senegal, South Africa and Tunisia to organise interdependency at regional level with the view to searching for solutions, promoting and developing philately in Africa.

The said Committee held its first meeting on 7<sup>th</sup> February 2003 in Arusha Tanzania, 2003.