

**PAN AFRICAN POSTAL UNION (PAPU)**



**REPORT OF THE 39<sup>TH</sup> ORDINARY SESSION  
OF PAPU ADMINISTRATIVE COUNCIL**

**Victoria Falls, Zimbabwe**

***21-22 June, 2021***

## TABLE OF CONTENTS

	PRESENTATION NOTE .....	3
1	INTRODUCTION .....	4
2	PARTICIPATION.....	4
3	OFFICIAL OPENING CEREMONY .....	4
4	HEADS OF DELEGATION MEETING .....	5
5	CONFIRMATION OF QUORUM .....	5
6	OPENING REMARKS BY THE CHAIRMAN.....	5
7	ADOPTION OF THE AGENDA AND WORK PROGRAMME.....	6
8	REPORT OF THE CHAIRMAN OF THE ADMINISTRATIVE COUNCIL .....	6
9	ELECTION AND INSTALLATION OF THE BUREAU .....	8
10	REPORT OF ACTIVITIES OF THE SECRETARY GENERAL FOR THE 2019/2021 PERIOD..	8
11	CONSIDERATION AND ADOPTION OF REPORTS AND RECOMMENDATIONS OF TECHNICAL COMMITTEES, AFRICAN SUPPORT COMMITTEE AND FORUMS.....	9
12	CONSIDERATION AND ADOPTION OF THE REPORT OF THE 39 <sup>TH</sup> ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL .....	18
13	CONSIDERATION AND ADOPTION OF THE QUADRENNIAL REPORT OF THE ADMINISTRATIVE COUNCIL AND RECOMMENDATIONS TO THE 10TH ORDINARY PLENIPOTENTIARY CONFERENCE .....	19
14	DATE AND VENUE OF THE 40TH ADMINISTRATIVE COUNCIL SESSION.....	19
15	ANY OTHER BUSINESS.....	19
16	CLOSING SESSION .....	19
17	ANNEXES .....	21
18	CLOSING REMARKS.....	341
19	FINAL COMMUNIQUE .....	342
20	VOTE OF THANKS.....	342

## **PRESENTATION NOTE**

The 39<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) took place from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021, at the **Kingdom Hotel** in Victoria Falls, Zimbabwe. The Session was preceded by the Administrative and Technical Committee meetings, the African Support Committee, the CEO Forum and the Postal Regulators Forum which were held virtually from 7<sup>th</sup> to 14<sup>th</sup> June, 2021. This report to which all the decisions and resolutions are attached, summarizes the proceedings of the meeting.

## **1 INTRODUCTION**

The 39<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) was held from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021, at Kingdom Hotel, Victoria Falls, Zimbabwe, at the kind invitation of the Government of the Republic of Zimbabwe.

The Session was preceded by meetings of the Administrative and Technical Committee, the African Support Committee, the CEOs Forum and the Postal Regulators Forum which were held virtually from 7<sup>th</sup> to 14<sup>th</sup> June, 2021.

## **2 PARTICIPATION**

The following Council Members participated in the session:

**Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Egypt, Kenya, Madagascar, Mali, Mozambique, Niger, Nigeria, Senegal, Sudan, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.**

The following members of the Administrative Council were absent: **Republic of Congo and Gabon.**

The following participated as observers:

Member States: **Algeria, Benin, Democratic Republic of Congo, Eswatini, Ghana, Guinea, Malawi, Morocco, Namibia, South Africa.**

Partner organizations and restricted unions: **Asian Pacific Postal Union (APPU), Belgium, State Post Bureau (China People's Rep.), Communications Regulators' Association of Southern Africa (CRASA), Groupe La Poste France, Embassy of Japan In Harare, Japan Post – Japan, Ministry of Internal Affairs and Communications – Japan, MailAmericas, Southern Africa Postal Operators Association (SAPOA), Universal Postal Union (UPU), United States Postal Services (USPS) - (associate member), West African Postal Conference (WAPCO).**

The full list of participants is attached herewith as **Annex I**

## **3 OFFICIAL OPENING CEREMONY**

The official opening ceremony was presided over by the Minister of ICT, Postal and Courier Services of Zimbabwe, **Dr Jenfan Muswere (MP)**. In attendance were, Minister of State for Provincial Affairs and Devolution (Matebeleland, South) of Zimbabwe, **Hon. Richard Moyo (MP)**, the Deputy Minister of ICT, Postal and Courier Services of Zimbabwe, **Hon Phuti**, Permanent Secretary, Ministry of ICT, Postal and Courier Services of Zimbabwe and Chairman of the PAPU Administrative Council **Dr. Eng. S.M. Kundishora**, the Secretary General of PAPU, **Mr. Younouss Djibrine**, the Deputy Director General of the International Bureau of the UPU, Mr. Pascal Clivaz (remotely), Director General, Post and Telecommunications Regulatory Authority (POTRAZ) of Zimbabwe, **Dr. Gift Machengete** and Mr. **Sifundo Chief Moyo**, Postmaster General of ZIMPOST.

The available opening remarks and speeches are in Annex II.

#### **4 HEADS OF DELEGATION MEETING**

Article 4 of the Rules of Procedure of the Administrative Council of the Pan African Postal Union (2009), require that the opening session of the Council be preceded by a meeting of Heads of Delegation and the Secretary General of the Union, to consult and agree on the Election of the Bureau and draft agenda as well as work programme. Due to the format, i.e. hybrid, in which the Session was to be held, the Secretariat proposed that the Council should skip the Heads of Delegation Meeting, and that the current bureau continues with its duties until 1<sup>st</sup> July, 2021, when the new bureau will be installed. Accordingly, Mozambique followed by Egypt, Zambia, Tanzania, Burkina Faso, Côte d'Ivoire etc supported the proposal.

#### **5 CONFIRMATION OF QUORUM**

Article 29 of the detailed regulations of the convention (2018) stipulates that the quorum shall be made up of two-thirds (2/3) of Member States of the Council present. Two-thirds (2/3) of the Member States translates into fourteen (14) Member States. After a roll call, it was confirmed that eighteen (18) Council Members out of twenty (20) were present. Therefore, the quorum had been established in line with the provisions of Article 9 of the rules of procedure of the Administrative Council.

#### **6 OPENING REMARKS BY THE CHAIRMAN**

After establishing that the quorum had been formed, the Chairman called the meeting to order at 10:30 GMT. He welcomed delegates and urged them to feel free, as well as actively participate in the deliberations.

Before delving deep into the agenda, he recognized the following partners who had registered to attend the Council Session. These were either physically present or participating remotely:

- a) Asian Pacific Postal Union (APPU);
- b) Communications Regulators' Association of Southern Africa (CRASA);
- c) Embassy of Japan in Harare;
- d) Embassy of Algeria in Harare;
- e) Group La Poste France;
- f) Japan Post – Japan;
- g) LLEIDA NET
- h) Ministry of Internal Affairs and Communications – Japan;
- i) MailAmericas;
- j) Southern Africa Postal Operators Association (SAPOA);
- k) State Post Bureau (China People's Rep.);
- l) United States Postal Services (USPS);
- m) Universal Postal Union (UPU);

n) West African Postal Conference (WAPCO).

Each partner was then accorded three (3) minutes to deliver goodwill and solidarity messages with the Union. In view of this, the following partners made their solidarity and good will messages:

- i. MailAmericas;
- ii. USPS;
- iii. France;
- iv. SAPOA;
- v. Belgium;
- vi. CRASA.

## **7 ADOPTION OF THE AGENDA AND WORK PROGRAMME**

The Council adopted the draft agenda and work programme as stated at section 4 above. The adopted agenda is in **Annex III** of this report.

## **8 REPORT OF THE CHAIRMAN OF THE ADMINISTRATIVE COUNCIL**

The Director General of POTRAZ presented the report on behalf of the Chairman which highlighted the following main areas:

- a) **Chairmanship of the 38th Ordinary PAPU Administrative Council Session**, in June, 2019, in Ouagadougou, Burkina Faso;
- b) **Activities carried out during the year under review:**
  - i. Theme of PAPU Day Celebration 2020;
  - ii. Programme of Activities for 2019/2020 financial year;
  - iii. Budget of the Union for 2019/2020 financial year;
  - iv. Appointment of a new External Auditor - Ernest & Young.

On appointment of external auditors for the period under review, the contribution by Mali was inserted to the report as follows:

Pursuant to the decision on the appointment of external auditors, the General Secretariat engaged Ernest and Young as the Union's External auditor. Accordingly, the appointment was renewed by virtue of the firm's satisfactory performance.

### **c) Challenges**

- i. **Restructuring of the Secretariat** - Implementation of the newly adopted structure began and is being implemented on continuous basis subject to availability of funds. Presently and due mostly to lack of sustainable funding, most of the critical staffing positions remain vacant except the one for Head of the Executive Office. This situation requires urgent attention and needs to be addressed without further delay;

- ii. **Financing of the Union and budget** - Financing of the Union remains a huge challenge coupled with the decrease in the budget ceiling approved by the 9<sup>th</sup> Plenipotentiary Conference, from the **USD 1,721,052** to **USD 1,670,496** after re-prioritization of activities by the General Secretariat as directed by the Council. This no doubt presents continuing financial challenge that impedes full and successful implementation of all the approved activities for the quadrennial cycle;
- iii. **Representation of Member States at UPU Committees** as well as at the UPU Bodies remains weak. This is despite reminders to members who were elected into the Council of Administration (CA) and the Postal Operations Council (POC) to represent the Union in the various UPU committees and working groups, especially to serve as Chairpersons or deputy Chairpersons;
- iv. **Representation of PAPU officials at the UPU meetings** remains inadequate due to austerity measures imposed by the Council;
- v. **The current but outdated scale of assessment for annual financial contributions** to the budget of the Union and the failure of member states to pay their mandatory financial contributions as and when due also continues to affect the smooth implementation of the Union's activities;
- vi. **The constraints on the financing of the PAPU House project** considering the need to make the project viable and the consequent upward review of the equity/loan ratio, it had become compelling for PAPU to inject additional equity cash contribution of USD 1 Million. The current finances have not allowed adequate progress in this endeavour. Details on this were later availed to the Council by the Chairman of the Finance and Administration Committee.

d) **Way forward**

- i. Payment of mandatory annual financial contribution to the budget of PAPU within the first six months of the financial year ending 30<sup>th</sup> November of every year. This action would not only enable the General Secretariat to plan and execute the approved activities seamlessly, it would also enable Member States to avoid the 2% statutory surcharge for late settlement of annual contributions;
- ii. Review of the current scale of assessment for financial contributions that had been in force since the 4<sup>th</sup> Ordinary Plenipotentiary Conference held in 1996;
- iii. Strong appeal to Member States who were elected to POC/CA for more presence and effective participation at UPU meetings;

- iv. Express appreciation to the Government and people of the United Republic of Tanzania for their commitment to the PAPU House Project.

The Chairman urged Member States to make voluntary financial contributions in addition to the amount contributed/pledged during the 40<sup>th</sup> Anniversary Cerebrations in Arusha in January, 2020, to ensure the realization of the PAPU House project which will be an honor for the entire African Postal Fraternity.

On Financing of the Union and budget the Council noted that it was necessary to align the Union's activities with those of the UPU to ensure that there is no mismatch with World Postal Strategy and budget with the Action plan and budget of PAPU.

The Council noted the report presented by the Chairman.

The full text of the report is attached herewith as **Annex IV**.

## **9 ELECTION AND INSTALLATION OF THE BUREAU**

Rule 4 of the Rules of Procedure of the Administrative Council stipulates that during the commencement of the session, and at the proposal of one (1) Member State, seconded by two (2) other Member States, the Council shall elect its Bureau, composed of one (1) chairperson, two (2) vice-chairpersons and two (2) rapporteurs. The General Secretariat shall serve as Secretariat of the meeting under the supervision of the two (2) rapporteurs.

The bureau was constituted as follows based on facts provided at section 4 above:

<b>Chairman</b>	:	Zimbabwe;
<b>1<sup>st</sup> Vice Chairman</b>	:	Madagascar;
<b>2<sup>nd</sup> Vice Chairman</b>	:	Senegal;
<b>Rapporteurs</b>	:	Gabon and Tunisia.

Considering the limited time available between now and the election of the next Council, the same bureau was allowed to carry out its duties during the entire 39<sup>th</sup> Administrative Council Session, through to the Plenipotentiary Conference and handover to the newly installed bureau during the 10<sup>th</sup> Extraordinary Administrative Council Session which will be virtually held on 1<sup>st</sup> July, 2021.

## **10 REPORT OF ACTIVITIES OF THE SECRETARY GENERAL FOR THE 2019/2021 PERIOD**

The Secretary General presented his report for the period 2019/2020, focusing on the following key areas:

- The business environment;
- Performance;
- Day-to-day operational issues of the Union;
- Policy, regulatory and governance matters;
- Financial management and practices;
- Human resources;



- Activities of Regional Training Centers;
- Cooperation activities;
- Key projects;
- International conferences and workshops;
- Challenges and actions taken/planned;
- Outlook/expectations for next financial year;
- Conclusion.

The Council expressed satisfaction with the annual report presented by the Secretary General during the 39<sup>th</sup> Ordinary Session of the Administrative Council. The Council commended the Secretary General and the entire team of the General Secretariat for a job well done despite the numerous challenges faced. The report was adopted taking into account the following observations:

- On business environment - to note that conflicts which are “de facto” just created affect the smooth operations of the postal business;

On late mandatory contributions by Member States, there was need for a proper alignment of the financial year of the Union with what is obtaining in most countries i.e. the budget year to start in January each year. This could also be achieved if the PAPU Plenipotentiary Conference would be held after UPU Congresses so that PAPU’s Action Plans could be in synch with that of the UPU. Having noted these observations, the Council adopted the report and congratulated the Secretary General for the detailed and well-presented document. Furthermore, the Council gave the Secretary General, a standing ovation for this gesture.

The full report is in **Annex V**.

## **11 CONSIDERATION AND ADOPTION OF REPORTS AND RECOMMENDATIONS OF TECHNICAL COMMITTEES, AFRICAN SUPPORT COMMITTEE AND FORUMS**

The Council considered the recommendations submitted by the Chairpersons of the Technical Committees and Forums, as follows:

### **1.1 Operations and Technology Committee**

The Council took note of the “**Operations and Technology**” Committee report which was presented by Tunisia. The report focused on the following main issues:

- a) Update on implementation of the 38<sup>th</sup> Administrative Council decisions, resolutions and recommendations ;
- b) Status of implementation of the Programme of Action 2019/2020 report
- c) Quality of service report;

- d) Status report on the implementation of Operational Readiness for E-commerce (ORE) Project;
- e) Status Report on the implementation of Customs Declaration System (CDS) Project;
- f) S58 and S59 security standards compliance;
- g) Physical Services Development;
- h) Update on the Integrated Product Plan (IPP);
- i) Remuneration issues;
- j) The Post and Financial inclusion;
- k) Report on digitization and diversification of services & products in the post in Africa;
- l) Presentation of the Chairperson of the DotPost Group on the services and future projects of the Group;
- m) Consideration of draft Programme of Action for 2021/2022.

Thereafter, the Council adopted the following resolutions:

- on the discontinuation of the PAPU Quality Control Exercise and encouraging the use of the Global Monitoring System (GMS) ;
- on physical services development which called on members to offer all products on the UPU product portfolio and endeavour to meet the necessary operational requirements;
- on the support of the proposals on the Integrated Product Plan (IPP) and related recommendations to be submitted to the 27<sup>th</sup> UPU Congress that are in line with Africa's interests and capabilities;
- on the establishment of a permanent Remuneration Working Group under the Operations and Technology Committee to come up with Africa's position on remuneration proposals to the 27<sup>th</sup> UPU Congress as well as work on remuneration issues throughout the next Congress cycle. Egypt expressed interest to chair the working group;
- on Post and Financial inclusion which called on Member states to exhaust all possible funding sources to facilitate digital financial inclusion initiatives and implement financial inclusion projects, including digitization by using available solutions to facilitate the provision of efficient and cost-effective financial services;

- on Digital Transformation in Africa encouraging Designated Operators to develop and implement digital transformation strategies to ensure diversification and reinforce business growth.

The full report of the **Operations and Technology Committee** is attached herewith as **Annex VI**.

### **1.2 Policy, Strategy and Governance Committee**

After presentation of the report by Chairman, Zambia, the Council took note of the **Policy, Strategy and Governance** Committee report which highlighted the following key issues:

- a) Assessment of PAPU Quadrennial Programme of Activities 2017-2020;
- b) Consideration of Strategic Plan 2022-2025;
- c) Consideration of Quadrennial Action Programme 2022-2025;
- d) Review of Draft African Guidelines;
- e) Proposed Restructuring of Administrative and Technical Committees;
- f) Proposed PAPU Administrative Council composition for 2022-2025 cycle;

After considering the report of the Committee the Council adopted the following decisions and resolutions:

- Decision aligning the PAPU Programme of Activities with the UPU Programme of Activities. It instructs that the 11<sup>th</sup> Ordinary Session of the PAPU Plenipotentiary Conference should be held after the UPU's 28<sup>th</sup> Ordinary Congress, within a period not exceeding six (6) months at the latest;
- Decision approving the Strategic Plan for the 2022-2025 quadrennial cycle;
- Decision on approval of the Quadrennial Programme of Activities of the Pan African Postal Union for the 2022/2025 financial cycle;
- Decision on approval of the PAPU Programme of Activities for the 2021/2022 financial year;
- Decision adopting PAPU Day Themes for the 2022-2025 quadrennial cycle;
- Resolution adopting the Terms of Reference (ToRs) of the proposed Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions;
- Decision adopting the African Postal Guidelines proposed by the Pan African Postal Union (PAPU) that establishes a continent-wide standard framework for postal regulation, which outlines the character, duties and functioning of a regulatory authority;
- Decision introducing proxy into the Rules of Procedure of the PAPU Administrative Council;
- Decision introducing proxy into the Rules of Procedure of the PAPU Plenipotentiary Conference;
- Decision outlining responsibilities of rapporteurs in the Rules of Procedure of the PAPU Administrative Council;

- Decision outlining the responsibilities of rapporteurs in the Rules of Procedure of the PAPU Plenipotentiary Conference;
- Decision on clarification of hierarchy of laws between the PAPU Convention and the Administrative Council Rules of Procedure;
- Decision creating two new Administrative and Technical Committees at the Pan African Postal Union (PAPU), “Policy and Regulation” Committee and “*Strategy*” Committee;
- Decision adopting the new distribution of seats on the Administrative Council of the Pan African Postal Union (PAPU)-Since the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference held in Antananarivo, Madagascar, the number of seats on the Administrative Council increased from 20 to 25 following the amendment of the PAPU Acts;
- Decision on election of members of the Administrative Council of the Pan African Postal Union for the 2022-2025 cycle. Through this decision, it is a question of electing the 25 new members of the Council;
- Decision approving of interim agreements signed between the Union, international organizations and countries.

The full report of the **Policy, Strategy and Governance** Committee is annexed hereto as **Annex VII**.

### 1.3 The CEO Forum

The CEO Forum report was presented by Egypt, the forum's chairman and the Council unanimously adopted it. The report focused on the following major highlights:

- African Philatelic Hub by Morocco
- Common African Mail Bag project by Burkina Faso
- Ecommerce-ecom@africa platform by Egypt;
- Presentation of the updated TORs by PAPU General Secretariat;
- Panel discussion: Postal Transformation in Africa;
- An overview of the Postal Digital Transformation in Africa by Mr. Ahmed Mansour, Egypt Post Secretary General;
- Presentations on Digital Transformation- opportunities by Algeria, Senegal, and Botswana;
- Presentations on Digital transformation: Challenges and Solutions (post Covid-19 era) by Tunisia, Cameroon and Nigeria

After deliberations, the forum adopted a Resolution on the updated ToRs and a Declaration recognizing the fact that posts should rely on digitization to breathe new life into the African postal sector at a time when electronic commerce is key in the wake of constant customer changing needs in both the physical and digital value chains.

The full report of the 1<sup>st</sup> CEO Forum is herewith attached as **Annex VIII**.

#### **1.4 Regulators Forum**

The forum's chairman, Zimbabwe, presented a report whose highlights were as follows:

The Chairman Zimbabwe, presented the report of the fourth Postal Regulators Forum which was held online on 14 June 2021 as from 9:00 GMT. This is pursuant to PAPU Administrative Council Resolution No. 18/PAPU/AC/XXXVI/2017, meeting during its 36th Ordinary Session from 8th to 10<sup>th</sup> May 2017 in Nairobi (Kenya), whereby an annual forum on postal regulation was instituted on the sidelines of Council meetings.

The proceedings were chaired by Dr. Gift K. Machengete, Director General of POTRAZ.

The Forum was organized on the theme: *"Role of the Regulator in Personal Data Protection"* The choice of the theme was justified by the germaneness of the issue of personal data protection since consumers are required to disclose personal data, which is information needed to identify a user.

The Forum was moderated by of Senegal.

After debate, the Forum came up with a Declaration and a draft resolution in order to:

- Develop guidelines for personal data protection;
- Adopt the draft African Postal Guidelines by overwhelming majority for onward transmission to the relevant bodies of the African Union.
- Involve consumer rights associations in personal data protection and support them as far as possible in sensitizing consumers.

The full report of the Regulator's forum is herewith attached as **Annex IX**.

#### **1.5 African Support Committee (ASC)**

The Chairman, Tunisia, presented the ASC report whose thrust was on the following areas:

- On UPU matters:
  - Candidates for seats in UPU organs;
  - PAPU presentation on opening-up of the UPU to wider postal sector players;
  - PAPU presentation on reform of contribution system applied to UPU Member Countries (proposed alternative model);
  - PAPU presentation on long-term viability of UPU Provident Scheme;
  - Proposals on remuneration matters.
- Arrangements to support Côte d'Ivoire in hosting the 27<sup>th</sup> UPU Ordinary Congress in 2021;

## **RECOMMENDATIONS**

### **I- ON UPU MATTERS:**

#### **a) On Candidates for seats in UPU organs**

The Committee made the following recommendations to the Administrative Council:

- Call on PAPU Member States to support African candidates to be fielded during elections for the Council of Administration and Postal Operations Council;
- Request PAPU Member States to support the candidacy of Mr. Younouss Djibrine (outgoing PAPU Secretary General), nominated by Cameroon and endorsed by the African Union, for the post of Deputy Director General of the UPU International Bureau;
- Remind Member States to honour their financial commitments, particularly by being up-to-date in their mandatory contributions, in order to benefit from PAPU support;
- That priority be given to Member States that are in compliance with their contributions to the UPU

#### **b) On Opening up the UPU to wider postal sector players**

The Committee recommended that PAPU General Secretariat should hold sessions to open consultations among African countries, the objective being to collect members' positions, with a view to achieving building consensus and protecting the interests of African countries.

#### **c) On Reform of contribution system applied to UPU Member Countries (proposed alternative model)**

The Committee recommended that:

- The Administrative Council should request Member States to adopt and take ownership of decisions made during UPU meetings;
- The General Secretariat should circulate the decisions of countries affected by this Reform.

#### **d) On Long-term viability of the Union's Provident Scheme**

The Committee recommended that the Administrative Council requests Members States to take ownership of decisions made during UPU meetings.

#### **e) On the Remuneration proposals**

The Committee requested the Administrative Council to consider the draft resolution prepared by the Operations and Technology Committee on the establishment of a permanent Remuneration

Group in charge of remuneration issues for the next cycle, in order to ensure that Africa continuously monitors new developments and guide Member States, given the technical nature of remuneration proposals.

## **II- SUPPORT TO CÔTE D'IVOIRE FOR THE ORGANIZATION OF 27<sup>TH</sup> UPU ORDINARY CONGRESS IN 2021**

The Committee made the following recommendations to the Administrative Council:

- Remind Member States that the 27<sup>th</sup> UPU Congress organized in Africa is not only for the host country, hence the need to give unconditional support to Côte d'Ivoire;
- Reiterate the recommendation of the Administrative Council relating to the organization, before the Congress, of ASC meetings at the level of African sub-regions;
- Request all countries wishing to organize receptions, gala dinners, and other social events to express their interest in order to be assisted by the Organizing Committee;
- Request African States to participate massively in the proceedings of the Congress, particularly by sending delegations of the highest level;
- Côte d'Ivoire should provide regular updates to the African Support Committee on the status of preparations.

## **III- PAPU 40<sup>th</sup> Anniversary Celebrations in 2020**

The Committee recommended that:

- The higher authorities of the Union, via the General Secretariat, should formally show appreciation to the following countries/organizations:
- Tanzania, the host country, for her support that largely contributed to the resounding success of the celebration;
- Japan, Niger, Zimbabwe, Switzerland and Cameroon for sponsoring various social events;
- Morocco, the Universal Postal Union, the International Fund for Agricultural Development, the Central Bank of Tanzania, CRDB Bank, the African Union Commission, Vodacom Tanzania, the Association of African Airlines (AFRAA) and Egypt for sharing their expertise as centers of excellence during the High-Level Forum.

The Committee recommended that since the fundraising campaign to complete the balance of PAPU's equity cash contribution for the PAPU House project has not yet met the target of USD 1 million, an appeal should be reiterated to Member States on the matter to avoid interrupting construction work, especially when it reaches an advanced stage.

The Committee also recommended that the Administrative Council reiterates the appeal in the letter circulated to Member States by the Chairperson of the Plenipotentiary Conference encouraging them to support the initiative aimed at actualizing the PAPU House project.

The Committee recommended to Administrative Council to set up a Task Force on how additional money can be raised to meet the outstanding USD 1 million target to complete PAPU's equity cash contribution to the project. The full report of the African Support Committee is herewith attached as **Annex X**.

### **1.6 Report of the External Auditor on the Accounts of the Union for the financial years ended 31<sup>st</sup> May, 2019 and 31<sup>st</sup> May, 2020**

The External Auditor, Messr Ernest and Young presented a report on the Accounts of the Union for the financial years ended 31<sup>st</sup> May, 2019 and 31<sup>st</sup> May, 2020 and the Council unanimously adopted it. The Council further commended the auditor for a job well done.

### **1.7 Report and recommendations of the Finance and Administration Committee**

The Chairman Senegal presented a report of the finance and administration committee virtual meeting held from 9<sup>th</sup> and 10<sup>th</sup> June 2021.

The meeting reviewed the report of the previous meeting and status of implementation of Administrative Council decisions, resolutions and recommendations

The Council noted the report presented by the Finance and Administration Committee and observed that all the previous decisions, resolutions and recommendations were fully implemented:

#### **a) Update on the construction of PAPU House building and other related matters**

The Council noted the progress report provided by the Committee and commended both the Union and the host country for their joint efforts in actualizing the project. It was further observed that the building is progressing as planned and have reached the 5<sup>th</sup> floor as at May 2021. On the remaining equity cash, the Council resolved that any amount remaining after the launching in Victoria Falls shall be shared to Members in line with the scale of contribution. A resolution is attached as annex 1.

#### **b) On the outcome of the meeting of the Task Force on the recovery of outstanding mandatory financial contributions of Member States**

The Council noted the continuing precarious financial situation of the Union and recommends as follows:

- i. The Union should continue negotiation with member States with huge outstanding financial arrears and offer them incentives.



- ii. Encourage Libya to contribute 50% of all her outstanding contributions towards the PAPU House project in line with the same incentive extended to Algeria.
- iii. To grant waiver on 50% of outstanding mandatory contribution to all Member States in arrears for more than ten years provided the concerned Member State makes an en-bloc payment equivalent to 50% of the arrears towards the PAPU House building with subsequent continuous payment of annual mandatory contributions. A similar waiver shall be extended to Member States with arrears of five or more years with a history or situation of war, conflict or political upheavals. In both cases, the Secretary General is mandated to sign agreements with the Member States and report back to the Council on the implementation of the agreements.
- iv. To consider downward review of the mandatory contribution of Associate Members operating in Africa. This will enable Member States to search for and recommend more Associate Members.

A draft resolution is attached to the committee's full report.

**The Council noted with satisfaction that the External Auditor's opinion on the financial statements of the Union for the periods ended 31<sup>st</sup> May 2019 and 31<sup>st</sup> May 2020 were not qualified.**

The Council commended the Chairman for taking the necessary steps in collaboration with the General Secretariat to approve the 2019/2020 accounts which enabled the auditing of the 2019/2020 financial year.

- i) approved the accounts of the Union for 2019/2020 financial year (decision in annex 3) and the renewal of the appointment of Ernst & Young as the External Auditor for 2020/2021 financial year at the same prevailing fee

**The Council noted that the Interim financial statements of the Union for the period 1<sup>st</sup> June 2020 to 30<sup>th</sup> April 2021 shows an unaudited operating surplus amounting to USD 86,307 as at 30<sup>th</sup> April 2021 despite the negative effects of the ongoing COVID\_19 pandemic.** The Council encouraged the General Secretariat to continue managing the scarce funds of the Union more diligently.

**c) Draft quadrennial budget of the Union for 2021/2022 to 2024/2025 financial years and Scale of Assessment**

The Council adopted and resolved to recommend the following annual budget ceilings for the quadrennial cycle:

Financial year 2021/2022	:	US\$ 1,786,531.00
Financial year 2022/2023	:	US\$ 2,018,040.00

Financial year 2023/2024 : US\$ 1,946,757.00

Financial year 2024/2025 : US\$ 1,860,629.00

In the same vein, the Council also recommended the prevailing scale of assessment which stipulates as follows:

- i. To distribute fifty percent (50%) of the total amount to be contributed to the annual budget of the Union to all the contributing Member States equally;
- ii. To distribute the remaining fifty percent (50%) of the annual budget to the Member States in line with the African Union percentage points in the annexed table.

The two draft decisions are attached as annex 5 and 6 respectively.

#### **d) Proposal for the review and amendment of the Financial Regulations**

The Council observed that all the recommended changes are due to decisions of the Council, recommendations by the external auditor and the stipulations of International Public Sector Accounting Standards (IPSAS). The Council resolved to recommend all the proposed changes for consideration and approval by the Plenipotentiary Conference. The draft decision is attached to the full report.

#### **e) Proposal for amendment of the Staff Rules and Regulations**

The Council noted that the proposed amendments are in line with matters within the purview of the Council as well as previous decisions of the Council. The Council decided to approve the amendments through the attached decision to the full report)

#### **f) Staff Matters report and recommendations**

The Council examined the proposal for the confirmation of staff that have been on fixed term appointments for more than five years and decided to confirm their appointments as permanent staff with effect from 5<sup>th</sup> and 6<sup>th</sup> January 2021 respectively. The decision is attached is attached to the full report.

The full report of the FAC is attached as **Annex XI** to this report.

### **12 CONSIDERATION AND ADOPTION OF THE REPORT OF THE 39<sup>TH</sup> ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL**

Following the presentation of the Draft report by the Secretariat, the Council unanimously adopted it as a true record of the proceedings of the 39<sup>th</sup> Ordinary Session of the Administrative Council on 21<sup>st</sup>-22<sup>nd</sup> June, 2021, in Victoria Falls, Zimbabwe, subject to incorporation of the input provided by participants from the floor and making editorial corrections, where necessary. A summary of the report is also contained in the Final Communiqué read during the closing ceremony

### **13 CONSIDERATION AND ADOPTION OF THE QUADRENNIAL REPORT OF THE ADMINISTRATIVE COUNCIL AND RECOMMENDATIONS TO THE 10TH ORDINARY PLENIPOTENTIARY CONFERENCE**

The Secretariat presented a document on the activities of the chairman of the Administrative Council for the quadrennial period of 2016- 2020. It's worth mentioning that the report was presented on behalf of the Administrative Council Chairman for endorsement at this level before the chairman further presents it to the Plenipotentiary Conference for noting.

Consequently, the report was indeed adopted unanimously as presented.

### **14 DATE AND VENUE OF THE 40TH ADMINISTRATIVE COUNCIL SESSION**

The Secretary recalled the Council that this item falls under the competence of the 10<sup>th</sup> extraordinary session to be held virtually on 1<sup>st</sup> July 2021 after the 10<sup>th</sup> Plenipotentiary Conference. The date and venue of this session will be formally communicated to members by the General Secretariat following consultations with the potential host country.

### **15 ANY OTHER BUSINESS**

The following two (2) issues were raised under this agenda item:

1.8 The Council was informed that Mali had withdrawn from contesting for the position of Secretary General of PAPU for solidarity reasons. Mali however requested for support of Members States for the UPU Administrative Council membership. The Council commended Mali for this gesture and requested that these sentiments be conveyed to superiors in Mali.

1.9 The other issue raised under this agenda item was that submission of letters of accreditation by Member States had not been done by the secretariat. A case in point was that of Algeria. The Secretariat assured the Council that it will provide a comprehensive list of those who had submitted the letters on 23<sup>rd</sup> June, 2021.

### **16 CLOSING SESSION**

The closing session was presided over by the Chairman of the Administrative Council, Dr. Eng. SM Kundishora who thanked the organizers for a successful meeting and also wished all delegates safe trip back to their respective countries.

The other speakers during this occasion were:

- a) The African Union representative, **Mr. Christian Minoungou**;
- b) The Secretary General of PAPU, **Mr. Younous Djibrine**;
- c) The Deputy Minister of ICT, Postal and Courier Services of Zimbabwe, **Hon Phuti**

The available closing speeches are attached as **Annex XII** to this report.

A Table containing the full list of decisions and resolutions and recommendations taken during the session is attached as **Annex XIII**. The Final Communiqué was read by the Republic of Kenya and

the Vote of Thanks was delivered by Burkina Faso. Both documents are attached as **Annexes XIV and XV** respectively.

Dr. Eng. SM Kundishora

**CHAIRMAN OF THE ADMINISTRATIVE COUNCIL**

Younouss Djibrine

**SECRETARY GENERAL**

## ANNEXES

LIST OF PARTICIPANTS

#	First Name	Last Name	Email	Organization	Country/Region Name	STATUS - STATUT
1.	Elisabeth	MASSONNET	elisabeth.massonnet@laposte.fr	Groupe La Poste	France	Délégué/Delegate
2.	Massamba	DJAHOU	djahou.massamba@laposte.ci		Délégué/Delegate	
3.	Kapitu		pkapitu@zimpost.co.zw	Zimbabwe Posts	Zimbabwe	Délégué/Delegate
4.	Burnet	Namacha	bnamacha@macra.org.mw	MACRA	Malawi	Délégué/Delegate
5.	Adueni Jean	KACOU	kacou.jean@laposte.ci		Délégué/Delegate	
6.	James	Paterson	jpaterson@dtps.gov.za	Dept of Communications and Digital Technologies	South Africa	Chef de délégation/Head of Delegation
7.	Joseph	Mutiti	mutiti@potraz.gov.zw	potraz	Zimbabwe	Délégué/Delegate
8.	Violet	Molete	Vmolete@icasa.org.za	Independent Communications Authority of South Africa (ICASA)	South Africa	Délégué/Delegate
9.	sudan	embassy	sudan@africaonline.co.zw	sudan embassy	Zimbabwe	Chef de délégation/Head of Delegation
10.	ANDRIAMANOHI SOA	RAMAHERIJAONA	ministre@mptdn.gov.mg	MINISTERE	Madagascar	Chef de délégation/Head of

						Delegation
11.	Hamdaratu	Zakaria	hamda.zakaria@pcsrc.gov.gh	Postal and Courier Services Regulatory Commission	Ghana	Chef de délégation/Head of Delegation
12.	Simplice	MENEKOU	menekou.simplice@laposte.ci	La Poste de Côte d'Ivoire	Côte d'Ivoire	Délégué/Delegate
13.	Ndeye Coumba Seck	NIASS	coumba.seck@numerique.gouv.sn	Ministère de l'Economie Numerique et des Télécommunications	Senegal	Délégué/Delegate
14.	Joseph	Mutiti	jtmutiti2@gmail.com	self	Zimbabwe	Délégué/Delegate
15.	Reneilwe		rlanga@dtps.gov.za	Department of Communications and Digital Technologies	South Africa	Délégué/Delegate
16.	elliott	hungwa	ehungwa@gmail.com	Vickstrom	Zimbabwe	Délégué/Delegate
17.	DAME	FALL	amedaf@gmail.com	LA POSTE	Senegal	Chef de délégation/Head of Delegation
18.	TERRY	GACAU	tnyambura@posta.co.ke	POSTAL CORPORATION OF KENYA	Kenya	Délégué/Delegate
19.	SUDAN-Abubaker	MAHGOUB	abubaker@tpa.gov.sd	Telecommunications and Post Regulatory Authority	Sudan	Délégué/Delegate



20.	Magzoub	Ahmed	magzoub@tpira.gov.sd	Telecommunications and post Regulatory Authority	Sudan	Chef de délégation/Head of Delegation
21.	Merzak	Laichaoui	m.laichaoui@mpt.gov.dz	Ministère de la poste et des Télécommunications	Algeria	Délégué/Delegate
22.	CHARLES MILLOGO	TONTAMA	charles.millogo@arcep.bf	ARCEP BURKINA FASO	Burkina Faso	Chef de délégation/Head of Delegation
23.	Marie-Laure Edom - Interpreter		emarielaure88@hotmail.com	PAPU	Zimbabwe	Délégué/Delegate
24.	Emilia	Eino	EEino@cran.na	Communications Regulatory Authority of Namibia	Namibia	Délégué/Delegate
25.	GERALD	ZANVONON	gzanvonon@gmail.com	LA POSTE DU BENIN	Benin	Délégué/Delegate
26.	bonnie	mtengwa	bmtengwa@potraz.gov.zw	potraz	Zimbabwe	Délégué/Delegate
27.	Massingue	APALA	mapala@arecom.gov.mz	INCM	Mozambique	Délégué/Delegate
28.	golden	chisi	gchisi@zimpost.co.zw	zimpost	Zimbabwe	Délégué/Delegate
29.	Nonkqubela	Jordan-Dyani	njordan@dtps.gov.za	Department of Communications and Digital Technologies	South Africa	Chef de délégation/Head of Delegation
30.	PAPU Hillaria		qso@papu.co.tz	PAPU	Zimbabwe	Délégué/Delegate

	Mazenge					
31.	Assefa Taye	Kabtiyimer	assefataye16@gmail.com	The Embassy Of the FDR of ETHIOPIA	Ethiopia	Délégué/Delegate
32.	Linet	Onyando	onyando@ca.go.ke	Communications Authority of Kenya (CA)	Kenya	Délégué/Delegate
33.	Jude	Tarh	judetarh@gmail.com	PAPU	Tanzania	Délégué/Delegate
34.	Nicklaas	Kandjii	nrkandjii@gmail.com	Embassy of Namibia, Harare	Namibia	Délégué/Delegate
35.	Alain Adoré	ELOUTI MINO	alainelouti@yahoo.fr	MINISTERE	Cameroon	Délégué/Delegate
36.	abdaty	ka	abdatyka@gmail.com	La Poste	Senegal	Chef de délégation/Head of Delegation
37.	Saraï	AGBODJA	asarai@arcep.bj	ARCEP BENIN	Benin	Délégué/Delegate
38.	BIENDJUI JOSEPHINE	ADOU	adou.josephine@artci.ci	ARTCI	Côte d'Ivoire	Délégué/Delegate
39.	Ludovique	MBOSSA	ludovique.mbossa@gmail.com	SOPECO , LA POSTE	Congo	Délégué/Delegate
40.	Lovely Tembani- Fundisi		ltembani35@gmail.com	Africa University	Zimbabwe	Délégué/Delegate
41.	Andrew	Otim	aotim@ucc.co.ug	Uganda Communications Commission	Uganda	Délégué/Delegate
42.	Safia	OMARI	s.omari@mpt.gov.dz	Ministère de la Poste et des	Algeria	Délégué/Delegate

				Télécommunications		
43.	Jessica	Uwera	juwera@ugapost.co.ug	Uganda Post Limited	Uganda	Délégué/Delegate
44.	Djibrilla	Ballo	d.ballo@atuuat.africa	ATU	Kenya	Délégué/Delegate
45.	Pierre	Kaldadak	kaldadakpierre@yahoo.fr	Campost	Cameroon	Délégué/Delegate
46.	Christian	Minoungou	minoungouc@africa-union.org	African Union	Ethiopia	Délégué/Delegate
47.	Zimbabwe -Biggie	Chiripanhura	chiripanhura@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
48.	Christopher	Wambua	wambua@ca.go.ke	CA	Kenya	Délégué/Delegate
49.	algeria,imene toumi		toumi.i@poste.dz	algerie poste	Algeria	Délégué/Delegate
50.	Wendy	Durand	translingualtd@yahoo.co.uk	PAPU	Zimbabwe	Délégué/Delegate
51.	Sana David	COMPAORE	compaoresada@yahoo.fr	MENPTD	Burkina Faso	Délégué/Delegate
52.	Regina	Chero	reginachero@gmail.com	Postal Corporation of Kenya	Kenya	Délégué/Delegate
53.	Khaled	Abid	Khaked.abid@tnpost.tn	La poste Tunisienne	Tunisia	Délégué/Delegate
54.	Muvengwa	Marumahoko	muvengwa@gmail.com	Zimpost	Zimbabwe	Délégué/Delegate
55.	Adewusi	Adebayo Ismail	bayoadewusi@gmail.com	Nigerian Postal Service	Nigeria	Chef de délégation/Head of Delegation
56.	idriisa	kane	kane.idriisa@gmail.com	Niger Poste	Niger	Délégué/Delegate
57.	SOMMANOGO	KOUTOU	sommanogo.koutou@arcep.bf	ARCEP BURKINA FASO	Burkina Faso	Délégué/Delegate
58.	SHERIF	FAROUK	sharif.farouk@EgyptPost.Org	EGYPT POST	Egypt	Chef de

						délégation/Head of Delegation
59.	Richard	Tonui	tonui@ca.go.ke	Communications Authority of Kenya	Kenya	Délégué/Delegate
60.	CAMEROUN-ABBA		abba_bien@yahoo.fr	MINISTERE DES POSTES ET TELECOMMUNICATIONS	Cameroon	Délégué/Delegate
61.	Samir	ZOUAOUI	s.zouaoui@mpt.gov.dz	Ministère de la Poste et des Telecommunications	Algeria	Délégué/Delegate
62.	Angola - Walter	Teixeira	walex6@gmail.com	Correios de Angola	Angola	Délégué/Delegate
63.	Renah	Lusiba	RLusiba@dtps.gov.za	Department of Communications and Digital Technologies	South Africa	Délégué/Delegate
64.	Taurai	Lazarus-Makuvise	makuvise@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
65.	BREAKAWAY FRENCH		mkuluchi@gmail.com	Vickstrom	Zimbabwe	Délégué/Delegate
66.	PAPU		sc@papu.co.tz	PAPU	Tanzania	Délégué/Delegate
67.	AMIN	BENJELLOUN TOUIMI	f.binoui@poste.ma	BARID AL MAGHRIB	Morocco	Chef de délégation/Head of Delegation

68.	SIBIRI	OUATTARA	s.ouattara@arcep.bf	ARCEP BURKINA FASO	Burkina Faso	Délégué/Delegate
69.	Alfred	Marisa	marisa@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
70.	James	Kuiparima	andrie.kuipa@gmail.com	UPU	Zimbabwe	Délégué/Delegate
71.	Kennedy	Dewera	Kennedy.dewera@potraz.gov.zw		Délégué/Delegate	
72.	NERMIN	MAHSOUB	n_hassan@egyptpost.org	EGYPT POST	Egypt	Délégué/Delegate
73.	RAPHAEL	MASHAURI	raphael.mashauri@tz.ey.com	Ernst & Young Dar es Salaam, Tanzania	Tanzania	Délégué/Delegate
74.	ROBERT EZEKIEL	ASIEDU	robert.asiedu@ghanapost.com		Délégué/Delegate	
75.	PAPU Oumarou	LY	oabdourahamanely@gmail.com	PAPU	Tanzania	Délégué/Delegate
76.	CMR SG MINPOSTEL		mohamadousaoudi@yahoo.fr	Sg Minpostel Cameroun	Cameroon	Délégué/Delegate
77.	Madina	BOUDA	madina.bouda@tic.gov.bf	Ministère	Burkina Faso	Délégué/Delegate
78.	Yogaspre	Moodley	moodley@dirco.gov.za	South African Embassy	South Africa	Délégué/Delegate
79.	cyprien	bope	cyprien.bope@arptc.gouv.cd	ARPTC	Congo	Democratic Republic of the
80.	WESSAM	ALY	wahmed@egyptpost.org	EGYPT POST	Egypt	Délégué/Delegate
81.	JUDITH	GLIDJA	benin@laposte.bj	LA POSTE DU BENIN SA	Benin	Chef de délégation/Head of Delegation

82.	Johanna TN	Nashipili	Johanna.Nashipili@mict.gov.na	Ministry of ICT	Namibia	Délégué/Delegate
83.	Houssem	GHARBI	gharbi.houssem@gmail.com	La Poste Tunisienne	Tunisia	Délégué/Delegate
84.	Nathan	Mkandawire	nmkandawire1963@gmail.com	PAPU	Tanzania	Délégué/Delegate
85.	Mélanie	Planchand	melanie.planchand@laposte.fr	Groupe La Poste	France	Délégué/Delegate
86.	lawrence itayi	musemwa	larrymse@gmail.com	zimpost	Zimbabwe	Délégué/Delegate
87.	Pumela	Molosi	pumelam@yahoo.com	Department of Communication	South Africa	Délégué/Delegate
88.	Fofana	DIABATE	fofana.diabate@laposte.ci	Poste Cote d'Ivoire	Côte d'Ivoire	Délégué/Delegate
89.	Dimakatso	Mojela	dmojela@dtps.gov.za	Department of Communcations and Digital Technologies	South Africa	Délégué/Delegate
90.	Françoise	LUFULUABO	francoise.lufuluabo@arptc.gouv.cd	ARPTC	Congo	Democratic Republic of the
91.	Esther	Gopane	egopane@icasa.org.za	ICASA	South Africa	Délégué/Delegate
92.	NACIRA	DAHIM	n.dahim@poste.ma	BARID AL MAGHRIB	Morocco	Délégué/Delegate
93.	Jonathan Kayembe	Nkanka	jonathannkanka@gmail.com	Vickstrom	Zimbabwe	Délégué/Delegate
94.	Serge	Monemou	monemouserger@yahoo.fr	Ministère des Postes, des Télécommunications et de l'Economie Numérique	Guinea	Délégué/Delegate

95.	yan	JIN ZHUANG	yan.jin@laposte.fr	La Poste FR	France	Délégué/Delegate
96.	Jerome	Giles	Jerome.K.Giles@usps.gov	United States Postal Service	The United States	Délégué/Delegate
97.	Ahmed	Muktar	ahmedayyo@gmail.com	Ministry of Foreign Affairs	Kenya	Délégué/Delegate
98.	Rufai	Hahaha Ahmadu	yahayarufai2002@yahoo.com	Nigerian Postal Service	Nigeria	Délégué/Delegate
99.	Sami	Mekki	sami.mekki@tnpost.tn		Chef de délégation/Head of Delegation	
100.	Tshireletso	Sekawana	tshiresekawana@gmail.com	ICASA	South Africa	Délégué/Delegate
101.	SAMEH	SOLAIMAN	samehsolaiman@egyptpost.org	EGYPT POST	Egypt	Délégué/Delegate
102.	Addisu	Abera	addrastamen@hotmail.com	Embassy	Zimbabwe	Délégué/Delegate
103.	BREAKAWAY 1 FRENCH	COMMITTEE ROOM 1	lukemolai@yahoo.com	VICKSTROM	Zimbabwe	Délégué/Delegate
104.	Abdoulaye	KONDE	Abdoulayekonde@yahoo.fr	Ministère en charge de la Poste	Burkina Faso	Délégué/Delegate
105.	Erica	Beta	ericabeta@ymail.com	UPU	The United Kingdom	Délégué/Delegate
106.	Ishak	Gheni	i.gheni@mpt.gov.dz	Ministère de la poste et des Télécommunications	Algeria	Délégué/Delegate
107.	HATEM	ELSAYED	h.ibrahim@egyptpost.org	EGYPT POST	Egypt	Délégué/Delegate
108.	CAROLINE	KANUTI	caroline.kanuti@mawasiliano.go.tz		Délégué/Delegate	

109.	KHADIDJA	DAHMANI	k.dahmani@arpce.dz	Autorité de régulation de la poste et des communications électroniques	Algeria	Délégué/Delegate
110.	Linda	Aipinge	Linda.Aipinge@mict.gov.na	Ministry of Information and Communication Technology	Namibia	Délégué/Delegate
111.	ABDELNABY	ABOELNAGA	ahamdi@EgyptPost.Org	EGYPT POST	Egypt	Délégué/Delegate
112.	Gerome	Fogou	geromefogou@ymail.com	minpostel	Cameroon	Délégué/Delegate
113.	SIBIRI MICHEL	KABRE	kbsmichel@yahoo.fr	MINISTERE DE L'ECONOMIE NUMERIQUE ET DES POSTES	Burkina Faso	Délégué/Delegate
114.	Harouna Serkin Abzin	Abdou Rahamane	serkinabzin@ymail.com	Ministère de la Poste et des Nouvelles Technologies de l'information	Niger	Délégué/Delegate
115.	fantrigue ali	silué	silue.fantrigue@laposte.ci	LA POSTE-CI	Côte d'Ivoire	Délégué/Delegate
116.	Nyasha	Paradzai	npparadzai@gmail.com	Zimpost	Zimbabwe	Délégué/Delegate
117.	faiçal	bayouli	faysal.bayouli@tunisia.gov.tn	Ministère des technologies de communication	Tunisia	Délégué/Delegate
118.	khaled	Abid	Khaled.abid@tnpost.tn	La Poste Tunisienne	Tunisia	Délégué/Delegate
119.	Avilla	Goba	avilla.goba@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
120.	Marius Ngumi	Giih	gmariusngumi@yahoo.com	MINISTRY	Cameroon	Délégué/Delegate



121.	LOHORE ERIC	DAGBO	dagbo.eric@artci.ci	ARTCI	Côte d'Ivoire	Délégué/Delegate
122.	Gladson	Timoth	sibamakambu@gmail.com	papu	Tanzania	Délégué/Delegate
123.	adama.diouf		adama.diouf@artp.sn	ARTP	Senegal	Délégué/Delegate
124.	Faith	Sihlangu	fsihlangu@dtps.gov.za	Department of Communications and Digital Technologies	South Africa	Délégué/Delegate
125.	Amadou	HASSANE	amadou.hassane@arcep.ne	ARCEP	Niger	Délégué/Delegate
126.	Samuel Boafo	Adu	samuel.boafo-adu@moc.gov.gh		Délégué/Delegate	
127.	azaki (MICEVN/DEN)		azaki@mcinet.gov.ma	Ministère de l'Industrie, du commerce, de l'Économie Verte et Numérique	Morocco	Délégué/Delegate
128.	Massingue	APALA	mapala@incm.gov.mz	INCM	Mozambique	Délégué/Delegate
129.	Uganda Agatha Kyakunzire		agatha.kyakunzire@gmail.com	UCC	Uganda	Délégué/Delegate
130.	Owen	Ramoroka	oramoroka@icasa.org.za	ICASA	South Africa	Délégué/Delegate
131.	Hayat	Abdi	hayatgeddy@gmail.com	Foreign Affairs	Kenya	Délégué/Delegate
132.	rogaia	Hassein	rogaiahasan@tpa.gov.sd	tpa	Sudan	Délégué/Delegate
133.	Pascal	CLIVAZ	pascal.clivaz@upu.int	Universal Postal Union	Switzerland	Délégué/Delegate
134.	dibuseng	mamabolo	dibuseng.mamabolo@postoffice.co. za	SAPO	South Africa	Délégué/Delegate

135.	Ndanatsei	Chinodya	ndahchinodya@gmail.com	Zimpost	Zimbabwe	Délégué/Delegate
136.	Ashley	Nyamukondiwa	ashienyamu@gmail.com	PAPU	Zimbabwe	Délégué/Delegate
137.	Mouna	Balti	mouna.balti@tunisia.gov.tn	Ministry of Communication Technologies	Tunisia	Chef de délégation/Head of Delegation
138.	YACOUBA	KOUSSOUBE	yacouba.koussoube@arcep.bf	ARCEP BURKINA FASO	Burkina Faso	Délégué/Delegate
139.	Duaa	mukhtar	duaa@tpa.gov.sd	telecommunication and post regulatory authority	Sudan	Délégué/Delegate
140.	Madagascar - Nancia RAZAFINDRAIBE		dpc@paositramalagasy.mg	PAOSITRA MALAGASY	Madagascar	Délégué/Delegate
141.	Rachel	kalala	rachel.kabedi@arptc.gouv.cd	ARPTC	Congo	Democratic Republic of the
142.	Yeboua Koffi	ADAM	yebadam@yahoo.fr	Mission Permanente de Côte d'Ivoire à Genève	Côte d'Ivoire	Délégué/Delegate
143.	Mosima	Lesolang	mlesolang@dtps.gov.za	DCDT	The United Kingdom	Délégué/Delegate
144.	Amani Léon	ANOUMOUYE	anoumouye.leon@artci.ci	Artci	Côte d'Ivoire	Délégué/Delegate
145.	Tichafa	Mujuru	mujuru@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
146.	Victoria	SSekandi	vsekandi@ucc.co.ug	Uganda Communications	Uganda	Délégué/Delegate

				Commission		
147.	Shupikile	Hweru	taropafadzwanashe.hweru@gmail.com	Zw	Zimbabwe	Délégué/Delegate
148.	Allan Mugarura	Ndagije	alanndagije@gmail.com	Permanent Mission of Uganda Geneva	Uganda	Délégué/Delegate
149.	Jean-Paul	Forceville	jean-paul.forceville@laposte.fr	Le groupe La Poste	France	Délégué/Delegate
150.	Fillemon	Johannes	fillemon.johannes@mict.gov.na	Ministry of Information & Communication Technology	Namibia	Délégué/Delegate
151.	Justin	Magwaza	magwaza@potraz.gov.zw			Délégué/Delegate
152.	Madina	Bouda	Madina.bouda@laposte.bf	Ministère	Burkina Faso	Délégué/Delegate
153.	South Africa Queen Montoedi		Qmontoedi@dtps.gov.za	Department of Communications & Digital Technologies	South Africa	Délégué/Delegate
154.	Cameroon: FOTINDONG/DCI		fonzok@yahoo.com	MINPOSTEL	Cameroon	Délégué/Delegate
155.	MULENGA	CHISANGA	mchisanga@zicta.zm	ZAMBIA ICT AUTHORITY	Zambia	Délégué/Delegate
156.	Julia	Kenyane	jkenyane@icasa.org.za	ICASA	South Africa	Délégué/Delegate
157.	CMR/ Florence	NWETIC	florence.tchatat@minpostel.gov.cm	Minpostel	Cameroon	Délégué/Delegate
158.	FELIX MBUNGE	SUMBELE	felix.sumbele@campost.cm			Délégué/Delegate
159.	Caecilia	Nyamutswa	Nyamutswa@potraz.gov.zw	Postal and	Zimbabwe	Délégué/Delegate

				Telecommunications Regulatory Authority of Zimbabwe		
160.	Willy MWARI (EN) MAYULU (	MAYULU	willymwari@gmail.com	Ministère des Postes, Télécommunications et NTIC	Congo	Democratic Republic of the
161.	moulay Driss	BOUKILI	delboukili@mcinet.gov.ma	Ministère de l'Industrie, du Commerce, de l'Economie Verte et Numérique	Morocco	Délégué/Delegate
162.	UPU - Gladys Mutavaviri		gladys.mutyavaviri@upu.int	Universal Postal Union	Zimbabwe	Délégué/Delegate
163.	Nawel	Slimani	n.slimani@mpt.gov.dz	ministère de la poste et des TIC	Algeria	Délégué/Delegate
164.	Alfred	Fang	alfred_fang@yahoo.com	Interpreter	The United States	Délégué/Delegate
165.	salome	gaolekwe	gaolekwe@bocra.org.bw	Botswana Communications Regulatory Authority	Botswana	Délégué/Delegate
166.	tichaona	chafupa	tchafupa@gmail.com	Vickstrom	Zimbabwe	Délégué/Delegate
167.	Michael	BILE	bile.michael@artci.ci	ARTCI	Côte d'Ivoire	Délégué/Delegate
168.	Edison	Kuhlmann	ekuhlmann@gov.bw	Embaasy of Botswana	Zimbabwe	Délégué/Delegate
169.	Central	Admin	nyakudya7@gmail.com	zw	Zimbabwe	Délégué/Delegate
170.	Daniel	Chiwoni	dchiwoni@macra.org.mw	Malawi Communications	Malawi	Délégué/Delegate

				Regulatory Authority		
171.	Janras Serame	Kotsi	Seramek7@gmail.com	Southern Africa Postal Operators Association	null	Délégué/Delegate
172.	CELESTINE	BEDOUMDJÉ MOYOMBAYE	ngaryenamoyo@yahoo.fr		Délégué/Delegate	
173.	Matano	Ndaro	ndaro@ca.go.ke	Communications Authority of Kenya	Kenya	Délégué/Delegate
174.	ASSOUMOU		bessou.regina@artci.ci	ARTCI	Côte d'Ivoire	Délégué/Delegate
175.	SHARON	MACHAYI	smachayi@zicta.zm		Délégué/Delegate	
176.	Hilda	MUTSEYEKWA	mutseyekwa@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
177.	SIBIRI JEAN MICHEL	OUATTARA	osi@arcep.bf	ARCEP BURKINA FASO	France	Délégué/Delegate
178.	CHRISTIANE	GNOGBO	gauze.christiane@laposte.ci	LA POSTE DE COTE D'IVOIRE	Côte d'Ivoire	Délégué/Delegate
179.	Abdelsalam	Saleh	salehabdel58@gmail.com		Chef de délégation/Head of Delegation	
180.	MARTHA	MUCHATIBAYA	martha.muchatibaya@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
181.	James	Kwofie	james.kwofie@ghanapost.com.gh		Délégué/Delegate	
182.	ZANGBEWENDIN	COMPAORE	sulvint.compaore@arcep.bf	ARCEP BURKINA FASO	Burkina Faso	Délégué/Delegate

	SULVINT					
183.	Essam	Elsaghir	Essamnasr@egateegypt.com	Egate egypt	Egypt	Délégué/Delegate
184.	Habu	Zoaka	habu.zoaka@gmail.com	Nigerian Postal Service	Nigeria	Délégué/Delegate
185.	LOVERIDGE	DEBEGBUDU	taridee2007@gmail.com	NIPOST	The United States	Délégué/Delegate
186.	Jolly	Sogomo	sogomo@ca.go.ke	Communications Authority of Kenya	Kenya	Délégué/Delegate
187.	Kouadio	Koffi	koffi.anderson@artci.ci	ARTCI	Côte d'Ivoire	Délégué/Delegate
188.	Tontama Charles	MILLOGO	president@arcep.bf	ARCEP	Burkina Faso	Chef de délégation/Head of Delegation
189.	Michael	Samare	samare.michael@gmail.com	Vickstrom	Zimbabwe	Délégué/Delegate
190.	ahmed	kada	kada@poste.ma	Poste Maroc	Morocco	Délégué/Delegate
191.	DG Paositra Malagasy		dir_general@paositramalagasy.mg	PAOSITRA MALAGASY	Madagascar	Délégué/Delegate
192.	EMMANUEL	AGBOR	agbormanu@yahoo.fr	Interpreter_English	Tanzania	Délégué/Delegate
193.	Kolawole	Aduloju	kolawole.aduloju@gmail.com	Pan African Postal Union	Tanzania	Délégué/Delegate
194.	BENIN-Modérand ALAVO		malavo@laposte.bj	LA POSTE DU BENIN S.A	Benin	Délégué/Delegate
195.	Joseph	Mtengwa	josh@potraz.gov.zw	POTRAZ	The United Kingdom	Délégué/Delegate

196.	Isaac Alexis	GNAMBA-YAO	isaac.gnamba@laposte.ci		Délégué/Delegate	
197.	Emilia	Nghikembua	enghikembua@cran.na	Communications Regulatory Authority of Namibia	Namibia	Délégué/Delegate
198.	Pascal	CAPO-CHICHI	fructueuxcapo@yahoo.fr	PAN AFRICAN POSTAL UNION (PAPU)	Tanzania	Délégué/Delegate
199.	Tinuoye	Samson	samsontinuoye@yahoo.com	Nigerian Postal Service	Nigeria	Délégué/Delegate
200.	Annie Yauka	Kumwenda	annie.kumwenda@gmail.com	Malawi Embassy	Zimbabwe	Délégué/Delegate
201.	Jochen	Traut	jtraut@cran.na	Communications Regulatory Authority of Namibia	Namibia	Délégué/Delegate
202.	SIKA	KONE	siaka.kone@laposte.ci	LA POSTE DE COTE D'IVOIRE	Côte d'Ivoire	Délégué/Delegate
203.	SANA	COMPAORE	sanadavid.compaore@laposte.bf	MENPTD	Burkina Faso	Délégué/Delegate
204.	Tangeni	Erkana	TangeniEr@nampost.com.na	Namibia Post Limited	Namibia	Délégué/Delegate
205.	Tsitsi	Mariwo	tsitsi.mariwo@potraz.gov.zw	POTRAZ	Zimbabwe	Délégué/Delegate
206.	Yogaspre	Moodley	Moodley@dirco.gov.za	South African Embassy	Zimbabwe	Délégué/Delegate

**OPENING REMARKS AND SPEECHES**



**REMARKS BY DR. ENG. SAM KUNDISHORA, PERMANENT SECRETARY IN THE MINISTRY OF INFORMATION COMMUNICATIONS TECHNOLOGY, POSTAL AND COURIER SERVICES OF ZIMBABWE AND CHAIRMAN OF THE ADMINISTRATIVE COUNCIL OF THE PAN AFRICAN POSTAL UNION DURING THE OFFICIAL OPENING CEREMONY OF THE 39<sup>TH</sup> ORDINARY SESSION OF ADMINISTRATIVE COUNCIL OF THE PAN AFRICAN POSTAL UNION (PAPU) ON 21<sup>ST</sup> JUNE 2021 IN VICTORIA FALLS, ZIMBABWE**

- The Chief Guest, the Minister of Communication and Information Technology, Postal and Courier Services of the Republic of Zimbabwe, Hon. Jenfan Muswere;
- The Representative of African Union Commission, Mr. Christian Minoungou;
- The Director General of the International Bureau of the UPU, Mr. Bishar Hussein;
- The Chairman of the Council of Administration of the UPU;
- Members of the Administrative Council and the entire PAPU membership;
- CEOs of Regulatory Authorities and Postal Organizations of PAPU member countries;
- Sub-regional Postal Organizations;
- Our Development Partners;
- Representatives of Regional Economic Communities;
- Invited Guests;
- Members of the media;
- Distinguished delegates;
- Ladies and Gentlemen:

I am gratified to join you this morning at the official opening of the 39<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union.

On behalf of my country, the Republic of Zimbabwe, and the Ministry of Communication, Information Technology, Postal and Courier Services, I wish to express my sincere gratitude to the members of the Pan African Postal Union (PAPU) for the honour bestowed on me and by extension the people and the Government of Zimbabwe as the chair of the 39<sup>th</sup> Ordinary Session of the PAPU Administrative Council.

The Administrative Council of PAPU is a key organ of our Union on which Member States and other interested parties depend for diligent stewardship towards the efficient attainment of the goals and objectives of the Union. We therefore sincerely appreciate the support and collaboration we have continued to enjoy from them

in the course of discharging our responsibilities. I also particularly wish to express my profound appreciation to the General Secretariat for its unwavering support to my office which undoubtedly made my work both easy and exciting.

At this juncture, allow me to thank the Government of Zimbabwe, through our Guest of Honour, Dr. Jenfan Muswere, the Minister of Information, Communications & Technology, Postal and Courier Services for the support extended to the Ministry, POTRAZ, ZIMPOST, among others in hosting this distinguished event. We sincerely thank you, Sir, for your invaluable support.

On the same breath, I would like to thank the Government of the Republic of Zimbabwe in general for the effort and resources put at the disposal of the local Organizing Committee to ensure this important meeting is a success.

**Guest of Honour, Heads of Delegations, Ladies and gentlemen,**

In a rapidly changing world, the essential role that the posts play in ensuring the right to communications, transport of parcels or sending money is now more relevant than ever. Postal networks are vital to e-commerce development, and in ensuring the delivery of millions of parcels each day. Postal networks also contribute to trade facilitation in particular to micro, small and medium enterprises, by offering products and services tailored to the needs of those businesses. In addition, over 1.5 billion people around the world have access to financial services via the post office, making the posts the world's second biggest stakeholder in financial inclusion.

In a world characterized by rapid evolution in technology, the post must constantly innovate to not only to survive but also thrive and grow. While the post has held its own in the developed world through innovations including use of drones or driverless vehicles to deliver parcels, and use of crypto-currency for money transfers in some places, the post in most African countries is struggling to remain afloat despite its expansive network.

As the Administrative Council Chairman, I am committed to ensuring that the African post retains its relevance as part of the economic infrastructure of the region and plays its part in the attainment of the AU agenda 2063 as well as Sustainable Development Goals, particularly in the areas of socio-economic development, climate change as well as financial inclusion.

**16.1.1.1** Findings of new UPU report on postal development provide an evidential underpinning for action of postal operators to help lift people out of poverty. In fact, the Postal Development Report 2018 of the Universal Postal Union (UPU) clearly demonstrates how the postal sector contributes to Goal 8 of

the 2030 Agenda for Sustainable Development by promoting financial inclusion. According to the report, which includes the Integrated Index for Postal Development operators (or 2IPD), there are two areas where the contributions to the 2030 Agenda and Goal 8 on decent work and economic growth are keenly visible. The first is the global number of people employed by postal operators. Estimated at 5.32 million people in 2016, the figure indicates how operators support inclusion and well-being in societies. Second, the extensive reach of postal operators. Each post office serves an average of 10,000 people or more and provides people and businesses globally with unrivalled access to a broad financial, logistical and communications network. UPU's research also outlines how countries with a greater level of postal development have on average a larger percentage of adults who possess a bank account—a sign of financial inclusion. The findings support a UPU study in 2016 entitled, Global Panorama on Postal Financial Inclusion that highlighted the vital role of operators in this area. The study offers firm support for the actions taken by postal operators in isolated or rural areas.

It will be recalled that, in order to infuse vibrancy into the African post, PAPU and the Universal Postal Union (UPU) in 2015 identified the priorities for the African region for the 2017-2020 cycle. These regional priorities were aligned with the priorities of the main regional players, in particular the African Union's Agenda 2063: ***“the Africa We Want.”*** Based on the fundamental pillars of innovation, integration and inclusion, the regional priorities for Africa for the cycle which is coming to an end focused on improvement of operational efficiency and development of e-commerce; postal financial services development; postal sector development and; e-services and diversification. In my view these fundamentals should be continued into the next cycle considering that the implementation of these priorities will go a long way in repositioning the African post to drive socio-economic development in Africa, and thus ensure that Africa does not remain the weak link in the global postal network.

### **Guest of honour, ladies and gentlemen**

I recall with profound pride the way the entire African region worked in solidarity in the lead up to and during the Istanbul UPU Congress. In the usual display of unity, Africa stood firmly behind the proposal on the Reform agenda of the UPU, among other things. While the region may not have achieved its entire wish list during that Congress, substantial ground was covered particularly in the Reform agenda and other areas. I must therefore hasten to add that we need to tackle all pertinent issues at the global postal arena even this time around with unity of purpose as we did that time. Indeed as we prepare for next UPU Congress in

Abidjan, Côte d'Ivoire in August, 2021, let us move in one unison, especially in dealing with the contentious issue regarding the "Opening up of the UPU to the wider postal stakeholders."

**Guest of Honour, ladies and gentlemen,**

The Union faces a number of challenges that call for candid conversations if the African post is to become a vibrant and responsive player in the global business ecosystem. To this end, I wish to add that Africa has very high expectations on PAFU with respect to developing homegrown solutions to re-energize the post in the region. However, for our Union to deliver on these expectations, members must also be willing to meet their part of the bargain and meet their obligations to the Union. With the right level of support, our Union will certainly serve us better and more effectively.

**Guest of Honour, ladies and gentlemen,**

As I conclude, I wish you fruitful deliberations as you consider reports of the various technical committees and other agenda of this Council Session. I am positive that we shall work as a team dedicated to achieving consensus in the decision-making process so that we can ultimately attain our broad objective, namely, leveraging on the vast postal infrastructure to foster socio-economic development in Africa.

It is now my duty to welcome Hon. Dr. Jenfan Muswere, the Minister of Information, Communication technology postal and Courier Services of the give his key note address as his remarks as the guest of honour.

**Thank you**



**PAN AFRICAN POSTAL UNION**

**39<sup>TH</sup> ORDINARY SESSION OF PAPU ADMINISTRATIVE COUNCIL**

**OFFICIAL OPENING CEREMONY OF THE 39<sup>TH</sup> ORDINARY SESSION OF PAPU ADMINISTRATIVE  
COUNCIL**

-----  
**SPEECH BY MR. YOUNOUSS DJIBRINE  
SECRETARY GENERAL OF THE PAN AFRICAN POSTAL UNION  
(P A P U)**

**21<sup>st</sup> June, 2021, Kingdom Hotel – Victoria Falls, Zimbabwe**

The Minister of Information Communication Technology, Postal and Courier Services of the Republic of Zimbabwe, **Your Excellency, Hon. Dr. Jenfan Muswere (MP)**;

The Chairman of PAPU Administrative Council, **Dr. Eng. Sam Kundishora**;

The representative of the African Union Commission, **Mr. Christian Minoungou**;

The representative of the Director General of the Universal Postal Union;

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

Members of the Administrative Council and the entire PAPU membership;

Executive Directors/ Representatives of Sub-regional Postal Organizations;

The representatives of Regional Economic Communities present here;

The representatives of postal institutions and our partners

Invited Guests;

Members of the press;

Distinguished delegates;

Ladies and Gentlemen

It is my great honour and privilege to have this opportunity to address this distinguished audience this morning, on the occasion of the official opening ceremony of the 39<sup>th</sup> Ordinary session of PAPU Administrative Council, here in the touristic and serene town Victoria Falls, popularly known as ***“Mosi oa Tunya- the Smoke that Thunders”***.

That notwithstanding, I wish to enjoin you at the preamble to condole everyone for the devastating effects of the COVID-19 pandemic and continue by saying “Let the souls of the departed rest in eternal peace”. It is common knowledge that the COVID-19 pandemic has changed everything globally. It has thrown Africa’s growth backwards. The continent has lost gains and economic growth that were achieved over the last decade and the post has not been spared. Africa’s recovery will therefore be long and challenging. As the situation stands however, let us encourage one another by viewing the pandemic from a positive angle by saying it has

and will open up new opportunities as long as we reconfigure the sector to offer services differently and still continue to contribute to the various supply value chains.

**Your Excellencies,**

**Distinguished Guests,**

**Ladies and Gentlemen**

As you are aware, we are here at the kind invitation of the Government of the Republic of Zimbabwe, represented here by Hon, Dr. Jenfan Muswere (MP), Minister of Information Communication Technology, Postal and Courier Services, to an event similar to others held elsewhere before. This selfless hospitality demonstrates the unequalled commitment of the people and the government of the Republic of Zimbabwe in general as well as the postal authorities of this beautiful country, in particular to our esteemed Union as well as towards our common objective of achieving the development of postal services in our continent, Africa and beyond. Just like so many times before, we are glad to note that we have been welcomed with the legendary hospitality and brotherhood of Africa since our arrival here in Victoria Falls.

I therefore wish, on behalf of the African postal fraternity, to express my deep gratitude to His Excellency Dr. Emmerson Dambuzo Mnangagwa, the President of the Republic of Zimbabwe through the Minister who kindly agreed to take time out of his busy national duties in order to grace this occasion with his distinguished personal presence.

**Your Excellences, Ladies and Gentlemen;**

Please, also allow me to sincerely commend the Chairman of PAPU Administrative Council Dr. Eng Sam Kundishora, for the exceptional manner in which he has discharged his duties since he took over from Mr. Cosmas Chigwamba, a very astute and humble administrator, who retired from service in September, 2019. During their tenure, we maintained close consultations which helped the Secretariat to operate efficiently, especially amidst the COVID-19 scourge which ravaged the entire world, changing the way we operate.

Similarly, the support of our mother organization, the African Union has never wavered. The AUC has continued to assist the Union in various ways, including annual grants, expertise and commissioning various studies. We sincerely do not take this gesture for granted.

### **Your Excellences;**

The presence here today of Mr Clivaz, speaks for the special interest granted by the Director General of the UPU, Mr Bishar Hussein and his team towards the entire African postal fraternity. Since taking over the leadership of the UPU in 2012, Mr. Hussein and his team have worked closely with us towards the effective strengthening of the postal African network, generally known to be the weakest link of the worldwide postal network. They have indeed been a pillar of support for our cause in the continent. There is no better time to join us than now as you have done before, when all regions of the world are preparing for the next UPU Congress in Abidjan, Côte d'Ivoire, in August, this year. As this will be Mr Bishar's and Clivaz's last activity, let me confirm that Africa commends both of them for all their efforts during the past nine (9) years, particularly in areas touching on postal reforms and modernization of the UPU, amongst others. PAPU as one of the biggest restricted Unions, honestly enjoyed working with them, especially in endeavors geared towards the realization of the famous pillars of: innovation, integration and inclusion, coded, the "3Is", among others.

I also wish to acknowledge with much appreciation the impressive turnout, either physical or virtually of Member States as well as sub-regional organizations, such as **COPTAC, EACO, CRASA, SAPOA** and **WAPCO** and also for their usual active participation in our activities which has greatly enriched our deliberations and outcomes as we strive to meet the expectations of member countries and African citizens. This gesture, of course, extends to Regional Economic Communities, wherever they are at the moment.

### **Your Excellency,**

### **Ladies and Gentlemen;**

As you are aware, this is a very important year for the global postal fraternity in view of the preparations for the 27<sup>th</sup> UPU Congress to be held in Abidjan, Côte d'Ivoire. I wish to take this opportunity to call upon PAPU Member States to carefully prepare for the event, with a spirit of solidarity, considering the issues at stake, particularly regarding the issue of opening the UPU to the wider postal stakeholders, the harmonization of positions on the proposals emanating from various organs of the UPU, as well as countries expressing interest to serve in the UPU organs such as the Council of Administration (CA) and the Postal Operations Council



(POC), remuneration system, cooperation, etc. I also wish to call upon sub-regional organizations to guide their members on the cited areas to ensure effective participation during the Congress. We solemnly wish to enjoin you to support the African cause as you have appreciably done during the previous Congresses.

For each and every one, I would like to stress that in Africa more than elsewhere, solidarity and common understanding constitutes an imperative tenet for sustainability of our posts and a sine qua non-condition to ensure our full participation in the achievement of the objectives of inclusive socio-economic development of our populations which are key components of the AU Agenda 2063 and the United Nations SDGs. In fact, from North to South and from East to West, passing through the Center, all African posts face the same challenges and the populations have the same needs. To this end, I would like to reassure you that at the PAPU General Secretariat, we do not spare and shall spare no effort to conduct concomitantly the fight for the safeguarding of the interests of our dear continent at international level in our area of competence while playing our role in the achievement of the objectives of intra-African integration.

#### **Your Excellences. Ladies and Gentlemen**

As you are aware, my tenure of office as Secretary General of PAPU has come to the end. In this regard, I thank God Almighty for making me able to stand before you today. I give God all the glory for all He has done and continues to do in my life – a life which I have dedicated to Him for selfless service to humanity. And above all, I am grateful for the opportunity to have served Africa passionately, to the very best of my God-given ability. To be honest, the administrative headaches are buried in a mountain of memories of wonderful experiences and relationships. Old friendships have grown and I have had the opportunity to begin new friendships during the time I was at the helm of this organization. I leave with memories that will stay with me for a lifetime. Working at PAPU has been the most enjoyable professional experience of my life.

I will (during the Plenipotentiary Conference to be held a few days from now) pass on my mantle to a new leadership team that will hopefully do greater things in the coming years.

To our dear partners, I wish to thank you for the immense contribution you have been making as we strived to make the post in Africa a true and positive contributor to the AU agenda 2063 and the UN SDGs, among other policy frameworks. I applaud you and request you to continue with the same spirit in the future. To the General Secretariat Members of Staff, I wish to thank you very much for the team spirit you exhibited to achieve what we managed to achieve whilst together. I wish to implore you to extend the same wave of hard work to the

new team too. We, obviously, might not have taken the organization to the highest and lofty echelons as desired but, certainly, we managed to lay a very solid foundation for anyone to smoothly/ comfortably take over from and move forward.

At this juncture, please allow me to end my remarks by expressing once again, my profound gratitude to our host, Zimbabwe, for making this meeting possible and to all the participants for their enthusiasm and readiness to effectively contribute to the deliberations which have been lined up on our agenda.

I wish you fruitful deliberations and sincerely thank you very much for your kind attention.

Merci beaucoup!

Thank you very much!

Obligado!

Asante sana!

Shukran Jazilan!

Tatenda!

Siyabonga.

**REMARKS BY**  
**POSTAL MASTER GENERAL OF ZIMPOST AT THE OFFICIAL OPENING OF THE 39<sup>TH</sup> ORDINARY**  
**SESSION OF PAN AFRICAN POSTAL UNION (PAPU) ADMINISTRATION COUNCIL MEETING**

**21<sup>ST</sup> JUNE 2021**

- **Distinguished representatives of member countries**
- **All protocols observed**

Bonjour, Bon dier, Salamaleko!!!

Good morning and warm postal greetings to you all.

Your Excellences, distinguished guests, Ladies and Gentlemen. I am delighted to welcome you as the host the Designated Postal Operator in Zimbabwe. This meeting is a cause for celebration for us in the postal fraternity as it is a demonstration of the resilience, courage and commitment of the postmen and post women of Africa in preserving the sanctity of postal services.

As I welcome all of you who are here present and our counterparts who have joined virtually, I would like to pay tribute to all our postal employees across Africa who lost their lives to COVID 19 while on line of duty to provide services to our citizens. May their dear souls rest in eternal peace and may their families find solace and comfort in the knowledge that we share their grief and we have them in our prayers.

Distinguished Guests, Ladies and gentlemen, I am heartened to see colleagues, who have led and kept the African postal services rolling even in the face of adversity, global economic crises, natural disasters and pandemics. The current harsh COVID-19-induced operating environment demands that we speedily adapt to the 'new normal' or else we will be condemned to obscurity and total demise:

As an industry we must adopt appropriate technologies that will enable virtual access to our services 24/7 for services like E-commerce, E-Government, Digital money services, Digital Box.

In Zimbabwe, the implementation of digitalization strategy was forced gather momentum when the response to curbing the spread of the COVID-19 pandemic resulted in the national lockdown programs, curfews, and movement restrictions on people and de-congestion efforts in line with social distancing along WHO guidelines. This had a huge impact on the number of customers physically coming to do business at the post office this affecting revenues. Zimpost had to step up its game on its e-commerce business of delivering on-line-shopped items like food, medicinal drugs and related products; and pay-outs of incoming international remittances. The company is on the verge of launching its digital money service, PostMoney which will be available anywhere, any time on any phone.

As we extend our warm welcome to you, our dear brothers and sisters, it is our fervent hope that during the Administration Council Meetings, we will all share our experiences and collectively craft the way forward on PAPU's role in coordinating activities aimed at developing and transforming the postal services on the African continent for the benefit of our citizens through.

Ladies and gentlemen, our industry, like all the other sectors, suffered immensely from the COVID-19 effects. Yet this is the opportune time to engage in discussions on how to transform the postal industry in order to re-create it as an e-post, virtual post, digital post, smart post and as is the hype today **'The Post Office of the Future'** that will deliver services that excite our customers.

Our distinguished guests let us hold each other's hands and support each other as we deliver essential services that bring hopes and smiles to all Africans in the continent and beyond.

As I conclude my remarks, your excellences, I invite you to find time to sample and enjoy the marvellous attractions in and around Victoria Falls. The Victoria Falls Post Office is just a minute's walk from this venue, you may want to visit it and we would certainly welcome ideas on how make it a better facility. Once again we are at your service to make your stay more comfortable and memorable.

Remember to observe the COVID-19 Protocols always.

**I thank you and best wishes for a successful Conference.**



**39<sup>TH</sup> AC Ordinary Session**

**PAPU/AC/XXXIX/2021 - Doc No.1 Rev2**

*Modified on 16<sup>th</sup> June, 2021*

**21-22 June, 2021, Victoria Falls, Zimbabwe**

*Original: English*

**DRAFT AGENDA**

(Agenda item 6)

**BUREAU**

CHAIRPERSON	-	Zimbabwe
1 <sup>ST</sup> VICE CHAIRPERSON	-	Madagascar
2 <sup>ND</sup> VICE CHAIRPERSON	-	Senegal
RAPORTEURS	-	Gabon & Tunisia
SECRETARY	-	GENERAL SECRETARIAT
<b>WORKING HOURS</b>	<b>:</b>	<b>09.00 - 16.00 GMT</b>

<b>ITEM N°</b>	<b>DRAFT AGENDA</b>	<b>DOCUMENT</b>
----------------	---------------------	-----------------

**DAY ONE**

- |    |   |                                      |
|----|---|--------------------------------------|
| 1. | Registration of Delegates;                            |                                      |
| 2. | Official opening ceremony;                            |                                      |
| 3. | Meeting of Heads of Delegation;                       |                                      |
| 4. | Remarks by the Chairperson;                           |                                      |
| 5. | Confirmation of quorum;                               |                                      |
| 6. | Adoption of the Agenda and Work Programme;            | <b>PAPU/AC/XXXIX/2021 - Doc No.1</b> |
| 7. | Report of the Chairman of the Administrative Council; | <b>PAPU/AC/XXXIX/2021 - Doc No.2</b> |

8. Report of Activities of the Secretary General for the 2019/2021 period **PAPU/AC/XXXIX/2021 - Doc No.3**
9. Reports and recommendations of Technical Committees including forums, by Chairpersons:
  - a) Operations and Technology by Tunisia **PAPU/AC/XXXIX/2021 - Doc No.4**
  - b) Policy, Strategy, Governance, by Zambia **PAPU/AC/XXXIX/2021 - Doc No.5**
  - c) Postal Operators CEOs, by Egypt **PAPU/AC/XXXIX/2021 - Doc No.6**
  - d) Postal Regulators, by Zimbabwe **PAPU/AC/XXXIX/2021 - Doc No.7**
  - e) African Support Committee, by Tunisia **PAPU/AC/XXXIX/2021 - Doc No.8**
10. Report of the External Auditor on the Accounts of the Union for the financial years ended 31<sup>st</sup> May, 2019 and 31<sup>st</sup> May, 2020; **PAPU/AC/XXXIX/2021 - Doc No.9**
11. Report and recommendations of the Finance and Administration Committee, by Senegal; **PAPU/AC/XXXIX/2021 - Doc No.10**
12. Consideration and adoption of the report of the 39<sup>th</sup> Ordinary session of the Administrative Council;

## **DAY TWO**

13. Consideration and adoption of the quadrennial report of the Administrative Council and recommendations to the 10<sup>th</sup> Ordinary Plenipotentiary Conference;
14. Date and venue of the 40<sup>th</sup> Administrative Council session;
15. Any Other Business;
16. Closing session.

**ACTIVITY REPORT FOR THE CHAIRMAN 2019-2021****1. INTRODUCTION**

First and foremost permit me once again to express my sincere gratitude to the Member States who gave Zimbabwe the opportunity to lead the Council during the period 2019/2020 through to 2020/2021, a period that witnessed the outbreak of COVID-19 pandemic.

At this moment, I am pleased to present my report on behalf of the Republic of Zimbabwe as the Chairman of the Council and give an account of what has been accomplished during the period under review, as annotated hereinafter.

**2. SESSION OF THE 38<sup>TH</sup> ORDINARY PAPU ADMINISTRATIVE COUNCIL HELD IN JUNE, 2019, IN OUAGADOUGOU, BURKINA FASO**

In accordance with the provisions of Article 5 of the Rule of Procedure of the Administrative Council of the Union, the Chairman shall organize the work during sittings. He shall open and close sittings, direct the debates, grant the use of the floor, submit to a vote matters under discussion when deemed necessary, announce the results of votes and rule on points of order in accordance with the present Rules of Procedure.

Furthermore, Article 5 of the Detailed Regulations charges the Administrative Council with the responsibility of directing, controlling and coordinating financial and administrative activities of the union, among others in between ordinary sessions of the Plenipotentiary Conference.

In line with these provisions, I am pleased to report that during the year under review, Zimbabwe successfully carried out this responsibility together with the Secretary General and his Staff. I therefore sincerely thank them for their cooperation and support which made our stewardship smooth and successful.

You will recall that at our meeting held in Ouagadougou, we considered and approved the under listed activities, among others, that were submitted to the Council for consideration:

- a) Theme of PAPU Day Celebration 2020;
- b) Programme of Activities for 2019/2020 financial year;

- c) Budget of the Union for 2019/2020 financial year;
- d) Appointment of the External Auditor.

I am glad to report, that all these activities were fully executed and are contained in detail in the Administrative & Technical Committee's reports as well as in the Secretary General's Report of Activities for the year 2019/2020 & 2020/2021 that you will consider and adopt later.

As far as the appointment of the External auditor is concerned and in pursuit of the Decision made, the General Secretariat engaged Ernest and Young as the Union's statutory auditor. Accordingly, the firm's appointment was renewed by virtue of its satisfactory performance.

The other activities which were carried out during the period under review are as follows:

- a) Implementation of the tasks assigned to me as Chairman of the Council, namely, the approval of additional USD 2 Million equity cash contribution towards the PAPU House Project.
- b) Another milestone during my tenure was the follow-up of the hosting of the 27<sup>th</sup> UPU Congress in Africa, in particular in Côte d'Ivoire. We followed the preparations for the said Congress which will now be held in August 2021. Member States have all agreed that bringing the world's postal fraternity together in Africa cannot be the only affair of Côte d'Ivoire. It's about Africa. Hence the recommendation that was made to all Member States to give a hand to Côte d'Ivoire for the success of this event. Under the aegis of the African Support Committee within the PAPU Structure, sub-regional postal organizations were invited to coordinate African support to the host country.
- c) You may recall that by Resolution No.18/PAPU/AC/XXXVI/2017 on postal regulation, the Administrative Council meeting in its 36<sup>th</sup> Ordinary Session, from 8<sup>th</sup> to 10<sup>th</sup> May, 2017, in Nairobi, Kenya, instructed the General Secretariat to draft a Regional Postal Guidelines, by benchmarking on sub-regional models. To start the process, during its 37<sup>th</sup> session held in Algiers, the Administrative Council, adopted by Resolution No.07/PAPU/AC/XXXVII/2018, the terms of reference of the study, following which a consultant was recruited. The Consultant presented the study report to the 38<sup>th</sup> ordinary session of the Administrative Council meeting held from 17<sup>th</sup> to 19<sup>th</sup> June, 2019, in Ouagadougou, Burkina Faso.



Furthermore, by Resolution No.08/PAPU/AC/XXXVIII/2019 the Council decided that the study should be circulated to PAPU Member States for their comments and proposals while instructing the Legal Experts Taskforce to finalize the Guidelines. The final Draft will be presented to the Plenipotentiary Conference for further action. With this process, we hope that the long-awaited guidelines will help to set up a harmonized postal regulatory framework as well as a single regulatory model in Africa.

#### **d) Establishment of the Africa CEO postal Forum**

By Resolution No. 06/PAPU/AC/XXXVIII/2019, the Administrative Council of the Pan African Postal Union (PAPU), meeting during its 38<sup>th</sup> Ordinary Session from 17<sup>th</sup> to 19<sup>th</sup> June, 2019 in Ouagadougou, Burkina Faso, decided to formally establish the African CEO postal Forum to enable Designated Postal Operators' CEOs to benchmark and exchange experiences on matters affecting their daily operations.

Accordingly, with my office's indulgence, the first edition was virtually held on 11th June, 2021, during which the discussion focused on the **Postal transformation in Africa**. In addition, they focused on the advent of COVID-19 pandemic, with a view to crafting strategies that will mitigate the problems associated with the pandemic as well as come with the best way forward to smoothly migrate as we migrate to normalcy.

#### **e) Associate Membership**

Despite approval for the admission of Associate Members, the Union has so far attracted only three Associate Members to date, namely, AsaaseGPS, DP World and USPS,. As you are aware, the 5<sup>th</sup> Extra-Ordinary Plenipotentiary Conference adopted a new Acts for the Union and this created opportunity to admit entities, companies and private or public sector organizations engaged in postal activities or related to postal services, including research and training institutions recognized as Associate members of the Union.

Considering the importance of increasing the level and robustness of participation in the framework for dialogue between stakeholders of the postal sector; enhancement of participation in studies aimed at developing the postal sector as well as increasing the level of funding for the Union's activities, it is imperative for Member States to own the drive for more Associate Members by scanning for and recommending Organizations that can become Associate Members.

**f) PAPU House contribution towards cash equity contribution**

As you are aware, the Union is not yet fully in position to contribute the mandatory USD 3 million as equity cash towards the PAPU House Project. There is a shortfall of USD 860,000/- that is not yet available after the realization of USD 140,000/- during the launching of an appeal fund that was held during the 40<sup>th</sup> anniversary of PAPU in Arusha, Tanzania. The Union is very grateful to the following Organizations and Member States that donated/pledged donations to the project: African Union Commission (pledge), Burkina Faso (pledge), Republic of Mali (paid cash upfront) and Republic of Cameroon (pledge). Details will be availed to you by the Administration and Finance Committee Chairman as well as the Secretary General.

Considering the importance of generating the remaining PAPU House equity cash my office wrote the Chairperson of the Plenipotentiary Conference and Honourable Minister of Posts and Telecommunications of Cameroon, Mrs. Minette Libong Li Likeng, requesting her to circulate an appeal letter to all Member States to donate generously towards the realization of the remaining USD 860,000/= only. The appeal remains open up to the Plenipotentiary Conference and Member States are kindly invited to donate to the fund. A session will be dedicated to launching of the PAPU House appeal fund during the Conference.

**3. PARTICIPATION IN THE PLENIPOTENTIARY CONFERENCE BUREAU MEETING**

As Chairman of the Administrative Council, my predecessor attended the Plenipotentiary Conference Bureau meeting on 26<sup>th</sup> August, 2019, in Yaoundé, Cameroon. During the meeting the report of the 38<sup>th</sup> Administrative

Council was presented for the Bureau for the latter to take note of the proceedings. I am pleased to report that the presentation was well received by participants.

#### **4. MORAL SUPPORT TO THE PROCEEDINGS OF THE 3<sup>RD</sup> EXTRAORDINARY UPU CONGRESS, GENEVA, SWITZERLAND**

As you may recall, during the 2018 Extra-ordinary Congress held in Addis Ababa, Ethiopia, the remuneration for small packets as proposed by United States of America (USA) was not approved. Due to this development USA notified the International Bureau of her intention to withdraw from the membership of the Universal Postal Union (UPU). In this regard, the UPU Council of Administration decided to expedite the review of the E-format rates with a view to amending the provisions of the Convention and its Regulations before 2020 Congress. These developments culminated in the holding of the Geneva Extraordinary Congress from 24<sup>th</sup> to 25<sup>th</sup> September, 2019, to decide on the E-format rates to safeguard the integrity of the Union.

Furthermore you may recall that during the 38<sup>th</sup> Administrative Council session held in Ouagadougou, Burkina Faso under the Chairmanship of Zimbabwe, an ad hoc group on the remuneration was established, vide Resolution No.03/PAPU/AC/XXXVIII/2019. The group was chaired by Egypt Post and coordinated by the General Secretariat. It was constituted to analyze the three options on remuneration of E-format items and come up with a position for Africa before the Extra Ordinary Congress in September in Geneva, Switzerland. It held two teleconferences to discuss the initial three proposals (Options A, B and C) as well as the other proposals submitted by Member States during the period leading to the 3<sup>rd</sup> Extraordinary Congress held in Geneva.

The general position was to support Option A which was seen as the best option for Group IV countries as it offered fairer balance of payments among all UPU member countries and the gap between the floor and ceiling rates under Option A was only 20%. Other countries however were in favor of Option B since they were convinced they would benefit from the self-declared rates.

In Geneva, during the 3<sup>rd</sup> Extraordinary Congress, the group continued its work to come up with a compromise that would be a win-win for all members through the "Team Approach". Eventually, the compromise Option V was adopted for remuneration of E-format items.

My role was to give the necessary moral support to the General Secretariat as well as the Union in general to safeguard Africa's interest in the proceedings. I therefore wish to commend the General Secretariat and the Remuneration Group for a job well done, in this regard.

## **5. MANAGEMENT OF IMPLICATIONS OF POSTPONING THE 10<sup>TH</sup> ORDINARY SESSION OF THE PLENIPOIENTIARY CONFERENCE DUE TO COVID-19**

As we are all aware, hosting of the 10<sup>th</sup> Ordinary Plenipotentiary Conference was indefinitely postponed at the behest of the host country, Zimbabwe, due to unprecedented circumstances occasioned by the COVID-19 pandemic. This development came with a host of unprecedented implications on the state and functioning of the Union. Against this backdrop, it was imperative for the Plenipotentiary Conference Chairperson to make decisions after consultations with other Bureau Members of the Conference, including the Chairperson of the Administrative Council.

In addition, standard practice in the Union requires that for any emergency between two (2) sessions of the Plenipotentiary Conference, the Secretary General or the Chairperson of the Administrative Council should request the Chairperson of the Conference to independently decide on the most appropriate course of action, with the onus being on him/her to report accordingly during the next session of the Conference.

In view of the foregoing, my office wrote to the Chairperson of the PAPU Plenipotentiary Conference, presenting documents prepared by the General Secretariat on how best to manage the COVID-19 Pandemic. Consequently, upon circulation of the documents and based on consensus, the Chairman made a decision formerly declaring the situation at the Pan African postal Union as force majeure effective 1<sup>st</sup> July, 2020, so that all implications of this situation should be addressed decisively and exceptionally to ensure the smooth functioning of the Union.

## **6. Human Resources Matters - Actions taken**

It is necessary to inform the Council on actions taken by my office on staff matters as follows:

In December, 2020, my office received a request from the General Secretariat for confirmation of the Accounts Officer, Mr. Yonna Fred Singogo and the French to English Translator/Interpreter, Mr. Jude AsuTarh, who had fulfilled the conditions for confirmation as permanent staff of the Union on 5<sup>th</sup> January, and 6<sup>th</sup> January, 2021, respectively, after five (5) years of successful probationary fixed term appointments. Ordinarily the decision to confirm them as a permanent staff would have been taken in June 2020, but due to the global pandemic that necessitated the postponement of the meeting elicited the request to the Chair of the Administrative Council to confirm them on the above due date. My office observed that the decision on force majeure was taken to facilitate the smooth running of the Union until the 39<sup>th</sup> Ordinary Session of the Administrative Council is held. Accordingly, by Decision N<sup>o</sup>02/PAPU/AC-Chair/2020 I gave approval for the extension of the contract of both

officers by one year with effect from 5<sup>th</sup> and 6<sup>th</sup> January, 2021, pending this event. Therefore, more details on the matter will be reported by the Chairman of Finance and Administration Committee based on which the Council shall further make a decision going forward.

## **7. CHALLENGES**

During my tenure, I encountered the following inherent challenges:

- a) Representation of member states at the UPU Committees as well as at the UPU Bodies remains weak. This is despite reminders to members who were elected into the CA and POC to represent the Union in the various UPU committees and working groups, especially to serve as Chairpersons or deputy Chairpersons;
- b) Representation of PAPU officials at the UPU meetings remains inadequate due to austerity measures imposed by the Council;
- c) The current but outdated scale of assessment for annual financial contributions to the budget of the Union and the failure of member states to pay as and when due also continues to affect the smooth implementation of our activities;
- d) The advent of the Covid-19 pandemic and its untold ramifications.

## **8. RECOMMENDATIONS**

For the smooth running of our organization, I wish to recommend as follows going forward:

- a) Payment of mandatory annual financial contribution to the budget of PAPU within the first six months of the financial year ending 30<sup>th</sup> November of every year. This action will not only enable the General Secretariat to plan and execute the approved activities seamlessly. It will also enable Member States and Associate Members to avoid the 2% statutory surcharge for late settlement of annual contributions. Possible increase in the annual mandatory contributions of Member States to improve the cash flow of the Union given that the last slight review was during the 34<sup>th</sup> Ordinary Administrative Council held in Khartoum, Sudan in 2015;
- b) Strong appeal to member states who will be elected to POC & CA for more presence and effective participation at UPU meetings;

- c) Appeal for generous cash donations towards the PAPU House project to ensure that the remaining USD 860,000/- is attained now that the construction of the building is underway. I therefore urge Member States who have not yet contributed/made pledges toward the USD 1 Million cash equity contribution to be made by PAPU, to make voluntary financial contributions to ensure the successful realization of the project which will be the pride and honor the entire African Postal Fraternity;
- d) Sustained drive for more Associate Members to ensure sector wide collaboration towards rapid development of postal services in Africa and attainment of the single global postal territory through public-private partnerships;
- e) Finally, express appreciation to the Government and people of the United Republic of Tanzania for their commitment to the PAPU House Project;.
- f) Continue with the fight against the Covid-19 pandemic by following the World Health Organization (WHO) preventive measures while delivering vital postal services to our teeming customers.

## **9. CONCLUSION**

In conclusion, on behalf of Republic of Zimbabwe and, indeed, on my own behalf, I wish to seize this opportunity to sincerely thank all members of the bureau which will conclude its mandate this week, namely, Madagascar, Senegal, Gabon and Tunisia, for the unwavering support that was given to Zimbabwe during the period under review.

I am also highly indebted to the Secretary General and the staff of the General Secretariat that have satisfactorily worked with and given us all the support that we needed from them.

Furthermore, I will fail in my duty if I do not say thanks to all Member States for their cooperation throughout my tenure. It is on record that we have been extending this brotherly cooperation to every Member State that has been elected to chair the Administrative Council of the Union. In the same spirit, it is my wish that you extend same gesture to the Chair and members of the incoming bureau after elections during the Plenipotentiary Conference which will start on 18<sup>th</sup> June, 2021- just 3 days from today.

I therefore wish to seize this moment to sincerely congratulate the incoming bureau in advance for the well-deserved nomination as office bearers of the Administrative Council of the Union for the next one year which will hopefully be a perfect mix of excitement and challenges considering that the Union shall continue to have critical issues affecting our Region Africa. As I hand over the mantle of leadership to them, I am very confident that they will take over from a relatively solid foundation and sincerely believe that they will take it to greater and loftier levels. I practice an “open door” policy and as such should they need any assistance from me during their tenure, I will be available at their behest.

Lastly, but of course not the least, I wish you and the entire Union very exciting and successful deliberations during this meeting and in future interactions.

Thank you very much for your kind attention.

**Dr. Eng. Sam Kundishora**

***Permanent Secretary, Ministry of ICT, Postal and Courier Services of Zimbabwe and Chairman of PAPU Administrative Council 2019/2020 & 2020/2021***



**ACTIVITY REPORT OF PAPU SECRETARY GENERAL**  
(Agenda item 8)

<b>Subject</b>	<b>References/paragraphs</b>
<p>Activity Report of PAPU Secretary General for the period 2019-2020 Report made on 21<sup>st</sup> June, 2021, Victoria Falls, Zimbabwe</p>	<p>Article 9, paragraph 17 of PAPU Detailed Regulations of the Convention</p>
<p><b>Decision expected:</b></p> <ul style="list-style-type: none"> <li>• Take note of the report</li> <li>• Make any inputs deemed necessary</li> <li>• Adopt the related Resolution</li> </ul>	

## 1. PREAMBLE

Pursuant to the relevant provisions of Article 9, paragraph 17 of PAPU Detailed Regulations of the Convention, the Secretary General is pleased to present to the Administrative Council, the report of activities of the Union for the 2019-2020 period. The report will also cover some activities undertaken in the year 2020-2021 period since the 38<sup>th</sup> Ordinary Administrative Council Session could not take place last year, due to COvid-19 Pandemic.

With that in mind, I wish to report that the 2019/2020 financial year was both very prolific and difficult for the Union. Prolific because the first half of the year saw the General Secretariat leading Member States on the controversial issue of E-Format items through an ad hoc group on the remuneration which was established, vide



**Resolution No.03/PAPU/AC/XXXVIII/2019** during the 38<sup>th</sup> Administrative Council session held in Ouagadougou, Burkina Faso.

You will recall that during the 2018 UPU Extra-ordinary Congress, the remuneration for small packets as proposed by United States of America (USA) was not approved. Due to this decision made by the Extra-ordinary Congress, in October 2018, during the Postal Operations Council (POC) and Council of Administration (CA) sessions, USA notified the International Bureau of her intention to withdraw from the membership of the Universal Postal Union (UPU).

Therefore, the CA decided to expedite the review of the E-format rates with a view to amending the provisions of the Convention and its Regulations before 2020 Congress. These developments culminated in holding the Geneva 2019 Extra-ordinary Congress to decide on the E-format rates to safeguard the integrity of the Union.

In Geneva, the aforementioned ad hoc group continued its work to try and come up with a compromise that would be a “win-win” for all members through the ‘Team Approach’. Eventually the compromise Option V was adopted for remuneration of E-format items during the aforementioned Extra-ordinary Congress.

On the flip side of it was the outbreak of the Novel Corona Virus (COVID 19), a subject on which the General Secretariat has been providing members with updates based on information obtained from other health related organizations such as the World Health Organization (WHO) and the African Union Centre for Disease Control (CDC) on regular basis.

The UPU has also been updating the postal fraternity via EmIS and its website to guide staff across the globe about the impact of the pandemic on operations of the sector, to ensure avoidance of unnecessary panic among staff, how staff could protect themselves as well as how they could properly provide advice to customers.

Notwithstanding this, mail operations have been negatively affected since the outbreak of the pandemic as “Written proof of delivery” could not be provided to senders owing to the fact that in certain cases mail was not being delivered to addressees in person, especially in China. This called for explanations to be provided to senders highlighting exceptional delivery circumstances prevailing during the pandemic that did not allow for written proof of delivery. The pandemic also resulted into mail delays due to the fact that most of the airlines had to suspend flights entailing temporary storage of mail in sorting centres.

To augment the aforementioned measures taken by the UPU and other organizations, PAPU has been working closely with the UPU and other partners to expand the knowledge on this pandemic and in turn regularly share with Member States.

On the same note, I wish seize this opportunity to commend the Member States that made initiatives to assist communities in one way or the other.

It is against this paradoxical background coupled with limited resources that the General Secretariat carried out the activities presented in this report. The activities are covered under the following subtopics:

- The business environment;
- Performance;
- Day-to-day operational issues of the Union;
- Policy, regulatory and governance matters;
- Financial management;
- Human resources;
- Cooperation activities;
- Key projects;
- International conferences and workshops;
- Challenges and actions taken/planned;
- Outlook/expectations for next financial year;
- Conclusion.

## **2. BUSINESS ENVIRONMENT**

Certainly, the year 2019-2020 continued to be affected by political, economic, environmental and technological aspects of life as will be appreciated below:

**On the political arena** the continent experienced a decline in internal conflicts, cross border conflicts as well as criminality. Under the slogan of “Silencing the Guns” in Africa by the Year 2020, an initiative by the Peace & Security Council of the African Union, aimed at ending all wars, civil conflicts, gender-based violence and preventing genocide on the continent, Africa was politically stable during the period under review.

It is against the backdrop that good governance was viewed as a sine qua non for sustainable economic and political development, Therefore, coupled with that initiative (Silencing the Guns), the political environment remained relatively stable and more & more countries were adopting principles of democracy and good governance under the invaluable guidance of the African Union. It is pleasing to note that this phenomenon continued to prevail up to the year 2021.

**On the economic front**, according to AfDB<sup>1</sup>, Africa's economic outlook continues to brighten. Its real GDP growth, estimated at 3.4% for 2019, is projected to accelerate to 3.9 % in 2020 and to 4.1% in 2021. Leading the way are six economies among the world's ten (10) fastest growers, namely: Rwanda, Ethiopia, Côte d'Ivoire, Ghana, Tanzania, and Benin.

Growth's fundamentals are also improving, with a gradual shift from private consumption toward investment and exports. And for the first time in a decade, investment accounted for more than half the continent's growth, with private consumption accounting for less than one third. The 2020 outlook highlights, however, indicated that growth had been less than inclusive. Despite Africa's solid growth performance, only about a third of countries achieved inclusive growth, reducing both poverty and inequality.

Thus, coupled with the over 660,000 post offices that are inter-connected worldwide and about 25,000 of them in Africa, the Post should take advantage of the impressive economic growth and come in to fill in the gap on inclusiveness.

This is achievable considering the aforementioned grass root presence of the post across the continent and that over 91% of postal operators offer financial services directly or in partnership with other financial institutions; thus making the post the second largest contributor to financial inclusion in the world. Therefore, all these factors combined, the Post retains its position as a unique national infrastructure for the acceleration of socio-economic inclusion.

In terms of cross border trade, it is worth mentioning that through the African Continental Free Trade Area (AfCFTA) Agreement, Africa is poised to accelerating intra-African trade and boosting Africa's trading position in the global market by strengthening Africa's common voice and policy space in global trade negotiations.

In addition, since the agreement fosters continental integration in line with the aspirations of Agenda 2063, the post should ensure active participation in its activities as a lever of Africa's integration. In this regard, during the extraordinary summit of Heads of State and Government of the African Union (AU) held in July 2019, in Niamey, Niger, the operational phase of the AfCFTA was launched.

During the launch emphasis was laid on the need for the establishment of linkages with the private sector and the business and investment communities, among others.

As at 20 April 2021, 36 countries had deposited their instruments of ratification with the Secretariat which is based in Accra Ghana. Trading under the AfCFTA Agreement began on 1<sup>st</sup> January 2021.

---

<sup>1</sup> **African Economic Outlook 2020** by the African Development Bank

It is our desire to have the outcomes of the 3<sup>rd</sup> STC, UPU initiatives as well as the outcomes of the UPU Global Conference on Cross-Border Cooperation in an E-Commerce World which was held on 26<sup>th</sup> November, 2019 in Xiamen, People's Republic of China combined.

During the China event it was noted that, the traditional engines driving the growth of international trade and cross-border investment are weakening while cross-border e-commerce, especially cross-border B2C, has maintained strong growth and has become a new engine for global economic growth.

It was further noted that the post is an important player, promoter and beneficiary of cross-border e-commerce. As the traditional letter business has been shrinking for more than a decade, designated operators have to embark on a transformation journey and diversify their business with parcels and small packages as the core.

**Environmentally**, save for the outbreak of COPVID-19, stated in the preamble, Africa did not experience/ record significant natural disasters during the period under review. Although, the continent continued to nurse the aftermaths of the climate crisis that devastated parts of east and southern Africa, with floods, landslides, drought and cyclones in the year prior to financial year under review, it was in a good position for growth during this period.

**On the technological front**, the advent of ICTs, especially internet and globalization continued to present enormous growth opportunities for the sector and reinforced its capacity to adapt and diversify products and services aimed at meeting customer expectations. That understanding has been fortified by African ministers responsible for Communication, and Information and Communication Technologies (CICT) at their 3<sup>rd</sup> Specialized Technical Committee (STC) who adopted the 2019 Sharm El Sheikh Declaration, that puts special focus on the African Union Digital Transformation Strategy (DTS) 2020-2030.

During their 3<sup>rd</sup> STC meeting, the Ministers affirmed the role of digital technologies and innovation in the achievement of the vision and goals of the African Union's Agenda 2063 and the UN Sustainable Development Goals. They also stressed the need to include postal digitalization, in both national priorities and digital strategies, pursue the digitization of postal financial services and set up cashless systems.

In view of the foregoing, we continue to thank the UPU for the many innovations developed by the Postal Technology Centre (PTC) such as Customs Declaration System (CDS), International Postal System (IPS), Global Monitoring System (GMS) etc., coupled with initiatives organized jointly by the UPU and PAPU such as Operational Readiness for E-commerce (ORE) and digitization solutions aimed at equipping the post with technology as well as human resource capacity building, getting ready for the booming e-commerce sector.

We are also grateful to the UPU for kick starting the Digital Transformation and Diversification of Postal products Project which is being implemented in collaboration with us.

In the meantime, the post continues to face myriad and complex challenges as follows:

**Firstly**, the continued phenomenon of dwindling mail volumes, alignment with technological developments, unfair competition, liberalization/political development, new customer expectations and significant shifts in consumption patterns, among others, continue to pose serious challenges to the sector.

**Secondly, on the network development, the post in Africa** has hardly **25,000** postal outlets unevenly spread across the continent with about 40% of them concentrated in the northern sub region. Indeed, considering the vastness of the continent and its demographics, this falls far short of the **local territorial coverage** that should normally be expected.

Worse still, some of the existing post offices have remained in a **dilapidated state** for ages now and not connected to the internet. Although most countries are striving hard to improve their postal services and products, the post's inability to **finance its key projects**, such as the Electrification and Connectivity as well as the Addressing and Post Code Systems, continues to be a serious drawback for most countries.

Nevertheless, the commitment to the universal service obligations by Member States continued to be the rallying point for the post to advance its provision of inclusive services, to earn invaluable trust in the society as elucidated by myriad decisions taken at the highest level of the African Union on postal projects. To this end, the postal sector has continued to be recognized as an essential part of our Member States' socio-economic infrastructure and a vital contributor to socio-economic inclusion.

Thus, smart policies, strategies and solutions, as well as reformed institutions, a well-trained and seasoned work force is critical in this direction. As we conclude implementing the Istanbul World Postal Strategy embraced in the Regional Development Plan (RDP) for Africa and as we prepare for the Abidjan World Postal Strategy, there is a strong likelihood that the expected positive changes will ultimately be realized.

### **3. PERFORMANCE**

#### **3.1- Implementation Status of Decisions, Resolutions and Recommendations**

The Council will recall that at the 38<sup>th</sup> Ordinary Session of the Administrative Council in Ouagadougou, Burkina Faso, seven (7) decisions and eleven (11) resolutions were made. **Annex I** summarizes the said decisions and resolutions. All of these directives were implemented. But chairmen of the various Technical Committees will present the detailed status of the implementation of each of the directives as they deliver their technical committee reports later during this session.

### **3.2- Status of implementation of the Programme of Action of the Union for the Financial Year 2019/2020**

The 38<sup>th</sup> Ordinary Session of the Administrative Council in Ouagadougou, Burkina Faso approved six (6) activities to be undertaken during the period 2019/2020. These activities are as follows:

#### **3.2.1- UPU workshop on Quality Management Certification**

This activity was carried out within the ORE Project.

#### **3.2.2- Sensitization workshop on the AUC study report for the establishment of e-commerce platforms in Africa**

This activity could not be held due to financial constraints

#### **3.2.3- Field missions to support Member States/ Sub regional postal organizations on identified areas of need including addressing, e-services, operations at international mail hubs, conceptualization and development of regional projects, etc.**

This activity was going to be implemented in the form of support to the East African Sub region coordinated by the East African Communications Organization (EACO). EACO requested for support to hold a meeting for the harmonization of addressing and postcode systems. It was planned to take place from 23<sup>rd</sup> to 27<sup>th</sup> March, 2020, at PAPU Headquarters in Arusha, Tanzania. However, due to COVID-19, the activity could not be carried out. Instead, a virtual workshop on addressing and post code project was organized on 18<sup>th</sup> Nov 2020.

#### **3.2.4- Celebration of 40<sup>th</sup> anniversary of the Pan African Postal Union**

This activity was successfully carried out under the theme: **“The Post: a veritable partner for financial inclusion and regional integration”**. It was held from 17<sup>th</sup> to 19<sup>th</sup> January, 2020.

The celebrations were officiated by the Tanzanian Minister of Works, Transport and Communication, Honourable Isaack Aloyce Kamwelwe (MP) who presided over the ceremony as the Guest of Honour.

The celebration gave an opportunity for Member States to renew their commitment towards improving financial inclusion and strengthening regional integration which is aimed at giving postal sector a clear direction towards its growth.

The event's objective was also to coordinate Member States' efforts in strengthening the African Union Agenda 2023 **“the Africa We Want”**, the United Nations Sustainable Goals, as well as the Regional Development Plan for Africa 2017 to 2020.

The event was marked by the following six (6) major activities:

### **a) High Level Ministerial Forum**

A Ministerial Forum was held on 17<sup>th</sup> January, 2020 at the Arusha International Conference Centre (AICC).

The forum was subdivided into two (2) sessions, namely: The Post & Financial Inclusion and The Post & Regional Integration. These were moderated by Dr Kada from Morocco and Dr. Jim Yonaz from Tanzania, respectively.

A Declaration named **“Arusha Declaration on the Post as a veritable for financial inclusion and regional development** summarizing the conclusions of the Forum was adopted and is attached to this report as **Annex II**.

### **b) PAPU Day Celebrations**

The ceremony to mark this prestigious event officiated by the Honourable Minister for Works, Transport and Communication Isaack Aloyce Kamwelwe (MP), was held in the morning on 18<sup>th</sup> January, 2020 at the Arusha International Conference Centre (AICC).

An exhibition was organized to showcase products and services related to the postal sector.

### **c) Unveiling the PAPU House foundation stone**

This activity was held in the afternoon on 18<sup>th</sup> January, 2020 at the site i.e. Plot 114 Sekei ward, just next to the current PAPU Headquarters in Arusha;

### **d) Gala Dinner - Fund raising towards cash equity for PAPU House Project**

A Gala Dinner, hosted by the Tanzanian Government was held in the evening of 18<sup>th</sup> January, 2020 to mainly raise funds i.e. the **USD one (1) million** short-fall for the cash equity contribution by PAPU for the Multipurpose PAPU House Building. It should be noted here that the total budget is **USD 4,000,000**, but only **USD 3,140,000** is available. One hundred forty thousand United States Dollars (**USD140, 000**) was raised both in cash and pledges as follows:

- i. **African Union Commission** : USD100, 000 in pledge;
- ii. **Burkina Faso** : USD 20, 000 in pledge;
- iii. **Cameroon** : USD 10,000 in pledge;
- iv. **Mali** : USD 10,000 in cash.

### **e) Awards**

Another activity undertaken during the dinner was the award-giving ceremony to outstanding performers i.e. Member States and personalities as follows:

#### **i. Designated Operators that had excelled and certified by UPU on Quality of Service:**

- Kenya : 2016-2019;

- Nigeria : 2016-2019;
- Botswana : 2016-2019;
- Cameroon : 2015-2019;
- Eswatini : 2016-2019;
- Ethiopia : 2016-2019;
- Ghana : 2016-2019;
- Zimbabwe : 2016-2019.

**ii. Designated Operator for the award of Security Standards S58 &59: Morocco**

**iii. Postal Administration for the award of outstanding performance in Addressing and Post Code Project: Tanzania**

**iv. Outstanding personalities:**

- Amb. Bishar Abdrahan Hussein, Current UPU Director General;
- Mr. Moussibahou Mazou, former UPU Deputy Director General;
- Late Mohamed Ibrahim Sobhi, former UPU Director General;
- Late Edouard Madingou, the first PAPU Secretary general;
- Late Alhaji Abubakar Musa Argungu, Former postmaster General, NIPOST.

#### **f) Excursion**

As part of the 40<sup>th</sup> Anniversary Cerebrations the Tanzanian Government organized an excursion to Tarangire National Park on 19<sup>th</sup> January, 2020. This offered yet another exciting moment to delegates.

All in all, the 40<sup>th</sup> PAPU Anniversary Cerebrations was a success except that Member States were not massively represented at the High Level Forum, on the one hand, and our expectation that the whole amount of money representing PAPU's shortfall of the cash equity contribution would have been raised during the Gala Dinner was not met on the other hand. It is in this regard that the Chairperson of the Plenipotentiary Conference sent a circular to all Member States appealing them to make contributions so that the gap is filled completely.

## **4. DAY-TO-DAY OPERATIONAL ISSUES OF THE UNION**

### **4.1- Quality Control Tests for Intra-Africa LC/AO Mail Circulation**

In line with PAPU's strategic objective to set standards, monitor their achievement and generally improve quality of service within the Member States, the General Secretariat organized transmission time-control exercises for EMS items in April, 2019 and ordinary letter post items in October, 2019.



#### **4.1.1- Control exercise for EMS items**

The EMS quality control test organized by the General Secretariat was conducted from 22<sup>nd</sup> April to 3<sup>rd</sup> May, 2019.

Twenty four (24) Designated Operators participated in the test which is the same number of countries that participated in the year 2018. Fifteen (15) operators sent out test letters to partner operators while nine (9) operators participated only as delivery operators.

The number of links tested declined from sixty-nine (69) in 2018 to only thirty eight (38) in 2019. Out of the thirty eight (38) links tested, twenty two (22) attained an average transmission of five (5) days or better. The remaining links attained an average transmission of between six (6) and thirteen (13) days.

Since, Member States set country specific quality of service standards and that default standards are applied where members have not set standards for different legs of the EMS supply chain, the General Secretariat did not use any standard for the analysis of the results, hence Member States were requested to check how the results deviated from their own standards in order to take corrective measures.

#### **4.1.2- Control Exercise for ordinary letter post items (LC/AO)**

The control test for on Intra-African mail transmission times for ordinary letter post items took place from 21<sup>st</sup> October to 1<sup>st</sup> November, 2019.

Twenty one (21) countries participated in the test, viz: Burundi, Burkina Faso, Comoros, Côte d'Ivoire, Ethiopia, Ghana, Kenya, Madagascar, Malawi, Mali, Nigeria, Tanzania, Uganda and Zimbabwe. Of the twenty one (21), nineteen (19) are Member States representing 42% of the PAPU members, as compared to twenty six (26) in 2018. The remaining two (2) which are, Mauritania and Rwanda are not PAPU members.

Out of the twenty one (21) participating countries, fourteen (14) originated control cards to the various destinations, while seven (7) were destination countries which only returned cards they received to the General Secretariat. The links tested decreased from seventy two (72) tested in 2018 to only thirty six (36), which represents a 50% decrease.

As you may recall, the Universal Postal Union (UPU) Postal Operations Council (POC) revised the end to end quality of service standards since the J+5 @ 85% target could not be attained by most regions of the world. The intra sub- regional standard is J+8 while inter sub-regional standard is J+9 for the Africa region. The United Nations classification was used to group the countries into sub regions. The new standards were effective from January, 2019.

Twenty three (23) intra sub-regional links were tested. Of the twenty three (23) fourteen (14) managed to attain the average transmission time of J+8. Thirteen (13) inter sub-regional links were tested and only three (3) attained the set standard of J+9. The rest of the links did not meet the set standard indicating a major challenge in inter sub-regional links.

Not much comparison on the results was done with the previous year since the standards being used were different. However, only 58% of the links attained an average transmission of at least ten (10) days compared to 76% in 2018. This indicates a general decrease in quality of service for the region.

Due to the covid-19 pandemic, no control tests were conducted in year 2020 up to the first half of 2021.

#### **4.1.3- PAPU/AFRAA Contact Committee**

Resolution No.02/PAPU/AC/XXXVIII/2019 was made by the 38<sup>th</sup> Administrative Council in Ouagadougou, Burkina Faso to re-constitute the PAPU AFRAA contact committee in order to address the challenges being faced by the region in mail transmission.

The Secretariat wrote to sub-regional postal organizations to nominate representatives into the committee. Despite reminders and follow-ups made, only the Southern Region nominated a representative. Mr Israel Poonyane, the South Africa Post Office Manager Operations was nominated to represent the sub-region in the PAPU/AFRAA contact Committee.

The re-constitution of the PAPU /AFRAA contact committee is now urgent and crucial to address quality of service challenges being faced by the region. Delays in mail transmission have been reported at major airport like Addis Ababa and Johannesburg. In Johannesburg mail meant for direct transshipment is being sent to SAPO office of exchange where the mail is subjected to further delays.

It has also been observed from the on-site review missions carried out in most countries under the Operational Readiness for E-commerce (ORE) project that relations with airlines are not cordial resulting in number of challenges. Some of the common challenges being:

- Serious mail transmission delays especially in transportation leg (leg2);
- Signing of Service Level Agreements (SLAs) with airlines;
- Settlement of airline bills by DOs resulting in embargos;
- Exchange of EDI messages (CARDIT/RESBIT) with African airlines.

The above challenges could be collectively addressed through the PAPU/AFRAA contact committee if formally constituted.

#### **4.1.4- Update on UPU Quality of Service programme 2017-2020**

In line with the execution of Resolution No.03/PAPU/AC/XXXVII/2018 made by the 37<sup>th</sup> PAPU Administrative Council, the PAPU General Secretariat provides an update to Administrative Council on the implementation of the regional quality of service project, for the 2017– 2020 cycle, Operational Readiness for E- Commerce (ORE).

Workshops are held every year to enable project experts to physically interact with the Country Project Managers as well as Regional Project Facilitators. The 4<sup>th</sup> workshop for the French speaking countries was held from 8<sup>th</sup> to 12<sup>th</sup> July 2019 in Lomé Togo, while the one for the English speaking group was held in from 22<sup>nd</sup> to 26<sup>th</sup> July 2019 in Cairo, Egypt.

Apart from the workshops conducted, on-site evaluation missions are carried out by UPU experts and Consultants to assess the preparedness of DOs for e-commerce, status of implementations of national roadmaps as well as improvement of operational efficiency in the supply chain.

Such evaluation missions were conducted in eleven (11) countries in the year 2019. The countries involved were: Gambia, Rwanda, Djibouti, Chad, Cape Verde, Comoros, Malawi, Madagascar, Equatorial Guinea, Ghana and Mozambique. Evaluation Missions for three (3) countries, namely, Angola Namibia Zambia were carried out at the beginning of 2020.

The corona virus pandemic prevented carrying out physical workshops in 2020. The 5<sup>th</sup> workshops as well as the closing workshops for the project were therefore converted to online workshops. The outstanding on-site missions were also suspended.

Following the postponement of the 27<sup>th</sup> UPU Congress, new projects could not be implemented, therefore, the International Bureau in conjunction with PAPU decided to implement outstanding activities for some regional projects in the year 2021. The Regional Project on Operational Readiness for E-commerce 2 (ORE 2) is being implemented in Africa to complete the unfinished tasks from the previous cycle and ensure further development and strengthening of “operational readiness” of posts for seamless cross-border e-commerce.

Member States are urged to implement outstanding milestones bearing in mind that the ORE 2 project will be implemented up to the end of 2021. By the end of the project, African DOs should be operationally ready for e-commerce and be able to compete in the global market.

## **5. POLICY, STRATEGY AND GOVERNANCE MATTERS**

### **5.1- Force majeure due to COVID-19 pandemic**

As you are all aware, the world is currently afflicted by the ongoing COVID-19 pandemic that has been unanimously recognized as a force majeure with attendant implications. Like all other industries, the post has not been spared, be it operations or the organizations responsible for its development.

Under these circumstances, the Government of Zimbabwe, host country of the 10<sup>th</sup> Ordinary Session of the Plenipotentiary Conference initially scheduled to take place from 8<sup>th</sup> to 20<sup>th</sup> June 2020, issued a letter requesting to postpone the event indefinitely on 21<sup>st</sup> April 2020. As a consequence, the postponement of the Conference – which may only take place well after the end of the current cycle – has created an unprecedented situation that is not catered for in the Acts of the Union and calls for appropriate action to address the now foreseeable implications.

First and foremost, it was imperative to formally declare a force majeure as a legal basis for appropriate exceptional measures to be taken accordingly in order to ensure continuity of the Union's activities until the Conference is actually held.

The General Secretariat therefore went ahead to prepare working documents that were presented to the Bureau of the Conference by the Chairman of the Council. The documents dealt with the following issues:

- Formal declaration of force majeure;
- Budget management after 31<sup>st</sup> May 2020;
- The current terms of office of elected organs and officials;
- Application deadlines for elective positions (Secretary General and Assistant Secretary General) for the next cycle.

The exceptional measures taken by the Chairperson of the Plenipotentiary Conference to address the situation in consultation with Bureau Members of the Conference and the Chairman of the Council were most timely and welcome. Indeed, it prevented the Union from being plunged into an unpredictable legal void with potentially damaging implications that would have posed a threat to the continuity of its activities and the status of its permanent organs.

Once the date of the 10<sup>th</sup> Ordinary Session of the Plenipotentiary Conference was finally set by the host country in consultation with the PAPU General Secretariat and on the strength of a predictive analysis of a possible return to normalcy, the General Secretariat proceeded to convene the said session for the period from 7<sup>th</sup> to 19<sup>th</sup> June 2021. However, it immediately became obvious that uncertainties continued to loom over participation due to the on-going global COVID-19 pandemic.

Indeed, since the convening of this meeting, to be held immediately after the 39<sup>th</sup> Ordinary Session of the Administrative Council, several Member States and key PAPU partners have continued to express concerns about potential challenges, or even the impossibility for them to travel to Victoria Falls during the above-mentioned period, due to COVID-19 travel restrictions in their respective countries.

It was against this background that, upon consultation with Zimbabwe and other international organizations on the continent, a decision was taken to slightly adjust the initial timetable and, more specifically, the format of the meetings, in order to hold the Plenipotentiary Conference and the Administrative Council meetings in hybrid format i.e. in-person and online.

The Chairperson of the Plenipotentiary Conference was therefore requested to exceptionally and temporarily suspend all impediments in the Acts that may prevent the meetings from taking place in the proposed format.

With this in mind, the General Secretariat prepared working documents which were submitted for the Chairperson's consideration, requesting her to:

- Exceptionally authorize the acceptance of instruments of accreditation received electronically, as well as online participation and voting by Member States
- Exceptionally authorize online voting during election of the Secretary General and Assistant Secretary General (SG and ASG) in the 10<sup>th</sup> Ordinary Session of the Plenipotentiary Conference.

Undoubtedly, these arrangements should guarantee fair participation for all and successful deliberations during our meetings.

## **5.2- Associate Members**

As you may remember, following the revision of the Acts by the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference held in Antananarivo, Madagascar, in July 2018, new provisions were introduced allowing for Associate membership. In order to bring this innovation to reality, the General Secretariat took aggressive action to engage partners and potential members by inviting them formally in writing to join the African postal fraternity.

The letters highlighted the multiple benefits and incentives attached to Associate Membership of PAPU, including participation in meetings/conferences with Member States and other Associate members, thereby offering them the opportunity to interact concomitantly with policy-makers, operators and regulators, among others.

So far, United States Postal Service (USPS), Dubai Ports World (DP World) and Asaase GPS of Ghana have heeded the call and joined the Union. Discussions are underway with other potential Associate Members. Meanwhile, sensitization letters have been sent on a regular basis to other partners to bring on board as many new members as possible.

### **5.3- African Postal Guidelines**

Regarding the development of the PAPU Continental Directive, the 38<sup>th</sup> Ordinary Session of the Administrative Council held from June 17<sup>th</sup> to 19<sup>th</sup>, 2019 in Ouagadougou, Burkina Faso, after consideration of the Consultant's report, including the attached draft Guidelines decided:

- To circulate the study report to all Member States for comments and suggestions not later than October 31<sup>st</sup>, 2019;
- To reactivate the Legal Experts Task Force established within the Policy, Strategy and Governance Committee to assist in finalizing the document.

All these instructions have been implemented and the amended draft Guidelines will be submitted for consideration to the Plenipotentiary Conference through the Administrative Council.

## **6. FINANCIAL MANAGEMENT**

Chapter V of the Convention of PAPU on Finances of the Union deals extensively with the revenue, expenditure and advances of Funds to the Union. This, being the most critical success factor for implementation of the approved programmes and projects, it is becoming more compelling to focus adequate energy on sourcing for funds to ensure smooth, continuing and unimpeded functioning of the Union and its General Secretariat. In recognition of this important role of financing the Union's activities, the newly revised Convention in specific articles defined the sources of the Union funds and the basic items on which they shall be expended.

### **6.1- Revenue streams**

Article 15 of the Convention on Revenue of the Union stipulates that it shall consist of:

- a) Mandatory contributions made by Member-States in accordance with the scale of assessment established by the Conference;
- b) Mandatory contributions of Associate Members;
- c) Voluntary Contributions from Member States and Associate Members;
- d) Donations from non-Member States and Organizations;

- e) Revenue derived from products and activities implemented by the Union;
- f) Income generated from investments approved by the Council;
- g) Penalties/fines levied for breach of the Convention.

## **6.2- Contributions received**

The Union received **US Dollars eight hundred fourteen thousand and fifty nine, cents eighty seven (USD 814,059.87)** as Member States mandatory financial contributions during the current financial year. This contribution from 22 out of 45 member States is equivalent to 59% of the budgeted mandatory contributions from member States. This performance is less than the USD 899,157.61 received in 2019/2020 financial year from 23 member States. However, the income of the Union was boosted by recovery of arrears from five Member States, mandatory contribution of an Associate Member, refund of Value Added Tax (VAT) paid on local purchases, investment and sundry income all amounting to United States Dollars two hundred forty nine thousand, four hundred and seventeen, cents eighty one (USD 249,417.81) only.

In totality, the total cash received during the 2020/2021 financial year amounts to US Dollars one million, sixty three thousand, four hundred and seventy seven, cents sixty eight (USD 1,063,477.68). This income is less than the USD 1,369,291 only of the preceding financial year. With this income outlook the Union relied heavily on the USD 820,000.00 only advanced by the host country, Tanzania, to finance its activities. Without the advance, the Union may not have been able to finance some pertinent activities (especially payment of salaries and the running cost of the General Secretariat). The advance was refunded in May 2021 in line with the headquarters agreement. The precarious financial situation may also continue from the beginning of the new financial year (2021/2022). This situation presents serious financial risk that may impair the ability of the Union to survive on a continuing and sustainable basis.

I would like to take this opportunity to reiterate that late receipt of Member States annual contribution inhibits smooth implementation of the approved activities for the year. In this regard, it is becoming apparent that even the 2% surcharge for late/non-payment of annual contributions does not appear to be an effective deterrent for late/non-payment of annual financial contributions. Also, in view of the inefficiency of this solution to serve as an incentive to boost early collection of all the funds required to plan and implement within the deadlines the annual programmes, I would like to once more strongly and passionately appeal to all Member States for a burst of collective pride with a view to settle their contribution within the first three months of every financial year, i.e. on or before 31<sup>st</sup> August, to assist towards better planning and execution of all the approved

programmes that are designed for the benefit of Member States. Finally it is also imperative for Member States to assist the Union in the current drive for more Associate Members.

### **6.3- Expenditure**

Article 16 of the newly adopted Convention provides that the expenditure of the Union shall be made up of expenses relating to the following:

- a) Sessions of the Conference, the Council, and meetings of the Administrative and Technical Committees;
- b) Running of the General Secretariat;
- c) Implementation of the programme of activities of the Union
- d) Any other activities relating to the objectives of the Union and approved by the Plenipotentiary Conference and/or the Administrative Council.

The total unaudited expenditure for the 2020/2021 financial year amounts to US Dollars one million, forty thousand, three hundred and sixty seven only (**USD 1,040,367**) representing 75% of the US Dollars one million, three hundred and eighty thousand, five hundred and seventy seven (**USD 1,380,577**), appropriated for the year. The expenditure has obviously been kept at this level due to non/late receipt of budgeted funds.

### **6.4- Financial Performance**

The overall financial performance indicates an unaudited operating surplus amounting to United States Dollars eighty six thousand, three hundred and seven (**USD 86,307**). The surplus is slightly lower than the USD one hundred seventy six thousand, eight hundred and thirty one (USD 176,831) achieved in 2019/2020 financial year.

## **7. HUMAN RESOURCES**

### **7.1- Confirmation of contract appointments**

The fixed term appointments of two officers have been continuously renewed for the past five years based on satisfactory performance. The Staff Rules and Regulations in Regulation 18 stipulates that a permanent appointment may be granted to members of staff who by their qualifications, performance and conduct, have fully demonstrated their suitability as international civil servants and have shown that they meet the highest standards of efficiency, competence and integrity provided that they have completed five years of service under fixed-term appointments. Considering that these two staff members would have completed five years of continuous service before the next session of the Administrative Council, I have submitted a recommendation through the Finance and Administration Committee for their confirmation as permanent staff as at the date they completed their five years mandatory probationary period.



## **7.2- Advancement**

Eight (8) permanent staff members were advanced to the next scale on the same salary grade level in line with both Rule 25 of the Staff Rules and Regulations of PAPU and **Resolution N°01/PAPU/PC/VIII/2012** of the 8<sup>th</sup> ordinary Plenipotentiary Conference. This statutory gesture, which the current Management of the General Secretariat had firmly resolved to carry on since the 2012-2016 cycle, was taken to motivate the highly overburdened staff for higher and more efficient performance.

## **7.3- Promotion**

Further to the approval of the 39<sup>th</sup> Ordinary Administrative Council, the P4 vacant position of Head of the Executive Office was advertised on 16<sup>th</sup> September 2019. Only one candidate, Mr. Amadou, the Senior Communication Officer, applied for the position. Having met all the requirements stipulated in both the Staff Rules and Regulations as well as the 38<sup>th</sup> Ordinary Council Decision N°07/PAPU/AC/XXXVIII/2019, he was promoted with effect from 2<sup>nd</sup> December 2019.

## **7.4- Staff training and capacity building**

Overall, ten (10) staff members were trained in languages and other professional development programmes during the year under review. These capacity building trainings enable the staff to become better acquainted with emerging issues both in the postal sector and other areas of specialization

## **7.5- French Language training**

The basic French language learning conversation programme for English-speaking staff was sustained during the year although it was disrupted during the latter part of the year by the outbreak of the COVID-19 pandemic. The English language training remains on hold due to the exit of the facilitation institution. A summary of staff distribution is attached to this report as **Annex III**.

## **7.6- PAPU Staff Pension**

The PAPU staff pension fund that was repatriated by Metropolitan Insurance Company (formerly American Life Insurance Company) is still domiciled with the official bankers of PAPU. The General Secretariat expressed its desire to join the same Organization that is designated by the African Union Commission to manage her staff pension fund. However, the AU Heads of States and Governments decided that the AUC staff pension scheme shall be managed internally and directed that the funds domiciled in United States should be repatriated to Africa. With this decision the Union has no alternative than to continue with internal management of the PAPU staff pension scheme. In this regard and to ensure that there is no vacuum on pension management, a proposal for an amendment of the Staff rules and Regulations have been submitted to the Council through the Finance and Administration Committee for consideration. If approved, the Union will

be able to manage the funds internally until when a reputable Pension Manager who is willing to manage the fund in the Union's official currency can be identified.

#### **7.7- PAPU Staff Association**

Since the establishment of the Staff Association at the General Secretariat, the bonds of solidarity and mutual assistance have become stronger and closer among the members. Through its various activities, the Association undoubtedly contributes not only to a better understanding of the texts governing the organization but also to the well-being of staff at work with tangible benefits already recorded. For instance, local members of staff were able for the first time, to benefit from certain advantages such as exemption from customs duties on imported vehicles and use of diplomatic plate numbers.

It is worth noting that the activities of the Staff association were not spared by the effects of the covid-19 pandemic, which resulted in the General Secretariat staff working from home for most of the year 2020. The Association had to suspend a number of activities including postponing the holding of its General Assembly until physical meetings could be held. However, the Association members remained closely knit supporting each other in the different circumstances. In November 2020, the Association managed to conduct a team building retreat to enable staff to engage and discuss issues affecting them in a friendly environment.

Health talks, focusing mainly on understanding covid-19 were held with the Health Insurer (AAR) to ensure that staff was kept abreast of what was happening around the world and be able to cope with the situation.

An extra ordinary General Assembly was held virtually in April 2021 to review the Association's regulations in order to address some short-comings that had been overlooked at the inception.

#### **7.8- Implementation of the new Organization Structure**

Due to budgetary constraints, the organization structure that was approved for the General Secretariat adopted in 2017 is yet to be fully implemented. As a result of non-recruitment of four (4) additional staff to boost the total staff strength, the current members of staff are unduly overburdened. A possible review of Member States mandatory contribution during the course of this quadrennial cycle may go a long way in ensuring that all vacant positions are filled and financed on a continuing and sustainable basis.

#### **7.9- Analysis of Staffing position and distribution at the General Secretariat**

At the end of the 2019/2020 financial year, there are fifteen (15) staff members at the General Secretariat of the Union. There is a reduction of one staff from the total number of sixteen staff for the 2018/2019 financial year, due to the voluntary withdrawal of a Driver. The total approved staff establishment for the current quadrennial period is twenty (20). This actual number of staff represents a reduction of five staff from the 20 approved staff for the 2016-2020 quadrennial cycle.

Details of the staffing position and distribution are provided on the table in **Annex II** to this report.

## **8. COOPERATION AND COMMUNICATION ACTIVITIES**

### **8.1-Communication activities**

#### **8.1.1- Cooperation Agreements**

The General Secretariat signed an MOU signed on 25<sup>th</sup> June, 2019 with Zimbabwe on the Hosting of the 10<sup>th</sup> Ordinary Session of PAPU Plenipotentiary Conference, 8-20 June, 2020, Victoria Falls the period under review during.

#### **8.1.2- Towards full-scale digitization**

Initiated two years back by the General Secretariat, the communications digitization process continued again this year. This is one of the pillars of the Union's digital strategy which involves a critical development phase that will pave the way for a smooth implementation of our activities by harnessing Internet resources and social media.

One of the first concrete steps in this direction was the launching of a dynamic and interactive website equipped with enhanced and diversified content, as well as ergonomic referencing. Thanks to its interactive character, our website has enabled us to handle a massive inflow of requests for information and documentation from our Member States and other partners.

It is equally worth noting that since the beginning of the year, the Union's website has fully migrated from the ".org" domain name to ".africa" in line with the recommendations of the African Union Commission who has acquired this top-level domain and urges all its subsidiary bodies to host their websites therein.

Henceforth, the Union's new address is: [www.upap-papu.africa](http://www.upap-papu.africa). Nevertheless, the former address will remain operational for one more year but will be redirected to the address bearing the new extension. The technical units have conducted the relevant technical tests and declared them successful.

Our WhatsApp and Facebook addresses have also boosted communications between the General Secretariat and our Member States. Indeed, the General Secretariat is now equipped with a variety of channels to communicate with Member States in tackling key issues and challenges facing the postal sector, one of which is the thorny subject of terminal dues.

Undoubtedly, since the creation of these groups, communications between the General Secretariat and Member States on the one hand, and among Member States themselves on the other, have been enhanced and resulted into professionals in various fields exchanging experiences, as well as finding permanent solutions to their problems and agreeing on positions to be taken on important issues.

Apart from enhancing the public image and profile of Africa's postal sector, these resources have helped to expand the visibility of the General Secretariat in particular and the Post as a whole by leveraging on the **Social Media Optimization** technique. This entails using a variety of channels to attract traffic movement to your website contents by promoting such contents on various social media. Such social referencing helps to build up traffic, thereby allowing for natural referencing and expanding your organization's presence on search engines.

To successfully negotiate its transition into digitization, the General Secretariat did not overlook the security of its online platform. Indeed, our website is currently safe and secure. However, we are aware of the need to keep a close watch continuously.

With regard to data protection on the website, the General Secretariat has set up a system allowing access to documents to authorized guests only. Member states might have noticed that. This system put in place during the previous financial year did not prove to be very reliable, hence the migration to the current system.

This year, the Secretary General is looking to produce an ICT Policy for the General Secretariat. This document will set out general guidelines for the use and management of the General Secretariat's ICT facilities.

Adopting a digital strategy is therefore a key step in the development phase, as it allows the organization to roll out its activities on the Internet and social media more efficiently, all of which reinforces the visibility of the Union in this global village. The frequentation rate of our communication tools is a proof that they are more and more visited. This is evidenced by the numerous requests for information received not only from Member States but also from the world postal community. We invite Member States to take ownership of these various information and communication platforms.

The consequence of this entry into Web 2.0 communication is that progressively the General Secretariat is now using very little paper both internally and during meetings. This preserves energy, financial and human resources. A way for the Union to contribute in its own way to the achievement of the Sustainable Development Goals as set out by the United Nations.

Finally on this subject, the advent of the Covid-19 pandemic forced the whole world to adopt new habits. One of them is to counter the impossibility of holding physical meetings not only for the respect of the barrier measures decreed by the scientific community, but also for the fact that for financial reasons (Covid-19 implications), some Member States will not be able to travel. This is why at the level of the General Secretariat, you will find that both in the quadrennial and annual action plans, we have put a special - and privileged - emphasis on online meetings. In this context, online conference software with interpretation

module has been acquired by the General Secretariat. We invite our Member States to appropriate this new communication deal for future years.

### 8.1.3- PAPU Day 2020

The 2020 edition of PAPU Day celebrated under the theme “The Post: A veritable for financial inclusion and regional development” was graced by celebrations to mark the Union’s 40<sup>th</sup> anniversary.

In his keynote address, the Secretary General called for greater leadership from Africa’s Postal Fraternity in affirming the potential role of postal services as a catalyst of regional integration and financial inclusion on the continent. Overall, Africa’s postal sector is invited to:

- Establish the link between the Post and socioeconomic development by rolling out financial inclusion initiatives;
- Seize the opportunity of its role as a facilitator of socioeconomic and political integration to foster free movement of people and goods/services, the creation of continental free-trade zones, etc...  
In order to achieve these goals, strategies must be crafted in a manner to incorporate incentives for e-commerce and electronic money transfer, thus facilitating trade, exchanges, etc...

He used the opportunity to urge all postal stakeholders to double down on efforts to accomplish their fundamental mission and contribute to achieving overriding development goals. By so doing, the role of the Post as a key infrastructure for inclusive socioeconomic development will be further affirmed.

It is also worth noting that during the Forum organized on the sidelines of the 40<sup>th</sup> anniversary celebrations, participants unpacked the core them for PAPU Day 2020. One of the key outcomes of the Forum was the **“Arusha Declaration on the Post as a veritable for financial inclusion and regional development** which is annexed to this report as earlier mentioned.

### 8.1.4- PAPU Day Celebrations 2021

In keeping with a longstanding tradition since the inception of our Union, Africa’s postal fraternity comes together on 18th January each year to celebrate PAPU Day, seizing a prime and unique opportunity to showcase the pivotal role as well as to highlight the challenges of the postal sector to both decision-makers and the general public.

While it is customary for the theme of each celebration to be adopted by the Plenipotentiary Conference once every four years during its Ordinary Session, the Union’s supreme body was unable to meet in 2020 due to the on-going COVID-19 pandemic. In the light of this unforeseen development, the General Secretariat celebrated this year’s event under the theme: **“The Post: Building resilience in times of crisis”** which was elaborated in the PAPU Secretary General’s PAPU Day Message

The choice of this theme was informed by the vital need for all postal sector stakeholders to enhance their agility and resilience in dealing with the health crisis currently plaguing our planet, with a view to building their preparedness and pro-activity in responding to any similar crisis that may occur in the future. The 2021's edition was punctuated by the organization of an online conference on the theme: ***“Remittances during the COVID-19 pandemic era and future prospects: Case of the African Post”***.

Participants included representatives from the International Fund for Agricultural Development (IFAD), while two, Designated Operators of PAPU Member States namely, Congo (Brazzaville) and Tanzania shared their COVID-19 era experiences in remittance service delivery.

#### **8.1.5- Data off-site back-up**

Further to the recommendation of the auditors and for the safety as well as security of our data, PAPU in collaboration with the African Union Commission are in the process of finalizing the implementation of that recommendation. The General Secretariat has already acquired the server and the software. AU Communication Unit has designated a team to support the Secretariat in this process. The last step will consist over the next few weeks in setting up the equipment by a CUA technician designated for this purpose who will make the trip to Arusha. It should be noted that the General Secretariat sponsored the training of the IT technician on the use of this technology.

#### **8.1.6- Information and sensitization activities**

As part of our efforts to improve internal communication and staff motivation, the medical staff of AAR, the Union's medical insurance provider in collaboration with the General Secretariat organized an information and sensitization session on the **“Corona Virus (COVID-19)” pandemic** whose consequences are well established. We invite Member States and Associate Members to take the necessary measures to raise awareness among their staff, in particular by strengthening their medical watch system.

### **9. KEY PROJECTS**

#### **9.1- PAPU House project update**

This update is focused on developments that took place since the 38<sup>th</sup> Ordinary Administrative Council meeting held in Ouagadougou in June, 2019.

The foundation laying ceremony for which all Member States Ministers in charge of postal services were invited, took place during the 40th anniversary celebration of the establishment of the Pan African Postal Union. The president of the United Republic of Tanzania was represented by the Honourable Minister of Works, Transport and Communication and the Honourable Deputy Minister of Foreign Affairs and East African Cooperation' Both Ministers jointly performed the foundation laying ceremony on 18th January 2020, at the

site of the 17-storey building located on plot 113/2 Block Z, within the Sekei ward of Arusha City. The project is on course and has reached the 5th floor of the sub-structure as at May 2021. The Union is invited to show appreciation to the United Republic of Tanzania for undertaking to settle the VAT levied on the building through the Ministry of Finance and Planning. Tanzania should also be appreciated for restoring the previously donated land and assisting to amalgamate the two plots previously situated on plots 111 and 113/2 into a single unified plot number 114, whose certificate was personally delivered to me by Dr. Faustine Ndugulile, the Honourable Minister of Communication and Information Technology, in March 2021. May I also take this opportunity to pay my heartfelt tribute to the Government of the United Republic of Tanzania which has spared no effort to bring this project to reality. The honor goes to all successive Tanzanian Heads of state, from the late Mwalimu Julius Nyerere to the current Dr. Samia Suluhu Hassan, including Ali Hassan Munyi, Benjamin Nkapa, and Jakaya Kikwete and Dr. John Pombe Joseph Magufuli.

As you are aware, an appeal fund was launched to ensure that PAPU is able to contribute its USD 4 million equity cash to the project. We are grateful to the African Union Commission (USD 100,000), Burkina Faso (USD 20,000), Cameroon (USD 10,000) and Mali (USD 10,000 already paid) for their generous donation towards the project. Discussions are on-going with Libya for possible contribution of fifty percent of their outstanding contributions to the project. This action if taken will enable Libya to obtain waiver for the remaining fifty percent outstanding mandatory contributions up to 2020/2021 financial year. This will also enable Libya to resume payment of their annual contributions and participate in PAPU activities. We have also scheduled another appeal fund session during the 10th Ordinary Plenipotentiary Conference and I am very hopeful that Member States will contribute voluntarily to enable us attain the remaining USD 860,000 equity cash for the project.

I also do not forget the constant support of all the successive Honourable Ministers in charge of Foreign Affairs and of Postal Services respectively.

### **9.2- Quality of Service Fund (QSF) - CDS implementation for African Countries**

Due to increasing security requirements in many advanced economies, for example USA and the European Union (EU), there is more legal enforcement to provide advance data on postal items containing goods. Without the provision of electronic customs pre-advice data, it would not be possible for operators to participate in the global e-commerce value chain.

In line with Article 8 of the Universal Postal Convention, items containing goods may be subject to specific import customs and security based requirements for providing Electronic Advance Data (EAD). The exchange of ITMATT messages will become mandatory from 1<sup>st</sup> January 2021.

Implementation of the Customs Declaration System (CDS) is one of the milestones to be achieved by Designated Operators (DOs) under the Operational Readiness for E-commerce (ORE) project. It is therefore included in all participating country roadmaps for the project to ensure countries' readiness for e-commerce.

To ensure that Africa complies with the above requirements, the 37<sup>th</sup> PAPU Administrative Council made a Resolution No.05/PAPU/AC/XXXVII/2018, calling upon Member States to implement the CDS project and ensure exchange of EAD with Customs.

Based on that, it will be recalled that this Quality of Service Project is co-funded by the Quality of Service Fund and the United Arab Emirates. PAPU sourced the USD 100,000 contribution from the United Arab Emirates. The following (16) countries are participating in the project: Benin, Botswana, Cameroon, Chad, Eswatini, Ghana, Lesotho, Liberia, Malawi, Namibia, Niger, Nigeria, Rwanda, Sierra Leone, Zambia and Zimbabwe. The project is being coordinated by PAPU.

A number of activities have been undertaken since the approval of the project in January 2019, some of which include:

**a) Disbursement of funds for purchase of equipment**

As budgeted for in the project, the funds for the purchase of equipment were remitted to all DOs.

**b) Inception report**

The General Secretariat prepared an inception report and submitted it to the QSF Secretariat in September, 2019. The report was approved in January, 2020. The major highlights in the inception report were as follows:

- Updated regional and national project teams
- Preliminary budget;
- Disbursement of funds for participating DOs who bought equipment.

**c) Training workshop**

A three day training workshop was held in November, 2019 in Arusha, Tanzania, during which all participating countries attended. Two participants from each participating DO were sponsored under the project. Based on the feedback we received from participants and facilitators, the workshop whose outcomes are detailed in the Operations and Technology Committee report which will be availed to us later during this session by its Chairman was successful.

**d) Interim Report**



An interim report was prepared and submitted in May, 2020. The major highlights were as follows:

- Situation analysis with recommendations and project activity plan (postal and customs);
- Business processes and how to enhance it using the CDS;
- List of pilot corridors (inbound & outbound);
- National Action plans;
- Schedule of technical missions.

#### **e) On-site missions**

The UPU Postal Technology Centre (PTC) conducted on site missions to only three (3) participating DOs, namely, Lesotho, Botswana and Benin due to the COVID-19 Pandemic.

The rest of the DOs were subjected to remote training sessions which were completed in September, 2020. A schedule detailing all the training sessions is herewith attached as **Annex IV**.

#### **9.3- Electronic Advance Data (EAD) Project**

Due to the ongoing European rules and regulations as well as the US Laws on security among others, the UPU recommended that the countries participating in the PAPU CDS Project should also migrate to the UPU Global Project on Electronic Advance Data (EAD) Capture, Transmission, and Compliance, to enable the countries to benefit from the broader issues being covered in the EAD Global Project to ensure that DOs also comply with UPU standards as well as technical support.

The global project is being funded under the QSF Common Fund which means countries do not need to commit extra funds to participate in the project. Given this development, all the 16 countries participating in the PAPU CDS Project submitted appeal letters for them to be included in the global EAD project.

Within the framework of this project Designated Operators are encouraged to sign bilateral/multilateral Data Sharing Agreements (DSAs) with partner countries for the exchange of EAD and continue interacting with national Customs Authorities.

#### **9.4- Electrification and Connectivity Project**

Thirteen (13) countries, namely, Burkina Faso, Burundi, Chad, Ghana, Guinea, Kenya, Madagascar, Malawi, Nigeria, South Africa, South Sudan, Tanzania and Uganda were identified to participate in pilot project.

Based on the responses received, countries such as Kenya, Malawi, Tanzania and Uganda have shown remarkable progress in the implementation of the project.

The pilot project for Tanzania covers the following five post offices as follows: Mwanga, Monduli, Karatu, Mahenge and Muheza. The source of energy for electrification in these post offices is solar with at least 512 kbps link using optical fibre cables which has a 3G backup for connectivity.

The Government of Tanzania is currently carrying out a big project on rural electrification whose objective is to cover almost all villages countrywide. Moreover, a big dam is being built at Rufiji River to produce more than 2000MW. All post offices are essentially connected to reliable electricity from the national grid.

Tanzania is blessed with a very good communication infrastructure. A fibre optics cable owned by the Government runs about 7,000 Kms and connects all regions and almost all districts. In addition, there is a fibre optics cable owned by Halotel Company which runs about 16,000 Kms across the country.

All the post offices in the pilot project are either connected through Fibre optic or ADSL or Mobile Communication Company. Specifically, Mwanga, Monduli, Karatu and Muheza post offices are connected through ADSL and Mahenge Post Office is connected through Tanzania Telecommunications Company Limited (TTCL) VSAT.

Telecenters with six (6) computers in each of the following post offices have been established: Mwanga, Karatu, Monduli, Mahenge and Muheza. Banking services by CRDB bank and TPB bank are being offered at these outlets.

Tanzania Posts Corporation (TPC) plans to introduce financial services in all post offices in the next five (5) years.

**As for Malawi** no change has been reported since the last reporting period for the five post offices which were identified as guinea pigs, namely: Bilira, Chikweu, Chituka, Mwansambo and Phalula. However, all these post offices are connected to the national grid via the Rural Electrification project (MAREP). Funding for the MAREP is from the National Budget.

Using the ECP model, Malawi Posts Corporation (MPC) in collaboration with the Government of Malawi (GoM) is now also implementing one stop concept under the banner "Mlambe Centre".

However, funding for connectivity in terms of service offering is done by the MPC annual Budget at the two Mlambe Centres in Mangochi and Lilongwe Post Offices.

The following products and services are offered at the Mlambe Centres:

- All postal services including money transfer services;
- Tax collection on behalf of Malawi Revenue Authority (MRA);
- Driving license renewal;
- Passports application and renewal;

- Birth and death registration etc

**As for Uganda**, the project is progressing under the name ICT Public Access Facilities Project. The four (4) pilot offices, namely, Kitgum, Moroto, Mubende and Kasese were commissioned in June, 2019 and are since then open to the public. The funding of up to the tune of the equivalence of USD160,000 was used for procuring solar panels, hardware, photocopying and scanning machines, furniture, carrying out civil works, as well as improvement of the ambience of the offices.

As a growth strategy, Uganda is in the process of identifying twelve (12) more post offices within the framework of ECP.

The project is being co-funded by the Uganda post regular budget and the Uganda Communications Commission (UCC)

As reported last year the situation has not changed for **Kenya**. Out of the five (5) Post offices which were identified as pilot post offices, only two (2) have been electrified as the other three (3) were closed.

Kenya Posts Corporation maintained that the Government included the Electrification and Connectivity Project in the National Development Plans in line with Declaration No. AU STC-CIT-1CP.

The services offered in the post offices as a result of this include money transfer, banking and government services.

Kenya's growth strategy is to deploy connectivity to the offices with power but have no internet connectivity.

The undertaking is financed by internally generated funds particularly for office preparation. As for the delivery of government services via Huduma Centres spread across the country funding is from the National budget.

All offices are connected to the national grid for power supply.

During the year 2021, almost all countries reported dismal progress apparently to the global slowdown in the economies due to the Covid-19 pandemic.

#### **9.5- STUDY ON DIGITISATION OF AFRICAN POSTAL SERVICES: E-COMMERCE BY THE UNIVERSAL POSTAL UNION AND LAPOSTE FRANCE**

This study is in a bid to comply with the objectives set out in the African Union's DTS by giving AU Member States concrete suggestions to modernize postal services with the aim of facilitating electronic commerce. More broadly, it aims to promote the economic and social inclusion of populations. It also aims to support the implementation of existing continental transversal projects such as the Electrification and Connectivity of Post Offices (ECP) and ecom@africa.

The objective of this study is to encourage African states to invest in postal infrastructure and leverage postal networks as a growth catalyst to foster socio-economic development in Africa and contribute to the

implementation of the AfCFTA which aims at promoting intra-African trade. To do this, it is necessary to highlight pre-existing private and public initiatives throughout the continent in terms of "last mile delivery" solutions (including cross-border), techniques and initiatives not only aimed at rationalising logistical services, but also to highlighting the existing obstacles to their development initiatives.

Under the supervision of Infrastructure and Energy Department (IED) of the African Union Commission and support from the Pan African Postal Union (PAPU) and the Universal Postal Union (UPU), the study will open up reflection at the continental level on the possibilities for improving existing digital infrastructures to interested African Union Member States and the corresponding conclusions of the study will go through the AU adoption process.

The ToRs for the project have been developed and the selected countries for it are listed in the table below:

Regions	Northern Africa	Western Africa	Central Africa	Eastern Africa	Southern Africa
Proposed countries	Egypt Mauritania	Ghana Niger Benin	Cameroon Congo	Kenya Madagascar	South Africa Mozambique* Zimbabwe**

Meanwhile and MoU was signed in May, 2021, between the UPU and La Poste France to commence the study.

## 10. INTERNATIONAL CONFERENCES AND WORKSHOPS

The Secretariat staff attended a number of conferences and workshops that are critical to enhancing performance of the Union, contribute to the debate on critical issues as part of the Secretariat's mandate to improve knowledge as well as advance postal development with the Africa content. Some of the Conferences attended and the outcomes formed the basis of some of the presentations you have already been availed to during technical meetings or you will be availed to during this plenary. They include the following meetings/conferences:

### 10.1- THE UPU REGIONAL STRATEGY FORUM FOR THE CARIBBEAN FROM 22<sup>ND</sup> TO 28<sup>TH</sup> JUNE 2019 HAVANA – CUBA

As the next four-year strategic cycle approaches, it is imperative to develop the future Abidjan Postal Strategy for 2021-2024, with the ultimate aim of enabling the growth of the UPU, and the postal sector in general. Thus as part of that process, there is need to benchmark on what other sub regions are doing.

To this end the Secretariat took advantage of the Caribbean Strategy Forum which focused at global and regional trends affecting the sector in that region and had discussions on new initiatives and opportunities for collaboration. The main actors were: Governments, Regulators and Operators.

#### **10.2- 23<sup>RD</sup> EAST AFRICAN COMMUNICATIONS ORGANIZATION (EACO) CONGRESS AND 26<sup>TH</sup> EACO GENERAL ASSEMBLY MEETING FROM 1<sup>ST</sup> TO 5<sup>TH</sup> JULY, 2019, MWANZA, TANZANIA**

EACO organized the above event in Mwanza, Tanzania. The theme of the event was: “Positioning the East African Region in Digital Economy”.

During the occasion we reaffirmed our commitment to working with the EACO in the field of digital transformation as well as other equally important projects aimed at diversification of postal services in East Africa and the entire African Region.

We also underscored the fact that the event had come at the right time taking into account the current business environment that we currently operate in. To this end, stress was laid on the fact that the Post can effectively participate in the digital economy and contribute to the AU agenda 2063, as well as the UN’s 2030 Agenda for Sustainable Development.

PAPU also participated during their Postal CEOs Round Table under the topic “Strategy for Positioning and Transforming Postal Sector” scheduled on the first day.

#### **10.3- UPU REGIONAL STRATEGY FORUM FOR THE EUROPE AND CENTRAL ASIAN REGION FROM 9<sup>TH</sup> TO 10<sup>TH</sup> JULY, 2019, MINSK, BELARUS**

The Regional Strategic Forum for Europe 2019 took place in Minsk to prepare for the 27<sup>th</sup> Congress of the Universal Postal Union in Abidjan, Côte d’Ivoire. The forum outlined areas for further development of postal services taking into account current global trends. In this regard, the forum reviewed the regional implementation of the Istanbul World Postal Strategy, discussed the regional component of the future Abidjan Postal Strategy, and defined the regional priorities for 2021-2024.

#### **10.4- MEETING WITH THE CHINESE AMBASSADOR AT EMBASSY OF THE PEOPLE’S REPUBLIC OF CHINA ON 15<sup>TH</sup> JULY 2019 DAR ES SALAAM, TANZANIA**

Prior to his visit to China, the Secretary General paid a courtesy visit to His Excellency the Ambassador of China on 15<sup>th</sup> July, 2019, in Dar es Salaam. The Secretary General and the Chinese Ambassador took advantage of their meeting to review the status of cooperation between the PAPU and China. They considered the cooperation excellent in view of China's multifaceted contribution to the development of the

African postal sector. At the end of the meeting, the two personalities agreed to strengthen and consolidate this cooperation.

#### **10.5- UPU REGIONAL STRATEGY FORUM FOR ARAB REGION FROM 23<sup>RD</sup> TO 24<sup>TH</sup> JULY 2019 IN SHARM EL SHEIKH, EGYPT**

The meeting took place from 23 to 24 July 2019 in Sharm El Sheikh. The forum was one of the six regional strategy forums that took place in the world. The forum was to enable the UPU's Strategy to be drafted in a comprehensive, well-informed and inclusive manner, taking in account the regional needs of the UPU's key stakeholders from Ministries, designated operators and regulatory agencies.

#### **10.6- WORKING VISIT AT THE STATE POST BUREAU OF THE PEOPLE'S REPUBLIC OF CHINA 29<sup>TH</sup> JULY TO 2<sup>ND</sup> AUGUST 2019, BEIJING, CHINA**

The working visit was made to undertake the following activities:

- Review of the cooperation between PAPU and China;
- Review / Discussion on the Training offered by China;
- Discussion on PAPU Associate Membership ;
- B2B meeting with the responsible in charge of State Post Bureau;
- B2B meeting with the responsible in charge of China Post;
- B2B meeting with the responsible of Foreign Affairs Ministry;
- Visit of facilities related to e-commerce etc.

#### **10.7- MEETING OF THE BUREAU OF PAPU PLENIPOTENTIARY CONFERENCE (PC) 26<sup>TH</sup> AUGUST, 2019, YAOUNDÉ – CAMEROON**

At the invitation of PC Chairpersons' invitation, I attended the Plenipotentiary Conference Bureau meeting on 26<sup>th</sup> August, 2019, Yaoundé, Cameroon. The meeting was convened to take stock of the achievements made up to that point and guide us as the General Secretariat on the way forward as we prepared for the 10<sup>th</sup> Plenipotentiary Conference being held here in Victoria Falls, Zimbabwe.

The major issues that were discussed as already alluded to by the Administrative Council Chairman were as follows:

- a) Update on the conclusions of the 38<sup>th</sup> PAPU Administrative Council;
- b) Update on implementation of the decisions and resolutions of the Ordinary (Yaoundé) and Extraordinary (Antananarivo) sessions;
- c) Update on PAPU House building Project;

- d) UPU Matters: Remuneration issues; hosting the 27<sup>th</sup> UPU Ordinary Congress in 2020 in Abidjan, Côte d'Ivoire;
- e) Support of the African Candidatures during the 27<sup>th</sup> UPU Congress;
- f) Challenges that impede smooth implementation of the approved programmes/activities and the way forward;
- g) Update on the preparations of the 10<sup>th</sup> Ordinary Session of the PAPU Plenipotentiary Conference and related guidance;
- h) Celebration of 40<sup>th</sup> Anniversary of PAPU etc.

These issues were noted by the Bureau and appropriate guidance was given to the extent that some of them namely, the Celebration of 40<sup>th</sup> Anniversary of PAPU and Remuneration issues have been concluded successfully. The other matters have been reported separately within this report and will also be reported comprehensively by Committee Chairmen/Chairpersons.

#### **10.8- OPERATIONAL READINESS FOR E-COMMERCE (ORE) ON SITE MISSION FROM 2<sup>ND</sup> TO 6<sup>TH</sup> SEPTEMBER, 2019, ACCRA, GHANA**

An on-site process review and assessment mission for e-commerce operational readiness was conducted in Accra, Ghana from 2<sup>nd</sup> to 6<sup>th</sup> September, 2019. During the review mission, on site visits were made to postal facilities in Ghana that included the Accra Central Sorting Office (Office of Exchange), Transshipment section (Airmail Unit) at the airport, Accra General Post Office (GPO), Accra North Post Office and Parcels Section to assess operational processes and their compliance with requirements and standards for handling letter post items including small packets as well parcel post items.

Meetings were also held with supply chain partners, Ghana Revenue Authority (Customs), Air Ghana representing SN Brussels, Kenya Airways, and the Security and Information Technology (IT) Departments.

Details regarding observations and related recommendations were communicated to Ghana in the form of a final report prepared by the consultants.

#### **10.9- ASIAN – PACIFIC POSTAL UNION (APPU) EXECUTIVE COUNCIL MEETING 2<sup>ND</sup> TO 6<sup>TH</sup> SEPTEMBER, 2019, TOKYO – JAPAN**

PAPU was invited to attend that meeting as an observer to share the African experience with participants. The meeting therefore afforded an excellent opportunity to discuss issues of strategic importance for the development of the postal sector within the Asia-Pacific region and beyond.

## **10.10-UPU EXTRAORDINARY CONGRESS AND EXTRAORDINARY SESSION OF POSTAL OPERATIONS COUNCIL (POC) 24<sup>ST</sup> TO 25<sup>TH</sup> SEPTEMBER, 2019, GENEVA – SWITZERLAND**

As you may recall, the 2018 Extra-ordinary Congress adopted the Integrated Remuneration Plan (IRP) through Congress Resolution C 6/2018, which instructed the Postal Operations Council and Council of Administration to implement the IRP, leading to proposals for an Integrated Remuneration System (IRS) to be submitted to the 2020 Congress.

You will further recall that during the 2018 Extra-ordinary Congress, the remuneration for small packets as proposed by United States of America (USA) was not approved. Due to this decision during the ensuing Postal Operations Council (POC) and Council of Administration (CA) sessions, USA notified the International Bureau of her intention to withdraw from the membership of the Universal Postal Union (UPU).

Therefore, the CA decided to expedite the review of the E-format rates with a view to amending the provisions of the Convention and its Regulations before 2020 Congress. These developments culminated in the holding of the Geneva Extraordinary Congress to decide on the E-format rates to safeguard the integrity of the Union.

Furthermore, this development necessitated the establishment of an ad hoc group on the remuneration during the 38<sup>th</sup> Administrative Council session held in Ouagadougou, Burkina Faso. The group which comprised Algeria, Cote d'Ivoire, Egypt, Guinea Republic, Kenya, Nigeria, Malawi, Senegal, South Africa, Tanzania, Tunisia, Uganda, and Zimbabwe was mandated to analyze the three options on remuneration of E-format items and come up with a position for Africa before the Extra Ordinary Congress in September in Geneva, Switzerland.

The group was chaired by Ms. Nermin Hassan from Egypt Post while the General Secretariat provided logistical, secretarial, translation and interpretation support. Two teleconferences were held to discuss the initial three proposals (Options A, B and C) as well as the other proposals submitted by Member States during the period leading to the 3<sup>rd</sup> Extraordinary Congress held in Geneva.

The general position was to support Option A which was seen as the best option for Group IV countries as it offered fairer balance of payments among all UPU member countries and the gap between the floor and ceiling rates under Option A was only 20%. Other countries however were in favor of Option B since they were convinced they would benefit from the self-declared rates.

In Geneva, the group continued its work to try and come up with a compromise that would be a win-win for all members through the 'Team Approach'. Eventually the compromise Option V was adopted for remuneration of E-format items during the Extra-ordinary Congress.



**10.11-THE IMPACT OF REMITTANCES ON RURAL TRANSFORMATION IN AFRICA: FROM COMMITMENTS TO ACTION”, 11<sup>TH</sup> OCTOBER, 2019, ADDIS ABABA, ETHIOPIA**

The International Fund for Agricultural Development (IFAD) invited PAPU to attend the above mentioned event. The endeavour was successfully hosted under the Chairmanship of the Global Forum on Migration and Development, in partnership with the IFAD and the African Union’s African Institute for Remittances (AIR).

PAPU made a presentation on how the post with its vast network can effectively contribute to remittances worldwide.

Suffice to mention that the event focused on opportunities and challenges of the African remittance market and how migrants’ money can be leveraged to foster sustainable development back home.

**10.12-POSTAL OPERATIONS COUNCIL (POC) 14<sup>TH</sup> TO 18<sup>TH</sup> OCTOBER 2019 AND COUNCIL OF ADMINISTRATION (CA) 21<sup>ST</sup> TO 25<sup>TH</sup> OCTOBER, 2019, BERN, SWITZERLAND**

The sixth session (S6) of the Postal Operations Council (POC) held its meeting at UPU Headquarters in Berne, Switzerland, from 14 to 18 October 2019. During the session, the success of the UPU Extraordinary Congress in September, 2019 in Geneva and particularly the compromises made by UPU member countries in order to reach agreement on adopting remuneration option “V” were appreciated. In this regard participants were reminded that with the 27<sup>th</sup> Congress less than a year away, POC member countries were required to focus on completing their deliverables by S7.

PAPU’s representation at the meeting was to ensure that Africa’s interests were safeguarded. Just like in the past, with the absence or low representation of Member States, the General Secretariat has been obliged to fill the void by speaking on behalf of Africa although lack of resources prevents us from optimizing our participation.

As usual, this stems from the fact that Member States that were elected into the CA and POC are still not showing sufficient presence during POC and CA meetings thus not impacting on the discussion that could benefit African Member States.

Worse still, the constant changes of members of delegation gives rise to situations whereby some delegates have little or no knowledge of the issues at stake. To this end, I call upon Member States for effective and active participation when elected to POC/CA in the next cycle.

**10.13-3<sup>RD</sup> SPECIALIZED TECHNICAL COMMITTEE (STC) FROM 22<sup>ND</sup> TO 26<sup>TH</sup> OCTOBER, 2019, SHARM EL SHEIK, EGYPT**

The 3<sup>rd</sup> Specialized Technical Committee (STC) meeting took place at Sharm El Sheik as captioned above. PAPU attended the meeting and made a presentation on PAPU Continental programmes in line with the 2015 Addis Ababa Declaration.

During the occasion, African ministers responsible for communication, and information and communication technologies (CICT) adopted the 2019 Sharm El Sheikh Declaration that puts special focus on the African Digital Transformation Strategy (DTS) and the African Union Communication and Advocacy Strategy (CAS), among others. Some details on the event have already been outlined under Business Environment above.

**10.14-ANNUAL MEETING OF THE CONSULTATIVE AND EXECUTIVE COUNCIL OF THE POSTAL UNION OF THE AMERICAS, SPAIN AND PORTUGAL (PUASP) FROM 18<sup>TH</sup> TO 21<sup>ST</sup> NOVEMBER, 2019, MONTEVIDEO, URUGUAY**

Following the invitation by Secretary General of PUASP, PAPU had the privilege to attend the consultative and executive council meeting as an observer. The main thrust of the meeting was to debate on technical cooperation as well as a forum on current postal challenges. The meeting also had a slot during which the UPU candidates (I being one of them) presented themselves and discussed issues of strategic importance for the postal sector.

**10.15-MEETINGS OF THE 51<sup>TH</sup> AFRAA ANNUAL GENERAL ASSEMBLY (AGA) FROM 8<sup>TH</sup> TO 13<sup>TH</sup> NOVEMBER 2019, BALACLAVA, MAURITIUS**

The Union was represented at the 51<sup>st</sup> AFRAA Annual General Assembly in Mauritius under the theme “Success in an integrated and interconnected Africa”, where a goodwill message as a symbol of solidifying our relationship which has been in existence since 1985 was delivered. The occasion presented an opportunity to share with audience some developments in the postal sector at the continental level as well as at the international level.

At the continental level the august house was informed that our relationship with AFRAA is governed by a Memorandum of Understanding (MoU) which was reviewed in January last year to align it with ever-changing dynamic business environment. At the international arena, the gathering was informed about endeavour undertaken by the post worldwide as follows:

- The adoption of rules on the access policy for the UPU products and services to the wider postal sector players, including airlines, customs, among others;
- The ability for Airlines to directly connect to the POST\*Net, the UPU network, and exchange EDI messages with designated operators.

#### **10.16-UPU GLOBAL CONFERENCE ON CROSS-BORDER COOPERATION IN AN E-COMMERCE WORLD FROM 26<sup>TH</sup> TO 28<sup>TH</sup> NOVEMBER 2019, XIAMEN – CHINA**

The conference was jointly organized by the Universal Postal Union (UPU) and China on the theme “global cooperation on cross-border e-commerce”. During the conference, it was appreciated that the traditional approaches driving the growth of international trade and cross-border investment are weakening while cross-border e-commerce, especially cross-border B2C, is fast growing and had become a new engine for global economic growth.

It was also noted that the post is an important player, promoter and beneficiary of cross-border e-commerce. As the traditional letter business has been shrinking for more than a decade, designated operators in many countries had embarked on a transformation journey and started to diversify their business with parcels and small packets as the core.

This required using new technologies throughout the supply chain, improving service quality and increasing the integration of different modes of transportation. It was learnt that the UPU had already identified four areas that needed to be addressed, namely:

- Encouraging governments to increase funding for their postal development;
- Urging regulators to unify tools so as to accept new services under new platforms;
- Urging postal operators to improve their performance and ensure that they are in a favorable position in the increasingly open market competition;
- Seeking to integrate all the players into the international postal sector.

This vision is expected to form the basis of the Abidjan Postal Strategy 2020 and will help postal operators and partners to make the transition to the e-commerce era and benefit from it.

#### **10.17-9<sup>TH</sup> EDITION OF THE AFRICA POSTAL FORUM ON 5<sup>TH</sup> DECEMBER, 2019, CAIRO, EGYPT**

PAPU participated in the 9<sup>th</sup> CEO Forum under the theme South-South Cooperation for Africa in Cairo, Egypt. There is need to underscore the fact that the Forum was an ideal platform for sharing views and experiences aimed at broadening our knowledge and exposure to the operational and business solutions offered by the dynamic digital developments, among other things. During the event the following issues made during the 8<sup>th</sup> Forum were adopted:

- The idea of organizing a joint stamp issue during the Abidjan 2020 Congress was mooted to commemorate the 4th anniversary of the African Philatelic Hub hosted by Morocco;
- Burkina Post was designated to lead the African Common Mail Bag project;

- Egypt was elected Chair for the Forum for a two (2) year period.

**10.18-CHINA TRAINING ON TRADE FACILITATION 29<sup>TH</sup> NOVEMBER, 2019, AT WUHAN RESEARCH INSTITUTE OF POSTS AND TELECOMMUNICATIONS, WUHAN CITY, PEOPLE'S REPUBLIC OF CHINA**

Within the framework of the cooperation agreement signed between the Pan African Postal Union (PAPU) and the People's Republic of China, a Seminar on promoting trade facilitation for postal services for developing countries was organized in Wuhan China as per the above subtopic. The following countries participated in the training: Algeria, Côte d'Ivoire, Kenya, Morocco, Nigeria, Senegal, South Africa, Tanzania, and Zambia.

The seminar's main outcome was to equip participants with knowledge and skills in promoting trade facilitation for developing countries, especially by using the post. It was delivered by postal technology experts from Huazhong University of Science and Technology.

The seminar focused on the following specific elements, among others:

- Postal management technology;
- Logistics & warehousing management;
- Express delivery business;
- Postal express intelligence sorting;
- Electronic commerce;
- Postal financial services;
- Internet of things & postal management;
- Cloud computing and big data in postal management;
- The application of artificial intelligence in postal management etc.

**10.19-ROUNDTABLE ON REMUNERATION FOR THE AFRICA REGION, 21<sup>ST</sup> JANUARY, 2020, ARUSHA, TANZANIA**

PAPU and the UPU organized a Roundtable on Remuneration on 21<sup>st</sup> January, 2020 in Arusha, Tanzania. The main objective of the workshop was to solicit the African position which would feed into the global position to be formulated during the Global Round table scheduled to take place in February, 2020 in Bern, Switzerland.

Considering that the remuneration as a topic is a very contentious issue, there was need for thorough understanding so that members could make informed decisions especially as they moved closer to the Abidjan Congress. During the Roundtable, the following issues were addressed:

- The Integrated Remuneration Plan (IRP);
- A roadmap for the development of an Integrated Remuneration System (IRS);
- Overview of Remuneration Systems in the current Congress Cycle (2018 - 2021);
- Outcome of the Third Extraordinary Congress on Remuneration Review;
- Implementation of E-format Remuneration;
- Proposals for an integrated remuneration system;
- Summary of proposals and documentation for the 2020 Congress;
- Abidjan Business Plan - Working Proposals for the Future Development of IRP and IRS and their Implementation.

Participants were enjoined to deliberate with unity of purpose and come up with outcomes which would improve remuneration systems of the UPU to ensure sustainability and growth of the postal network.

#### **10.20-UPU ON-SITE MISSION ON EVALUATION OF OPERATIONAL READINESS FOR E-COMMERCE (ORE) FROM 27<sup>TH</sup> TO 31<sup>ST</sup> JANUARY, 2020, LUSAKA, ZAMBIA**

An on-site process review and assessment mission under the Operational Readiness for E-commerce (ORE) project was conducted in Lusaka, Zambia from 27<sup>th</sup> to 31<sup>st</sup> January 2020. During the review week, visits were made to postal facilities in Zambia including Lusaka Office of Exchange, Inbound Section stationed at the airport (Airmail Unit), Lusaka Post Office and Ridgeway Post Office. Observations and recommendations made by the consultants were shared with Zambia in the form of a final report for the mission.

#### **10.21-UPU ROUNDTABLE ON REMUNERATION, 14<sup>TH</sup> FEBRUARY, 2020, BERNE, SWITZERLAND**

Drawing in experts from across the international postal sector, the roundtable discussed an overview of remuneration systems in the current Congress cycle (2018–2021), the Integrated Remuneration Plan (IRP), the outcomes of the third Extraordinary Congress in Addis Ababa, implementation of the new E-format remuneration, draft Congress proposals for an Integrated Remuneration System (IRS) and the Abidjan Business Plan draft work proposals for further development of the IRP and the IRS.

African countries represented at the Global roundtable were, Cameroon, Chad, Egypt, Eswatini and Tanzania. The General Secretariat was also represented.

The proposals and the draft congress document discussed during the roundtable were later submitted to POC for approval.

## **10.22-UPU COUNCIL OF ADMINISTRATION (CA) SESSION 22<sup>ND</sup> FEBRUARY TO 2<sup>ND</sup> MARCH, 2020, BERNE, SWITZERLAND**

The PAPU delegation attended the Council of Administration in Berne Switzerland in February, 2020.

The main issues deliberated during that session were as follows:

### **10.22.1 Reform of the System applied to Contributions by Union Member Countries-the improvement of recovery of arrears**

The IB presented a draft resolution to be tabled to the Congress on the urgent need to recover arrears by adopting temporary measures aimed at improving the financial situation of the Union.

The main objectives of this proposal are to:

- i) Provide for longer-term debt rescheduling agreements for least developed countries, as per the exceptional possibility outlined in the General Regulations;
- ii) Use part of any recovered funds for technical cooperation and development purposes aimed at the least developed countries; and
- iii) Inform the relevant governmental authorities of Union member countries with longstanding arrears about the decisions taken at the 27<sup>th</sup> Congress, so as to further motivate them to regularize their financial status with the Union.

### **10.22.2 The Stability and Sustainability of the UPU Provident Scheme**

Under this agenda item, the Council of Administration was invited to take note of presentation on the subject and approve the submission of the draft resolution for presentation to the 27<sup>th</sup> Congress noting the work carried out by the Council of Administration since 2017 on the future sustainability of the UPU Provident Scheme.

The main thrust of the draft resolution was the decision to fully recapitalize the UPU Provident Scheme over a period of 25 years in two consecutive stages:

- Up to a coverage rate of 85% by the end of the Abidjan Congress cycle (2024); and
- Up to a coverage rate of 100%, subject to a re-assessment of the Union's financial position and, as the case may be, the recapitalization timeline, by 2045 at the latest.

### **10.22.3 Human Resource Management**

The IB presented a memorandum by the Director General on the 2019 human resource management at the International Bureau for the plenary to take note and provide comments.

This report provides an overview of the main human resources activities in 2019. At the same time, it provides the Council of Administration with statistics on the staffing profile of the International Bureau (IB), along with an analysis of its workforce.

On Gender equality and empowerment of women in the UPU and the postal sector, the Council approved the submission of a proposal to the 27<sup>th</sup> Congress to amend the Acts of the Union and the Rules of procedure of Congress, to ensure the use of gender inclusive language and encourage the DG of IB to consider the appointment of a focal point within the IB to oversee the development and implementation of the policy in liaison with UN Women and other interested member countries.

#### **10.22.4 Finances of the Union to be presented to the 2020 Abidjan Congress**

The IB submitted to the Council of Administration of the draft plan for the report on the finances of the Union to be presented to the 2020 Abidjan Congress and the decision expected was to examine and approve the structure for the report on the finances of the Union to be presented to Congress. The approved structure covers general overview of the four years of the Istanbul financial system, work of the CA in the area of finance and other topics relating to the financial management of the Union such as financial situation of member countries, the programme and budget, the setting of budget limits for the next financial period as well as financing of the Union's activities.

#### **10.22.5 Proposed amendments to ensure the legal stability of the Acts of the Union (and for general legal consistency and streamlining purposes) Joint memorandum by Japan and the International Bureau**

On this agenda item, Japan made a presentation of draft proposals to ensure the legal stability of the Acts of the Union (and for general legal consistency and streamlining purposes). This was based on the fact that during CA S6 in October 2019, Japan presented a number of considerations and associated proposals aimed at increasing the legal stability of the Acts of the Union, notably with a view to establishing a permanent Universal Postal Convention and simplifying the process of ratification or approval of the Acts of the Union.

The CA took note of the document and endorsed its submission to the 27<sup>th</sup> Congress.

The General Secretariat staff guided the PAPU Member States to understand the various draft proposals under each item to enable them contribute effectively during debate at the Abidjan Congress in Côte d'Ivoire.

### **10.23-UPU HIGH LEVEL FORUM ON WIDER POSTAL SECTOR ENGAGEMENT FEBRUARY, 2020, BERN, SWITZERLAND**

As the UN specialized agency providing the primary forum for the postal sector, according to UPU, it's become critical that the UPU be inclusive and responsive to the needs of all postal sector players. The forum brought together high-level representatives from governments, regulators, designated operators, international organizations, other private sector players, as well as civil society, to examine three key questions: Why the UPU should open itself to wider postal sector players? What the UPU has to offer wider postal sector players and partners? How the UPU should transform to respond to the needs of its stakeholders?

The outcomes of the forum will help the organization develop a possible roadmap for accelerating the opening of the UPU to external stakeholders.

### **10.24-INDUCTION TRAINING ON STRATEGIC PLANNING AT THE DIRECTORATE OF STRATEGY AND COMMUNICATION OF THE UPU 17<sup>TH</sup> TO 20<sup>TH</sup> FEBRUARY, 2020, BERN, SWITZERLAND**

For purposes of capacity building at the Secretariat, the Head, Executive Office undertook training in the form of attachment at the International Bureau of the UPU, especially at the Strategy Department. The knowledge gained will enormously be useful for the development of the PAPU Strategy for the period 2020-2024, moving forward.

### **10.25-UPU ON-SITE MISSION ON EVALUATION OF OPERATIONAL READINESS FOR E-COMMERCE (ORE) PROJECT, FROM 9<sup>TH</sup> TO 13<sup>TH</sup> MARCH, 2020, WINDHOEK – NAMIBIA**

An on-site process review and assessment mission for e-commerce operational readiness was conducted in Windhoek, Namibia from the 9th to the 13th March, 2020. During the review mission, on-site visits were made to postal facilities in Namibia that included Windhoek Office of Exchange, international operations at the airport and selected post offices.

Meetings were also held with supply chain partners such as Customs, Air Namibia, Ground Handling Agent, Transport, Security, Customer Service and IT departments.

A detailed report with the observations and recommendations was submitted to postal authorities in Namibia. .

### **10.26-MEETING WITH THE JAPANESE DELEGATION ON DEVELOPMENT OF COOPERATION ON 10<sup>TH</sup> MARCH, 2020, DAR ES SALAAM, TANZANIA**



At the invitation by the Japanese delegation based in Dar es Salam, Tanzania we had discussions which focused on the development of cooperation between PAPU & Japan, Important UPU policies, especially on UPU Remuneration issues and wider postal sector engagement as well as the Abidjan Congress during which Japan is seeking for elections to the Director General's Position. Secretary General took advantage of this opportunity to discuss on PAPU Associate Membership and explained the why it was important for Japan to be an Associate Member of PAPU.

**10.27-MEETING WITH THE HON. MINISTER OF WORKS, TRANSPORT AND COMMUNICATIONS OF THE UNITED REPUBLIC OF TANZANIA ON PAPU HOUSE MATTERS AND THE SUCCESSFUL ORGANIZATION OF THE PAPU 40<sup>TH</sup> ANNIVERSARY ON 11<sup>TH</sup> MARCH, 2020, DAR ES SALAAM, TANZANIA**

The Secretary General met the Minister of Works, Transport and Communication of the United Republic of Tanzania to personally thank the Government of the United Republic of Tanzania to discuss on the long standing cooperation between PAPU and Tanzania including the celebration of the 40<sup>th</sup> PAPU Anniversary Celebrations which were successfully held in January, 2020, the potential contribution of Africa's Post to the vital agenda of regional integration, especially in the light of the recently adopted Continental Free Trade Area. He took the opportunity of the meeting, to thank Tanzanian Government on behalf of PAPU Member States, for her immeasurable contribution to the success of the 40<sup>th</sup> PAPU Anniversary Celebration as well as for the effective commencement of the construction the PAPU headquarters building.

**10.28-FINANCIAL SERVICES AND REMITTANCES DURING COVID-19 CONFERENCE CALL ON 17<sup>TH</sup> APRIL 2020**

The Pan African Postal Union (PAPU) in collaboration with the AUC and the African Institute for Remittances (AIR) held a conference call on 17<sup>th</sup> April 2020 to consider the impact of Covid-19 on financial services in general and particularly on remittances and how the sector could contribute to mitigating the outbreak.

The meeting observed the following major issues:

- a) The Covid-19 outbreak affects both sender and beneficiary of remittances due to jobs' losses, lockdown and confinement;
- b) In the short term it is difficult to target both sender and receiver;
- c) Where it is possible to receive money, this leads to deepening inequalities among Africa populations through revenues gaps;
- d) Cash payment may contribute to the spread of Covid-19 since most of people are unbanked- therefore, cashless transactions remains an ideal;

- e) Posts and postal financial services help SMEs and other companies overcome liquidity bottlenecks and provide stability during the pandemic;
- f) Collapse of small players and posts in particular may lead to the comeback of monopoly and hegemony of big players;
- g) Some initiatives have been taken by Post offices to mitigate the effects of the pandemic with regard to financial services and remittances. This includes but not limited to:
  - i. Unveiling of cashless ATM for Social Grants;
  - ii. Anticipation of pension payments;
  - iii. Limiting the collection of pensions by seniors of 75-79, and 80+ to specific dates, in order to avoid too many customers in post offices on one day;
  - iv. Home delivery of payments for certain amounts;
  - v. Extension of opening hours of post offices for collection of pensions;
  - vi. Increase of ATM machine withdrawal limit to prevent overcrowding in post offices and to encourage people to use ATMs more than before;
  - vii. Delivery of money transfers free of charge during the quarantine period;
  - viii. Extension of an existing service, allowing a trusted friend or volunteer to withdraw cash at any post office (and potentially banks, building societies and credit unions) using a single-use voucher. This allows vulnerable people who are self-isolating to maintain access to cash without having to hand over a debit card and PIN to somebody else;
  - ix. Enabling holders of bank accounts or savings accounts to request the pension credit for free.

As a way forward, the meeting agreed on the following recommendations:

- a) Member States ought to organize social protection of migrants;
- b) AUC to promote the evolvement of regulatory framework with a view to including digitalization;
- c) Embrace connectivity as key enabler for sustainable and affordable financial services and remittances to be enhanced notably through Post Offices for the benefit of African people mostly in rural and remote areas; to this end, Member States should accelerate the implementation of Electrification and Connectivity Project of Post Offices.
- d) IED and PAPU to join the global task force on remittances with the support from AIR;
- e) Stakeholders from the public and private sectors to strengthen partnerships to overcome the pandemic.

### **10.29-SPECIALIZED TECHNICAL COMMITTEE (STC) ON COMMUNICATION AND INFORMATION TECHNOLOGIES (ST-CICT) EXTRAORDINARY ONLINE MEETING OF THE BUREAU ON 5<sup>TH</sup> MAY, 2019**

The African Union Commission organized an online extra ordinary meeting of the STC Bureau on 5<sup>th</sup> May, 2020 in order to come up with or elaborate a proportionate response in the face of the devastation Covid-19 crisis. The Bureau is composed of the following countries:

- **Egypt** – Chair (Northern Africa);
- **Burundi** – 1<sup>st</sup> vice Chair (Central Africa);
- **Malawi** – 2<sup>nd</sup> Chair (Southern Africa);
- **Sierra Leone** – 3<sup>rd</sup> Chair (Western Africa);
- **Djibouti** – Rapporteur (Eastern Africa)

The STC Bureau was preceded by the experts meeting on 4<sup>th</sup> May, 2020 in preparation for the aforementioned meeting. After deliberations the meeting adopted the following as documents:

- The Department of Infrastructure and Energy Covid-19 response document outlining the background and way forward in general terms;
- The ICT Sector Covid-19 Response Action Plan outlining the urgent actions to be carried out;
- The declaration of extraordinary meeting of the STC bureau requesting Member States to:
  - Put in place and support policies to facilitate deployment of digital tools and enable cross sector interoperability of data to improve covid-19 response;
  - Connect and involve post offices in the implementation of strategies to fight against covid-19 including remittances and e –services, among others.

### **10.30-ONLINE MEETING BETWEEN PAPU AND AFRAA ON 12<sup>TH</sup> MAY, 2020 ON COVID-19 RECOVERY STRATEGIES FOR MAIL/CARGO CONVEYANCE**

PAPU held an on line meeting with AFRAA with a view to coming up with recovery Strategies to mitigate the negative impact of COVID-19 since delivery of postal services, especially mail/cargo, has been adversely affected as a result of the implementation of lock down policies, curfews, suspension of flights, closure of borders, as well as reduced number of working hours, among other things.

Moreover, it is currently observed that the travel restriction caused by the pandemic has triggered an exponential growth in the volumes of parcels and packages worldwide. However, while elsewhere the Posts

have greatly benefited from this traffic upsurge, those in Africa are deprived of it because of the interruption of flights to and from the continent; hence preventing the onward transmission of the same up to the last mile.

In view of this development, there was need for an immediate response to circumvent this negative situation to ensure resuscitation of smooth mail movement, especially within the African continent. It was appreciated that efforts aimed at achieving this could not be undertaken singlehandedly; rather it called for collaboration among all players/stakeholders of the mail supply chain. Such stakeholders are: AFRAA, the African Union Commission, just to mention a few.

As a way forward, it was agreed as follows:

- Negotiations with airlines should be based on utilization of excess space in the aircraft otherwise the cost of conveyance of mail based on normal cargos price/unit might be prohibitive to most, if not all, postal entities;
- PAPU was advised to write to the AUC requesting that mail conveyance should be regarded as essential by governments, considering that with the cargo planes mentioned emphasis was on conveyance of essential goods, such as medical equipment and foodstuffs such as fruits and vegetables, only. PAPU heeded the advice and immediately wrote to the AUC.

#### **10.31-OPERATIONAL READINESS FOR E-COMMERCE (ORE) WEBINAR ON 13<sup>TH</sup> MAY, 2020 FOR ENGLISH SPEAKING COUNTRIES**

An online meeting was conducted on 13<sup>th</sup> May 2020 for English speaking African countries participating in the ORE project. The purpose of the meeting was to give an update on the implementation of the project given the COVID-19 pandemic as well as train Country Project Managers (CPMs) on the use of Microsoft Tools to conduct meetings. PAPU participated in the meeting.

During the meeting, it was noted that with the advent of COVID-19, the project, just like many other programmes had been impacted negatively. The 5<sup>th</sup> ORE workshops were scheduled to be held from 20<sup>th</sup> to 24<sup>th</sup> July and 28<sup>th</sup> September to 2<sup>nd</sup> October 2020 at the venues to be confirmed by the International Bureau for English speaking and French speaking countries, respectively. These workshops could no longer be held as planned due to the suspension of travel and physical gatherings. Therefore, the meetings would henceforth be held online using the Microsoft Tools platform.

On site missions that had been planned for year 2020 had also been put on hold until the situation improved to allow consultants to travel and conduct the missions. Outstanding missions were scheduled for, Eswatini, Seychelles, South Africa and Angola.

It was stressed that the UPU will continue collaborating with PAPU on the implementation of the ORE project until December 2020 when the project is scheduled to come to a close.

CPMs were urged to keep on working on the project at national level to ensure attainment of their roadmaps and action plans until the end of the project. They would be expected to present the status of implementation of the project during the 5th online workshop whose agenda and date would be announced later. Experts from the International Bureau will conduct the online workshops.

It was also reported that the International Bureau was working on a Post COVID recovery plan. It was in the process of gathering information from restricted Unions on the impact of the pandemic on postal services and what needs to be done to recover.

Work is also in progress to ascertain how the Disaster Recovery Management Fund could be extended to the COVID pandemic. Once an official position is reached, it would be communicated to Member States accordingly.

#### **11. OTHER CONFERENCES HELD FROM JUNE 2020 TO MAY 2021**

Other Conferences/Workshops, meetings and Training Sessions were conducted virtually (except a few) due to the COVID-19 pandemic. The table which is attached to this report as **Annex V** contains a list of those activities.

#### **12. CHALLENGES AND ACTIONS TAKEN/PLANNED**

During the period under review just like in the previous years the following challenges were encountered:

- **Financing the budget and inability of Member States to pay their contributions in a timely manner when it was needed to ensure implement of pertinent activities:** This is a serious drawback to the smooth performance of our functions, including the day-to-day running of the General Secretariat, notwithstanding the remarkable efforts of the handful members of staff.
- **Restructuring of the Secretariat:** again just as I reported in the previous years, despite the urgent need to fill the vacancies to optimize performance of the General Secretariat for the benefit of the Member States in line with the authorization given by the Administrative Council in Nairobi, Kenya, in 2017, implementation of the newly adopted structure will only be completed in phases subject to availability of funds. This exercise will therefore spill over well into the next quadrennial cycle;
- **Response to questionnaires by Member States:** This is an enormous challenge which despite a lot of appeals to Member States, we continue to face it, especially in getting

responses to questionnaires aimed at soliciting information by the General Secretariat. In most cases, the response rate is low which prevents the secretariat from being able to make any meaningful analysis, interpretation and presentation of the findings. Submission of the same is in most cases also done beyond set deadlines defeating the purpose for which the exercise meant.

- **Representation of Member States at the UPU Committees, Ad hoc Groups and other UPU Bodies** continues to remain weak despite appeals to members to do the same. Member States that were elected into the CA and POC still do not show sufficient presence during POC and CA meetings, thereby depriving the African Member States whom they are expected to represent to make their voices heard on crucial matters of common interest.

Worse still, the constant changes of members of delegation gives rise to situations whereby there is lack of continuity since some delegates have little or no knowledge on the issues being discussed at any material time. Due to this rather remote demeanor during meetings by Member States, the General Secretariat has been obliged to fill the void by speaking on behalf of Africa. However, here too, the lack of resources prevents the Secretariat from optimizing our participation;

- **The Financing of the budget and the failure of almost half of the entire Member States to pay contributions as and when due** seriously affects the smooth implementation of our activities.

### **13.RECOMMENDATIONS**

In view of the foregoing, the following recommendations are proposed:

- The need for prompt payment of annual contribution by Member States, latest three (3) months into the new financial year to allow the General Secretariat to embark on implementation of its annual action programme in due time;
- Call for effective and active participation of Member States elected to POC/CA in all UPU meetings;
- Member States need to improve in responding to questionnaires and adhere to set deadlines for submission of questionnaires;

- Other Member States with well-established expertise need to participate in UPU Committee meetings; so that Africa's strategic interests can be advanced when making decisions.

#### **14.OUTLOOK/ EXPECTATIONS FOR NEXT FINANCIAL YEAR**

- The future, particularly for next year, looks promising considering that it is envisaged that the political, economic and social outlook in the African continent will remain stable. With the advent of the COVID-19 vaccine and the continued observance of the prescribed pandemic preventive measures, the future should be promising;
- Furthermore, members who were hitherto not active in the Union have since returned while more members are expected to come on board with our continued efforts to lure them into joining the Union during the coming year. This, coupled with the joining of potential Associate Members, will no doubt, result into improvement in the Union's Finances as envisaged in the Strategy and Financial Plan. As we speak three (3) organizations, namely, Asaase GPS of Ghana, Dubai Ports World (DP World) and United States Postal Service (USPS), have formally joined the Union as Associate Members;
- With the revised Acts, these will enhance and improve on the Union's operations. I therefore use this opportunity to call on Member States to continue supporting the Union to ensure that our overall objective, namely fostering the development of postal services in Africa is realized thereby effectively contributing to the much desired inclusive socio economic development on our beloved continent through the African Union Agenda 2063, code-named "***The Africa We Want***".

#### **15.CONCLUSION**

Allow me to conclude my report by saying that a lot has been achieved during the period in question as almost all of our strategic projects have been receiving the support of Member States. This includes the commencement of the long awaited PAFU House project, the Quality of Service Fund-Customs Declaration Systems Project which was being co-financed by the United Arab Emirates, Operational Readiness for e-commerce (ORE) project, the Electronic Advance Data Project, just to mention a few.

I wish to seize this moment express my profound gratitude to all PAPU Member States who generally continue to actively participate in our Union's activities. All these efforts have undoubtedly contributed to enhancing the positive image of the Union.

I wish to particularly extend my gratitude to Member States that pay their contributions regularly, those that comply with the agreed amortization plan, as well as those that make every effort to ensure that they meet their obligations, albeit their respective challenges.

At this juncture, I would like to express my sincere thanks to our parent organization, the African Union, to the Universal Postal Union, Regional Economic Communities, the sub-regional postal organizations, other countries and partners of the Union for their continued and unwavering support to our noble cause. Many thanks also go to all countries that hosted PAPU and UPU meetings.

Let me reiterate my sincere appreciation to Tanzania, for hosting PAPU Headquarters as well as the continued assistance and cooperation rendered to us in many areas.

Last but not least, I wish to convey our deep gratitude to our Administrative Council Chairman, Mr. Dr. Eng. Sam Kundishora for his unfailing guidance and support to the General Secretariat, as well as his close working relationship with us.

Mr. Chairman,

Dear ladies and Gentlemen

The time has come to let my heart speak.

As you are aware, I am presenting the Secretary General's activity report for the last time. And it will be at the same time the last Administrative Council Session I am attending in my capacity as Secretary General. After two statutory terms, I am leaving the Union with a wealth of knowledge which I will always treasure. Working at the PAPU Secretariat has been a fantastic learning experience, and I am thankful for the skills I have acquired after interacting with you. I honestly feel having worked at PAPU Headquarters has made me a more complete and well-rounded person. We never stop learning, even with age.

I have enhanced my skills on how to take direction, criticism, and compliments. These are the tenets I will surely comfortably apply in many different situations in future.

The nine (9) years I have been with you equipped to be open-minded, to value other people's opinions and to consider other ideas along with mine, to end up with a great final result. These nine (9) years have been marvelous.



Ladies and gentlemen representatives of Member States, the Union owes you its success. You are all leaders! Through you, I have been able to work with wonderful national experts, engaged with you for the safeguard and promotion of the African postal sector. The work carried out constitutes a great experience in my career. My departure from the Union does not mean a “farewell” because I am sure that I will come back very soon wearing a different hat.

On this note, I wish the incoming crew all the best as they take over from where my assistant (Mr. Kolawole Aduloju) and I have left. I am sure they will take over from a foundation which, within limited resources at our disposal, could be regarded to be strong. Finally, as my colleague the Assistant Secretary General and I cherish an open door policy, we will definitely be always available for you when and where necessary.

This report is therefore submitted to the Honourable members of the Council for consideration and adoption. A draft resolution is attached herewith to this report as **Annex VI**.

38<sup>th</sup> AC Decisions and Resolutions

No.	INSTRUMENT	TITLE
1.	<b>Decision</b> <b>No.01/PAPU/AC/XXXVIII/2019</b>	On approval of the Programme of Activities of the Pan African Postal Union for the 2019/2020 financial year
2.	<b>Decision</b> <b>No.02/PAPU/AC/XXXVIII/2019</b>	On the approval of the Accounts of the Pan African Postal Union for the 2017/2018 financial year
3.	<b>Decision</b> <b>No.03/PAPU/AC/XXXVIII/2019</b>	On Appointment of the External Auditor
4.	<b>Decision</b> <b>No.04/PAPU/AC/XXXVIII/2019</b>	On the approval of the Budget of the Union for the 2019/2020 Financial Year
5.	<b>Decision</b> <b>N°05/PAPU/AC/XXXVIII/2019</b>	On renewal of fixed-term appointments
6.	<b>Decision</b> <b>N°06/PAPU/AC/XXXVIII/2019</b>	Amending the Staff Rules and Regulations of the Pan African Postal Union (PAPU)
7.	<b>Decision</b> <b>No.07/PAPU/AC/XXXVIII/2019</b>	On implementation of the Administrative Council decision on restructuring of the General Secretariat
8.	<b>Resolution</b> <b>No.01/PAPU/AC/XXXVIII/2019</b>	On adoption of the annual activity report of Secretary General for 2018-2019
9.	<b>Resolution</b> <b>No.02/PAPU/AC/XXXVIII/2019</b>	On reconstitution of PAPU/AFRAA Contact Committee
10.	<b>Resolution</b> <b>No.03/PAPU/AC/XXXVIII/2019</b>	On the establishment of an ad hoc group on UPU Remuneration issue
11.	<b>Resolution</b> <b>No.04/PAPU/AC/XXXVIII/2019</b>	On implementation of Financial Inclusion Projects
12.	<b>Resolution</b> <b>No.05/PAPU/AC/XXXVIII/2019</b>	On E-services development in Africa
13.	<b>Resolution</b> <b>No.06/PAPU/AC/XXXVIII/2019</b>	On the establishment of an African Postal CEO Forum
14.	<b>Resolution</b> <b>No.07/PAPU/AC/XXXVIII/2019</b>	On development of a secure system for protecting, accessing and consulting PAPU online information/documents

15.	<b>Resolution</b> <b>No.08/PAPU/AC/XXXVIII/2019</b>	On the celebration of PAPU's 40 <sup>th</sup> anniversary
16.	<b>Resolution</b> <b>No.09/PAPU/AC/XXXVIII/2019</b>	On the African Postal Guidelines
17.	<b>Resolution</b> <b>No.10/PAPU/AC/XXXVIII/2019</b>	On postal regulation
18.	<b>Resolution</b> <b>No.11/PAPU/AC/XXXVIII/2019</b>	On Establishment of annual mandatory financial contributions for Associate Members

## ARUSHA DECLARATION

### **“The Post: A Veritable Partner for Financial Inclusion and Regional Integration”**

#### **PREAMBLE**

We, delegates from the under-listed PAPU Member States, assembled in Arusha, United Republic of Tanzania, from 17<sup>th</sup> to 18<sup>th</sup> January 2020 during the 40<sup>th</sup> PAPU Anniversary celebrations:

Algeria, Benin, Burkina Faso, Cameroon, Chad, Congo (Republic), Congo (Democratic Republic), Egypt, Gambia, Kenya, Malawi, Mali, Madagascar, Morocco, Niger, Nigeria, South Africa, Tanzania and Zimbabwe;

In the presence of the following partners:

African Union Commission (AUC), African Airlines Association (AFRAA), African Telecommunications Union (ATU), International Fund for Agricultural Development (IFAD), Japan, Pan African Parliament, Universal Postal Union (UPU), and Bank of Tanzania (BoT);

Expressing our gratitude to His Excellency Dr. John Pombe Joseph Magufuli, President of the United Republic of Tanzania, for his continued commitment to host the Pan African Postal Union headquarters;

Further expressing our gratitude to the Government of Tanzania for hosting and facilitating the 40<sup>th</sup> Anniversary, which presented us with the opportunity to renew the Post's commitment to financial inclusion on the one hand, and postal and regional integration on the other, in our respective countries; and to coordinate our efforts in order to further the implementation of the African Union Agenda 2063: “The Africa we want”, the United Nations Sustainable Goals (SDGs), as well as the Regional Development Plan for Africa (2017-2020);

Recalling the theme of the 40<sup>th</sup> PAPU Anniversary, namely: “The Post: A veritable Partner for Financial Inclusion and Regional Integration”;

Taking note of new initiatives to foster financial inclusion and regional integration on our continent at the national, regional and continental levels, such as the Financial Inclusion Technical Assistance Facility;

Considering Resolution L12 on Postal Financial Services adopted by the Seventh Joint AUC/UNECA Annual Conference of African Ministers of Finance, Planning and Economic Development held in Abuja in March 2014, which underscored, among others, the need for postal networks to deploy advanced ICTs in order to provide adequate access to basic financial and other services, as well as confirmed its commitment to prioritizing the transformation of existing postal assets and resources with a view to increasing access to basic services, thereby promoting financial inclusion;

Determined to pursue an inclusive, innovative and integrative approach to implementing financial inclusion and regional integration initiatives via the Post at all levels;

**HEREBY DECLARE AS FOLLOWS:**

On financial inclusion:

- Access to financial services is a basic right to the majority of our people, especially the disadvantaged and those in rural areas;
- Africa's Post needs to be empowered to diversify its product portfolio in order to provide financial services such as issuance of bureau de change permits, assisting the government in revenue collection, among others;

On regional integration:

- The role of the postal operator is to develop partnerships that will lead to innovativeness, inclusiveness and interoperability;
- Africa must develop interdependent infrastructure to foster regional development.

Call on Member States to set development goals on financial inclusion and regional integration within the framework of the Regional Development Plan for Africa (2017-2020 and beyond), underpinned by measurable targets and indicators;

Renew our commitment to further enhance the role of the Post as a veritable partner for financial inclusion and regional integration. In this regard:

Urge Governments to prioritize and allocate resources in their national budgets for the promotion of financial Inclusion and regional integration via the Post;

Further urge Designated Postal Operators to undergo ISO Quality Management Systems in order to build customer trust and improve quality of service;

Call on development partners to support this declaration.

Finally:

Request the African Union Commission, in collaboration with Regional Economic Communities, sub-regional postal organizations and Member States, to harmonize and coordinate the setting of such development goals by improving postal financial service performance and regional integration; and to promote innovation in particularly challenging areas for the Post;

Call on the Universal Postal Union (UPU), the International Fund for Agricultural Development (IFAD) and other development partners to encourage the international community to adopt such development goals which are achievable via the Post.

***Done in Arusha (Tanzania), on 18<sup>th</sup> January 2020***

**Summary Staff Distribution by region, language and gender including elected officers**

N°	Staff category	Sub-region					Language		Gender	
		East	Central	North	South	West	English	French	Male	Female
1	Secretary General	-	1	-	-		-	1	1	-
2	Assistant Secretary General	-	-	-	-	1	1	-	1	-
3	Heads of department	-	1	-	1	1	2	1	3	-
4	Professional category (P1-P3)	1	1	-	1	2	2	3	4	1
5	General Services A	2	-	-	-	-	2	-	1	1
6	General Services B	3	-	-	-	-	3	-	3	-
	<b>Total</b>	<b>6</b>	<b>3</b>	<b>-</b>	<b>2</b>	<b>4</b>	<b>10</b>	<b>5</b>	<b>13</b>	<b>2</b>

There is an overall decrease of one staff after the voluntary resignation of a Driver.

**PAPU REGIONAL CDS PROJECT MISSION SCHEDULE**

<b>DESIGNATED OPERATOR</b>	<b>DATE OF MISSION</b>	<b>STATUS</b>
Lesotho	3-7 February, 2020	Physical
Botswana	24-28 February, 2020	Physical
Benin	09-13 March, 2020	Physical
Chad	23-29 June, 2020	Online training
Niger	30 June-2 July, 2020	Online training
Rwanda	30 June-2 July, 2020	Online training
Cameroon	16-19 June 2020	Online training
Eswatini	1-4 July2020	Online training
Ghana	3-6 August 2020	Online training
Sierra Leone	13-17 July,2020	Online training
Liberia	13-17 July, 2020	Online training
Malawi	13-17 July, 2020	Online training
Namibia	20-24 July, 2020	Online training
Zambia	20 -24 July, 2020	Online training
Zimbabwe	20-24 July, 2020	Online training
Nigeria	23-24 September, 2020	Online training



## OTHER CONFERENCES, MEETINGS AND WORKSHOPS HELD/ATTENDED AFTER 31 MAY, 2020

S/N	NAME OF CONFERENCE /WORKSHOP TRAINING	DATE	REMARKS
1.	Operational Readiness for E-commerce (ORE) Project online Planning Meeting	12 <sup>th</sup> June 2020	Online
2.	Study on Digitalization of African Postal Services: meeting between PAPU and AUC	22 <sup>nd</sup> June 2020	Online
3.	UPU Videoconference on COVID-19 with Restricted Unions	9 <sup>th</sup> July, 2020	Online
4.	Sharing of Best Practices during COVID-19 Pandemic	9 <sup>th</sup> July, 2020	Online
5.	ORE online workshops	14 <sup>th</sup> to 16 <sup>th</sup> July 2020	Online
6.	Study on Digitalization of postal services for E-commerce	27 July 2020	Online
7.	ORE online workshop for Group 1 countries	27 <sup>th</sup> July 2020	Online
8.	ORE online workshop for Group 2 countries	29 <sup>th</sup> July 2020	Online
9.	Webinar – Statistiques Postales UPU / UPU Postal Statistics – AFRICA	30 <sup>th</sup> July 2020	Online
10.	E-Business: Accelerating Value Creation in E-commerce for Developing Countries (UNCTAD/UPU/ITC)	26 <sup>th</sup> August 2020	Online
11.	Online meeting of the Bureau of Specialized Technical Committee on Communication and Information Technology (STC-CITC) of the AUC	16 <sup>th</sup> September 2020	Online
12.	Virtual Workshop on UPU Global Project on Electronic Advance Data (EAD)	16 <sup>th</sup> September 2020	Online
13.	Integrated Quality Reporting System (IQRS) Training : Dashboard Reporting	22 <sup>nd</sup> September 2020	Online
14.	EAD workshop for French-speaking Africa	30 <sup>th</sup> September 2020	Online
15.	IQRS Training: Customs Report, PREDES vs ITMATT (English)	8 <sup>th</sup> October 2020	Online
16.	IQRS Training: Transport report, Receptacle scanning performance (English)	15 <sup>th</sup> October 2020	Online
17.	Online consultation of African Members of the UPU - CA	19 <sup>th</sup> October 2020	Online

18.	IQRS Training: Compliance Reports., Monthly Volume statistics (English)	19 <sup>th</sup> October 2020	
19.	Global Monitoring System (GMS) Star Training	20 <sup>th</sup> October 2020	Online
20.	Global Postal Conference on Future of the Post organized by Universal Postal Group	20 <sup>th</sup> October 2020	Online
21.	Preparatory meeting with African member countries of the UPU/CA prior to the recent UPU/CA meeting	26 <sup>th</sup> October 2020.	Online
22.	ORE closing Workshops in English	25 <sup>th</sup> November 2020	Online
23.	ORE Closing Workshop (French)	27 <sup>th</sup> November 2020	Online
24.	General update to Plenipotentiary Conference Chairperson by the PAPU Secretary General	2 <sup>nd</sup> December, 2020	Physical-Yaoundé, Cameroon
25.	Workshop by UPU expert examiners in postal security	8 <sup>th</sup> December 2020	Online
26.	AU-UPU-PAPU online conference on e-commerce, inclusion and digital transformation in Africa through postal and free zone infrastructures.	14 <sup>th</sup> December 2020	
27.	Programme for Infrastructure Development in Africa (PIDA) Week, showcasing digital postal transformation in Africa organized by AUC and NEPAD	18 <sup>th</sup> January 2021	Online
28.	Remittances during the COVID-19 pandemic era and future prospects: Case of the African Post (Conference organized on PAPU Day)	18 <sup>th</sup> January 2021	Online
29.	UPU POC E-services Development Group Meeting (POC-C3-ESDG 2021.1 / CEP-C3-GSDE 2021.1)	4 <sup>th</sup> February 2021	Online
30.	Study on Digitalization of postal services for E-commerce	12 <sup>th</sup> February, 2021	Online
31.	UPU POC Remuneration Integration Group (RIG) ETI meeting	16 <sup>th</sup> February 2021	Online
32.	UPU POC RIG meeting	25 <sup>th</sup> February 2021	Online
33.	UPU POC Committee 3 -E-Services Development Group (POC C3 ESDG 2021.2) Meeting	4 <sup>th</sup> March 2021	Online
34.	The African Continental Free Trade Area (AfCFTA): prospects for the African postal industry	16 <sup>th</sup> March 2021	Online
35.	PAPU virtual conference on Boosting EMS Business in Africa	18 <sup>th</sup> March 2021	Online

36.	Payments Dialogue "Evolution & Revolution: Payments from the Consumer's Perspective" -	22 <sup>nd</sup> March 2021	Online
37.	UPU Africa and LDCs Regional Programme meeting	30 <sup>th</sup> March 2021	Online
38.	Enhancement of Governance and Enabling Environment in the ICT Sector (EGEE-ICT) in the Eastern & Southern Africa and the Indian Ocean	31 <sup>st</sup> – 1 <sup>st</sup> April 2021	Online
39.	UPU Remote Workshop on Operational Readiness for E-commerce (ORE 2) in English-speaking African countries	8 <sup>th</sup> April 2021	Online
40.	Virtual Meeting with the African Members of the Task Force on the opening of the UPU to wider postal stakeholders	12 <sup>th</sup> April 2021	Online
41.	Online Preparatory Meeting with African Member Countries of UPU POC/CA prior to UPU CA Meeting	12 <sup>th</sup> April 2021	Online
42.	African Postal Forum (APF) live Series	15 <sup>th</sup> April, 2021	Online
43.	CRASA 10 <sup>th</sup> Pre AGM Workshop: Securing The SADC Cyber Domain Online Forum	26 <sup>th</sup> – 28 <sup>th</sup> April, 2021	Online
44.	UPU April 2021 POC/CA	26 <sup>th</sup> to 30 <sup>th</sup> April, 2021	Online
45.	CRASA Annual General Meeting: 29-30 <sup>th</sup> April, 2021	29 <sup>th</sup> -30 <sup>th</sup> April, 2021	Online
46.	Preparation for upcoming UPU April 2021 POC/CA : Africa online consultation on: - Opening up of UPU to wider postal stakeholders - Preparations for the 27 <sup>th</sup> UPU Congress in Abidjan, Côte d'Ivoire	26 <sup>th</sup> May, 2021	Online
47.	Update on the organization of the Technical, Administrative Council meetings and the 10 <sup>th</sup> Plenipotentiary Conference in Victoria Falls, Zimbabwe	26 <sup>th</sup> May, 2021	Online

**Resolution N° ...../PAPU/AC/XXXIX/2021**

**On the adoption of the annual activity report of Secretary General for 2019-2021**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Mindful** of Article 5 Paragraph 5 of the Detailed Regulations of the Convention of PAPU;

**Having examined** the Secretary General's activity report presented during the 39<sup>th</sup> Ordinary Session of the Administrative Council;

**Having noted** the significant improvements made in the presentation of the above-mentioned report, in both, form and content;

**DECIDES:**

1. To express its satisfaction of the annual activity report presented by the Secretary General during the 39<sup>th</sup> Ordinary Session of the Administrative Council;
2. To congratulate the Secretary General and the entire staff of the General Secretariat on a job well done despite the challenges highlighted;
3. To adopt the above-mentioned report

***Done in Victoria Falls, Zimbabwe, on 22<sup>th</sup> June, 2021***

## REPORTS OF TECHNICAL COMMITTEES & FORUMS



## OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/AC/XXXIX/2021 - Doc No.4

Virtual meeting, 7-8 June 2021

*Original: English*

### REPORT OF THE OPERATIONS AND TECHNOLOGY COMMITTEE (OTC) (AC Agenda item 9c)

#### 1.0 INTRODUCTION

The Operations and Technology Committee virtual meeting was held from 7<sup>th</sup> to 8<sup>th</sup> June 2021.

#### 2.0 PARTICIPATION

**Members States Present:** Algeria, Angola, Botswana, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Eswatini, Ghana, Kenya, Madagascar, Malawi, Morocco, Namibia, Nigeria, Senegal, South Africa, Sudan, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

#### **Other Organizations Present**

Universal Postal Union International Bureau, United States Postal Service (Associate Member), Posteitaliane, International Fund for Agricultural Development (IFAD) and Southern Africa Postal Operators Association (SAPOA)

The detailed list of participants is attached to the report as **Annex 1**.

#### 3.0 BUREAU

The bureau was as follows:

Chairman – Tunisia - Mr. Housseem Gharbi

Rapporteur – PAPU Secretariat

#### 4.0 WELCOME REMARKS BY PAPU ASSISTANT SECRETARY GENERAL

The PAPU Assistant Secretary General, Mr. Kolawole Raheem Aduloju welcomed all participants to the meeting and indicated that it was the first time that the committee meetings were being held online due to the COVID-19 pandemic which had changed how the world conducts business. He thanked the Member States for their unwavering support to the General Secretariat and wished the Committee fruitful deliberations.

#### 5.0 OPENING REMARKS BY THE CHAIRPERSON

The Chairperson thanked everyone present for taking their time to attend the meeting virtually and wished that the meeting would go on well. He expressed hope that the committee would be able to meet physically soon. He called the meeting to order and commenced the deliberations for the day.

## **6.0 ADOPTION OF THE AGENDA**

The Secretariat presented the draft agenda which was adopted, with minor amendments by reviewing the order of discussions to allow Morocco to make their presentation first since the presenter had other commitments later, among other things.

The committee therefore adopted the following agenda:

- a) Opening remarks by the Chairperson;
- b) Adoption of the agenda;
- c) Update on implementation of the 38<sup>th</sup> Administrative Council decisions, resolutions and recommendations, presentation by General Secretariat;
- d) Status of implementation of the Programme of Action 2019/2020 by the General Secretariat;
- e) Quality of service, a report by General Secretariat:
  - PAPU Control tests results 2019;
  - Regional GMS results 2019;
  - Report on the progress regarding the establishment of the PAPU/ AFRAA Contact Committee;
  - Covid-19 pandemic response 2020.
- f) Status report on the implementation of Operational Readiness for E-commerce (ORE) Project, by the General secretariat;
- g) Status Report on the implementation of Customs Declaration System (CDS) Project:
  - Report by General Secretariat
  - Status Update by Member States: Kenya, Nigeria, Uganda;
- h) S58 and S59 security standards compliance, a presentation by Morocco;
- i) Physical Services Development:-
  - Small packet;
  - Tracked delivery service;
  - ECOMPRO parcel.
- j) Update on the Integrated Product Plan (IPP), a report by the General Secretariat;
- k) Remuneration issues:

- Report of the Remuneration ad hoc group;
  - Summary of proposals to the Abidjan Congress.
- l) The Post and Financial inclusion:
- Report by the General Secretariat;
  - Sharing of experiences by Member States: Ghana, Egypt;
  - African postal networks: delivering essential access to money, a presentation by IFAD.
- m) Report on digitization and diversification of services & products in the post in Africa:
- Brief by General Secretariat
  - Sharing of experience by member states: Algeria, Tunisia, Zimbabwe.
- n) Presentation of the Chairperson of the .Post Group on the services and future projects of the Group;
- o) Consideration of draft Programme of Action for 2021/2022;
- p) Date and venue of the next meeting;
- q) Any Other Business;
- r) Adoption of the report;
- s) Closing of the meeting

#### **UPDATE ON IMPLEMENTATION OF THE 38TH ADMINISTRATIVE COUNCIL DECISIONS, RESOLUTIONS AND RECOMMENDATIONS**

The General Secretariat made a report on status of implementation of the 38<sup>th</sup> Administrative Council directives in the form of **PAPU/ATC/OTC/2021 - Doc No.2**. The Secretariat had written to members encouraging them and their Designated Operators to take necessary measures to implement the resolutions relating to operational issues passed by the 38<sup>th</sup> Administrative Council in Ouagadougou, Burkina Faso through circular letter Ref. CL/PAPU/SG/OT/029 of 21<sup>st</sup> August, 2019.

Member States were requested to provide an update of the status of implementation of the directives via a circular letter and two annexed questionnaires on 27<sup>th</sup> February, 2020 to enable the Secretariat to prepare a comprehensive report for submission to the 39<sup>th</sup> Administrative Council which was to be held in Victoria Falls, Zimbabwe in June 2020. The deadline for the return of the questionnaires was 31<sup>st</sup> March, 2020. Considering that there were no responses by the due date, a reminder was sent out on 2<sup>nd</sup> April, 2020 giving a new deadline of 22<sup>nd</sup> April, 2020.



Only the following countries responded to the questionnaire: Cameroon, Côte d'Ivoire, Kenya, Malawi and Uganda. The report was therefore prepared with information from other sources such as the UPU International Bureau.

It was reported that the Committee was on course in the implementation of the resolutions and urged the Member States to continue taking necessary measures to implement resolutions on financial inclusion projects and E-services development in Africa to diversify their product portfolios and ensure the sustainability of the Post. Tunisia informed the committee that they were implementing a digital payment system with Mauritania.

However, Member States were urged to respond to questionnaires to ensure that the General Secretariat is more informed on the status of implementation of resolutions in the region. The Chairman also requested that all questionnaires be posted on the PAPU website to ensure access by all members.

### **STATUS OF IMPLEMENTATION OF THE PROGRAMME OF ACTION FOR 2019/2020**

The Secretariat presented a report, **PAPU/ATC/OTC/2021 - Doc No.3** on the status of implementation of the Programme of Action for the Operations and Technology Committee as approved by the 38<sup>th</sup> Administrative Council held in Ouagadougou, Burkina Faso. The Programme of Action had earlier been circulated to the Member States and their Designated Operators to take necessary measures to implement through circular letter Ref. CL/PAPU/SG/OT/029 of 21<sup>st</sup> August, 2019.

Member States were requested to provide an update of the status of implementation of the action plan via a circular letter and two annexed questionnaires on 27<sup>th</sup> February, 2020. The deadline for the return of the questionnaires was 31<sup>st</sup> March, 2020 and a reminder was out on 2<sup>nd</sup> April, 2020 giving a new deadline of 22<sup>nd</sup> April, 2020.

Only the following countries responded to the questionnaire: Cameroon, Comoros, Côte d'Ivoire, Kenya, Malawi, Tanzania, Uganda, and Zimbabwe. Information from other sources such as workshops held as well as the UPU International Bureau was also used to compile the report.

It was pleasing to note that members were making progress in implementation of the Operational Readiness for E-commerce project, Customs Declaration System (CDS) project, compliance in S42 addressing standard as well as E-services development. However, more effort and resources need to be pulled towards implementation of S58 and S59 security standards as well as the exchange of Electronic Advance Data (EAD) with airlines. United States Postal Service (USPS) pledged their support in implementation of some of the projects including compliance with security standards, exchange of

Electronic Advance Data as well as signing of data sharing agreements. Requests can be sent to [EAD@usps.gov](mailto:EAD@usps.gov).

It was also noted that Tunisia had implemented the CDS project while Algeria was also in compliance with the S42 addressing standard but this had not been captured in the report. The Secretariat was therefore urged to coordinate with the Arab Region Coordinator at the International Bureau to ensure accurate reporting on the status of implementation of projects in the region

The implementation of the Committee's Programme of Action was on course. However, it was important to note that some of the activities were ongoing and could not be fully accomplished in one year.

## **QUALITY OF SERVICE REPORT**

The General Secretariat presented a quality of service report covering control exercises organized by the Secretariat, UPU Global Monitoring System results, establishment of the PAPU/AFRAA Contact Committee and the status of Post in Africa during the covid-19 pandemic, via **PAPU/ATC/OTC/2021 - Doc No.4**.

### **6.1 PAPU Control tests results 2019**

#### **a) EMS results**

An EMS quality control test organized by the General Secretariat was conducted from 22<sup>nd</sup> April to 3<sup>rd</sup> May 2019. Twenty-four (24) DOs participated in the test which is the same number of countries that participated in the year 2018. Fifteen (15) operators sent out test letters to partner operators while nine (9) operators participated only as delivery operators.

The number of links tested declined from sixty-nine (69) in 2018 to only thirty-eight (38) in 2019. Out of the 38 links tested, twenty-two (22) attained an average transmission of five (5) days or better. The remaining links attained an average transmission of between six (6) and thirteen (13) days.

#### **b) Ordinary letters (LC/AO) results**

The control test for on Intra-African mail transmission times for ordinary letter post (LC/AO) items took place from 21<sup>st</sup> October to 1<sup>st</sup> November, 2019.

Twenty-one (21) countries participated in the test, viz: Burundi, Burkina Faso, Comoros, Côte d'Ivoire, Ethiopia, Ghana, Kenya, Madagascar, Malawi, Mali Nigeria, Tanzania Uganda, and Zimbabwe. Of the

twenty-one (21), nineteen (19) are Member States representing 42% of the PAPU members, as compared to twenty-six (26) in 2018. The remaining two (2) which are, Mauritania and Rwanda are not PAPU members. Out of the twenty-one (21) participating countries, fourteen (14) originated control cards to the various destinations, while seven (7) were destination countries that only returned cards they received to the General Secretariat. The links tested decreased from seventy-two (72) tested in 2018 to only thirty-six (36), which represents a 50% decrease.

As you may recall, the Universal Postal Union (UPU) Postal Operations Council (POC) revised the end-to-end quality of service standards since the J+5 @ 85% target could not be attained by most regions of the world. The intra sub-regional standard is J+8 while inter sub-regional standard is J+9 for the Africa region.

Of the twenty-three (23) intra sub-regional links tested, fourteen (14) managed to attain the average transmission time of J+8. Thirteen (13) inter sub-regional links were tested and only three (3) attained the set standard of J+9. The rest of the links did not meet the set standard indicating a major challenge in inter sub-regional links.

## **6.2 GMS Results 2019**

Some countries participated in the Global Monitoring System (GMS) quality of service tests conducted by the UPU International Bureau. The primary objective of this system is to provide member countries with high-quality and objective operational results. These results can be used to determine UPU terminal dues remuneration, according to a performance bonus system established within the UPU, and to contribute to informed decisions on operational and quality improvement.

### **a) Inbound GMS Results 2019**

The 2019 GMS results showed that most African countries were falling short of meeting the inbound targets. The only countries that met their performance targets were Ethiopia, Eswatini, Senegal, Togo, Tunisia, and Uganda.

### **b) GMS End to End (E2E) Results 2019**

Thirty-three (33) countries in Africa participated in the E2E GMS quality testing. Performance was low despite the revision of the delivery standards from J+5 to J+8, J+9, J+10, and J+11 depending on the link.

Ethiopia and Morocco managed to deliver more than 80% of outbound items within the delivery standard. Benin and Senegal were the only Designated Operators who managed to deliver more than 80% of inbound items within the delivery standard.

It was recommended that the PAPU control exercise be discontinued since it was manual, archaic and does not provide a more realistic and objective way of monitoring and measuring quality performance for member states. The Implementation of GMS as an objective quality measurement tool and use the results to identify delays in different legs of the mail supply chain to take corrective action was recommended. The Secretariat was urged to collaborate with the UPU International Bureau in that regard to ensure that regional links are tested and results monitored.

A draft resolution is attached as **Annex 2** for the Council's consideration.

### **6.3 Report on the progress regarding the establishment of the PAPU/AFRAA Contact Committee**

Resolution No. 02/ PAPU/AC/XXXVIII/2019 was made by the 38<sup>th</sup> Administrative Council in Ouagadougou, Burkina Faso to re-constitute the PAPU AFRAA contact committee to address the challenges being faced by the region in mail transmission.

The Secretariat wrote to sub-regional postal organizations to nominate representatives into the committee. Despite reminders and follow-ups made, only the Southern Region nominated a representative to the PAPU/AFRAA contact Committee. Tunisia informed the meeting that they would provide the General Secretariat with contact details of their nominee for the Northern Africa region.

It was stressed that the nomination of representatives to the committee was now urgent given the mail conveyance challenges, delays in mail transmission that had been reported at major airports like Addis Ababa and Johannesburg and mail conveyance challenges including suspension of passenger airlines during the covid-19 pandemic.

### **6.4 Covid-19 pandemic response 2020.**

The covid-19 pandemic impacted greatly on the operations of the post, including those in Africa. The situation in the region at the peak of the pandemic could be summarized as below:

- Most countries were in a state of emergency with partial or complete lockdown;

- Some countries were offering limited services covering mainly domestic mail processing and financial services;
- Passenger flights which in most cases are used for the conveyance of mail had been suspended;
- Limited cargo planes were operating in the region to convey mail;
- Inbound and outbound international mail was not moving in most countries due to transportation challenges as well as the closure of borders;
- Posts were partnering with Governments in the delivery of medical supplies, PPEs as well as food supplies to vulnerable societies;
- Some posts are partnering supermarkets and online shops for the delivery of grocery items during the lockdown.

#### **a) Response by the General Secretariat**

The General Secretariat's response to the pandemic was characterized by, but not limited to the following actions:

- Issuance of a circular in February, 2020 advising members on the effects of the virus on mail items;
- Postponement of the PAPU Plenipotentiary Conference, Administrative Council, and Technical committee meetings at the request of the host country, Zimbabwe;
- Issuance of a circular advising member countries to issue EmlS messages on the effects of COVID-19, best practices to be adopted during the pandemic period as well as how the post can remain relevant;
- A webinar was held with AFRAA to facilitate the movement of cargo including mail during the period;
- The circulation of a questionnaire to PAPU member countries and sub-regional organizations on 30<sup>th</sup> April 2020 giving a deadline of 15<sup>th</sup> May, 2020 to assess the situation on how they were coping under the circumstances.

#### **b) New Initiatives by posts**

An analysis of the questionnaire circulated indicated new initiatives that Posts came up with to cope with the challenges brought about by the pandemic some of which were:

- Provision of Personal Protective Equipment (PPE) to staff;
- Production of masks for staff and sale;

- Introduction of domestic logistics;
- Passenger transportation services /Hiring out buses;
- Partnership with supermarkets/ restaurants in delivery services of online purchases;
- Payment of pensions through mobile money;
- Payment of pension at beneficiaries' home;
- Pick- up and delivery services;
- Transportation of humanitarian supplies to needy areas;
- Transportation of test samples from various places to national laboratories;
- Use of cargo planes for international mail displaces;
- Working from home for non-essential staff.

Member states were urged to ensure issuance of Emls messages to the UPU informing partner operators of the situation in their respective countries and how mail processing is being organized. The use of resources provided by the UPU in the form of Pandemic Recovery Guide as well as technical assistance to recover from the pandemic was also encouraged.

#### **STATUS REPORT ON THE IMPLEMENTATION OF OPERATIONAL READINESS FOR E-COMMERCE (ORE) PROJECT**

The Secretariat made a status report on the implementation of the Operational Readiness for E-commerce (ORE) project in document **PAPU/ATC/OTC/2021 - Doc No.5**. As you may recall the ORE project which was to be implemented during the 2017-2020 congress cycle aimed at ensuring the operational readiness of Posts for seamless cross-border e-commerce through an integrated approach. Specifically, the project for Africa aimed to address obstacles that prevent customers from making online cross-border transactions and help participating Designated Operators (DOs) to modernize their operational processes through the use of available IT tools and systems to meet e-commerce requirements.

#### **6.5 Regional Annual Workshops**

Workshops were held every year to enable project experts to physically interact with the Country Project Managers as well as Regional Project Facilitators. Separate workshops are held for English-speaking countries and French-speaking countries.

The 4<sup>th</sup> workshop for the French-speaking countries was held from 8<sup>th</sup> to 12<sup>th</sup> July 2019 in Lomé, Togo, while the one for the English-speaking group was held from 22<sup>nd</sup> to 26<sup>th</sup> July 2019 in Cairo, Egypt.

The 2019 workshops covered the following topics among others:

- I. Reviewing the status of implementation of the National ORE Roadmaps;
- II. Focusing on international transport (leg 2);
- III. International Air Transportation Association (IATA) - UPU cooperation issues;
- IV. UPU Standard E-commerce Application on Programming Interface (API);
- V. Overview of the new UPU online platform for product and service information.

The coronavirus pandemic prevented the holding of the physical workshops in 2020. The 5<sup>th</sup> workshops were therefore converted to online workshops using the Microsoft Teams platform. The countries were divided into four groups and the workshops for the French-speaking groups took place on 14<sup>th</sup> and 16<sup>th</sup> July 2020 while those for the English-speaking groups took place on 27<sup>th</sup> and 29<sup>th</sup> July 2020.

The agenda for the workshops was also reviewed limiting it to reporting on regional progress in implementation of the project as well as revised deadlines for completion of outstanding activities. Final workshops were held in November 2020 and the project was scheduled to be completed by December, 2020.

### **6.6 Onsite Evaluation Missions**

Apart from the workshops conducted, on-site evaluation missions are carried out by UPU experts and consultants to assess the preparedness of DOs for e-commerce, the status of implementation of national roadmaps as well as improvement of operational efficiency in the supply chain. Such evaluation missions were conducted in eleven (11) countries in the year 2019. The countries involved were: Gambia, Rwanda, Djibouti, Chad, Cape Verde, Comoros, Malawi, Madagascar, Equatorial Guinea, Ghana, and Mozambique.

The remaining onsite review missions were planned for 2020. These included missions for Zambia, Namibia, Seychelles, Eswatini, South Africa, and Angola. Missions for Zambia and Namibia were conducted in January and March 2020, respectively, while the remaining missions were canceled due to the COVID-19 pandemic.

## 6.7 ORE 2

Due to the postponement of the 27<sup>th</sup> UPU Congress, new projects could not be implemented, therefore, the International Bureau decided to implement outstanding activities for some regional projects in the year 2021.

The Regional Project on Operational Readiness for E-commerce's (ORE 2) main aim is to complete the unfinished tasks from the previous cycle and ensure further development and strengthening of "operational readiness" of posts for seamless cross-border e-commerce.

The specific objectives are:

- To continue to Integrate postal operational activities and e-commerce, to ensure the improvement of the delivery performance of DOs;
- To help DOs to modernize operational processes and use all available IT standardized tools and end-to-end systems;
- To implement operational solutions which meet e-commerce requirements;
- To further enhance the postal operators' contribution to the growth of the e-commerce market.

Some of the activities to be covered include:

- Workshops for the English and French speaking countries;
- Remote online process reviews focusing on weaknesses identified during the previous on-site process review missions;
- If the situation allows there will be onsite physical missions for countries whose missions were suspended due to the pandemic. If the situation does not improve, the missions will be done online.

The General Secretariat was urged to collaborate with the Arab regional coordinator in order to get the status of implementation of the ORE1 and ORE2 projects for the region.



Member States were urged to implement outstanding milestones bearing in mind that the ORE 2 project will be implemented up to the end of 2021. By the end of the project, African DOs should be operationally ready for e-commerce and be able to compete in the global market.

### **STATUS REPORT ON THE IMPLEMENTATION OF CUSTOMS DECLARATION SYSTEM (CDS) PROJECT**

In line with Article 8 of the Universal Postal Convention, items containing goods may be subject to specific import customs and security-based requirements for providing Electronic Advance Data (EAD). The exchange of ITMATT messages became mandatory from 1<sup>st</sup> January 2021.

Implementation of the Customs Declaration System (CDS) was also one of the milestones to be achieved by Designated Operators (DOs) under the Operational Readiness for E-commerce (ORE) project. It is therefore included in all participating country roadmaps for the project to ensure readiness for e-commerce.

To ensure that Africa complies with the above requirements, the 37<sup>th</sup> PAPU Administrative Council made a Resolution No. 05/PAPU/AC/XXXVII/2018, calling upon the Member States to implement the CDS and ensure exchange of EAD with Customs.

The General Secretariat presented document **PAPU/ATC/OTC/2021 - Doc No.6** on the status of implementation of the CDS project. As you may recall the sixteen (16) countries were participating in the PAPU Regional Project on the Implementation of the Customs Declaration System are; Benin, Botswana, Cameroon, Chad, Eswatini (Swaziland), Ghana, Lesotho, Liberia, Malawi, Namibia, Niger, Nigeria, Rwanda, Sierra Leone, Zambia and Zimbabwe.

A number of activities have been undertaken since the approval of the project, some of which were:

- Disbursement of funds for the purchase of equipment;
- Inception report submitted to QSF Secretariat;
- Training workshop held in Arusha in 2019;
- On-site missions some of which were physically and others virtually during the pandemic period;
- Progress report which focused mainly on activities done during the COVID pandemic prepared and submitted for consideration by the QSF Board of Trustees in July 2020;
- Interim report submitted to the QSF Secretariat in February 2021;
- Project monitoring and preparation of final report.

It is pleasing to note that, despite disturbances due to the pandemic, some countries namely; Benin, Cameroon, Ghana, Liberia, Malawi, Niger, Nigeria, Rwanda, Sierra Leone, Zambia, and Zimbabwe were already exchanging ITMATT messages.

### **6.8 Electronic Advance Data (EAD) project**

It was recommended that the countries participating in the PAPU CDS Project should also migrate to the UPU Global Project on Electronic Advance Data (EAD) Capture, Transmission, and Compliance, to enable the countries to benefit from the broader issues being covered in the EAD Global Project. While the PAPU CDS Project largely covers the deployment of CDS software and provision of the necessary equipment and other infrastructure, as well as staff training, the EAD Project goes beyond these basic requirements and it also encompasses compliance with UPU standards as well as technical support.

The global project is being funded under the QSF Common Fund which means countries do not need to commit extra funds to participate in the project. Given this development, all the 16 countries participating in the PAPU project submitted appeal letters for them to be included in the global EAD project.

Member states were encouraged to sign bilateral/multilateral Data Sharing Agreements (DSAs) with partner countries for the exchange of EAD and continue interaction with national Customs to get their backing and participation in the implementation of CDS to enable the exchange customs electronic data. USPS also pledged their support in exchange of EAD as well as data sharing agreements to ensure compliance with requirements and regulations.

The Designated Operators of Kenya, Nigeria, and Uganda shared their experience on the implementation of the project in their respective countries for the benefit of other members. All three Designated Operators (DOs) reported success in implementation of the project and are currently complying with the exchange of electronic advance data in the form of ITMATT messages.

### **7.0 S58 AND S59 SECURITY STANDARDS COMPLIANCE**

Morocco made a presentation on S58 and S59 security standards to share their experience with other Member States since they were the first African country to be certified by the UPU on compliance with these standards. They stressed that the certification was not an objective in itself but rather a process that designated operators have to follow to ensure that they comply with the standards.

United States Postal Service pledged their support to member states who wish to comply with the security standards as well as exchange Electronic Advance Data with partners.

## PHYSICAL SERVICES DEVELOPMENT

The General Secretariat made a presentation on an overview of selected postal physical services for members to understand and ensure provision, vide document **PAPU/ATC/OTC/2021 - Doc No.7**. The presentation included the letter post item containing goods (small packet), tracked delivery services and the ECOMPRO parcel. The report covered the service attributes as well as new developments and Congress decisions on the services.

Since e-commerce provides growth potential for the postal industry and that customers require access to simple, affordable, reliable and differentiated range of international postal services, it is vital that Designated Operators (DOs) offer the full portfolio of products and services available on the updated Integrated Product Plan (IPP). It is also important to ensure that members follow the developments of the IPP as well as related proposals to revise the product attributes and remuneration.

A draft resolution is attached as **Annex 3** for the Council's consideration.

### 8.0 UPDATE ON THE INTEGRATED PRODUCT PLAN (IPP)

A report on the update of the Integrated Product Plan (IPP) was made by the General Secretariat via document **PAPU/ATC/OTC/2021 - Doc No.8**.

The 26<sup>th</sup> Congress adopted resolution C 15/2016 (IPP implementation), which, among other things, instructed the POC to incorporate into its 2017-2020 programmes IPP-related activities and take an integrated approach to product development and supply chain-related issues in line with customer needs.

The document covered issues relating to the work on the IPP including the following:

- Work on the update of the IPP;
- Implementation of IPP Step 1;
- Draft updated IPP (2022-2025);
- IPP proposal of a general nature;
- IPP-related proposals to amend the Convention;
- Draft IPP for 2022 to 2025 – Next steps;

Concerns were raised on the proposed penalty for non-compliance with the S10 item identifier for small packets especially in terms of the implementation date which was seen to be practically too close. In this regard, it was proposed that the implementation date be moved from 2022 to 2023.

A draft resolution on the work on IPP to be submitted to the 27<sup>th</sup> congress is attached as **Annex 4** for the Council's consideration.

## **9.0 REMUNERATION ISSUES**

The General Secretariat made a presentation on the Integrated Remuneration Plan (IRP) vide document **PAPU/ATC/OTC/2021 - Doc No.9**. As you may recall, the 2018 Extra-ordinary Congress adopted the Integrated Remuneration Plan (IRP) through Congress Resolution C 6/2018, which instructed the Postal Operations Council and Council of Administration to implement the IRP, leading to proposals for an Integrated Remuneration System (IRS) to be submitted to the 27<sup>th</sup> Congress.

The IRP provides the strategic direction, goals, and roadmap to deliver proposals for an integrated, modern, and forward-looking remuneration system, the IRS. The IRS follows an integrated approach to remuneration for different products, with a particular focus on product development aspects, market dynamics, competition, and transition, as well as research activities across the full range of physical services, to modernize and integrate UPU remuneration systems.

The presentation covered the following:

- Report of Remuneration ad hoc group;
- Regional Remuneration Roundtables;
- Global Remuneration Round Table held on 14<sup>th</sup> February 2020;
- Summary of IRS proposals to be submitted to congress.

The Committee noted the developments on remuneration issues and supported the Member States' comments specifically:

- Nigeria's comment, supported by Tunisia and Kenya to postpone the 0.50 SDR penalty for sending DO in case an S10 item identifier is not applied;

- Tunisia's comment not to support the Congress Proposal 25\_32202\_002 made by CA/POC for introducing the concept of self-declared ILR base rates for Parcel Post items. Tunisia proposed further studies on the impact of this proposal on African DOs. Tunisia also proposed to first validate the new methodology to determine country-specific ILR ceiling rates.

The Committee requested the Council to consider the draft resolution attached as **Annex 5** on the establishment of a permanent Remuneration Group in charge of remuneration issues under the Operations and Technology Committee for the next cycle to ensure that Africa continually monitor new developments and guide Member States, given the technical nature of the remuneration proposals. The Committee tasked the future Remuneration Group to develop a common African position on the aforementioned topics. The OTC Chairman expressed his desire that the Group would hold a virtual meeting before Congress.

Egypt, Tunisia, Tanzania, Algeria, Senegal, Ghana, Uganda, Botswana and South Africa supported the recommendation and expressed interest to be part of the new Remuneration Group.

## **THE POST AND FINANCIAL INCLUSION**

A report was presented by the General Secretariat on Post and Financial Inclusion activities in Africa via document **PAPU/ATC/OTC/2021 - Doc No. 10**.

Financial Inclusion was identified as a level two priority by the Istanbul World Postal Strategy (IWPS). It is also in line with the United Nations Sustainable Development Goal 6 which contains targets on financial inclusion as well as Aspiration 1 of the African Union Agenda 2063.

In the year 2014, Resolution L-12 was made by the Joint African Union and the United Nations Economic Commission for African Ministers of Finance on Postal Financial Services stressing among other things, the need for development partners such as the Bill and Melinda Gates Foundation and others to assist the poor in advancing financial inclusion.

The PAPU Administrative Council also made Resolution No.09/PAPU/AC/XXXVI/2017 on the development of postal financial services in Africa and Resolution No.04/PAPU/AC/XXXVII/2018 on implementation of Digitization and Financial Inclusion Projects to ensure improvement of financial services in Africa.

## **2020 PAPU Day Theme**

The 2020 PAPU day theme was 'The Post: A veritable partner for Financial Inclusion and Regional Integration'. It was celebrated within the context of the PAPU 40<sup>th</sup> anniversary. To properly profile the event and the theme, a high-level Ministerial Forum was organized. Conceptually, it was noted that financial inclusion leads us into an examination of the UN SDGs and AU Agenda 2063 which show that social and economic inclusion, as well as innovation, are the key focus of the governments' development agenda. Within these frameworks, Financial Inclusion is important because according to the World Bank Group (2015), it enables individuals and businesses to have access to useful and affordable financial products and services that meet their needs in the form of transactions, such as payments, savings, credit, and insurance, delivered in a responsible and sustainable way.

A declaration spelling out the outcomes of the deliberations was made at the end of the anniversary celebrations.

### **9.1 Financial Inclusion Technical Assistance Facility (FITAF)**

The UPU's Financial Inclusion Technical Assistance Facility (FITAF) provides Posts with the means to fill the financial inclusion gap through the development of digitized postal financial services. This assists the post in leveraging the digitization of postal financial services to advance financial inclusion.

With funding from the Bill & Melinda Gates Foundation and VISA Inc., the UPU supports 20 Posts in the launch of national digital financial service projects for financial inclusion through FITAF each year. The facility provides selected Posts with support on several fronts, including:

- Digital Financial Services (DFS) Assessments;
- Software acquisition;
- New financial services;
- Capacity building;
- Expertise.

To date the following African countries have benefitted from the facility:

- 1<sup>st</sup> call - Benin, Côte d'Ivoire, Ghana, and Rwanda;

- 2<sup>nd</sup> call - Burkina Faso, Egypt, Morocco, Rwanda, and Tunisia;
- 3<sup>rd</sup> call - Burkina Faso, Côte d'Ivoire, Ghana, Madagascar, and Mozambique.

Egypt and Ghana made presentations to share their experience with other members on financial inclusion initiatives and also the technical and financial support received under FITAF.

## **9.2 African postal networks: delivering essential access to money**

International Fund for Agricultural Development (IFAD) representative, Mr. Hans Boon made a presentation on how posts in Africa were offering essential financial inclusion initiatives including remittance services. In his presentation he underscored the impact and main trends emerging from the covid-19 pandemic as follows:

- Pandemic and lockdown led in parts of Africa to a decreased flow of remittances- recovery is underway;
- Increased usage of digital channels to send remittances- in rural Africa recipients need access to cash;
- Increased usage of formal channels- post offices are often considered as provider of essential services, for remittances and delivery of goods;
- Increased usage of payments for e-commerce;
- Links to financial inclusion, financial education, and broader range of services, including e-government, IDs, and GPS addresses.

He called upon Posts to report their data on financial inclusion not only to PAPU and UPU but also to the World Bank so that their work will be on the world radar. Posts were also urged to make use of the work carried out by IFAD and resources available on their website when implementing financial inclusion projects.

At the end of the presentation, IFAD made the following recommendations for Member States to consider:

- Need for a holistic, structured and shared approach by governments and their respective incumbent postal operators;

- Postal networks need to react rapidly since the remittance market is changing at a rapid pace.;
- Strong government commitment and a clear strategy are needed.

Uganda shared her experience and indicated that they had benefited from IFAD grants on financial inclusion and continues to benefit. Starting in 2017 through submission of a project proposal, Uganda implemented a project on scaling up remittances and financial inclusion through the post offices, which was worth 465,000 EUROS. The project funded a number of components including procurement of ICT equipment for financial services, refurbishment of thirty (30) district post offices as well consultancy and marketing for the project.

In line with the implementation of Administrative Council resolutions on the development of postal financial services in Africa, DOs were encouraged to embrace financial inclusion initiatives, including digitization by using available solutions to facilitate the provision of efficient and cost-effective financial services.

A draft resolution is attached as **Annex 6** for the Council's consideration.

### **DIGITIZATION AND DIVERSIFICATION OF PRODUCTS & SERVICES IN THE POST IN AFRICA**

The second goal of the Istanbul World Postal Strategy approved during the 2016 Congress addresses the modernization and diversification of the postal network. In this context, a project launched to develop strategies for digital transformation so that posts can participate in the digital economy and contribute to the UN's 2030 Agenda for Sustainable Development.

#### **9.3 AU/PAPU Initiatives**

The Digital Transformation Strategy (DTS) for Africa 2020-2030 was developed and endorsed by the African ministers responsible for the communication, information, and communication technologies (CICT) meeting in October, 2019.

In addition, the AU in conjunction with PAPU organized a high-level forum on the digital transformation of the African postal sector in March, 2020 in Tunis, Tunisia. The occasion presented a real opportunity for participants to raise awareness on opportunities offered by the technological revolution and digitization.

During the event, a draft policy paper presenting arguments for governments to fully support postal financial services, prepare postal stakeholders for readiness on digital economy and Internet of Things (IoT), just to highlight a few examples, was concluded.



#### 9.4 Digitization and E-services projects

The UPU in collaboration with PAPU organized the project Start-up Workshops which were held in Grand Bassam, Côte d'Ivoire, and Cairo, Egypt for French and English-speaking countries respectively in 2019.

Moreover, the UPU International Bureau (IB) is helping member countries to explore how the Post can ensure the global reach of digital services, contribute to the development of e-commerce and participate in bridging the digital divide to better serve citizens, businesses and governments in developing countries.

Since the start-up workshops on digital transformation and diversification of postal services in Africa, member states have been implementing the projects. In as much as the pandemic has affected the implementation of the projects, it has underscored the urgent need for the digital transformation of the post.

In that regard, countries in the East and Southern Africa region will continue implementation of Regional Project on Digital Transformation and Diversification of Postal Services in 2021, whose aim is to support countries to develop strategies for digital transformation and diversification of postal services and accelerate the adoption of .post.

While countries in the West and Central Africa region will implement the Regional E-Services project in 2021. The objective of the project is to strengthen the contribution of posts to digital inclusion and national digital economy strategies.

#### 9.5 Measuring E-Services Development

The International Bureau publishes the 'Measuring Postal E-Services Development' report, which highlights developments in postal electronic services among countries and regions, providing postal leaders, policy-makers, and analysts with a better understanding of emerging global patterns and challenges in implementing these services.

Postal Operations Council Committee 3 (Markets Development and E-Services) agreed to widen the scope of the "Measuring Postal E-Services Development" report beyond simply reporting on e-services activities, to encompass the broader issues of the digital economy and the Post's contribution to its development, thus creating a flagship publication entitled, "**The digital economy and digital postal activities - a global**

**panorama**” that can be used as a reference document by policymakers and the international community. The first issue was published in 2019.

The publication shows that Africa has made great strides in e-services development and digitization although the covid-19 pandemic has underscored the need to expedite digitization projects.

In line with Resolution No.08/PAPU/AC/XXXVII/2017 on the adoption of .Post to promote e-commerce and product diversification, which called upon DOs to adopt .Post to promote e-commerce growth, e-services, and product development as well as Resolution No.05/PAPU/AC/XXXVIII/2019 on E-services development in Africa, DOs should benchmark and share experiences on digital transformation to diversify and remain relevant.

In that regard, Algeria, Tunisia and Zimbabwe shared their experiences on digitization initiatives being implemented by their Designated Operators.

The Post was also urged to ride on the DTS to ensure that the African citizenry can benefit from inclusive socio-economic development spurred by it. With comments from Zimbabwe, supported by Tunisia and Algeria, the draft resolution was amended to ensure that the General Secretariat is more involved in this initiative by mobilizing funding, facilitating and encouraging Member States to implement digital transformation strategies.

The draft resolution is attached as **Annex 7**, for the Council’s consideration.

## **.POST GROUP REPORT ON THE SERVICES AND FUTURE PROJECTS OF THE GROUP**

The .Post Group Chairperson made a presentation on the services being offered to UPU members by the Group as well as the future work of the group. It was pleasing to note that a number of African countries had registered domains with .Post.

**CONSIDERATION OF DRAFT OPERATIONS AND TECHNOLOGY COMMITTEE'S  
PROGRAMME OF ACTION 2021-2022**

A draft Committee Programme for the year 2021/2022 was presented by the Secretariat and adopted. The programme is attached as **Annex 8**

**10.0 ANY OTHER BUSINESS**

There was no other business discussed.

**11.0 DATE AND VENUE OF THE NEXT MEETING**

The next meeting of the Committee will be held at a time and venue to be communicated by the Secretariat in due course.

**12.0 ADOPTION OF REPORT**

The report was thereafter presented and adopted.

**CLOSING OF MEETING**

The Chairman thanked participants for their attendance and active participation and closed the meeting

**Signed**

.....

**Chairman:**

**Tunisia**

.....

**Rapporteur: Hillaria Mazenge**

**PAPU**

## ANNEXES

### LIST OF PARTICIPANTS

S/N	NAME	EMAIL ADDRESS
1.	Tunisia- Housseem Gharbi _Chairman	gharbi.housseem@gmail.com
2.	PAPU- Hillaria Mazenge	qso@papu.co.tz
3.	Zimbabwe - Zimpost Operations And Technology Team	pkapitu@zimpost.co.zw
4.	Nigeria Samson Tinuoye	samsontinuoye@yahoo.com
5.	Namibia - Emilia Eino - Cran	eeino@cran.na
6.	Onisoya Backshaw	obackshaw@mailamericas.com
7.	Algeria- Dahmani Khadidja	k.dahmani@arpce.dz
8.	Emmanuel Interpreter (En) -Emmanuel Agbor	agbormanu@yahoo.fr
9.	Sapoa - Janras Serame Kotsi	seramek7@gmail.com
10.	Tchad- Abdelsalam Saleh	salehabdel58@gmail.com
11.	Wendy - Interpreter (Fr-Eng) -Wendy Durand	translingualtd@yahoo.co.uk
12.	Joseph Mandjolo Mush	josemandjolo@gmail.com
13.	Sudan - Magzoub Ahmed	magzoub@tpa.gov.sd
14.	Algeria- BERRABAH Ali Khadidja Brahimi	brahimi.khadidja@poste.dz
15.	Marie-Laure Edom	emarielaure88@hotmail.com
16.	Ghana -James Kwofie	james.kwofie@ghanapost.com.gh
17.	Algeria-Ishak Gheni	i.gheni@mpt.gov.dz
18.	Algeria-Imene Toumi	toumi.i@poste.dz
19.	Alfred - Interpreter (En-Fr) -Alfred Fang	alfred_fang@yahoo.com
20.	Walter Teixeira	walex6@gmail.com
21.	Morocco-Elmassoudia	elmassoudi@poste.ma
22.	Algeria Mekaoui Said	mekaoui.s@poste.dz
23.	Uganda-Jessica Uwera	juwera@ugapost.co.ug
24.	Madagascar - Nancia Razafindraibe	dpc@paositramalagasy.mg

25.	Zimbabwe- K Khumalo-BYO Region	kkhumalo@zimpost.co.zw
26.	Nigeria-Loveridge Debegbudu	taridee2007@gmail.com
27.	Morocco Ahmed KADA	kada@poste.ma
28.	Botswana- Salome Gaolekwe	gaolekwe@bocra.org.bw
29.	Boris De Bonaparte Banzouzi Ndala	bonapartesopeco@gmail.com
30.	Morocco-Aziz Haitam	a.haitam@poste.ma
31.	Malawi - Bennie Aggrey Saka	bennie.saka@malawipost.post
32.	CONDE Mohamed Kaba	daudpostegn@gmail.com
33.	South Africa-Dibuseng Mamabolo	dibuseng.mamabolo@postoffice.co.za
34.	Kenya - Joan Toroitich	joan.toroitich@gmail.com
35.	Papu-Kolawole Aduloju	kolawole.aduloju@gmail.com
36.	Nigeria Post-Habu Zoaka	habu.zoaka@gmail.com
37.	Tanzania Posts- Constantine Kasese	constantine.kasese@posta.co.tz
38.	Malawi - Bwighnane Nkhonjera	bnkhonjera@malawiposts.com
39.	Zambia - Sharon Machayi	smachayi@zicta.zm
40.	Algeria-Sehnoune Abderraouf	sehnoune.r@ems.dz
41.	Zambia - Chibwe Kaliwanda	ckaliwanda@zampost.com.zm
42.	Malawi - Angel Banda	abanda@malawiposts.com
43.	Algeria-Nawel Slimani	n.slimani@mpt.gov.dz
44.	PAPU-Nathan Mkandawire	nmkandawire1963@gmail.com
45.	Burkina Faso-Ibrahim ROUAMBA	ibrahim.rouamba@laposte.bf
46.	Algérie Salem Djaroun	djaroun.salem@poste.dz
47.	PAPU-Pascal CAPO-CHICHI	fructueuxcapo@yahoo.fr
48.	Senegal- Mourba Mour Ndiaye BA	mourndiayeaba@gmail.com
49.	Eswatini - Thulani Fakudze	thulani.fakudze@esccom.org.sz
50.	Tanzania-Elia Madulesi	ekutimwa@gmail.com
51.	Cote d'Ivoire-Yves Désiré Kouandi	kouandi.desire@artci.ci
52.	Zambia-Bernard Banda	bbanda@zicta.zm
53.	Uganda -Agatha Kyakunzire	agatha.kyakunzire@gmail.com
54.	Burkina Faso- Adama Sawadogo	adama.sawadogo@laposte.bf

55.	Eswatini - Vuyelwa Mashwama	vuyelwa.mashwama@esccom.org.sz
56.	Tanzania- Dorosela Rugaiyamu	dorosela.rugaiyamu@mawasiliano.go.tz
57.	South Africa Zanele K Ntuli	zntuli@icasa.org.za
58.	Cote d'Ivoire-Lohore Eric Dagbo	dagbo.eric@artci.ci
59.	Tunisia- Housseem Gharbi	gharbi.housseem@gmail.com
60.	Senegal- Dame Fall	dame.fall@laposte.sn
61.	Yahaya Rufai	yahayarufai2002@yahoo.com
62.	Zimbabwe - Ndanatsei Chinodya	ndahchinodya@gmail.com
63.	Uganda-Immaculate K Amanya	iamanya@ucc.co.ug
64.	Regina Chero	reginachero@gmail.com
65.	Eswatini-Mvila Dlamini	mvila.dlamini@esccom.org.sz
66.	Tanzania-Sayyida Mohamed	sayyida.mohamed@tcra.go.tz
67.	Angola - Gisela Inacio	gisela.inacio@minttics.gov.ao
68.	Frida Inchoga	inchogaf@gmail.com
69.	Kenya-Veronica Githinji	veronica.githinji@posta.co.ke
70.	Abdaty Ka	abdatyka@gmail.com
71.	Ghana -Robert Ezekiel Asiedu	robert.asiedu@ghanapost.com
72.	Willy Mwari (En) Mayulu	willymwari@gmail.com
73.	Tanzania - Aicha Nangawe	aicha.nangawe@posta.co.tz
74.	Kenya-Chiimbiru Gimode	gimode@ca.go.ke
75.	South Africa -Elizabeth Queen Montoedi	qmontoedi@dtps.gov.za
76.	Uganda-Muhwezi Daraus Jim	muhweda@gmail.com
77.	Egypt - Nermin Mahsoub	n_hassan@egyptpost.org
78.	Zambia-Chewe Puta	cheweputa@zampost.com.zm
79.	Zimbabwe-Dupont Matatu	dmatatu@zimpost.co.zw
80.	Zambia-Masiye Phiri	phirim@zampost.com.zm
81.	Kenya-Anastasia Makeba	makeba@ca.go.ke
82.	Kenya - Beatrix Mbadi	mbadi@ca.go.ke
83.	Tanzania-Jasson C. Kalile	jassonkalile@gmail.com
84.	Zimbabwe-H Tendenedzai	htenedezai@zimpost.co.zw

85.	Zimbabwe- Masvingo Region	lsimanga@zimpost.co.zw
86.	Sudan - Abubaker Mahgoub	abubaker@tpira.gov.sd
87.	Cote d'Ivoire-Marie Therese Lohourignon	lohourignon.mariethere@artci.ci
88.	Tunisia-Faiçal Bayouli	faysal.bayouli@tunisia.gov.tn
89.	Morocco-Ahmed Lahbabi	lahbabi@poste.ma
90.	Zimbabwe-Joel Katsande	jkatsande@zimpost.co.zw
91.	Morocco-Bensalah Yassine	y.bensalah@poste.ma
92.	Ibrahima Dione	idione3@gmail.com
93.	Cote d'Ivoire-Amani Léon Anoumouye	anoumouye.leon@artci.ci
94.	Nigeria-Abiodun John Ogundele	biodunogundele2000@yahoo.com
95.	Oladapo Olakunle	oladapo_kunle@yahoo.co.uk
96.	Nigeria-Yahaya Rufai , Felix Ewwaraye	felix.otega@nipost.gov.ng
97.	Ajire Olajide	olajyde64@gmail.com
98.	Zambia-Simbeye Alfred	simbeyea@zampost.com.zm
99.	Tom Kwaghmande	tomkwaghmande5@gmail.com
100.	Kenya-Jolly Sogomo	sogomo@ca.go.ke
101.	Awale Farah	awale02@hotmail.com
102.	Zimbabwe-Raines Magwaza	rmagwaza@zimpost.co.zw
103.	USA-Jimmy Ortiz	jimmy.ortiz@usps.gov
104.	Zambia-Mwenya Chitalu	chitalupm@zampost.com.zm
105.	Zambia-Boniface Mwila	mwilab@zampost.com.zm
106.	Zambia- Emeldah Lungu	lungue@zampost.com.zm
107.	Zimbabwe-Chief Moyo	scmoyo@zimpost.co.zw
108.	UPU - DOT POST GROUP - Massimiliano Aschi	aschim@posteitaliane.it
109.	Clara Ester Phiri	claraph2008@yahoo.com
110.	Senegal-Allasane Sané	allassanesane@laposte.sn
111.	Algeria-Dahmani Khadidja	k.dahmani@arpce.dz
112.	b.aboudawaya aboudawaya	b.aboudawaya@libyapost.ly
113.	Botswana - Mogomotsi Tebakae	mtebakae@botswanapost.co.bw
114.	Joseph Mandjolo Mush	josemandjolo@gmail.com

115.	Kenya-Rysper Cherotich	rcherotich@posta.co.ke
116.	Algeria-EMS	sehnoune.r@ems.dz
117.	Zimbabwe- Gladys Tsanga	gtsanga@zimpost.co.zw
118.	Algérie - Ali BERRABAH Khadidja Brahim	brahimi.khadidja@poste.dz
119.	Malawi-Bwighnane Nkhonjera	bnkhonjera@malawiposts.com
120.	Zambia- Chibwe Kaliwanda	ckaliwanda@zampost.com.zm
121.	Algérie -Salem Djaroun	djaroun.salem@poste.dz
122.	Zambia - Sharon Machayi	smachayi@zicta.zm
123.	Kenya-Michael Langat	mlangat@posta.co.ke
124.	Malawi-Vokhiwa Shadreck	svokhiwa@malawiposts.com
125.	Yeboua Koffi ADAM	yebadam@yahoo.fr
126.	Kenya-Terry Gacau	tnyambura@posta.co.ke
127.	UPU - Paul Donohoe	paul.donohoe@upu.int
128.	Zambia-Bernard Banda	bbanda@zicta.zm
129.	Nigeria-Olajide Ajire	olajyde64@gmail.com
130.	Nigeria- Tom Kwaghmande	tomkwaghmande5@gmail.com
131.	Ghana-Ekow Paintsil	ekow.paintsil@ghanapost.com.gh
132.	Egypt-Abdelnaby Aboelnaga	ahamdi@egyptpost.org
133.	Fabs Aba	fabsaba@gmail.com
134.	IFAD-Hans Boon	hans.boon@postfinance.nl
135.	Madagascar - Nancia Razafindraibe	dpc@paositramalagasy.mg
136.	Tunisia-Mouna Balti	mouna.balti@tunisia.gov.tn
137.	Kenya - Beatrix Mbadi	mbadi@ca.go.ke
138.	Abdaty KA	abdatyka@gmail.com
139.	Kenya- Anastasia Makeba	makeba@ca.go.ke
140.	Kenya-Richard Tonui	tonui@ca.go.ke
141.	Botswana- G B Merafhe	gmerafhe@botswanapost.co.bw
142.	PAPU Jude Tarh	judetarh@gmail.com
143.	Angola - Gisela Inacio	gisela.inacio@minttics.gov.ao
144.	Eswatini - Thulani Fakudze	thulani.fakudze@esccom.org.sz



145.	Algerie- Samir Zouaoui	s.zouaoui@mpt.gov.dz
146.	Algeria- Nawel Slimani	n.slimani@mpt.gov.dz
147.	Senegal-Ouleymatou Diallo Dia	ouleymatou.diallodia@numerique.gouv.sn

**Draft Resolution No. 01/PAPU/AC/XXXIX/2021**  
**On the discontinuation of the PAPU Quality Control Exercise and use of the Global Monitoring System (GMS)**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Bearing in mind** the importance of quality of service in the global postal network and the inevitable developments in the remuneration systems for international postal products;

**Aware** that Africa is lagging behind in quality of service performance and meeting quality of service targets set;

**Acknowledging** the quality of service link to terminal dues became mandatory for all countries including those in the transitional system on 1<sup>st</sup> January 2020;

**Noting** that the PAPU Quality Control exercise is manual, archaic and does not provide realistic and objective way of monitoring and measuring quality performance for member states;

**Further noting** the decline in participation in quality of service control tests organized by the PAPU Secretariat year in and year out;

**Cognizant** of the fact that Global Monitoring System (GMS) gives member countries access to state-of-the-art technologies and more objective means of monitoring and improving their quality of service;

**RESOLVES** that:

- The PAPU control exercise be discontinued;
- Member States implement GMS to ensure objective quality of service measurement.

**URGES:**

Designated Operators to:

- Take corrective measures to improve on quality of service and meet set standards.

**INSTRUCTS:**

- The General Secretariat to collaborate with the UPU International Bureau on the use of GMS and ensure that regional links are tested and results monitored;

- PAPU General Secretariat to report progress to the Administrative Council.

***Done in Victoria Falls Zimbabwe, 22<sup>nd</sup> June, 2021***

**Draft Resolution No. 02/PAPU/AC/XXXIX/2021  
On Physical Services development**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Fully aware** of the work carried out so far by the Postal Operations Council Committee on Physical Services and E-Commerce Integration to develop the integrated Product Plan (IPP) to come up with a differentiated range of physical postal products in line with a market-oriented and customer-driven approach;

**Taking note** of Universal Postal Union Congress Resolution C 15/2016 on the Integrated Product Plan with a portfolio of products to be offered by the Member States which includes the small packet, tracked delivery service, and the ECOMPRO parcel;

**Cognizant** of the fact that the updated IPP is being implemented as approved by the 2<sup>nd</sup> UPU Extraordinary Congress held in Addis Ababa, Ethiopia in 2018;

**Recognizing** the mandatory use of S10 item identifier for small packets containing goods was implemented with effect from 1<sup>st</sup> January 2018;

**Further recognizing** the introduction of the ECOMPRO parcel to promote e-commerce;

**Aware** of the proposal to make the tracked delivery service mandatory from 2023;

**Acknowledging** that the African region needs to adapt to the developments in the postal sector in line with Congress decisions as well as changes to the Convention and its Regulations;

**RESOLVES as follows:**

- Designated Operators take necessary measures to offer:
  - o Small packet outbound to promote exports;
  - o ECOMPRO parcel and enhance e-commerce;

- Tracked delivery service as per the decision of the 27<sup>th</sup> UPU congress.
- Designated Operators provide:
  - S10 bar codes for small packet service to avoid penalties;
  - Track and trace information for tracked delivery service items to earn extra revenue;
  - ITMATT for all items with goods by 1<sup>st</sup> January 2021.
- Member countries to follow the developments of the work on IPP including remuneration, standards, quality improvement, and performance targets, to ensure that Africa's interests are safeguarded;

**INSTRUCTS:**

General Secretariat to monitor progress and report to the Administrative Council

***Done in Victoria Falls Zimbabwe, on 22<sup>nd</sup> June, 2021***

**Draft Resolution No. 03/PAPU/AC/XXXIX/2021  
On Integrated Product Plan (IPP)**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Fully aware** that the 26<sup>th</sup> Congress took note of Congress–Doc 39 Rev 1 on the Integrated Product Plan (IPP) 2017– 2020 and adopted its related proposals and Resolution C 15/2016 on the Integrated Product Plan with a portfolio of products to be offered by the Member States;

**Cognizant** that the main aims of the original IPP were to develop a fully integrated portfolio of physical products (letter-post, parcel-post, and EMS items) with adequate and competitive remuneration systems that cover the costs of delivering the products and that also meets the requirements of the market, customer needs, and the supply chain to ensure that opportunities created by e-commerce could be taken up by the whole UPU membership;

**Recognizing** that the Addis Ababa Extraordinary Congress also adopted resolution C 5/2018 on the Implementation of updated IPP, which among other things, instructed the POC among other things to:

- Submit to the 27<sup>th</sup> Congress a recommendation to make the tracked delivery service mandatory, with an implementation date of 2022, if approved;
- Ensure the ongoing review of the IPP to submit an updated version to the 27<sup>th</sup> Congress in 2021.

**Acknowledging** that a Proposal of a General Nature (PGN) on the update of the IPP including some recommendations has been prepared by the Postal Operations Council (POC) as a Congress resolution;

**Further acknowledging** the proposals to make the tracked delivery service mandatory from 2023 to be submitted to the Abidjan Congress;

**RESOLVES that:**

- Member States support the Proposal of a General Nature on the update of the Integrated Product Plan and related recommendations that may be in line with Africa's interests and capabilities;

- Member States support **Option 4** to make the tracked delivery service mandatory for inbound (goods) and optional for outbound (goods) and optional for inbound and outbound (documents) to give time to countries that are not ready to offer the service for outbound but at the same time offering them extra revenue for inbound e-commerce items received;

**INSTRUCTS:**

The General Secretariat to monitor further developments on the proposals relating to IPP and advise Members appropriately

*Done in Victoria Falls Zimbabwe, 22<sup>nd</sup> June, 2021*

**Draft Resolution No. 04/PAPU/AC/XXXIX/2021**  
**On the establishment of a permanent Remuneration Group**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Recalling** that the 2018 Extraordinary Congress adopted the (Integrated Remuneration Plan) IRP through Congress resolution C 6/2018, which instructed the Postal Operations Council and Council of Administration to implement the IRP, leading to proposals for an Integrated Remuneration System (IRS) to be submitted to the 27<sup>th</sup> Congress;

**Aware** that the 3<sup>rd</sup> Extraordinary Congress held in Geneva decided on the E-format rates following the notification of withdrawal from the Union by the United States of America;

**Noting** the proposals to be submitted to the 27<sup>th</sup> Abidjan Congress on the Integrated Remuneration System;

**Acknowledging** the technical nature of the remuneration proposals and hence the need for expert analysis to safeguard Africa's interests;

**RESOLVES that:**

A permanent Remuneration Group be constituted by the 39<sup>th</sup> Administrative Council entrusted with the following tasks:

- Analyzing the remuneration proposals to the 27<sup>th</sup> Abidjan Congress and come up with recommendations to guide the Member States while safeguarding Africa's interests;
- Working on remuneration issues throughout the next Congress cycle and advising Member States accordingly.

**INSTRUCTS:**

The General Secretariat to give the necessary support to the group to be able to conduct its work

***Done in Victoria Falls Zimbabwe, 22<sup>nd</sup> June, 2021***



**Draft Resolution No. 05/PAPU/AC/XXXIX/2021**  
**On the Post and Financial inclusion**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Aware that** Financial Inclusion was identified as level two priority by the Istanbul World Postal Strategy (IWPS) and that it is in line with the United Nations Sustainable Development Goal 6 as well as Aspiration 1 of the African Union Agenda 2063;

**Recalling** Resolution **No.09/PAPU/AC/XXXVI/2017** made by the 36<sup>th</sup> Administrative Council on the development of postal financial services in Africa and Resolution **No.04/PAPU/AC/XXXVII/2018** on implementation of Digitization and Financial Inclusion Projects to ensure improvement of financial services;

**Noting** the Declaration made during the PAPU 40<sup>th</sup> Anniversary Celebrations on the theme the Post: 'A veritable partner for Financial Inclusion and Regional Integration', held in Arusha, Tanzania from 17<sup>th</sup> January, to 19<sup>th</sup> January, 2020;

**Acknowledging** the challenges facing Designated Operators in the provision of financial services which include the following:

- Financial constraints;
- Unreliable power supply;
- Intermittent Internet connectivity;
- Delays in settlement by bilateral partners;
- Manual operations;
- Cash shortages.

**RESOLVES that:**

Member states should exhaust all possible funding sources to facilitate digital financial inclusion initiatives, especially by utilizing FITAF;

**URGES:**

Designated Operators to implement financial inclusion projects, including digitization by using available solutions to facilitate the provision of efficient and cost-effective financial services;

**INSTRUCTS:**

PAPU General Secretariat to monitor the developments and report to the Administrative Council

***Done in Victoria Falls, Zimbabwe, on 22<sup>nd</sup> June, 2021***

**Draft Resolution No. 06/PAPU/AC/XXXIX/2021  
On Digital transformation in Africa**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Acknowledging** the growth opportunities brought about by e-commerce and the need for the Post to adapt to global business trends,

**Aware of** Africa's priorities for the period 2017-2020, namely:

- **Priority level one:** Improvement of operational efficiency and e-commerce development;
- **Priority level two:** E-services and diversification;

**Cognizant** of the UPU publication on e-services developments entitled, "the digital economy and digital postal activities - a global panorama";

**Cognizant also** of the AU Digital Transformation Strategy 2020-2030;

**Mindful of** the low penetration rate of digital services in Africa compared to other regions;

Conceding that the Covid-19 pandemic has underscored the urgent need for the digital transformation of the post;

**Noting** the major obstacles to the implementation of digital transformation in Africa, among them:

- Resource constraints;
- Limitation of the Post's IT infrastructure;
- Lack of internal experts to develop e-services at a faster pace;

**RESOLVES as follows:**

- Designated Operators should develop and implement digital transformation strategies to ensure diversification and reinforce business growth;
- Member States to benchmark and share experiences on digital transformation initiatives for the benefit of others;
- Designated Operators to explore how they can assist in bridging the digital divide in partnership with different stakeholders;

- Designated Operators to develop specific roadmaps to start and ensure that there are follow-up mechanisms.

### **INSTRUCTS**

- The General Secretariat to be more involved in this initiative by mobilizing funding, facilitating and encouraging Member States to implement digital transformation strategies;
- The General Secretariat to also monitor progress and report to the Administrative Council.

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June, 2021***

**ANNEX 8***Original: English***DRAFT PROGRAMME OF ACTION FOR THE OPERATIONS AND TECHNOLOGY COMMITTEE 2021/2022**

<b>N°</b>	<b>ACTIONS</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
1.	Take part in UPU Congress issues relating to Integrated Product Plan (IPP) and remuneration issues	PAPU Secretariat, Member States	August 2021
2.	Join Postal Operations Council (POC) Groups responsible for important operational issues during the next Congress cycle, e.g. Remuneration, Quality of Service, E-commerce, Financial services, etc.	PAPU Secretariat, Member States	April 2022
3.	Participate in the UPU Operational Readiness for e-commerce Project (ORE 2) in the year 2021.	PAPU Secretariat, Member States	December 2021
4.	Implement Transformation/Digitization projects to ensure diversification of products and services	Member States	December 2021
5.	Comply with S58 and S59 security standards and ensure certification.	Member States	May 2022
6.	Exchange CARDIT/RESBIT messages with airlines to ensure leg 2 mail visibility and as well as accountability on airlines	Member States	May 2022
7.	Implement Customs Declaration System (CDS) through participation in Electronic Advance Data (EAD) global project to ensure exchange of electronic advance data with partner Operators and Customs	Member States	December 2021
8.	Join the Global Monitoring System (GMS) inbound quality of service testing to enable full participation in Quality of Service Link to Terminal Dues.	Member States	January 2022

## POLICY, STRATEGY AND GOVERNANCE COMMITTEE (PSGC)

<b>SUBJECT:</b> <b>REPORT OF THE 5<sup>TH</sup> MEETING OF THE          PSGC HELD ONLINE FROM 7 TO 8 JUNE          2021</b>	<b>References</b>  <b>DELIBERATIONS</b>
<b>DECISION EXPECTED</b> <ul style="list-style-type: none"> <li>• <b>CONSIDERATION AND ADOPTION OF REPORT</b></li> </ul>	

- **INTRODUCTION**

Prior to the 39<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU), the Policy, Strategy and Governance Committee held an online session to consider the items on its agenda.

Established pursuant to Article 14 of the Convention, the Committee's mission is to assess the preparation and implementation of policies, strategies, governance rules, reforms and regulations for Africa's postal sector, as well as look into issues related to the Acts of the Union.

- **PARTICIPANTS**

The following Member States and organizations were in attendance:

- **Algeria, Angola, Benin, Burkina Faso, Cameroon, Côte d'Ivoire, Congo, Democratic Republic of Congo, Egypt, Ghana, Kenya, Madagascar, Malawi, Mozambique, Niger, Nigeria, Senegal, South Africa, Sudan, Tanzania, Tunisia, Uganda, Zambia, Zimbabwe and CRASA.**

Cf. attendance list in **Annex 1**.

- **BUREAU**

The bureau was made up as follows:

- Chairperson: Zambia;

- Rapporteurs: Burkina Faso and Ethiopia;
- Secretary: PAPU General Secretariat.

Gabon and Ethiopia, Vice-chair and rapporteur respectively of the Committee, were absent.

#### **4.0 INTRODUCTORY REMARKS BY CHAIRMAN**

Following his opening remarks, the Chairman of the Committee commended participants for their massive attendance and went ahead to request them to adjust to the remote format of the deliberations by making their points as concisely as possible to save on time and address the items on the agenda within the required time frame. Lastly, he commended the General Secretariat for the high quality and timely circulation of the working documents.

#### **5.0 ADOPTION OF AGENDA**

The draft agenda was adopted without amendment.

Cf. final agenda in **Annex 2**.

#### **6.0 UPDATE ON IMPLEMENTATION OF THE COMMITTEE'S DECISIONS AND RESOLUTIONS**

The General Secretariat presented document **PAPU/AC/PSGC/05/2021 - Doc No.02** on the status of implementation of Decisions and Resolutions from the 38th Ordinary Session of the Administrative Council held in Ouagadougou, Burkina Faso.

**The Committee took note of the presentation.**

#### **7.0 REVIEW OF QUADRENNIAL PROGRAMME OF ACTIVITIES 2017-2020**

The General Secretariat presented document **PAPU/CA/PSGC/05/2021 - Doc No. 03** and the its annex on review of the PAPU quadrennial programme of activities 2017-2020.

The Committee made the following comments/inputs:

- In the penultimate paragraph of the Draft Resolution, the following addition was made: "within a period not exceeding six (6) months at the latest".
- Considering the overall activity implementation level of 62%, a summary of activities implemented with appropriate recommendations would have been included.
- The activity on the continental free trade area was not sufficiently highlighted.

**Recommendation:**

The Committee recommended that the Administrative Council adopts the Draft Resolution Aligning the PAPU Programme of Activities with the UPU Programme of Activities in Annex 3.

### **8.0 REVIEW OF DRAFT STRATEGIC PLAN 2022-2025**

The General Secretariat presented document **PAPU/AC/PSGC/05/2021 - Doc No.04** and its **2 annexes** on the above-captioned subject.

The Committee made the following comments/inputs:

- The impact of the COVID-19 pandemic is not sufficiently reflected in the strategic plan.
- The resilience of the postal sector should also be properly reflected.
- There is need to link documents No. 4 and No. 5, i.e. the latter on the programme of activities should contribute to the achievement of the strategic plan objectives.

**Recommendation:**

The Committee recommended the related Draft Decision in Annex 4 to the Administrative Council for approval.

### **9.0 PRESENTATION OF QUADRENNIAL PROGRAMME OF ACTIVITIES 2022-2025**

The General Secretariat presented document **PAPU/AC/PSGC/05/2021 - Doc No.05** and its 2 annexes containing the Programme of Activities 2022-2025.

The Committee made the following observations:

- The UPU Extraordinary Congress is included in the activities.
- The frequency of the Workshop on “*Cybersecurity and Privacy in the Digital and e-Commerce Era*” should be changed in light of its importance.
- Clarify activity No.8 on support missions to meet identified needs of beneficiaries (States or organizations)

**Recommendation:**

- The Committee recommended the Quadrennial Programme of Activity to the Administrative Council for approval.

The related Draft Decision is **Annex 5**.

### **10.0 REVIEW OF PROGRAMME OF ACTIVITIES 2021-/2022**

The Committee considered document **PAPU/AC/PSGC/05/2021 - Doc No.06** and its two annexes on the Programme of Activities 2021/2022. The activities contained therein were drawn from document No.5 on the quadrennial programme of activities.

- The Committee recommended the document to the Administrative Council for



**adoption.**

The related Draft Decision is **Annex 6.**

### **11.0 PAPU DAY THEMES 2022-2025 CYCLE**

Upon presentation of document **PAPU/AC/PSGC/05/2021 - Doc No. 07**, the Committee made the following comment:

- Opening up the UPU to wider postal sector players was deemed to be germane as the first theme of the cycle commencing in 2022.
- **Recommendation:**

**- The Committee recommended the Draft Resolution to the Administrative Council for approval.**

The related Draft Decision is **Annex 7.**

### **12.0 TERMS OF REFERENCE FOR THE ESTABLISHMENT OF AN AD HOC CREDENTIALS COMMITTEE**

The Committee perused the abovementioned ToRs presented as **document PAPU/AC/PSGC/05/2021 - Doc No.08** and its annex.

The document elicited the following comments:

- There is need for the General Secretariat to acknowledge receipt of accreditation instruments submitted for consideration.

**Consequently, the Committee recommended the Draft Resolution (Annex 8) to the Administrative Council for approval.**

### **13.0. REVIEW OF AFRICAN POSTAL GUIDELINES**

Document No. **PAPU/AC/PSGC/05/2021 - Doc N°09** on the Draft African Postal Guidelines and its two annexes were presented to Committee members, whereupon the latter made the following comments/inputs:

- Add the phrase “subject to compliance with national legislation” to the provisions on applicability of the Guidelines.
- The term “Guidelines” is more appropriate than “Directive” in the English version.

## **Recommendation:**

**The Committee recommended the Draft Decision in Annex 9 to the Administrative Council for further action.**

### **14.0 PROPOSED AMENDMENTS TO THE RULES OF PROCEDURE OF THE PLENIPOTENTIARY CONFERENCE AND THE ADMINISTRATIVE COUNCIL**

The General Secretariat presented the above-captioned proposed amendments in **PAPU/CA/PSGC/2021/2019 - Doc No. 10** and annexes **1a, 1b, 1c, 1d and 1e**.

After consideration, the Committee recommended the draft decisions to the competent bodies for further action.

**The drafts are presented as Annex 10.**

### **15.0 DRAFT AGENDA OF THE PLENIPOTENTIARY CONFERENCE**

The Committee acknowledged the presentation of document **PAPU/AC/PSGC/2021 - Doc No. 11**, and its annex on the agenda of the Plenipotentiary Conference.

### **16.0 PROPOSED RESTRUCTURING OF THE ADMINISTRATIVE AND TECHNICAL COMMITTEES**

The General Secretariat presented document **PAPU/CA/PSGC/2021 - Doc No. 12 and annexes 1 and 2** on the proposed creation of two new administrative and technical committees, namely the Policy and Regulation Committee, and the Postal Strategy Committee. Tunisia expressed interest in chairing the latter Committee once it would have been formed.

The Committee recommended the **Draft Decision in Annex 11** to the Administrative Council for approval.

### **17.0 PROPOSED COMPOSITION OF THE ADMINISTRATIVE CYCLE FOR THE 2022 2025 CYCLE**

The General Secretariat presented document **PAPU/AC/PSGC/2021 - Doc No. 13 and annexes 1, 2, 3, 4 and 5**. After updating the list of candidates with the one received from the East African Communications Organization (EACO), the General Secretariat indicated that it was still open and that consultations should continue within the Restricted Unions.

Following discussions, the Committee recommended the **Draft Decision in Annex 12** to the Administrative Council for further action.

### **18.0 INTERIM AGREEMENTS CONCLUDED BETWEEN THE UNION, INTERNATIONAL ORGANIZATIONS AND STATES**

The General Secretariat presented document **PAPU/CA/PSGC/04/2021 - Doc No. 14** and the annex thereto on interim agreements signed between the Union, international organizations and countries. It was supplemented by the new Memorandum of Understanding on electronic certification signed on 4

June 2021 between the Union, on the one hand, and LLEIDANET SOUTH AFRICA and eGATE, on the other hand.

The Committee took note and recommended the **Draft Decision in Annex 13** to the Administrative Council for further action.

### **19.0 AOB**

Having exhausted the agenda and in the absence of any other business, the Chairman thanked all participants for their invaluable contributions, commended the General Secretariat for the sound organization of deliberations and appreciated the interpreters for an excellent job.

### **20.0 DATE AND VENUE OF NEXT MEETING**

The next meeting will be held at a date and venue to be announced subsequently.

### **21. MINUTES OF DELIBERATIONS**

The Committee adopted its report following slight adjustments.

### **22.0 CLOSING**

The Chairman adjourned the meeting on 7<sup>th</sup> June 2019 at 1:30 GMT.

## Attendance list

No.	Name (Original Name)	User e-mail
1.	South Africa Dibuseng mamabolo (South Africa Dibuseng mamabolo)	dibuseng.mamabolo@postoffice.co.za
2.	ALGERIA AMINA BOUDISSA (ALGERIA AMINA BOUDISSA)	amina.annabi82@gmail.com
3.	Zimbabwe Kennedy Dewera (Kennedy Dewera)	kennedy.dewera@potraz.gov.zw
4.	Congo Ludovique MBOSSA (Ludovique MBOSSA)	ludovique.mbossa@gmail.com
5.	PAPU (Potraz Regulator)	potraz@potraz.gov.zw
6.	Côte d'Ivoire- MENEKOU Simplicie (Simplicie MENEKOU)	menekou.simplice@laposte.ci
7.	Angola - Matias Borges (Matias Borges)	materazyborges@hotmail.com
8.	DRC JOSEPH MANDJOLO MUSH (JOSEPH MANDJOLO MUSH)	josemandjolo@gmail.com
9.	TUNISIA- Mona Balti (Mouna Balti)	mouna.balti@tunisia.gov.tn
10.	Algeria-Ishak Gheni (Ishak Gheni)	i.gheni@mpt.gov.dz
11.	INTERPRETER-ENG-JARJU (Kebba Jarju)	k.jarju@aiic.net
12.	Interp (FR) Romuald (Romuald Assogho)	assogho@yahoo.fr
13.	DRC Françoise LUFULUABO (Françoise LUFULUABO)	francoise.lufuluabo@arptc.gouv.cd
14.	NIGER Amadou HASSANE (Amadou HASSANE)	amadou.hassane@arcep.ne
15.	ALGERIE Nawel Slimani (Nawel Slimani)	n.slimani@mpt.gov.dz
16.	PAPU Abdourahamane Oumarou Ly (Abdourahamane Oumarou Ly)	oabdourahamanely@gmail.com
17.	ALGERIE Samir ZOUAOUI (Samir ZOUAOUI)	s.zouaoui@mpt.gov.dz
18.	PAPU ASG Kolawole ADULOJU (Kolawole Aduloju)	kolawole.aduloju@gmail.com
19.	ALGERIE.Fouzia benmerad (Fouzia benmerad)	benmerad.fouzia@poste.dz

20.	UGA Victoria (Andrew Otim)	aotim@ucc.co.ug
21.	TZA Oliver Temu (Oliver Temu)	olytemu@gmail.com
22.	Mozambique- Adriana Miranda (Adriana Pedro Rafael Miranda)	arafael@incm.gov.mz
23.	TANZANIA- ELIA MADULESI (ELIA MADULESI)	ekutimwa@gmail.com
24.	Zambia - Eric Lwao (Eric Lwao)	elwao@zicta.zm
25.	ZAMBIA - SHARON MACHAYI (SHARON MACHAYI)	smachayi@zicta.zm
26.	Constantine Kasese	constantine.kasese@posta.co.tz
27.	INTERPRETER-FR-HUGUES (Hugues Duclair Souop Djyou)	souopdjyou@yahoo.com
28.	Adama SAWADOGO	adama.sawadogo@laposte.bf
29.	INTERP-FR->EN-Emmanuek (Emmanuel Ayuk)	ashudlb@gmail.com
30.	EGYPT ABDELNABY ABOELNAGA (ABDELNABY ABOELNAGA)	ahamdi@egyptpost.org
31.	Violet Molete	vmolete@icasa.org.za
32.	CRASA - Brian Mwansa (Brian Mwansa)	bmwansa@crasa.org
33.	Nigeria ... LOVERIDGE DEBEGBUDU (LOVERIDGE DEBEGBUDU)	taridee2007@gmail.com
34.	Adueni Jean KACOU	kacou.jean@laposte.ci
35.	Zambia Khumbuzo Nkunika (Khumbuzo Nkunika)	khumbuzo.nkunika@mtc.gov.zm
36.	Kundai Dhlembeu	kdhlembeu@zimpost.co.zw
37.	Esther Gopane	egopane@icasa.org.za
38.	Cote d'ivoire biendjui Joséphine Adou (biendjui Joséphine Adou)	adou.josephine@artci.ci
39.	MARY KORPISAH	kakpier65@gmail.com
40.	Madagascar- Nancia RAZAFINDRAIBE (Jeanne Nancia RAZAFINDRAIBE)	dpc@paositramalagasy.mg
41.	Noufou OUIBGA	noufou.ouibga@laposte.bf
42.	Senegal Abdaty KA (Abdaty KA)	abdatyka@gmail.com

43.	Safia OMARI	s.omari@mpt.gov.dz
44.	Jonathan Ansah	jonathan.ansah@ghanapost.com.gh
45.	Lukas Musembi	lukas.musembi@gmail.com
46.	Cameroun Parfait Richard BITOMA (Parfait Richard BITOMA)	pbitoma8@yahoo.fr
47.	Niger HAMA MADOUGOU (HAMA MADOUGOU)	hama.madougou@arcep.ne
48.	South Africa Queen Montoedi (Queen Elizabeth Montoedi)	qmontoedi@dtps.gov.za
49.	Pindali Emídio	dali.zo180@gmail.com
50.	SUDAN - Magzoub Ahmed (Magzoub Ahmed)	magzoub@tpa.gov.sd
51.	KABRE SIBIRI MICHEL KABRE (SIBIRI MICHEL KABRE)	kbsmichel@yahoo.fr
52.	Tunisia-faiçal bayouli (faiçal bayouli)	faysal.bayouli@tunisia.gov.tn
53.	Tsitsi Mariow	tsitsi.mariwo@potraz.gov.zw
54.	Abdoulazize Touré	azizemtoure@gmail.com
55.	Pascal CAPO-CHICHI	fructueuxcapo@yahoo.fr
56.	UGA-Immaculate K Amanyana (Immaculate K Amanyana)	iamanya@ucc.co.ug
57.	Ouleymatou DIALLO DIA	ouleymatou.diallodia@numerique.gouv.sn
58.	Tanzania Dorosela Rugaiyamu (Dorosela Rugaiyamu)	dorosela.rugaiyamu@mawasiliano.go.tz
59.	SARAI AGBODJA	asarai@arcep.bj
60.	PAPU HAF (MICHAEL ONYEZEWE)	af@papu.co.tz
61.	SUDAN- MAHGOUB abubaker (MAHGOUB abubaker)	abubaker@tpa.gov.sd
62.	ANGOLA - Gisela Inácio (Gisela Constância e S. Primo)	gisela.inacio@minttics.gov.ao
63.	jessica uwera	juwera@ugapost.co.ug
64.	Justin Magwaza	magwaza@potraz.gov.zw
65.	Madalo Phiri	mphiri@macra.org.mw



## 5<sup>th</sup> Meeting of Administrative and Technical Committees

7<sup>th</sup> to 9<sup>th</sup> June 2021 at Victoria Falls, Zimbabwe

PAPU/AC/PSGC/05/2021-Doc-No.01

*Original: French*

### POLICY, STRATEGY AND GOVERNANCE COMMITTEE (PSGC)

#### DRAFT AGENDA

#### BUREAU

CHAIRPERSON	-	ZAMBIA
VICE-CHAIRPERSON	-	GABON
RAPORTEURS	-	BURKINA FASO AND ETHIOPIA
SECRETARY	-	GENERAL SECRETARIAT

#### WORKING HOURS

MORNING	:	9:30 AM - 1:00 PM
HEALTH BREAK:		10:30 AM - 11:00 AM
AFTERNOON	:	3:00 PM- 6:00 PM
HEALTH BREAK:		4:00 PM - 4:30 PM

#### **Agenda item No. 2**

No.	DRAFT AGENDA	DOCUMENT
•	Opening remarks by the Chairperson	
•	Adoption of the agenda	<b>PAPU/AC/PSGC/05/2021 - Doc No.01</b>
•	Status of implementation of PSGC decisions, resolutions and recommendations from the 38th Ordinary Session of the Administrative Council	<b>PAPU/AC/PSGC/05/2021 - Doc No.02</b> <b>Annex 1</b>
•	Report on assessment of PAPU Quadrennial Programme of Activities	<b>PAPU/AC/PSGC/05/2021 - Doc No.03</b> <b>Annex 1</b>

	2017-2020	
•	Consideration of Strategic Plan 2022-2025	<b>PAPU/AC/PSGC/05/2021 - Doc No.04 Annexes 1 &amp; 2</b>
•	Consideration of Quadrennial Action Programme 2022-2025	<b>PAPU/AC/PSGC/05/2021 - Doc No.05 Annexes 1 &amp; 2</b>
•	Consideration of Programme of Activities 2021-2022	<b>PAPU/AC/PSGC/05/2021 - Doc No.06 Annexes 1 &amp; 2</b>
•	PAPU Day themes for 2022-2025 cycle	<b>PAPU/AC/PSGC/05/2021 - Doc No.07</b>
•	ToRs on the establishment of an ad hoc committee to consider credentials of Member State delegations	<b>PAPU/AC/PSGC/05/2021 - Doc No.08 Annex 1</b>
•	Review of Draft African Guidelines	<b>PAPU/AC/PSGC/05/2021 - Doc No.09 Annexes 1 &amp; 2</b>
•	Proposed amendments to Rules of Procedure of the Plenipotentiary Conference and the Administrative Council	<b>PAPU/AC/PSGC/2021 - Doc No.10 Annexes 1a, 1b, 1c and 1d</b>
•	Consideration of Plenipotentiary Conference agenda	<b>PAPU/AC/PSGC/2021 - Doc No.11 Annex 1</b>
•	Proposed restructuring of Administrative and Technical Committees	<b>PAPU/AC/PSGC/04/2021- Doc No. 12 - Annexes 1 &amp; 2</b>
•	Proposed PAPU Administrative Council composition for 2022-2025 cycle.	<b>PAPU/AC/PSGC/2021 - Doc No.13 Annexes 1, 2, 3 &amp; 4</b>
•	Consideration of interim agreements signed between the Union, international organizations and countries	<b>PAPU/AC/PSGC/04/2021- Doc No. 14 - Annex 1</b>
•	Date and venue of next meeting	
•	Any other business	
•	Adoption of report	
•	Closing	



**Resolution No. X/PAPU/PC/X/2021**  
**Aligning the PAPU Programme of Activities with the UPU Programme of Activities**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session at Victoria Falls, Zimbabwe, from 24<sup>th</sup> to 25<sup>th</sup> 2021;**

**Mindful** of Articles 9 and 11 of the Convention, and 2 of the Detailed Regulations of the Convention;

**Considering** the report on the implementation status of the PAPU Activity Programme for the 2016-2020 quadrennial cycle;

**Cognizant** of the low implementation level of the current and previous programmes

**Persuaded** that this recurrent situation is mainly due to the fact that the Ordinary Session of the PAPU Plenipotentiary Conference is held before the UPU Ordinary Congress;

**Aware** of the fact that PAPU's quadrennial programme of activities and quadrennial budget ceilings are adopted with no knowledge of global quadrennial priorities and programmes to be implemented during the cycle;

**Noting** that should the programmes adopted by the UPU Congress differ from those prepared and adopted by the PAPU Plenipotentiary Conference, it would be impossible to realign the programmes and budget earlier adopted;

**Considering** the absolute need to address this situation by aligning the programmes of activities of both organizations with each other;

**HEREBY DECIDES AS FOLLOWS:**

- To align the PAPU programme of activities with the UPU quadrennial programme of activities;

**NOW, THEREFORE, ORDERS:**

- That the 11<sup>th</sup> Ordinary Session of the PAPU Plenipotentiary Conference should be held after the UPU's 28<sup>th</sup> Ordinary Congress, within a period not exceeding six (6) months at the latest;

**INSTRUCTS:**

- The General Secretariat to implement this Resolution.

***Done in Victoria Falls, on 25<sup>th</sup> June 2021***

**Decision No. 00/PAPU/PC/X/2021  
Approving the Strategic Plan for the 2022-2025 quadrennial cycle**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session from 24th to 25th June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 9 and 11 of the Convention as well as 2(2) of the Detailed Regulations of the Convention;

**Considering** the Draft World Postal Strategy 2022-2025;

**Further considering** the United Nations Sustainable Development Goals;

**Having regard** to the African Union's Agenda 2063;

**Cognizant** of the Draft Strategic Plan 2022-2025 presented by the General Secretariat;

**HEREBY DECIDES AS FOLLOWS:**

Adopts the PAPU Strategic Plan for the four-year period 2022-2025 as appended hereto.

**INSTRUCTS:**

The General Secretariat to implement same.

**FURTHER INSTRUCTS:**

The General Secretariat to make the necessary amendments/corrections to this document and submit same to the Chairman of the Administrative Council for consideration.

***Done in Victoria Falls, on 25<sup>th</sup> June 2021***

**Decision No. 00/PAPU/PC/X/2021**

**On approval of the Quadrennial Programme of Activities of the Pan African Postal Union for the 2022/2025 financial cycle**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session at Victoria Falls, Zimbabwe, from 24th to 25th 2021;**

**Mindful** of Article 2(3) of the Detailed Regulations of the Convention;

**Considering** the Strategic Plan 2022-2025;

**Cognizant** of the draft programme of activities for the 2022-2025 quadrennial cycle presented by the General Secretariat;

**HEREBY DECIDES AS FOLLOWS:**

Approves the annual programme of activities for the 2022-2025 quadrennial cycle as set out in the Annex hereto;

**INSTRUCTS:**

The Secretary General to ensure implementation of the approved activities taking into account the vision, mission and strategic objectives of the Union;

***Done in Victoria Falls, on 25<sup>th</sup> June 2021***

**Decision No. X/PAPU/EXTRA-AC/X/2021  
On approval of the PAPU Programme of Activities for the 2021/2022 financial year**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session in Victoria Falls (Zimbabwe), from 21st to 22th June 2021;**

**Mindful** of Articles 12(2) of the Convention, 5(2-3) of the Detailed Regulations of the Convention and Regulation 10 (1) of the Financial Regulations of the Union;

**Further mindful** of the Strategic Plan 2021/2022-2024/2025;

**Considering** the Quadrennial Programme of Activities for the 2022-2025 cycle;

**Cognizant** of the draft programme of activities for the 2020/2021 financial year presented by the General Secretariat;

**HEREBY DECIDES AS FOLLOWS:**

Approves the annual programme of activities for the 2021-2022 quadrennial cycle as set out in the Annex hereto;

**INSTRUCTS:**

The Secretary General to ensure implementation of the approved activities taking into account the vision, mission and strategic objectives of the Union;

***Done in Victoria Falls, on 22th June 2021***

## Resolution No. X/PAPU/PC/X/2021

**Adopting PAPU Day themes for the 2022-2025 quadrennial cycle**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session from 24st to 25th June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 9 and 11 of the Convention as well as 2 of the Detailed Regulations of the Convention;

**Further mindful** of the African continent's medium- and long-term priorities as identified in the report on the Africa Postal Strategy Forum held on 18th June 2019 in Ouagadougou (Burkina Faso) on the sidelines of the 38th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU);

**Considering** the UPU's Draft Abidjan World Postal Strategy for the 2022-2025 cycle that sets out the key priority objectives that the UPU is looking to achieve through relevant activities and programmes;

**Persuaded** that the commemoration of PAPU Day is an ideal opportunity to engage decision-makers and the general public on the challenges facing the postal sector, as well on regional and global postal programmes and objectives;

**HEREBY DECIDES AS FOLLOWS:**

To approve the following PAPU Day themes for the 2022-2025 quadrennial cycle:

2022	Harnessing synergies with players of the wider postal sector in Africa and beyond
2023	The Post: An established promoter of cross-border e-commerce in Africa
2024	Establishing an efficient customer claims management system
2025	The Post: A socially responsible industry for inclusive development

**INSTRUCTS:**

- The General Secretariat to implement this Resolution.

***Done in Victoria Falls, Zimbabwe on 25<sup>th</sup> June 2021***

**Resolution No. X/PAPU/AC/XXXIX/2021 adopting the Terms of Reference (ToRs) of the proposed Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session in Victoria Falls (Zimbabwe), from 21<sup>st</sup> to 22<sup>nd</sup> 2021;**

**Mindful** of Articles 22 and 27 of the Detailed Regulations of the Convention;

**Further mindful** of Article 5(11&12) of the Detailed Regulations of the Convention, whereby:

*“The Administrative Council [...] - examine applications of all members of staff of the General Secretariat and candidates seeking elective positions;*

- *Set up ad hoc committees as it may deem necessary to achieve the objectives of the Union and establish rules for the way they carry out their activities.” ...*

**Considering** that under Article 3(a) of the Rules of Procedure of the Conference:

*“the opening session of the Conference is preceded by a presentation of the Credential Committee’ report on the financial status and instruments of accreditation of each delegation.” [...]; that Resolution No.01/PAPU/AC/XXVIII/2009 on collection of outstanding contributions from Member States stresses that the instruments of accreditation must be authentic;*

**Cognizant** of the need to set up a special committee that will be responsible for vetting the credentials of Member State delegates and candidates for elective positions;

**Having reviewed** the terms of reference for the proposed Ad hoc Committee;

**Aware** of the need to confer voting rights solely to Member States who fulfill the relevant statutory criteria, as well as organize fair and transparent elections;

**HEREBY DECIDES AS FOLLOWS:**

- Adopts the Terms of Reference (ToRs) appended hereto for the establishment of an Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions;

**INSTRUCTS:**

- The General Secretariat to implement this Resolution.

**Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June 2021**

## Resolution No. X/PAPU/AC/XXXIX/2021

**TERMS OF REFERENCE OF THE AD HOC COMMITTEE RESPONSIBLE FOR VETTING CREDENTIALS OF MEMBER STATE DELEGATIONS AND CANDIDATES FOR THE POSITIONS OF SECRETARY GENERAL AND ASSISTANT SECRETARY GENERAL**

<p><b>Subject</b></p> <ul style="list-style-type: none"> <li>ToRs of the Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions</li> </ul>	<p><b>References</b></p> <p>Articles 5(11&amp;12), 22(1&amp;2) and 27 of the Detailed Regulations of the Convention (DRC);</p> <p>Resolution No. 01/PAPU/AC/XXXVIII/2009 On the collection of outstanding contributions of Member States;</p>
<p><b>Decision expected</b></p> <ul style="list-style-type: none"> <li>Consider and adopt the Terms of Reference of the Ad hoc Committee.</li> </ul>	<p>Article 3(a) of Rules of Procedure of the Conference.</p>

### 1. INTRODUCTION

Article 5(12) of the DRC authorizes the Administrative Council to set up Ad hoc Committees where necessary to achieve the Union's objectives.

### 2. BACKGROUND AND RATIONALE

Prior to each session of the Plenipotentiary Conference, it is customary for the financial status and accreditation instruments to be verified in order to determine which countries are eligible to vote or nominate candidates for elective positions. In the same vein, applications files of candidates for elective posts must be vetted. Considering that these responsibilities lie outside the purview of the existing committees, there is need to set up an ad hoc committee to handle them.

### 3. RELEVANT STATUTORY PROVISIONS

Under Article 5(11) of the DRC: *“The Administrative Council [...] - examine applications of all members of staff of the General Secretariat and candidates seeking elective positions [...].”*

Articles 22(1 & 2) and 27 of the DRC provide respectively as follows:

**Article 22:**

*“1. Member States shall pay in advance their annual contributions calculated on the basis of the budget approved by the Council.*

2. Any Member-States whose contributions to the Union are in arrears for two consecutive years shall forfeit its right to vote. Should the delay extend to another year, the Member State shall be suspended pursuant to the terms of this Convention. ...

#### **Article 27:**

“1. The delegation sent by a Member-States to meetings of the Union shall be accredited in accordance with the following provisions:

- a) *For the Conference Sessions, by letter of accreditation signed by the Head of State or Prime Minister or the Minister of Foreign Affairs;*
  - b) *For all other meetings of the Union, the delegations must be duly authorized.*
2. *The instruments of accreditation shall be deposited at the opening of the meeting with the authority designated to that effect. ...*
  3. *The instruments of accreditation shall confer on delegations the full powers and where necessary, the right to sign the final instruments.*
  4. *For each session of the Plenipotentiary Conference or Administrative Council, the Government of each Member State shall communicate in advance to the Secretary-General of the Union, the names of the Members of its delegation. ...*

Pursuant to Resolution No.01/PAPU/AC/XXVIII/2009 on collection of outstanding contributions from Member States, accreditation to participate in meetings of the Plenipotentiary Conference will be subject to presentation of **authentic instruments**.

Under Article 3(a) of the Rules of Procedure of the Conference: “the opening session of the Conference is preceded by a presentation of the Credential Committee's report on the financial status and instruments of accreditation of each delegation [...]” ...

Identifying Member States with voting rights and eligible candidates prior to the 10th Ordinary Session of the Plenipotentiary Conference will require setting up an Ad hoc Committee, in line with Article 5(12) of the DRC.

### **3. OBJECTIVES**

The Ad hoc Committee's mission will include:

- Vetting of instruments of accreditation of Member States;
- Vetting of financial status of Member States;



- Receiving all applications for elective positions submitted to the General Secretariat;
- Review the form and content of applications in line with the criteria outlined in the call for applications;
- Prepare a report to be presented to the Conference.

#### **4. COMPOSITION**

The Ad hoc Credentials Committee will be composed as follows:

- One Member State per geographical region; and
- Tanzania, as the host country.

(Proposed Member States: Algeria, Cameroon, Côte d'Ivoire, Madagascar, South Africa and Tanzania).

The Committee members shall elect a Bureau composed of:

- A Chairperson;
- A Vice-Chairperson;
- A Rapporteur.

The PAPU General Secretariat will serve as the Secretariat.

#### **5. SELECTION CRITERIA**

Member States of the Ad hoc Committee must:

- Be up-to-date with their financial obligations to the Union;
- Not have a candidate for either of the elective positions (Secretary General and Assistant Secretary General).

#### **6. MEETING FORMAT**

Deliberations will take place prior to the 10th Ordinary Session of the Plenipotentiary Conference.

#### **7. REPORT**

The Ad hoc Committee will present its report during the plenary session of the PC.

**Decision No. XX/PAPU/PC/X/2021**

**Adopting the African Postal Guidelines proposed by the Pan African Postal Union (PAPU)**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session at Victoria Falls, Zimbabwe, from 24th to 25th 2021;**

**Mindful** of the Constituent Act of the African Union (AU);

**Mindful** of the AU's Agenda 2063 "*The Africa we want*";

**Mindful** of Articles 9, 11 and 29 of the Convention, and 2 of the Detailed Regulations of the Convention;

**Mindful** of Resolution No. 18/PAPU/AC/XXXVII/2017 instructing the General Secretariat to come up with guidelines for postal regulation on the continent, drawing on existing sub-regional models;

**Mindful** of Resolution No. 07/PAPU/AC/XXXVII/2018 adopting the terms of reference for the engagement of a consultant to propose a set of guidelines for Africa's postal sector;

**Mindful** of Resolution No. 09/PAPU/AC/XXXVIII/2019 to circulate the Study on the African Postal Guidelines to PAPU Member States for comments/inputs;

**Considering** the compelling need for African countries to set out harmonized and effective guidelines to regulate the continent's postal market and specify requirements for entry into same;

**Cognizant** of the need to propose a continent-wide standard framework for postal regulation, which outlines the character, duties and functioning of a regulatory authority;

**Upon review** of the Draft African Postal Guidelines;

**HEREBY DECIDES AS FOLLOWS:**

- To adopt the African Postal Guidelines;

**INSTRUCTS:**

- The PAPU General Secretariat to submit the document to the African Union Commission for final adoption by the competent authorities.

**Done in Victoria Falls, on 25<sup>th</sup> June 2021**

## Annex 10a

**Decision No. X/PAPU/AC/XXXIX/V/2021  
Introducing proxy into the Rules of Procedure of the PAPU Administrative Council**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Article 24 of Rules of Procedure of the Administrative Council;

**Considering** that Article 17(3) of Rules of Procedure of the Administrative Council precludes proxy voting by Member States and, by extension, bars them from being represented by another Member State;

**Aware** that the prohibition to use proxy may undermine not only the attainment of the quorum required for deliberations but also the legitimacy of the elected officials;

**Desirous** of addressing this shortcoming by introducing proxy participation and voting;

**HEREBY DECIDES AS FOLLOWS:**

1. Frames the provisions of Article 17(3) of Rules of Procedure of the Administrative Council as follows:

Article 17(3): Voting rights

A Member State may, if necessary, be represented by another delegated Member State. However, it is understood that a delegation may represent only one Member State other than its own.

The power of attorney authorizing a member State to be represented shall implicitly cover only the counting of the quorum and the right to vote.

The powers of a Member State represented during a Council meeting by another delegated Member State (proxy) shall conform to those outlined in the Detailed Regulations of the Convention.

2. Repeals all previous provisions to the contrary.

**HEREBY DECIDES AS FOLLOWS:**

- The General Secretariat to implement this Decision.

**Done in Victoria Falls, Zimbabwe on 22<sup>th</sup> June 2021**

**Decision No. X/PAPU/PC/X/2021  
Introducing proxy into the Rules of Procedure of the PAPU Plenipotentiary Conference**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session from 24<sup>th</sup> to 25<sup>th</sup> June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Article 24 of the Rules of Procedure of the Plenipotentiary Conference;

**Considering** that Article 17(3) of Rules of Procedure of the Plenipotentiary Conference precludes proxy voting by Member States and, by extension, bars them from being represented by another Member State;

**Aware** that the prohibition to use proxy may undermine not only the attainment of the quorum required for deliberations but also the legitimacy of the elected officials;

**Desirous** of addressing this shortcoming by introducing proxy participation and voting;

**HEREBY DECIDES AS FOLLOWS:**

1. Frames the provisions of Article 17(3) of Rules of Procedure of the Plenipotentiary Conference as follows:

Article 17(3): Voting rights

A Member State may, if necessary, be represented by another delegated Member State. However, it is understood that a delegation may represent only one Member State other than its own.

The power of attorney authorizing a member State to be represented shall implicitly cover only the counting of the quorum and the right to vote.

The powers of a Member State represented during a Conference meeting by another delegated Member State (proxy) shall conform to those outlined in the Detailed Regulations of the Convention.

2. Repeals all previous provisions to the contrary.

**INSTRUCTS:**

- The General Secretariat to implement this Decision.

**Done in Victoria Falls, Zimbabwe, on 25<sup>th</sup> June 2021.**

**Decision No. X/PAPU/AC/XXXIX/V/2021**  
**Outlining responsibilities of rapporteurs in the Rules of Procedure of the PAPU Administrative Council**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Articles 4 and 24 of the Rules of Procedure of the Administrative Council;

**Considering** that the Administrative Council's Rules of Procedure outline the responsibilities of Bureau members but fail to do same for rapporteurs;

**Desirous** of assigning specific responsibilities to rapporteurs in order to ensure the smooth running of Council meetings;

**HEREBY DECIDES AS FOLLOWS:**

The Rules of Procedure of the Administrative Council are amended by introducing a provision outlining the duties of rapporteurs, as follows:

- Article 5a: Duties of rapporteurs

Administrative Council meeting reports shall be prepared under the supervision of the rapporteurs.

**INSTRUCTS:**

- The General Secretariat to implement this Decision.

**Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June 2021**

**Decision No. X/PAPU/PC/X/2021**  
**Outlining the responsibilities of rapporteurs in the Rules of Procedure of the PAPU**  
**Plenipotentiary Conference**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10<sup>th</sup> Ordinary Session from 24<sup>th</sup> to 25<sup>th</sup> June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Articles 4 and 24 of the Rules of Procedure of the Plenipotentiary Conference;

**Considering** that the Plenipotentiary Conference's Rules of Procedure outline the responsibilities of Bureau members but fail to do same for rapporteurs;

**Desirous** of assigning specific responsibilities to rapporteurs in order to ensure the smooth running of Plenipotentiary Conference meetings;

**HEREBY DECIDES AS FOLLOWS:**

The Rules of Procedure of the Plenipotentiary Conference are amended by introducing a provision outlining the duties of rapporteurs, as follows:

- Article 5a: Duties of rapporteurs

Plenipotentiary Conference meeting reports shall be prepared under the supervision of the rapporteurs.

**INSTRUCTS:**

- The General Secretariat to implement this Decision.

**Done in Victoria Falls, Zimbabwe on 25<sup>th</sup> June 2021**

**Decision No. 00/PAPU/AC/XXXIX/V/2021**

**Clarification of hierarchy of laws between the PAPU Convention and the Administrative Council Rules of Procedure**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session from 21st to 22nd June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Articles 18(3) of the Convention and 29 of the Detailed Regulations of the Convention;

**Further mindful** of Articles 9 and 24 of the Administrative Council Rules of Procedure;

**Considering** the hierarchy of laws principle, whereby all Acts of the Union must be aligned to the Convention and its Detailed Regulations;

**Having noted** a contradiction between Article 29 of the Detailed Regulations of the Convention whereby a 2/3 quorum shall be required for all meetings of the Union's organs, and Article 9 of the Administrative Council Rules of Procedure that sets the quorum at 51%;

**Desirous** of enforcing the hierarchy of laws between the Union's Acts at all times and in all circumstances, pursuant to Article 18(3) of the Convention;

**HEREBY DECIDES AS FOLLOWS:**

1. Amends Article 9 of the Administrative Council Rules of Procedure as follows:

- Article 9 (New): *Quorum*

*"The quorum shall be made up of two-thirds of Member States of the Union."*

2. Repeals all previous provisions to the contrary.

**HEREBY DECIDES AS FOLLOWS:**

- The General Secretariat to implement this Decision.

**Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June 2021**

**Decision No. XX/PAPU/PC/X/2021**  
**Creating two new Administrative and Technical Committees at the Pan African Postal Union**  
**(PAPU)**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session from 24<sup>th</sup> to 125<sup>th</sup> June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 14 of the Convention, and 16, 17 and 18 of the Detailed Regulations of the Convention;

**Desirous** of restructuring the Administrative and Technical Committees with a view to enhancing their capacity to implement the quadrennial action programme in line with the UPU Postal Strategy;

**Aware** that as one of the pillars of the *Policy, Strategy and Governance Committee's* Terms of Reference, "Strategy" is of paramount importance and deserves to be catered to by an independent Committee;

**Further aware** that the tenure of the African Support Committee, which handles some strategic matters (including harmonization of Africa's positions), will soon expire;

**Considering** the overriding need to set up a Strategy Committee in addition to the Policy and Governance Committee, and current Committees;

**Persuaded** that the formation of these new Committees will have no timing and financial implications on the Administrative Council sessions;

**HEREBY DECIDES AS FOLLOWS:**

- To create the following Administrative and Technical Committees in addition to the existing ones during the 2021/2022 to 2024/2025 cycle:
  - "Policy and Regulation" Committee responsible for reforms, regulation and matters pertaining to the Acts of the Union;
  - "Strategy" Committee responsible for implementation and evaluation of strategy, as well as harmonization of Africa's positions on key technical issues;
- The Committees may set up "Task Forces" to address specific issues pertaining to their respective work programmes;
- They shall draw up their own terms of reference, rules of procedure and action programmes to be presented for adoption by the Administrative Council;
- Repeals and replaces all previous provisions to the contrary.

**INSTRUCTS:**



The General Secretariat to implement this Decision.

**Done in Victoria Falls, on 25<sup>th</sup> June 2021**

**Decision No. XX/PAPU/PC/X/2021**  
**Adopting the new distribution of seats on the Administrative Council of the Pan African Postal Union (PAPU)**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session from 24th to 25th June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 11 and 12 of the Convention;

**Further mindful** of Articles 2, 3, 4, 5, 6, 7 and 22 of the Detailed Regulations of the Convention;

**Considering** that the number of seats on the Administrative Council increased from 20 to 25 following the amendment of the PAPU Acts during the 5th Extraordinary Session of the Plenipotentiary Conference held in Antananarivo, Madagascar;

**Having regard** to the geographical breakdown applied by the African Union and the composition of PAPU Member States by geographical region;

**HEREBY DECIDES AS FOLLOWS:**

- To adopt the new distribution of seats on the PAPU Administrative Council as follows:
  1. Central: 4
  2. East: 5
  3. North: 3
  4. West: 7
  5. Southern: 6
- Repeals and replaces all previous provisions to the contrary.

**INSTRUCTS:**

The General Secretariat to implement this Decision.

***Done in Victoria Falls, on 25<sup>th</sup> June 2021***

**Decision No. XX/PAPU/PC/X/2021**  
**On election of members of the Administrative Council of the Pan African Postal Union for the**  
**2022-2025 cycle**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session from 24th to 25th June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 11 and 12 of the Convention;

**Further mindful** of Articles 2, 3, 4, 5, 6, 7 and 22 of the Detailed Regulations of the Convention;

**Considering** the consensually-adopted lists tabled by the sub regions presenting Member States who will represent them on the Administrative Council;

**HEREBY DECIDES AS FOLLOWS:**

- The following Member States classified by geographical region shall seat on the Administrative Council during the 2022-2025 quadrennial cycle;
- Central:
- East Africa
- North Africa
- West Africa
- Southern:

**INSTRUCTS:**

The General Secretariat to implement this Decision.

***Done in Victoria Falls, on 25<sup>th</sup> June 2021***

**Decision No. XX/PAPU/PC/X/2021**  
**Approving of interim agreements signed between the Union, international organizations and countries**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10th Ordinary Session from 24th to 25th June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 9, 11, 23, 24 and 25 of the Convention;

**Further mindful** of Article 2(7) of the Detailed Regulations of the Convention;

**Considering** the list of agreements concluded between the Union, international organizations and countries during the 2017-2020 cycle;

**HEREBY DECIDES AS FOLLOWS:**

- To approve the interim agreements concluded between the Union, international organizations and countries during the 2017-2020 cycle;

**INSTRUCTS:**

- The General Secretariat to implement this Decision.

***Done in Victoria Falls, on 25<sup>th</sup> June 2021***



Original : English

1<sup>st</sup> PAPU CEO Forum (Virtual)11<sup>th</sup> June, 2021

PAPU/CEOF/II/2021 – Doc. No.6

**REPORT OF THE 1ST PAPU CEO FORUM  
(39<sup>th</sup> Administrative Council Agenda item No.9c)**

1. Subject	References/Paragraphs	Observations
<b>Report of the 1<sup>st</sup> PAPU CEO Forum</b>	<b>Agenda of the 1<sup>st</sup> PAPU CEO Forum PAPU/CEOF/II/2021 – Doc. No.1</b>	
<b>2. Decisions Expected</b> <ul style="list-style-type: none"> <li>• Take note of the report;</li> <li>• Provide input, if any;</li> <li>• Adopt the report.</li> </ul>	<b>39<sup>th</sup> Administrative Council Agenda No. PAPU/AC/XXXIX/2021 - Doc No.1 Rev1</b>	

## 1. Introduction/background

The 1<sup>st</sup> PAPU Postal CEO Forum was held virtually on 11<sup>th</sup> June, 2021 from 09:00 GMT. The Forum was chaired by Egypt and Botswana was the Vice Chairman after being appointed by the Forum. The General Secretariat performed the role of the rapporteur.

## 2. Participation

The following Members participated during the Forum:

**2.1 PAPU Member States** : Algeria, Angola, Botswana, Burkina Faso, Cameroon, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Ghana, Kenya, Madagascar, Morocco, Namibia, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

**2.2 Other Organizations** : Universal Postal Union (UPU), African Union Commission (AUC) and Southern Africa Postal Operators Association (SAPOA).

A detailed list of participants is herewith attached as **Annex 1**.

### 3. Opening remarks

The Opening remarks were made by the following dignitaries:

- 3.1 The Pan African Postal Union (PAPU) Secretary General, Mr. Younouss Djibrine;
- 3.2 Director General of the Universal Postal Union (UPU), Mr. Bishar Hussein;
- 3.3 The African Union Representative (AUC), Mr. Christian Minoungou;
- 3.4 The Chairman of Egypt Post, Dr. Sharif Farouk.

### 4. Installation of the bureau

The Bureau was installed as follows:

Chairman	-	Egypt
Vice-Chairman	-	Botswana
Rapporteur	-	General Secretariat

### 5. Adoption of the agenda

The Secretariat presented document number **PAPU/CEOF//2021 – Doc. No.1** being the draft agenda for the Forum which was unanimously adopted without any amendment. The agenda is attached to this report as **Annex 2**.

### 6. Adoption of the Report of the 9<sup>th</sup> CEOs Forum on South-South Cooperation

After presentation of document number **PAPU/CEOF//2021 – Doc. No.2** containing minutes of the 9<sup>th</sup> CEO Forum on South-South Cooperation which was held on 5<sup>th</sup> December, 2021, in Cairo, Egypt by the General Secretariat, the Forum unanimously adopted the minutes without any amendment.

### 7. Matters arising from the 9<sup>th</sup> CEO Forum on South-South Cooperation

The Secretariat presented document number **PAPU/CEOF//2021 – Doc. No.3** from which the table below was extracted. The table lists the matters arising from the minutes of the 9<sup>th</sup> CEO Forum which was held on 5<sup>th</sup> December, 2019, in Cairo, Egypt, and the action (s) taken against each of them.

#### List of items denoted as matters arising from the 9<sup>th</sup> CEO Forum on South-South Cooperation

S/N	Minute number	Minute issue	Responsible	Remark(s)
1.	Minute No. 2 bullet 1 under Adoption of minutes of the 8 <sup>th</sup> Forum	The idea of organizing a joint stamp issue for the Abidjan 2020 Congress was mooted to commemorate the 4 <sup>th</sup> anniversary of the African Philatelic Hub	Morocco	Discussed as a substantive item under Agenda item 8, Doc 4a

		hosted by Morocco.		
2.	Minute No. 2 bullet 3 under the Adoption of minutes of the 8 <sup>th</sup> Forum	Burkina Post was designated to lead the African Common Mail Bag (or Mail Bags Pool) project.	Burkina Faso	Discussed as a substantive item under Agenda item 8, Doc 4b
3.	Minute No. 3 under African Philatelic hub	All member countries were requested to add the Hub's link " <a href="https://www.africaphilatelyshop.post">https://www.africaphilatelyshop.post</a> " to their respective websites.	Morocco	Discussed as a substantive item under Agenda item 8, Doc 4a
4.	Minute No. 3 under African Philatelic Hub	Poste Maroc (project leader and host of the Hub) would look into the possibility of incorporating payments by UPU international reply coupons.	Morocco	Discussed as a substantive item under Agenda item 8, Doc 4a
5.	Minute No. 3 under African Philatelic Hub	The PAPU General Secretariat was requested to prepare a working session on the sidelines of one of its meetings, to create a platform for synergies between the African Philatelic Hub hosted by Morocco and other initiatives led by the task force on philatelic products chaired by Tunisia.	PAPU	Not possible since the Forum was held virtually.
6.	Minute No. 4	NIPOST would circulate the outgoing <b>CEO Forum Chairman's report for 2017-2019 period</b> by postal mail to all members as soon as possible.	Nigeria	Done
7.	Minute No.6	Following a presentation by Mr. Djibrine, SG of PAPU, it was decided that henceforth, PAPU should handle the Secretariat of the CEO Forum;	PAPU	Done

8.	Minute No.6	In consultation with the new Chairman of the CEO Forum, PAPU would present a new governance charter for the CEO Forum during the next meeting. This charter should allow for a harmonious cohabitation of the two related initiatives.	Chairman/ PAPU	Done
----	-------------	--	-------------------	------

## 8. Working Sessions

Due to the virtual nature in which the Forum was conducted, working sessions could not be feasible. To this end, the Forum received updates from the countries that are leading/championing/spearheading the projects/initiatives, as follows:

### 8.1 African Philatelic Hub

Morocco is championing this activity which was presented in document number **PAPU/CEOF/II/2021 – Doc. No.4a** and the following were the key highlights:

8.1.1 The African Philatelic Hub was officially launched on the fringes of the 26<sup>th</sup> UPU Congress in Istanbul in October 2016. The event was commemorated by the joint issue of a postage stamp, branded “African Philatelic Hub”;

8.1.2 So far twelve (12) countries have signed the African Philatelic Hub membership agreement, namely: Benin, Burkina Faso, Burundi, Central African Republic, Congo, Cote d’Ivoire, Mali, Morocco, Mauritania, Niger, Senegal, and Togo;

8.1.3 The African Philatelic Hub offers a platform to foster cooperation through mutually reinforcing and synergistic processes across common economic, cultural, and regional spaces, in a partnership that is beneficial to all parties;

#### 8.1.4 Actions taken were as follows:

The CEO CSSA Forum held in Abidjan on 6<sup>th</sup> December 2018 decided to organize an event, namely:

- a) A joint philatelic issue commemorating the 4<sup>th</sup> anniversary of the Hub’s launch to be hosted on the website [www.africaphilatelyshop.post](http://www.africaphilatelyshop.post) on the sidelines of the forthcoming UPU Congress



scheduled to take place in Abidjan. However, only Niger has so far sent newly-produced stamps for sale on the hub;

- b) During the 9<sup>th</sup> CEO CSSA Forum held in Egypt in December, 2019, it was agreed that a ceremony be organized to reward the best stamps of the African Philatelic Hub during the aforementioned event:
- c) Three “Best Seller Awards: Gold, Silver, Bronze”, to be presented for the Hub’s best-selling stamps;
- d) Three “Best Stamp Awards: Gold, Silver, Bronze”, to be presented for stamps with the most votes from customers and African postal operators.
- e) The two best-selling stamps from each country (by 20<sup>th</sup> June 2021) will be nominated for the Best Stamp Award and put to the vote of customers and African postal operators.

The PAPU secretariat was requested to appeal to African countries to participate in the planned joint philatelic issue during the Abidjan Congress. At the very least, countries that could not produce stamps in time can participate in the first-day cover signing ceremony. In this regard, the PAPU secretariat was requested to handle the list of participants between now and the date of the event to be attended by all PAPU Member States. A group photograph of Heads of Delegation physically present in Abidjan will commemorate the event.

## **8.2 Common African Mail Bag project**

Burkina Faso is leading this project and presented a document number **PAPU/CEOF/II/2021 – Doc. No.4b** which featured the following main issues.

- a) An African Postal CEOs Forum was held on April 11<sup>th</sup>, 2019, at the International Bureau, alongside the 2019-1 sessions of the Postal Operations Council and the Council of Administration of the Universal Postal Union;
- b) The meeting designated Burkina Faso to pursue the implementation of the “African common postal bag initiative” project through the purchase of the bags by a joint project bringing together interested African countries;
- c) The main objectives of the project are to strengthen cooperation between member countries by:
  - Purchasing quality postal bags;
  - Reducing costs of acquiring bags for each participating country;
- d) The project will be directly funded by the QSF and/or member states. Each country interested will participate financially in addition to the existing funding of thirty thousand (30,000) USD from the United Arab Emirates;

- e) The quantities of bags to be allocated to each participating country would be determined in proportion to their financial contribution;
- f) Accordingly, each country will indicate the amount of its financial commitment through a Statement of Commitment form and will communicate its needs, by indicating them on the needs identification sheet:
  - The desired sizes (large size, medium-size, or small size);
  - Type of bag: airplane bag or surface track bag.
- g) By circular letter dated November 29<sup>th</sup>, 2019, from the Director General of LA POSTE BURKINA FASO, accompanied by a census form and a Statement of Commitment form, the designated operators of twenty-three (23) member countries were invited to communicate their needs and the amount of their financial commitment to enable the formulation of the project;
- h) A second letter was sent in June 2020 to all designated operators that have not yet responded to the 29<sup>th</sup> November, 2019 letter, to kindly communicate their response;
- i) As of 18<sup>th</sup> May, 2021, only eleven (11) countries out of twenty-three (23), namely Benin, Burkina Faso, Cameroon, Comoros, Congo Rep., Côte d'Ivoire, Gabon, Morocco, Senegal, and Sierra Leone replied and expressed their interest in the project;
- j) Countries interested in this initiative and that have not yet reacted can still communicate their need and the amount of their commitment to commence the project by the end of 2021.

### **8.3 Ecommerce-ecom@africa platform**

Egypt is spearheading this initiative and made a presentation vide document number **PAPU/CEOF//2021 – Doc. No.4c**. The following main points were availed to the Forum:

- a) In February, 2020, Egypt, signed a Cooperation Agreement with the UPU for the establishment and implementation of the Ecom@Africa initiative in the Arab Republic of Egypt and is championing this initiative within the realm of the CEO Forum;
- b) Egypt already established its consolidation hub, in 2019, and equipped it with all necessary infrastructure and IT solutions. Egypt signed fourteen (14) e-commerce consolidation hub agreements with the following African countries:  
Cameroon, Cote d'Ivoire, Gambia, Equatorial Guinea, Guinea Conakry, Kenya, Lesotho, Libya, Madagascar, Mauritania, Nigeria, South Africa, Sudan, Togo, in addition to one Arab country, Jordan;
- c) Egypt informed the UPU that it was going to use its consolidation hub to join the Ecom@Africa initiative by making all necessary amendments and developments that may be required;

- d) Egypt organized two e-commerce workshops in January and March, 2020 to introduce the consolidation hub and its work cycle;
- e) With the spread of COVID -19 activities at the hub temporarily stopped due to the lockdown regulations all over the world. However, suffice to state that Egypt Post renovated and developed its consolidation hub to the state of art standard, especially in ICT, ready for offering e-commerce services as soon as the service resumes;
- f) So far, Egypt Post entered into partnerships with giant companies such as MYUS.COM, UGOTBOX, and JUMIA in the USA, UK, and China to offer e-commerce services to Egyptian and African customers;
- g) Now Egypt is ready to receive experts from the IB UPU to start the actual implementation of the initiative by the laid down UPU standards;
- h) Egypt is seeking to cooperate with all African DOs to offer e-commerce services to their customers within the framework of this initiative to take advantage of preferential rates and assist them directly generate revenues from these services for further improvement and development of postal services in their countries.

#### **9. Presentation of the updated TORs by PAPU General Secretariat PAPU/CEOF//2021 – Doc. No.5**

The General Secretariat presented the updated ToRs as mandated by the 9<sup>th</sup> CEO Forum. The Forum adopted the updated TORs and the related draft Decision without any amendment. The updated ToRs and the related draft Decision are attached to this report as **Annex 3 and 3a**, respectively.

#### **10. Panel discussion: Main Theme - “Postal Transformation in Africa”**

Sequel to the Concept Note for the 1<sup>st</sup> PAPU CEO Forum summarized in document number **PAPU/CEOF//2021 – Doc. No.6**, the General Secretariat organized the event on 11<sup>th</sup> June, 2021, whose first edition focused on “**Postal Transformation in Africa**” broken down into two (2) subtopics. These were discussed in two (2) sessions.

However, before delving deep into the discussions on the subtopics an **overview of the Postal Digital Transformation in Africa** was provided by Mr. Ahmed Mansour, Egypt Post Secretary General. The overview mainly focused on the following areas:

- a) Digital Transformation Ecosystem;
- b) Fourth Industrial Revolution;
- c) Unblocking Innovation;
- d) Digital Transformation Trends;

- e) Egypt Post Financial Inclusion Experience;
- f) Collaboration with Stakeholders
- g) Towards the Next Normal.

#### **10.1 Session 1: “Digital transformation: Opportunities”**

This session was moderated by Kenya. The main speakers were: Algeria, Senegal, and Botswana.

#### **10.2 Session 2: Sub-theme-Digital transformation: Challenges & Solutions (Post COVID-19 era)**

This session was moderated by Morocco. The main speakers were Tunisia, Cameroon, and Nigeria. The key takeaways from both sessions are contained in the draft declaration for the Forum which is attached to this report as **Annex 4**.

#### **11.Date and venue of the next Forum**

The date and venue of the 2<sup>nd</sup> PAPU CEO Forum will be communicated by the General Secretariat after consultations with the Chairman.

#### **12.Any other business**

There was no other business.

#### **13.Adoption of the report on the 1<sup>st</sup> PAPU CEO Forum**

The report was adopted with some amendments.

#### **14.Closing session**

Closing remarks were made by the Secretary General and the Chairman as follows:

##### **14.1 PAPU Secretary General**

The Secretary General was grateful to the Chairman for his unique manner in which he chaired the meeting and applauded the participants for their endurance during the meeting. He further thanked the moderators for the excellent job performed as well as speakers for the excellent presentations made during the discussions. He stressed the fact that working online this time around was a splendid experience which gave an idea of what the future will look like, especially with due regard to the upcoming UPU Congress in Côte d'Ivoire . He was confident that Africa was capable of effectively participating in online meetings. He took the opportunity to once again congratulate the General Secretariat staff for a job well done which resulted in a record success of the Forum.

## **14.2 Chairman of the Forum**

In his closing remarks, the Chairman intimated the importance of digitization of postal services underscoring the fact that it not only simplifies the delivery of basic services but also makes it possible to offer financial services easily accessible, in an affordable, secure and reliable manner, among other things.

With the foregoing remarks, the Forum was closed at 15:10 GMT.

1<sup>st</sup> PAPU CEO Forum

## List of participants

N°	Name (Original Name)	User Email
1.	Namibia: Emilia Eino - CRAN (Namibia: Emilia Eino - CRAN)	eeino@cran.na
2.	Uganda-agatha kyakunzire (agatha kyakunzire)	agatha.kyakunzire@gmail.com
3.	Adjoua Marie Laure TANOH	tanoh.marielaure@artci.ci
4.	Isaac GNAMBA-YAO [ Côte d'ivoire CI] (Isaac GNAMBA-YAO [ Côte d'ivoire CI])	isaac.gnamba@gmail.com
5.	ALGERIA-Ishak Gheni (ALGERIA-Ishak Gheni)	i.gheni@mpt.gov.dz
6.	Zambia-K. Nkunika (Zambia-K. Nkunika)	khumbuzo.nkunika@mtc.gov.zm
7.	CAMEROON : FELIX MBUNGE SUMBELE (CAMEROON FELIX MBUNGE SUMBELE)	felix.sumbele@campost.cm
8.	ZIMPOST-ZIMBABWE (ZIMPOST-ZIMBABWE)	nihuchu@gmail.com
9.	UPAP PAPU	it@papu.co.tz
10.	Cameroun MANA ALIOUM (MANA ALIOUM)	manaalioum@yahoo.fr
11.	Alfred (Alfred Fang)	alfred.fang@african-court.org
12.	NAMIBIA Emilia Nghikembua (Emilia Nghikembua)	enghikembua@cran.na
13.	URT sayyida Mohamed (sayyida Mohamed)	sayyida.mohamed@tcra.go.tz
14.	Tunisian Post - Housseem GHARBI (Housseem GHARBI)	gharbi.housseem@gmail.com
15.	AMADOU BELLO	belloamadou@gmail.com
16.	NIGERIA - DR. ADEBAYO ADEWUSI (ADEBAYO ADEWUSI)	felix.otega@nipost.gov.ng

17.	ALGERIA.Khadidja Dahmani (Khadidja Dahmani)	k.dahmani@arpce.dz
18.	CMR-Marius Ngumi Giih (Marius Ngumi Giih)	mariusngumi@yahoo.com
19.	UPU Mutua Muthusi - (Mutua Muthusi)	mutua.muthusi@upu.int
20.	BOTSWANA-Mogomotsi Tebakae (Mogomotsi Tebakae)	mtebakae@botswanapost.co.bw
21.	BRIGHTON NGOMA (BRIGHTON NGOMA)	ngomab@zampost.com.zm
22.	Cameroun-Alain Adoré ELOUTI MINO (Alain Adoré ELOUTI MINO)	alainelouti@yahoo.fr
23.	Zambia Clara Phiri (Clara Phiri)	claraph2008@yahoo.com
24.	PAPU-Nathan Mkandawire (nathan mkandawire)	nmkandawire1963@gmail.com
25.	Nigeria Post - (Habu Zoaka) (Habu Zoaka)	habu.zoaka@gmail.com
26.	SG PAPU YOUNOUSS DJIBRINE (YOUNOUSS DJIBRINE)	djibriney@gmail.com
27.	Madagascar RICHARD RANARISON (RICHARD RANARISON)	dir_general@paositramalagasy.mg
28.	EMMANUEL AGBOR	agbormanu@yahoo.fr
29.	Marie-Laure EDOM	emarielaure88@hotmail.com
30.	KENYA-DAN KAGWE (DAN KAGWE)	dkagwe@posta.co.ke
31.	SAPOA Janras Serame Kotsi (Janras Serame Kotsi)	seramek7@gmail.com
32.	Sénégal Dame Fall (Dame Fall)	dame.fall@laposte.sn
33.	GHANA Hamdaratu (Hamdaratu)	hamda.zakaria@pcsrc.gov.gh
34.	PAPU - HAF (MICHAEL ONYEZEWE)	af@papu.co.tz
35.	ALGERIE POSTE Hanoufi Baya (Hanoufi Baya)	hanoufi.b@poste.dz
36.	Wendy D. - Interpreter (FR-ENG) (Wendy Durand)	translingualtd@yahoo.co.uk
37.	South Africa Dibuseng Mamabolo (Nomkhita Mona)	nomkhita.mona@postoffice.co.za
38.	KENYA-TERRY GACAU (TERRY GACAU)	terrygacau@gmail.com

39.	SHARIF FAROUK	sharif.farouk@egyptpost.org
40.	Burkina - Bamory OUATTARA (Bamory OUATTARA)	bamory.ouattara@laposte.bf
41.	Tunisia-Mona Balti (Mouna Balti)	mouna.balti@tunisia.gov.tn
42.	RD Congo-Joseph (JOSEPH MANDJOLO MUSH)	josemandjolo@gmail.com
43.	ANGOLA - Pindali Emídio (Pindali Emídio)	dali.zo180@gmail.com
44.	Ghana-James Kwofie (James Kwofie)	james.kwofie@ghanapost.com.gh
45.	Morocco ahmed kada (ahmed kada)	kada@poste.ma
46.	African Union Commission-Christian Minoungou (Christian Minoungou)	minoungouc@africa-union.org
47.	Uganda - Jessica Uwera (Jessica Uwera)	juwera@ugapost.co.ug
48.	SAMEH SOLAIMAN	samehsolaiman@egyptpost.org
49.	PAPU-Hillaria Mazenge (Hillaria Mazenge)	qso@papu.co.tz
50.	Botswana - Cornelius Ramatlhakwane (Cornelius Ramatlhakwane)	cramatlhakwane@botswanapost.co.bw
51.	Egypt - AHMED MANSOUR (AHMED MANSOUR)	amansour@egyptpost.org
52.	Congo Rép_Ludovique MBOSSA	ludovique.mbossa@gmail.com
53.	BOTSWANA GOFHAONE BINO MERAFFE (GOFHAONE BINO MERAFFE)	gmerafhe@botswanapost.co.bw
54.	PAPU (ASG)Kolawole Aduloju (Kolawole Aduloju)	kolawole.aduloju@gmail.com
55.	Egypt Hatem El Soly (NERMIN MAHSOUB)	n_hassan@egyptpost.org
56.	NIGERIA ...LOVERIDGE DEBEGBUDU (LOVERIDGE DEBEGBUDU)	taridee2007@gmail.com
57.	Nigeria -- GM Counter ADEDOYIN ADENIYI (ADEDOYIN ADENIYI)	sisdeeng@gmail.com
58.	Bishar Hussein	dgooffice@upu.int
59.	Egypt ABDELNABY ABOELNAGA (ABDELNABY ABOELNAGA)	ahamdi@egyptpost.org
60.	Burkina Noufou OUIBGA (Noufou OUIBGA)	noufou.ouibga@laposte.bf



61.	PAPU Oumarou LY	oabdourahamanely@gmail.com
62.	Pascal CAPO-CHICHI	fructueuxcapo@yahoo.fr
63.	Uganda -Andrew Otim (Andrew Otim)	aotim@ucc.co.ug
64.	Abdulwakil Jamiu	aremcx84@gmail.com
65.	Allassane Sané	allassane.sane@laposte.sn
66.	Jude Tarh	judetarh@gmail.com
67.	Senegal Abdaty KA (Abdaty KA)	abdatyka@gmail.com
68.	ZAMBIA - SHARON MACHAYI (SHARON MACHAYI)	smachayi@zicta.zm
69.	Kenya-Frida Inchoga (Frida Inchoga)	inchogaf@gmail.com
70.	Henry Zimba	zimbah@zampost.com.zm
71.	Cameroon: FRU DERIC NJI (FRU DERIC NJI)	fruderic@gmail.com
72.	SUDAN-ABUBAKER MAHGOUB (ABUBAKER MAHGOUB)	abubaker@tpa.gov.sd
73.	Amadou HASSANE	amadou.hassane@arcep.ne
74.	NIGERIA YEWANDE OGUNBODEDE (YEWANDE OGUNBODEDE)	wandyss27@yahoo.com
75.	TANZANIA POSTS PMG-MACRICE (ELIA MADULESI)	ekutimwa@gmail.com
76.	kenya - joan toroitich (joan toroitich)	joan.toroitich@gmail.com
77.	MourBA- SENEGAL (Mour Ndiaye BA)	mourndiayeba@gmail.com
78.	ZAMBIA-Bernard Banda (Bernard Banda)	bbanda@zicta.zm
79.	marie josiane Mendouga	mj.mendouga@gmail.com
80.	Shepherd Musonza	smusonza@zimpost.co.zw
81.	Ndanatsei Chinodya	nchinodya@zimpost.co.zw
82.	Joel Katsande	jkatsande@zimpost.co.zw

83.	Françoise LUFULUABO	francoise.lufuluabo@arptc.gouv.cd
84.	Samuel Boafo Adu	samuel.boafo-adu@moc.gov.gh
85.	Pascoal Alé Fernandes	pbale.fernandes@inacom.gov.ao
86.	LOHORE ERIC DAGBO	dagbo.eric@artci.ci
87.	Hashim Elhaj	hashim.elhaj@upu.int
88.	Essam Elsaghir	essamnasr@egateegypt.com
89.	Yvonne TEMBE TIFUH	tembety@yahoo.fr
90.	ZW Moyo	scmoyo1@gmail.com
91.	Mouna Tunis	monna101070@yahoo.fr



**39<sup>TH</sup> ORDINARY SESSION OF THE  
PAPU ADMINISTRATIVE COUNCIL**

**PAPU/CEOF/II/2021 – Doc. No.1  
11<sup>th</sup> June, 2021 (Virtual)**

**DRAFT AGENDA OF THE 1ST PAPU CEO FORUM**

**BUREAU**

CHAIRPERSON - EGYPT  
VICE-CHAIRPERSON - To be elected during the Forum  
SECRETARY/RAPPORTEUR - GENERAL SECRETARIAT

**WORKING HOURS** 09.00 - 16.00 GMT

<b>ITEM N°</b>	<b>DRAFT AGENDA</b>	<b>DOCUMENT</b>
--------------------	---------------------	-----------------

1. Registration;
2. Opening Ceremony;
  - a) PAPU Secretary General, Mr. Younouss Djibrine;
  - b) African Union Commission (AUC) Representative, Mr. Christian Minoungou;
  - c) The UPU Director Generals, Mr. Bishar Hussein;
3. Opening Remarks by Chairman;
4. Installation of the bureau;
5. Adoption of the Agenda;



6. Consideration and adoption of the Report of the 9<sup>th</sup> CEOs Forum on South-South Cooperation; **PAPU/CEOF/II/2021 – Doc. No.2**
7. Matters arising from the 9<sup>th</sup> CEO Forum on South-South Cooperation; **PAPU/CEOF/II/2021 – Doc. No.3**
8. Working Sessions on:
  - African Philatelic Hub by Morocco **PAPU/CEOF/II/2021 – Doc. No.4a**
  - Common African Mail Bag project by Burkina Faso **PAPU/CEOF/II/2021 – Doc. No.4b**
  - Ecommerce-ecom@africa platform by Egypt **PAPU/CEOF/II/2021 – Doc. No.4c**
9. Presentation of the updated TORs by PAPU General Secretariat; **PAPU/CEOF/II/2021 – Doc. No.5**
10. Panel discussion: Postal Transformation in Africa; **PAPU/CEOF/II/2021 – Doc. No.6**
11. Consideration and adoption of the report on 1<sup>st</sup> PAPU CEO Forum; **PAPU/CEOF/II/2021 – Doc. No.7**
12. Date and venue of the next Forum;
13. Any other business;
14. Closing session;



**AFRICA POSTAL CEO FORUM****TERMS OF REFERENCE (UPDATED-Original: English)****1. BACKGROUND AND RATIONALE**

By Resolution No.18/PAPU/AC/XXXVI/2017, the Administrative Council of the Pan African Postal Union (PAPU), meeting in its 36<sup>th</sup> Ordinary Session from 8<sup>th</sup> to 10<sup>th</sup> May 2017 in Nairobi, Kenya, decided to organize an annual Forum for Postal Regulators on the sidelines of the AC meeting. Since then, the Forum has been a regular feature on the AC meeting agenda.

In the same vein, African posts have been meeting on a regular basis in “informal” gatherings of postal CEOs. These meetings which are of the highest importance for Africa’s postal sector deserve to be formally institutionalized.

**2. AIMS****2.1- Overall objective**

The overarching objective is to provide a formal and dependable platform for sharing ideas and experiences, as well as building new partnerships.

**2.2- Specific objectives:**

More specifically, postal CEOs will be able to:

- a) Conduct a situational analysis of the environment in which the African post operates;
- b) Craft strategies to address current challenges and capitalize on opportunities to develop the sector;
- c) Design potentially operational business models;
- d) Analyze new customer needs and expectations, especially with respect to ICTs;
- e) Specify their expectations to international postal bodies, notably PAPU;
- f) Build working relationships and forge partnerships with other stakeholders in the sector.

**3. EXPECTED OUTCOMES**

The following outcomes are expected from each Forum:

- 3.1** Challenges facing the sector and possible solutions clearly identified;
- 3.2** More motivated postal leaders with regard to PAPU activities;



**3.3** Greater understanding of thematic issues debated;

**3.4** New partnerships created

#### **4. THEMES**

The rich array of potential themes for the event includes:

**4.1** Global and regional trends;

**4.2** Customer needs and new services;

**4.3** Opportunities opened up by digitization;

**4.4** Role of public postal services and rethinking of universal service;

**4.5** Relations with government authorities;

**4.6** Status of postal financial services;

**4.7** Competition;

**4.8** Relations between postal operators, postal regulators and financial regulators;

**4.9** Consumer rights;

**4.10** Quality standards, etc.

#### **5. PARTICIPANTS**

**In a bid to** bring together as many African postal CEOs as possible, the Forum will equally be open to non-PAPU member countries as detailed below:

**5.1** Any private operator, any association or company can attend as an observer in line with the items on the agenda of the Forum subject to prior approval of their request to participate by the members of the Forum. The request must be motivated by objective expected from their participation;

**5.2** They have the right to participate in the debates but do not have the right to vote;

**5.3** They can only receive non-confidential information and documentation disseminated by the Forum Secretariat.

#### **6. MEETING FORMAT**

Just like the Postal Regulators Forum, the CEO Forum will be held on the sidelines of the PAPU Administrative Council meeting:

**6.1** Either annually as a half-day event;

**6.2** Or biennially (every two years) as a one-day event.



## **7. ORGANIZATION**

The role of Rapporteur of the Forum shall be performed by the PAPU General Secretariat.

The Forum may be held on the sidelines of the Administrative Council meeting. The Vice Chairmanship of the Forum is the host country of the Administrative Council. He assumes the Chairmanship of the next session and so on.

## **8. FINANCING**

The Forum will not require separate or additional financial resources apart from the amount budgeted for in the PAPU regular budget. However, the following important facts shall be observed:

- 8.1** Observers can voluntarily contribute to the financing of African multilateral cooperation within the framework of the Forum, especially to the financing plan of each project;
- 8.2** The country Chairing the Forum shall ensure that the financing of the running costs are born by her;
- 8.3** The Chairman may request technology partners and sponsors to contribute in funding the Forum.



**Decision No. 04/PAPU/AC/XXXIX/2021**

**On the harmonization of the CEO Forum on “South-South Cooperation for Africa” Charter and African Postal CEO Forum Terms of Reference (ToRs)**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021 in Victoria Falls, Zimbabwe;**

**Recalling** that by Resolution No. 06/PAPU/AC/XXXVIII/2019 On the establishment of an African Postal CEO Forum, the Administrative Council meeting during its 38<sup>th</sup> Ordinary Session from 17<sup>th</sup> to 19<sup>th</sup> June, 2019, established the African Postal CEO Forum within the PAPU structures to provide a formal and dependable platform for sharing ideas and experiences, as well as building new partnerships;

**Considering** that the relevant set of ToRs was adopted during the aforementioned Administrative Council Session;

**Noting** that there existed a CEO Forum on “South-South Cooperation for Africa” since 2014 which was functioning with its governance charter;

**Desirous** of the need to harmonize the contents of both documents;

**Taking into account** the outcomes of the consultations made with the Chairman of the Forum and the decisions of the 1<sup>st</sup> PAPU CEO Forum held on 11<sup>th</sup> June, 2021, on the need to come up with a harmonized framework of the two related initiatives;

**HEREBY DECIDES AS FOLLOWS:**

Adopt the harmonized document, herein referred to as ToRs, as set out in the annex to this decision.

**INSTRUCTS:**

The General Secretariat to implement this Decision

***Done in Victoria Falls, Zimbabwe, on 22<sup>nd</sup> June, 2021***





**1ST PAPU CEO FORUM DECLARATION**

We, the following CEOs and representatives of the Designated Operators of PAPU Member States and observers:

**Algeria, Angola, Botswana, Burkina Faso, Cameroon, Congo Republic, Côte d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Ghana, Kenya, Madagascar, Morocco, Namibia, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia, Zimbabwe, Universal Postal Union (UPU), African Union Commission (AUC) and Southern Africa Postal Operators Association (SAPOA).**

Having met on the sidelines of the 39<sup>th</sup> Ordinary Session of the PAPU Administrative Council on 11<sup>th</sup> June, 2021 and deliberated on the following key issues:

1. Consideration and adoption of the report of the 9<sup>th</sup> CEOs Forum on South-South Cooperation;
2. Matters arising from the 9<sup>th</sup> CEO Forum on South-South Cooperation;
3. African Philatelic Hub by Morocco;
4. Common African Mail Bag project by Burkina Faso;
5. E-commerce-ecom@africa platform by Egypt;
6. Presentation of the updated TORs by PAPU General Secretariat;
7. Panel discussion: Postal Transformation in Africa;
8. An overview of the Postal Digital Transformation in Africa by Mr. Ahmed Mansour, Egypt Post Secretary General;
9. Presentations on Digital Transformation- Opportunities by Algeria, Senegal, and Botswana;
10. Presentations on Digital Transformation: Challenges and Solutions (post Covid-19 era) by Tunisia, Cameroon and Nigeria.

**Considering** that our special focus was on the Postal Transformation in Africa which was broken down into two (2) sub topics during the panel discussions, namely, Postal Transformation: Opportunities and Postal transformation: Challenges & solutions (post COVID-19 era) which were discussed on separate sessions;



**Considering further** that we discussed the titanic opportunities and challenges presented by the transformation of the post office on the African continent, particularly on the digital front and endeavored to spur diversification of postal products and services for sustainability and growth;

**Cognizant** of the fact that the Forum afforded us the opportunity to benchmark and exchange experiences on digitalization as a means of transforming the African posts to become leading logistics players;

**Noting** that there are challenges in the pursuit of transformation, the post needs to craft the ways and means of mitigating them, especially with the advent of COVID-19 pandemic with a view to smoothly migrating to normalcy;

### **DECLARE THAT**

It is an undeniable fact that reliance on digitization to breathe new life into the African postal sector at a time of electronic commerce is key in the wake of constant customer changing needs in both the physical and digital value chains.

And specifically, the Forum came up with the following key outcomes to assist in future operations:

- a) Let's move as a continent so that no country is left behind;
- b) Having noted that each country has made some strides towards embracing digitization for example, Botswana which has a national gateway for coordinating all digital initiatives while Algeria had prospects for the introduction of using robots and drones for delivery of postal services in their country;
- c) Countries should share solutions developed so that other countries do not re-invent the wheel;
- d) We should develop a master plan which should be a framework for use by all DOs in Digital Transformation initiatives based on already existing frameworks such as the AU Digital Transformation Strategy (DTS) 2020-2030;
- e) Collaboration with the rest of the world will be easier if Africa moves as one block;
- f) We need to continuously adjust to match the market situation the physical, financial and electronic dimensions of the business;
- g) Several studies have shown that the post's revenues have been impacted negatively by the pandemic,
- h) A comprehensive approach is need to mitigate the effects of the pandemic;
- i) There is need for continuous capacity building and cyber security awareness to handle the new norm;
- j) It is time for the postal community to invest more in the state of the art delivery technologies;



- k) There is need harness diaspora funds to assist in the recovery process;
- l) Digital transformation should be a priority to Postal Operator CEOs in this era;
- m) Leadership is key in the process of recovery from the pandemic;
- n) As we come up with strategies for recovery, consumer behavior and experience should be taken into account.

### **INSTRUCTS THE GENERAL SECRETARIAT**

To closely coordinate the implementation of the action points in collaboration with the CEOs

***Done in Victoria Falls, Zimbabwe, 22<sup>nd</sup> June, 2021***





Original: French

**Fourth Postal Regulators Forum held online on  
14 June 2021**

**REPORT OF THE FOURTH POSTAL REGULATORS FORUM**

1. Subject	References/paragraphs	Comments
<b>Report of the Fourth Postal Regulators</b>  <b>2. Decision expected</b>    Take note of the report;   Adoption of Forum Declaration and draft	<b>Concept Note of the Fourth Postal Regulators Forum</b>  <b>Introduction of panelists and discussions</b>	

**1. INTRODUCTION AND BACKGROUND**

The Fourth Postal Regulators Forum was held online on 14 June 2021 as from 9:00 GMT. This is pursuant to PAPU Administrative Council Resolution No. 18/PAPU/AC/XXXVI/2017, meeting during its 36<sup>th</sup> Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya), whereby an annual forum on postal regulation was instituted on the sidelines of Council meetings.

The proceedings were chaired by Dr. Gift K. Machengete, Director General of POTRAZ.

The General Secretariat served as rapporteur.

**2. Participants**

The following Member States and organizations were in attendance:

**2.1 PAPU Member States:** Algeria, Angola, Botswana, Benin, Cameroon, Côte d'Ivoire, Democratic Republic of Congo (DRC), Ghana, Kenya, Madagascar, Namibia, Niger, Nigeria, Senegal, South Africa, Sudan, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

**2.2 Organizations:** African Union Commission (AUC), CRASA and EACO. The detailed attendance list is attached as **Annex 1**.

**3. Opening remarks**



The proceedings began with opening remarks from the following officials:

**3.1** Mr. Younouss Djibrine, Secretary General of the Pan African Postal Union (PAPU);

In his introductory remarks, he noted that personal data protection is a shared legitimate concern among citizens, faced with operators and other data managers that can either monetize such data or simply be insufficiently equipped to protect them from potential criminals or malicious persons.

He proceeded to point out that a strategic watch by the competent authorities is a vital prerequisite, in order to minimize the harm inflicted (particularly in scope and incidences) by the unauthorized and inappropriate use of personal data, where it is not prevented altogether.

**3.2** The representative of the African Union Commission (AUC), Mr Christian Minoungou, began by highlighting the pre-eminent role of the digital economy worldwide, as it accounts for almost a third of global GDP. Regrettably, Africa with its strong growth rate is a prime target for cybercrime.

He then presented some background information on the African Union Convention on Cyber Security and Personal Data Protection, which has so far been ratified by only 10 AU Member States out of the 15 required to bring it into force.

#### **4. Commencement of proceedings**

The opening address was delivered by Dr. Gift K. Machengete, Director General of POTRAZ following a presentation of his brief biography by the PAPU Assistant Secretary General, Mr. Kola Aduloju. Having welcomed participants, he highlighted the correlation between the development of digital technology, its myriad applications and the theme of the Forum. Indeed, while new technologies have become part and parcel of people's daily lives, sadly enough, they also come with threats to the user. Hence, he suggested, there is need to develop appropriate systems to protect users. Dr. Gift K. Machengete concluded his address by wishing fruitful outcomes to everyone.

#### **5. Theme of Forum**

The Forum was organized on the theme: *“Role of the Regulator in Personal Data Protection”* (**cf. Concept Note in Annex 2**). The choice of the theme was justified by the germaneness of the issue of personal data protection. In actual fact, consumers are required to disclose personal data, which is information needed to identify a user. Consequently, the need to ensure confidentiality of data collected by operators as well as the protection and security of this data has become a critical factor.

Moreover, during the 2019 edition of the Regulators Forum held on 18 June 2019 in Ouagadougou, Burkina Faso, although the theme of consumer protection was on the agenda, personal data protection emerged as a centerpiece, hence the need to shine the spotlight on this theme in the 2021 edition.



## 6. Moderator

The Forum was moderated by Ms Couro Kane, Director of Postal Regulation at the Posts and Telecommunications Regulatory Authority (ARTP) of Senegal, representing the Director General who was excused.

## 7. Panelists

The distinguished panel was composed as follows:

- Mr. Charley Lewis (PhD, MComm), Senior Lecturer at the University of the Witwatersrand, South Africa
- Ms. Victoria Nawajji Ssekandi, Advocate of the High Court of Uganda;
- Momar Ndao, President of the Consumer Protection Association of Senegal (ASCOSSEN);
- Mr. Seyni Gado Moussa, Magistrate and Secretary General of the Higher Authority for Personal Data Protection, Niger.

### 7.1 Mr. Charley Lewis (PhD, MComm).

He started off by describing personal data as a topical issue for which protection is necessary to avoid abuse and build trust.

A whole raft of national and international instruments contribute to this effort. In Europe, the General Data Protection Regulation (GDPR) is the reference instrument on the subject, which makes public and private organizations accountable for processing their data. Mr Lewis outlined the key principles of this regulation, including consent, the right to delete, accountability and the right to portability.

In Africa, he focused on the aforementioned African Union Convention on Cyber Security and Personal Data

Protection, which is still pending because it has not received the required number of ratifications.

Mr. Lewis concluded with a number of recommendations, including the need to develop comprehensive guidelines that can ensure personal data protection in the postal sector in areas such as licensing. There is need for harmonization in this area in Africa.

### 7.2 Ms Victoria Nawajji Ssekandi (Uganda).

She began by mentioning the fact that right to privacy is enshrined in the Constitution of Uganda. Accordingly, a special act was passed in 2019 to govern the issue. This act applies to both individuals and institutions, and provides details of each phase of data use and all the usual rights in the field of personal data.



In Uganda, the data protection office is different from the postal regulator.

The mission of the office is to guide citizens on their rights. The institution works with data processing officers and

data controllers, and also ensures oversight of children's rights.

Lastly, the panelist encouraged operators to review their practices in order to ensure that they are in line with the current guidelines, and strongly recommended the need to raise public awareness.

### 7.3 Mr. Momar NDAO (Senegal).

He started with the standard definition of personal data before coming up with another definition. Thus from the fingerprint of humankind, or absolute possession, he considers personal data to be today's "white gold". He intimated that personal data is definitely a weapon of mass self-destruction that can be operated remotely. Therefore, collection and registration must be done in a legal, fair and non-fraudulent manner.

Personal data stakeholders are international organizations, states, their agencies and consumers. Being rather watchful and cautious, the latter have not hesitated, with the advent of mobile telephone subscriber identification, to request a filter in order to select the data that operators can access.

In Senegal, two institutions deal with personal data, namely ARTP and the Protection Commission.

Mr Ndao concluded by stressing the involvement of consumer associations in raising awareness among users.

### 7.4 Mr. Seyni Gado Moussa (Niger)

Mr Gado Seyni explained that prior to establishment of the HAPDP, personal data was regulated by ARCEP in accordance with the 2005 law, which includes provisions on confidentiality and security of correspondence. He noted that the Niger Constitution enshrines respect for the secrecy and inviolability of correspondence. A 2007 law governs personal data and provides for the whole range of usual rights: transparency, data retention, quality, owner participation, etc.

Speaking about the HAPDP, which was only set up in 2020, it has a public service mission and can be seized by means of a simple complaint from users. Its rulings may be challenged before the Council of State. Contacts have already been established with postal operators, particularly the designated operator Niger Postes.



HAPDP ensures that a number of rights are respected, such as the right of access, rectification, opposition, deletion, portability and withdrawal of consent.

## **8. Closing remarks**

In his closing remarks, the Chairman of the Forum thanked the panellists for their relevant contributions to developing the theme, the General Secretariat for the excellent organization of the Forum and the well-chosen panellists. He announced that the 10th Ordinary Session of the Plenipotentiary Conference would take place in Victoria Falls, Zimbabwe.

The Chairperson then declared the Forum closed at 2:29 pm GMT.

The Forum was concluded with a Declaration (**Annex 3**).

A Draft Resolution is hereby submitted to the Administrative Council for consideration (**Annex 4**).





**ANNEX**  
**Attendance list of 4th Postal Regulators Forum**

	Name (Original Name)	User e-mail
1.	Vokhiwa Shadreck	svokhiwa@malawiposts.com
2.	EACO - Alexis Sinarinzi (Alexis Sinarinzi)	asinarinzi@eaco.int
3.	NAMIBIA - Emilia Nghikembua (Emilia Nghikembua)	enghikembua@cran.na
4.	NIGERIA Yewande Ogunbodede (NIGERIA Yewande Ogunbodede)	wandyss27@yahoo.com
5.	Zambia-K. Nkunika (Zambia-K. Nkunika)	khumbuzo.nkunika@mtc.gov.zm
6.	ZIMBABWE GIFT KALLISTO MACHENGETE (ZIMBABWE GIFT KALLISTO MACHENGETE)	machengete@potraz.gov.zw
7.	UPAP PAPU	it@papu.co.tz
8.	Mélanie Planchand	melanie.planchand@laposte.fr
9.	TANZANIA SAYYIDA Mohamed (SAYYIDA Mohamed)	sayyida.mohamed@tcra.go.tz
10.	CAMEROON-Marius Ngumi Giih (Marius Ngumi Giih)	gmariusngumi@yahoo.com
11.	Alfred Fang	alfred_fang@yahoo.com
12.	Christophe KARORERO	chriskarorero44@gmail.com
13.	Senegal COURO KANE (COURO KANE)	couro.kane@artp.sn
14.	PAPU Kola Aduloju- Asst Secretary General (Kola Aduloju- Asst Secretary General(PAPU))	kolawole.aduloju@gmail.com
15.	EMMANUEL AGBOR	agbormanu@yahoo.fr
16.	PAPU SG YOUNOUSS Dj. (AMADOU AMADOU)	beloamadou@gmail.com
17.	South Africa Dr Charley Lewis (ICASA) (Charley Lewis)	clewis@icasa.org.za
18.	Hadjaratou BAMBA	bamba.hadjaratou@artci.ci
19.	ALGERIA.KHADIDJA DAHMANI (KHADIDJA DAHMANI)	k.dahmani@arpce.dz
20.	BOTSWANA Murphy Setshwane (Murphy Setshwane)	setshwane@bocra.org.bw
21.	moulay Driss BOUKILI	delboukili@mcinet.gov.ma
22.	UPAP AMADOU BELLO (AMADOU AMADOU)	cop@papu.co.tz
23.	MADAGASCAR - Nancia RAZAFINDRAIBE (JEANNE NANCIA RAZAFINDRAIBE)	dpc@paositramalagasy.mg
24.	Nigeria Post - (Habu Zoaka) (Habu Zoaka)	habu.zoaka@gmail.com

25.	Algérie Slimani (Nawel Slimani)	n.slimani@mpt.gov.dz
26.	UGANDA _Agatha Kyakunzire (Agatha Kyakunzire)	agatha.kyakunzire@gmail.com
27.	Pdt Momar NDAO	ascosen@gmail.com
28.	NIGER Amadou HASSANE (Amadou HASSANE)	amadou.hassane@arcep.ne
29.	NIGERIA GIDEON SHONDE (GIDEON SHONDE)	shonde.g.oludotun@gmail.com
30.	France - Yan JIN ZHUANG (yan JIN ZHUANG)	yan.jin@laposte.fr
31.	Marie-Laure EDOM	emarielaure88@hotmail.com
32.	Christopher Kamba	krismakoni@gmail.com
33.	PAPU- Nathan Mkandawire (nathan mkandawire)	nmkandawire1963@gmail.com
34.	salome gaolekwe	gaolekwe@bocra.org.bw
35.	PAPU Oumarou LY	oabdourahamanely@gmail.com
36.	BENIN SARAI AGBODJA (SARAI AGBODJA)	asarai@arcep.bj
37.	UGANDA-Victoria Ssekandi (Victoria Ssekandi)	vsekandi@ucc.co.ug
38.	Angola - Pindali Emídio (Pindali Emídio)	dali.zo180@gmail.com
39.	Wendy D. - Interpreter (FR-ENG) (Wendy Durand)	wendyjoandg@gmail.com
40.	Kenya-Jolly Sogomo (Jolly Sogomo)	sogomo@ca.go.ke
41.	Tebogo kabelo	kabelo@bocra.org.bw
42.	Cameroun-Alain Adoré ELOUTI MINO (Alain Adoré ELOUTI MINO)	alainelouti@yahoo.fr
43.	Moussa SEYNI GADO	sgadomoussa@gmail.com
44.	Rosemary Mpofu	rosemppofu@yahoo.com
45.	South Africa Zanele K Ntuli (Zanele K Ntuli)	zntuli@icasa.org.za
46.	Angola - Walter Teixeira	walex6@gmail.com
47.	I. PAPU (ITESI TAGUABA)	sc@papu.co.tz
48.	Uganda-Andrew Otim (Andrew Otim)	aotim@ucc.co.ug
49.	GHANA Hamdaratu (Hamdaratu)	hamda.zakaria@pcsrc.gov.gh
50.	Tunisia-faiçal bayouli (faiçal bayouli)	faysal.bayouli@tunisia.gov.tn
51.	African Union-Christian Minoungou (Christian Minoungou)	minoungouc@africa-union.org
52.	Tare Moyo	tarermoyo@yahoo.co.uk

53.	PAPU-Hillaria Mazenge (Hillaria Mazenge)	qso@papu.co.tz
54.	Algérie Ishak gheni (ishak gheni)	i.gheni@mpt.gov.dz
55.	Kennedy Dewera	dewera@potraz.gov.zw
56.	PAPU Jude Tarh	judetarh@gmail.com
57.	Uganda - Jessica Uwera (Jessica Uwera)	juwera@ugapost.co.ug
58.	CRASA - Brian Mwansa (Brian Mwansa)	bmwansa@crasa.org
59.	JOSEPH MANDJOLO MUSH	josemandjolo@gmail.com
60.	Françoise LUFULUABO	francoise.lufuluabo@arptc.gouv.cd
61.	Emilia Eino - Namibia (Emilia Eino)	eeino@cran.na
62.	URT -Dorosela Rugaiyamu (Dorosela Rugaiyamu)	dorosela.rugaiyamu@mawasiliano.go.tz
63.	South Africa Owen Ramoroka (Owen Ramoroka)	oramoroka@icasa.org.za
64.	Tebogo Mmoshe	mmoshe@bocra.org.bw
65.	SE	gherve@arcep.bj
66.	Angola-Gisela Constância e S. Inácio (Gisela Constância e S. Inácio)	gisela.inacio@minttics.gov.ao
67.	SUDAN-ABUBAKER MAHGOUB (ABUBAKER MAHGOUB)	abubaker@tpra.gov.sd
68.	KALIDOU GAYE	kalidou.gaye@artp.sn
69.	Pascal CAPO-CHICHI	fructueuxcapo@yahoo.fr
70.	Firmine GANSOU	gfirmine@arcep.bj
71.	ZW_Zimpost_EXCO (Ngoni Huchu)	nihuchu@gmail.com
72.	Chrétien TSAKEM	chrtientsakem@yahoo.fr
73.	Dimakatso Mojela	dmojela@dtps.gov.za
74.	Adjoua Marie Laure TANO	tanoh.marielaure@artci.ci
75.	SHARON MACHAYI	smachayi@zicta.zm
76.	Tsitsi Mariwo	tsitsi.mariwo@potraz.gov.zw
77.	Zambia-Clara Ester Phiri (Clara Ester Phiri)	claraph2008@yahoo.com
78.	DENISE LILIANE BROU	brou.liliane@laposte.ci
79.	Zimbabwe - Ndanatsei Chinodya	ndahchinodya@gmail.com
80.	HAMA MADOUGOU	hama.madougou@arcep.ne

81. Namibia - Jochen Traut (CRAN) (Jochen Traut)

jtraut@cran.na

82. ZW Moyo

scmoyo1@gmail.com

**Core theme:** Role of the Regulator in Personal Data Protection**Concept Note**

By Resolution No. 18/PAPU/AC/XXXVI/2017, the Administrative Council of the Pan African Postal Union (PAPU), meeting during its 36<sup>th</sup> Ordinary Session from 8th to 10th May 2017 in Nairobi, Kenya, decided to institute an annual forum on postal regulation on the sidelines of its meeting.

During the 3rd Postal Regulators Forum held on 18th June 2019 in Ouagadougou, Burkina Faso, on consumer protection, the issue of personal data protection was a common thread in the deliberations that called for further reflection. Hence the decision to delve deeper into the issue by organizing the 2021 edition of the Forum on this topic.

There is no gainsaying that our everyday lives are constantly upset by technological breakthroughs in the digital universe made possible by the free flow of data, especially personal data. Consumers are therefore impelled to disclose personal data, which are needed to identify users. It has therefore become imperative to ensure the confidentiality of data collected by operators. As a result, the protection and security of these data has become a core issue.

Personal data protection has been enacted by both supranational and national laws applied in most countries. Among such international instruments, it is worth mentioning Article 10 of the Universal Postal Union (UPU) Convention, which states as follows with respect to processing of personal data:

*“1. Personal data on users may be employed only for the purposes for which they were gathered in accordance with applicable national legislation. 2. Personal data on users shall be disclosed only to third parties authorized by applicable national legislation to access them. 3. Member countries and their designated operators shall ensure the confidentiality and security of personal data on users, in accordance with their national legislation. 4. Designated*

*operators shall inform their customers of the use that is made of their personal data, and of the purpose for which they have been gathered. ...*

On the continent, African countries have expressed their willingness to develop policies to combat cybercrime. In this respect, the African Union Convention on Cyber Security and Personal Data Protection was adopted during the 23rd Ordinary Session of the Conference of the Union held in Malabo, Equatorial Guinea, on 27th June 2014. As at 28th June 2019, the Convention had been ratified by five (5) AU Member States out of the fifteen (15) needed for it to come into force.

In order to domesticate these instruments, several countries have enacted national laws to control and monitor the personal data of their citizens. In some countries, the telecommunications and postal regulatory authority is responsible for regulation, while others have established separate bodies.

The overarching objective of the forum is therefore to share experiences and practices on the various mechanisms developed to protect personal data.

The specific aims of the Forum are to equip participants with knowledge on:

- The concept of Personal Data;
- The data used;
- Core principles governing personal data protection;
- Rights of persons whose personal data are being processed;
- Third parties authorized to access data;
- Challenges for companies;
- Relations between the regulatory authority and the personal data regulator, where these are separate entities;
- Obligations of the officer responsible for personal data processing (confidentiality, security, storage, durability, etc...).

At the end of the Forum, participants must have improved not only their knowledge and understanding of personal data protection but, over and above all, acquired a better approach to effectively make it a reality.

To explore the theme, the main stakeholders will include regulators, operators and consumer associations.

## DRAFT WORK PROGRAMME

(09:00 AM – 04:00 PM  
GMT)

<b>Opening of the Forum</b>	
<b>09:00 AM – 09:30 AM</b>	Forum called to order by the Meeting Programme Director, Mr. Kolawole Aduloju, and Assistant Secretary General of PAPU. He reads out the day's agenda and calls on the following senior officials to deliver their remarks: <ul style="list-style-type: none"><li>- Mr Younouss Djibrine, Secretary General of PAPU;</li><li>- The Representative of the African Union Commission;</li><li>- The Director General of UPU.</li></ul>
<b>9:30 AM – 9:45 AM</b>	<ul style="list-style-type: none"><li>- Chairman of Forum is introduced by Programme Director;</li><li>- Opening remarks by Chairperson of the Forum, Dr. Gift K. Machengete, Director General of POTRAZ.</li></ul>
<b>PANEL DISCUSSION</b>	
<b>Core theme: "Role of the Regulator in Personal Data Protection"</b>	
<b>9:45 AM – 9:55 AM</b>	<b>Chairman of the Forum introduces the moderator</b> , Mrs. Couro Kane, Director of Postal Regulation at the Telecommunications and Postal Regulatory Authority (ARTP) of Senegal.
<b>9:55 AM – 11:55 AM</b>	<b>The moderator takes over the floor to introduce the speakers:</b> <ul style="list-style-type: none"><li>- First speaker (<b>South Africa</b>): Mr. Charley Lewis (PhD, MComm), Senior Lecturer at the University of the Witwatersrand, South Africa;</li><li>- Second speaker (<b>Uganda</b>): Ms. Victoria Nawajji Ssekandi, Advocate of the High Court of Uganda;</li><li>- Third speaker (<b>consumer association</b>): Mr. Momar NDAO, President of the</li></ul>



	Consumer Protection Association of Senegal (ASCOSEN).
<b>11:55 AM – 1:25 PM</b>	The moderator proceeds to conduct the question and answer session between panelists and participants.
<b>1:25 PM – 1:30 PM</b>	The moderator wraps up discussions and returns the floor to the Chairman.
<b>1:30 PM – 2:30 PM</b>	The Chairman announces a break to allow the PAPU General Secretariat to draft the Declaration of the Forum.
<b>Closing of the Forum</b>	
<b>2:30 PM – 3:00 PM</b>	<ul style="list-style-type: none"> <li>- The Chairman recalls the meeting to order and proceeds to read out the Declaration of the Forum for adoption;</li> <li>- The Chairman invites the Secretary General of PAPU for his final remarks;</li> <li>- The Chairman closes the meeting.</li> </ul>

## FOURTH POSTAL REGULATORS FORUM, 14TH JUNE 2021

### Declaration of the Forum

Pursuant to Resolution No. 18/PAPU/AC/XXXVI/2017 to organize an annual forum on postal regulation on the sidelines of the PAPU Administrative Council's meetings, the 4th edition of the Forum was held online on 14th June 2021 ahead of the 39th Ordinary Session of the AC.

Presided over by the Chairman of the Administrative Council and moderated by Senegal, the Forum brought together not only regulators as the key players, but also representatives of ministries, operators and observers.

Participants listened with keen interest to presentations from South Africa, Uganda, Niger and Senegal on the core theme: *"Role of the Regulator in Personal Data Protection"*.

At the conclusion of proceedings, participants made the following recommendations:

#### **1. To PAPU Member States:**

1.1 That have not yet done so, to establish personal data protection entities either under existing regulatory authorities or as separate entities;

1.2 That have not yet done so, to ratify the African Union Convention on cybersecurity and personal data protection adopted during the 23rd Ordinary Session of the Conference of the Union held on 27 June in Malabo, Republic of Equatorial Guinea, in order to bring it into force;

1.3 To develop guidelines for personal data protection;

1.4 To adopt the draft African Postal Guidelines by overwhelming majority for onward transmission to the relevant bodies of the African Union.

1.5 To involve consumer rights associations in personal data protection and support them as far as possible in sensitizing consumers.

## **2. To Regulators:**

Establish regular meetings with entities responsible for protection in order to explore relevant actions that can guarantee personal data protection.

The Forum conveys its sincere appreciation to the PAPU Secretary General for the excellent organization of the online forum, as well as the theme and keynote speakers chosen for this 4th edition of the Forum.

***Done in Harare (Zimbabwe), on 14 June 2021***

Resolution No.09/PAPU/AC/XXXIX/2021

On postal regulation

The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe;

**Mindful** of the Declaration of the 4th Postal Regulators Forum held online on 14 June 2021;

**Considering** the need to guarantee the confidentiality of personal data collected, as well as ensure the protection and security of same;

**Cognizant** of the fact that, despite the urgent need, PAPU Member States still lack appropriate personal data protection bodies;

**Further cognizant** of the fact that some postal operators lack personal data protection guidelines;

**Recognizing** the need to involve consumer rights associations in campaigns to raise awareness among users on personal data protection;

**Aware** that the African Union Convention on Cyber Security and Personal Data Protection adopted during the 23rd Ordinary Session of the Conference of the Union held in Malabo, Equatorial Guinea, on 27th June 2014 is yet to come into force in the absence of the required 15 ratifications.

**HEREBY DECIDES AS FOLLOWS:**

**1. Urges Member States:**

1.1 That have not yet done so, to establish personal data protection entities either under existing regulatory authorities or as separate entities;

1.2 That have not yet done so, to ratify the African Union Convention on cybersecurity and personal data protection adopted during the 23rd Ordinary Session of the Conference of the Union held on 27 June in Malabo, Republic of Equatorial Guinea, in order to bring it into force;

1.3 To develop postal sector guidelines for personal data protection;

1.4 To adopt the draft African Postal Guidelines by overwhelming majority for onward transmission to the relevant bodies of the African Union.

1.5 To involve consumer rights associations in personal data protection and support them as far as possible in sensitizing consumers.

**2. Urges postal regulators:**

- To establish regular meetings with entities responsible for protection in order to explore relevant actions that can guarantee personal data protection.

**3. Instructs**

The General Secretariat to implement this Resolution

***Done in Victoria Falls, on 22 June 2021***

## REPORT OF THE AFRICAN SUPPORT COMMITTEE (ASC)

(AC Agenda item No.9e)

<b>SUBJECT :</b> <b>REPORT OF THE AFRICAN SUPPORT COMMITTEE (ASC)</b>	<b>REFERENCES</b> <b>DISCUSSIONS</b>
<b>EXPECTED DECISION</b> <ul style="list-style-type: none"> <li>• <b>CONSIDERATION AND ADOPTION OF THE REPORT</b></li> </ul>	

### 1.0 INTRODUCTION

During their online meeting held on 10th June, 2021 as a prelude to the 39<sup>th</sup> ordinary session of the PAPU Administrative Council, the African Support Committee reviewed the issues on its agenda.

You may recall that the African Support Committee was created by decision N°07/PAPU/AC/XXXVI/2017, during the 36<sup>th</sup> ordinary session of the PAPU Administrative Council held from 8<sup>th</sup> to 10<sup>th</sup> May, 2017, in Nairobi, (Kenya) with the mission of examining the pending key content issues of the UPU.

### 2.0 PARTICIPANTS

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

### 3.0 BUREAU

The bureau of the meeting was constituted as follows:

- Chairperson : Tunisia
- 1<sup>st</sup> Vice-chairperson : South Africa
- 2<sup>nd</sup> Vice-chairperson : Guinea
- 1<sup>st</sup> Rapporteur : Uganda
- 2<sup>nd</sup> Rapporteur : Equatorial Guinea

The bureau was assisted by the General Secretariat.

#### **4.0 OPENING REMARKS BY CHAIRPERSON**

At the beginning of the meeting, the Chairperson of the African Support Committee, Ms. Mouna Balti of Tunisia welcomed all members of the Committee as well as observers. She underscored the exceptional nature of the meetings organized on the sidelines of the Plenipotentiary Conference by saluting the resilience shown by the African postal sector and its staff.

She then recalled the challenges of the 27th Congress of the Universal Postal Union during which important topics could be discussed, some of which will have an impact on the functioning of the African and even global postal sector. It is therefore important, she continued, to participate actively and effectively in all the deliberations during the Abidjan meeting.

#### **5.0 ADOPTION OF THE AGENDA**

The agenda was adopted without amendments as follows:

1. Opening remarks by Chairperson;
2. Adoption of the agenda;
3. Update on UPU Key thematic issues:
  - a) Candidatures at UPU organs;
  - b) Opening up of the UPU to wider postal sector players, a presentation by PAPU;
  - c) Reform of the system applied to contributions from member countries of the Union (proposed alternative contribution model);
  - d) Long-term sustainability of the Union's Provident Scheme;
  - e) Remuneration proposals
4. Support for Côte d'Ivoire to host the 27<sup>th</sup> UPU Ordinary Congress in 2021;
5. PAPU 40<sup>th</sup> Anniversary Celebration;
6. Date and venue of next meeting;
7. Adoption of meeting report;
8. Closing.

#### **6.0 UPDATE ON UPU THEMATIC ISSUES**

##### **6.1. On Candidates for seats in UPU organs**

The General Secretariat presented document PAPU/AC/XXXIX/ASC/2021 - Doc No.2a on African candidatures for UPU organs. Indeed, it was observed that the current membership of some of the UPU bodies does not encompass all Member States in their sub-regions.

After discussions, the Committee made the following recommendations to the Administrative Council:

- Call on PAPU Member States to support African candidates to be fielded during elections for the Council of Administration and Postal Operations Council;
- Request PAPU Member States to support the candidacy of Mr. Younouss Djibrine (outgoing PAPU Secretary General), nominated by Cameroon and endorsed by the African Union, for the post of Deputy Director General of the UPU International Bureau;
- Remind Member States to honour their financial commitments, particularly by being up-to-date in their mandatory contributions, in order to benefit from PAPU support;
- That priority be given to Member States that are in compliance with their contributions to the UPU

## **6.2. On Opening up the UPU to wider postal sector players**

The Committee took note of a document PAPU/AC/XXXIX/ASC/2021 - Doc N°2b on the opening of the UPU to wider postal sector players. Indeed, the reasons why the UPU is opening up to other actors are as follows:

- To enable the UPU to play its role of stimulating universality. In other words, to guarantee the free circulation of postal items over a single postal territory composed of interconnected networks and to promote effective technical cooperation;
- To enable UPU to learn from the experience of peer United Nations agencies;
- Respond appropriately to the strong demand for opening up from members.

**Recommendation:** The Committee recommended that PAPU General Secretariat holds sessions to open consultations among African countries, the objective being to collect members' positions, with a view to achieving building consensus and protecting the interests of African countries.

## **6.3. On Reform of contribution system applied to UPU Member Countries (proposed alternative model)**



The Committee took note of a document **PAPU/AC/XXXIX/ASC/2021 - Doc N°2c** presented by the General Secretariat on the Reform of the system applied to contributions from Member countries of the Union.

**Recommendations:**

After discussions, the Committee recommended that:

- The Administrative Council requests Member States to take adopt and take ownership of decisions made during UPU meetings;
- The General Secretariat should circulate the decisions of countries affected by this Reform.

**6.4. On Long-term viability of the Union's Provident Scheme**

The Committee took note of a document **PAPU/AC/XXXIX/ASC/2021 - Doc No.2d** presented by the General Secretariat. The following was noted:

- First stage: up to a coverage rate of 85% by the end of the Abidjan Congress cycle (2024);
- Second stage: up to a coverage rate of 100%, subject to a re-assessment of the Union's financial position and, as the case may be, the recapitalization timeline, by 2045 at the latest.

**Recommendation:** The Committee recommended that the Administrative Council requests Members States to take ownership of decisions made during UPU meetings.

**6.5. Remuneration proposals**

The General Secretariat presented the document **PAPU/AC/XXXIX/ASC/2021 - Doc No.2e** on harmonization of the positions on UPU Key thematic issues, especially proposals related to Remuneration issues. A summary of the proposals to be submitted to the 27<sup>th</sup> Congress was presented to the committee. It was indicated that the proposals and the draft Congress document debated during the various sessions are already available on the UPU website.

**Recommendation:**

The Committee requested the Administrative Council to consider the draft resolution prepared by the Operations and Technology Committee on the establishment of a permanent Remuneration Group in charge of remuneration issues under the Operations and Technology Committee for the next cycle, in order to ensure that Africa continuously monitors new developments and guide Member States, given the technical nature of remuneration proposals. The Committee requested that a Permanent Remuneration Group guides Member States, given the technical nature of remuneration proposals.

## **7.0 SUPPORT TO CÔTE D'IVOIRE FOR THE ORGANIZATION OF 27<sup>TH</sup> UPU ORDINARY CONGRESS IN 2021**

The General Secretariat presented a document **PAPU/AC/XXXIX/ASC/2021 - Doc No.3** on support to Côte d'Ivoire for the organization of the 27<sup>th</sup> UPU Ordinary Congress.

The representatives of Côte d'Ivoire reported on the level of preparations for the Congress. They gave the following information:

- They are in good control of the Covid-19 pandemic;
- The establishment of a special health plan;
- As far as security is concerned, the design of a specific plan to ensure the security of all delegations during their stay (movements, hotels, meeting places);
- Technological readiness to offer a Congress, whatever the format, both face-to-face, hybrid and virtual;
- The acceleration of the visa issuance procedure by all diplomatic and consular representations, on the one hand, and, on the other hand, the establishment of special arrangements for obtaining a visa on arrival for all delegates who have not obtained it before leaving their country;
- The number of participants in the Congress within the framework of the compliance with the barrier measures is limited to 500 for the main room and 300 for two adjacent rooms.

The representatives of Côte d'Ivoire also informed the Committee of the visit to Abidjan in May 2021 of a team from the international Bureau. The objective was to assess the preparations and especially to advise the country on how to successfully organize this event given the new hybrid format of the meeting. Another visit by the office is planned for 14-17 June 2021 for an evaluation.

### **Recommendations:**

The Committee made the following recommendations to the Administrative Council:

- Remind Member States that the 27<sup>th</sup> UPU Congress organized in Africa is not only for the host country, hence the need to give unconditional support to Côte d'Ivoire;
- Reiterate the recommendation of the Administrative Council relating to the organization, before the Congress, of ASC meetings at the level of African sub-regions;
- Request all countries wishing to organize receptions, gala dinners, and other social events to express their interest in order to be assisted by the Organizing Committee;

- Request African States to participate massively in the proceedings of the Congress, particularly by sending delegations of the highest level;
- Côte d'Ivoire should provide regular updates to the African Support Committee on the status of preparations.

### **8.0 PAPU 40<sup>TH</sup> ANNIVERSARY CELEBRATIONS IN 2020**

The General Secretariat presented in document **PAPU/AC/XXXIX/ASC/2021 - Doc No.4** a report on the celebration of the 40<sup>th</sup> anniversary of PAPU in 2020. The document contained all the highlights of this successful celebration.

The Committee expressed its satisfaction with the conduct of the activities of the celebration.

#### **Recommendations:**

The Committee recommended that:

- The higher authorities of the Union, via the General Secretariat, should formally show appreciation to the following countries/organizations:
  - Tanzania, the host country, for her support that largely contributed to the resounding success of the celebration;
  - Japan, Niger, Zimbabwe, Switzerland and Cameroon for sponsoring various social events;
  - Morocco, the Universal Postal Union, the International Fund for Agricultural Development, the Central Bank of Tanzania, CRDB Bank, the African Union Commission, Vodacom Tanzania, the Association of African Airlines (AFRAA) and Egypt for sharing their expertise as centers of excellence during the High-Level Forum.

The Committee suggested that since the fundraiser to complete the balance of PAPU's equity cash contribution for the PAPU House project has not yet met the target of USD 1 million, the call should be reiterated to Member States to avoid interrupting construction work, especially when it reaches at an advanced stage. The Committee also suggested that the Administrative Council reiterates the appeal in the letter circulated to Member States by the Chairperson of the Plenipotentiary Conference encouraging them to support the initiative aimed at actualizing the PAPU House project.

The Committee suggested to Administrative Council to set up a Task Force on how additional money can be raised to meet the outstanding USD 1 million targets to complete PAPU's equity cash contribution to the project.

### **9.0 DATE AND VENUE OF NEXT MEETING**

The date and venue of the next meeting will be set after the 10<sup>th</sup> Ordinary Session of the Plenipotentiary Conference. However, it was agreed that the African Committee should hold more thematic meetings (on the opening-up of the UPU, remuneration issues, etc.) before the 27<sup>th</sup> Congress.

### **10.0 ADOPTION OF THE MEETING REPORT**

The report was adopted with slight amendments.

### **11.0 CLOSING**

The Chairperson thanked the members for the fruitful discussions and closed the meeting.

**ANNEX**

**Resolution No.09/PAPU/AC/XXXIX/2021**

**On adoption of the African Support Committee Report**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Considering** that one of the objectives of the Union is to promote and defend the common positions of its Member States on postal issues;

**Conscious** of the need to harmonize African positions on key content issues ahead of the 27<sup>th</sup> Ordinary Congress of the Universal Postal Union to be held in August 2021, in Abidjan, Côte d'Ivoire;

**Noting** that the African Support Committee report focused on the same key thematic issues;

**DECIDE:**

The adoption of the African Support Committee report attached to this Resolution;

**INSTRUCTS:**

PAPU General Secretariat to coordinate the implementation of this Resolution

***Done in Victoria Falls, Zimbabwe, on 22 June, 2021***

## PROPOSALS ON HARMONIZATION OF POSITIONS

Subject	Reference	Reasons/ Key Elements	Recommendation/ African Position
<b>African candidates at UPU organs</b>	<p>Article 112.2 of the UPU General Regulations</p> <p>Article 106.3 of the UPU General Regulations</p> <p>Article 126.1 of the General Regulations of the Universal Postal Union</p> <p>Articles 126 of the General Regulations of the UPU and 21 of the Rules of Procedure of Congresses.</p> <p>Article 106.3 of the UPU General Regulations</p>	<p>Ensure the election of PAPU member countries to UPU organs, including the CA and the POC</p> <p>Ensure the election of the African candidate (Mr. Younouss Djibrine from Cameroon) for the position of Deputy Director General of the UPU International Bureau</p>	<p>Support all African candidates</p> <p>Support only candidates that are up to date with their contributions to PAPU</p>

	Resolution C 3/2018 (adopted by the Extraordinary Congress of Addis Ababa)		
<b>Opening up of the UPU to wider postal sector players</b>	Resolution C 10/2016 (Opening up policy of the UPU to wider postal sector players)	<p>The boundaries of the traditional postal sector have been completely transformed;</p> <p>Designated operators (DOs) no longer cover the bulk of the market;</p> <p>As their market share decreases (72.8% for letters, 39.3% for express and 37.8% for parcels), DOs are relegated to the low-growth segments;</p> <p>The postal sector is increasingly liberalized and many DOs have been privatized; yet the universal service obligation (USO) remains an imperative, especially because some sections of the world's population remain without access to postal services;</p>	<p>PAPU TF to hold sessions to open discussions among African countries of two positions to understand each other views and concerns to achieve Convergence of views, and protect the interests of African countries</p> <p>African Support Committee to organize meetings on the issue accompanied by experts from the International Bureau</p>

		<p>Stakeholders from the wider postal sector are not fully represented at the UPU, thus potentially holding the organization back from maintaining its universal nature;</p> <p>Other sectoral agencies in the United Nations system have opened up to a wide range of stakeholders operating in their respective industries, to adapt to this new environment.</p>	
<b>Ensure the long term financial viability of the Union (Proposal for a model of alternative contribution)</b>	Resolution C 29/2016 on Reform of the system applied to contributions by Union member countries	To achieve a fair minimum contribution as well as additional criteria for the proposed future contribution model	Support the contribution model based on a modified version of the UN-based scale of assessment which will be used for reference only to determine a level of contribution recommended for each member country.
<b>Presentation of the proposals relating to the updated integrated remuneration Plan and the Integrated remuneration system</b>	<p>Resolution C 24/2016</p> <p>Resolution C 6/2018, of the Extraordinary Congress of 2018 adopting the Integrated Compensation Plan (PRI)</p>	Modernize, streamline and integrate the UPU's compensation systems	<p>Analyze compensation proposals and formulate relevant recommendations that can guide the Member States while preserving the interests of Africa;</p> <p>Work on compensation issues throughout the next Congress cycle and advise member states accordingly</p>



<p><b>Future sustainability of the Union's Provident Scheme</b></p>	<p>Resolution C 31/2016 on Future sustainability of the Union's Provident Scheme Resolution C 7/2018</p>	<p>Continue to study the various options, advise on negotiations with the United Nations Joint Staff Pension Fund (UNJSPF) and submit its findings and recommendations to the Abidjan Congress</p>	<p>To be supported</p> <p>Members State to take the ownership of decisions made during UPU meetings.</p>
<p><b>Support for Côte d'Ivoire to host the 27<sup>th</sup> UPU Ordinary Congress in 2021</b></p>	<p>Decision C30 / 2016 of the Istanbul Congress in 2016 entrusting the organization of the 27<sup>th</sup> Congress of the Universal Postal Union to the Republic of Côte d'Ivoire. Decision CA EXTRA 2020 – Doc 8 maintaining the designation of Abidjan as the venue for the 27<sup>th</sup> Congress, as long as the Ivorian Government maintains its firm and unequivocal commitment to host the Congress as soon as the situation returns to normal; and setting the date of the Congress from 09 to 27 August 2021</p>	<p>Ensure a smooth organization in Côte d'Ivoire, African land, of the 27<sup>th</sup> Ordinary Congress of the UPU</p>	<p>Support Côte d'Ivoire in the organization of the 27<sup>th</sup> Ordinary Congress</p> <p>Remind Member States that the 27<sup>th</sup> UPU Congress organized in Africa is not only for the host country - hence the need to grant unconditional support to Côte d'Ivoire;</p> <p>Reiterate the recommendation of the Administrative Council relating to the organization as</p>

			<p>soon as possible of ASC meetings at the level of African sub-regions;</p> <p>Request all countries wishing to organize receptions and gala dinners, and other social events to make themselves known to benefit from the assistance of the Organizing Committee;</p> <p>Request African States to participate massively in the works of the Congress, in particular by being represented at the highest level;</p> <p>Côte d'Ivoire to regularly update the African Support Committee on the status of preparations.</p>
<p><b>Celebration of the 40<sup>th</sup> anniversary of the Pan African Postal Union</b></p>	<p>Resolution No.08/PAPU/AC/XXXVIII/2019 On the celebration of PAPU's 40<sup>th</sup></p>		<p>Tanzania, the host country, for her support towards the perfect organization of the celebration;</p>

	anniversary		<p>Show appreciation to all the countries that participated in one way or another in the success of the celebration;</p> <p>Reiterate the terms of the correspondence addressed to the Member States by the Chairperson of the Plenipotentiary Conference requesting them to raise funds to complete the cash equity contribution by PAPU for the headquarters building, since the goal of one (1) million dollars could not be reached</p>
--	-------------	--	---

## LIST OF PARTICIPANTS

No	Name (Original)	User Email
1.	South Africa Queen Montoedi (South Africa Queen Montoedi)	qmontoedi@dtps.gov.za
2.	INTERPRETER-FR-HUGUES (INTERPRETER-FR-Hugues SOUOP)	souopdjoyou@yahoo.com
3.	UGA-Andrew Otim (UGA-Andrew Otim)	aotim@ucc.co.ug
4.	Mashala Gideon Lufunga	mashala.gide@ymail.com
5.	ZW Moyo	scmoyo@zimpost.co.zw
6.	PAPU (Potraz Regulator)	potraz@potraz.gov.zw
7.	Côte d'Ivoire-MENEKOU Simplicie (Isaac GNAMBA-YAO)	isaac.gnamba@gmail.com
8.	AFS Owen Ramoroka (Owen Ramoroka)	oramoroka@icasa.org.za
9.	Mailamericas Onisoya Backshaw (Onisoya Backshaw)	obackshaw@mailamericas.com
10.	FR_Interpreter (Rom) (Romuald Assogho)	assogho@yahoo.fr
11.	AMINA ALGERIE (AMINA BOUDISSA)	amina.annabi82@gmail.com
12.	Emilia Eino	eeino@cran.na
13.	URT - Dorosela Rugaiyamu (dorosela Rugaiyamu)	dorosela.rugaiyamu@mawasiliano.go.tz
14.	Angola - Walter Teixeira	walex6@gmail.com
15.	SECRETARIAT UPAP (AMADOU AMADOU)	belloamadou@gmail.com
16.	Maroc Abdeladim EL MASSOUDI (Abdeladim EL MASSOUDI)	elmassoudi@poste.ma
17.	ALGERIE Samir ZOUAOUI (Samir ZOUAOUI)	s.zouaoui@mpt.gov.dz
18.	moulay Driss BOUKILI	delbukili@mcinet.gov.ma

19.	DRC-POSTE (JOSEPH MANDJOLO MUSH)	josemandjolo@gmail.com
20.	Côte d'Ivoire-MENEKOU Simplicie (Simplice MENEKOU)	menekou.simplice@laposte.ci
21.	INTERPRETER-ENG-JARJU (Kebba Jarju)	k.jarju@aiic.net
22.	Uganda - Agatha Kyakunzire (Agatha Kyakunzire)	agatha.kyakunzire@gmail.com
23.	NIGER-Amadou HASSANE (Amadou HASSANE)	amadou.hassane@arcep.ne
24.	Angola - Pindali Emídio (Pindali Emídio)	dali.zo180@gmail.com
25.	PAPU-Nathan Mkandawire (nathan mkandawire)	nmkandawire1963@gmail.com
26.	Zimpost_EXCO( African Support Committee)	smapeture@zimpost.co.zw
27.	ahmed KADA	kada@poste.ma
28.	PAPU- Hillaria Mazenge (Hillaria Mazenge)	qso@papu.co.tz
29.	TUNISIA- Mona Balti (Mouna Balti)	mouna.balti@tunisia.gov.tn
30.	INTERP-EN-Emmanuel (Emmanuel Ayuk)	ashudlb@gmail.com
31.	Vuyelwa Mashwama	vuyelwa.mashwama@esccom.org.sz
32.	SENEGAL-NDEYE COUMBA NIASS (NDEYE COUMBA SECK NIASS)	coumba.seck@numerique.gouv.sn
33.	Namibia-Johanna Nashipili (Johanna Nashipili)	johanna.nashipili@mict.gov.na
34.	Housseem Gharbi	gharbi.housseem@gmail.com
35.	ZA - Kenneth Ramphele (Kenneth Ramphele)	kenneth.ramphele@postoffice.co.za
36.	Samuel Boafo Adu	samuel.boafo-adu@moc.gov.gh
37.	Zambia - Sharon Machayi (Sharon Machayi)	smachayi@zicta.zm
38.	Pascal CAPO-CHICHI	fructueuxcapo@yahoo.fr

39.	Françoise LUFULUABO	francoise.lufuluabo@arptc.gouv.cd
40.	MOHAMED LAMINE DIALLO	diallolaminemo@gmail.com
41.	Egypt - NERMIN Mohamed (NERMIN MAHSOUB)	n_hassan@egyptpost.org
42.	South Africa - Jim Paterson (Jim Paterson)	jpaterson@dtps.gov.za
43.	Uganda - Jessica Uwera (Jessica Uwera)	juwera@ugapost.co.ug
44.	Mozambique Armando Almoco	ralmoco@incm.gov.mz
45.	ZAMBIA - Eric Lwao (Eric Lwao)	elwao@zicta.zm
46.	Congo. Rép. Ludovique MBOSSA (Ludovique MBOSSA)	ludovique.mbossa@gmail.com
47.	CRASA - Brian Mwansa (Brian Mwansa)	bmwansa@crasa.org
48.	KEN- Linet Onyando (Linet Onyando)	onyando@ca.go.ke
49.	JANE SALLU	janesallu@gmail.com
50.	Victoria SSekandi	vsekandi@ucc.co.ug
51.	PAPU Oumarou LY	oabdourahamanely@gmail.com
52.	Wafaa Ibrahim	wafaa.ibrahim@tpa.gov.sd
53.	MADAGASCAR - Nancia RAZAFINDRAIBE (JEANNE NANCIA RAZAFINDRAIBE)	dpc@paositramalagasy.mg
54.	biendjui Joséphine adou	adou.josephine@artci.ci
55.	DIEMELEOU AMON GABRIEL BILE	bile.diemeleou@artci.ci
56.	Regina ASSOUMOU	bessou.regina@artci.ci
57.	Zambia-K. Nkunika (Khumbuzo Nkunika)	khumbuzo.nkunika@mtc.gov.zm
58.	SUDAN - Magzoub Ahmed (Magzoub Ahmed)	magzoub@tpa.gov.sd

59.	ABDELNABY ABOELNAGA	ahamdi@egyptpost.org
60.	SUDAN-ABUBAKER MAHGOUB (ABUBAKER MAHGOUB)	abubaker@tpira.gov.sd
61.	SARAI AGBODJA	asarai@arcep.bj
62.	Abdelsalam Saleh	salehabdel58@gmail.com
63.	Alain Adoré ELOUTI MINO	alainelouti@yahoo.fr
64.	ALGERIA-Ishak Gheni (Ishak Gheni)	i.gheni@mpt.gov.dz
65.	Louis Blaise Aka-Brou	akabroulb@yahoo.fr
66.	dibuseng mamabolo	dibuseng.mamabolo@postoffice.co.za
67.	ALGERIA.KHADIDJA DAHMANI (KHADIDJA DAHMANI)	k.dahmani@arpce.dz
68.	Tom Kwaghmande	tomkwaghmande5@gmail.com
69.	PAPU -MICHAEL (MICHAEL ONYEZEWE)	af@papu.co.tz
70.	Fofana DIABATE	mousskoro@gmail.com
71.	ZW Moyo	scmoyo1@gmail.com
72.	Anastasia Makeba	makeba@ca.go.ke
73.	Beatrix Mbadi	mbadi@ca.go.ke
74.	EDGAR MWEENE	emweene@zampost.com.zm
75.	Area Manager Kitwe	zimbah@zampost.com.zm
76.	Lohore Ercic Dagbo	dagbo.eric@artci.ci
77.	Zimbabwe - Ndanatsei Chinodya	ndahchinodya@gmail.com
78.	Senegal Dame Fall (Dame Fall)	dame.fall@laposte.sn
79.	Sunford Mulemba	mulembas@zampost.com.zm

80.	Rachel kalala	rachel.kabedi@arptc.gouv.cd
81.	Christabel Ngulube	ngulubenc@zampost.com.zm
82.	Zimpost_EXCO( African Support Committee)	smapeture@gmail.com
83.	Maybin Kashimu	musakashimu@yahoo.co.uk
84.	TANZANIA - MADULESI (ELIA MADULESI)	ekutimwa@gmail.com



## REPORT OF THE FINANCE AND ADMINISTRATION COMMITTEE VIRTUAL MEETING HELD FROM 9TH AND 10TH JUNE 2021

### 1.0 PARTICIPATION

1.1. **PRESENT AS MEMBERS:** Cameroon, Democratic Rep. of Congo, Egypt, Ghana, Kenya, Mali, Senegal, Uganda, and Zambia, Zimbabwe.

1.2. **IN ATTENDANCE:** Algeria, Angola, Burkina Faso, Côte d'Ivoire, Ghana, Madagascar, Morocco, Mozambique, Namibia, Nigeria, South Africa, Sudan, Tanzania, Tunisia, USPS

1.3. **ABSENT:** Burundi and Chad

1.4. **RAPPORTEUR:** PAPU Secretariat

The list of participants is attached as annex.

### 2.0 Opening Remarks of the Chairman

In his opening remarks, Mr. Adama DIOUF of Senegal and Chairman of the committee thanked all the participants for finding time to connect and participate in the first virtual meeting of the committee. He further noted that this meeting had been postponed since last year but is now being held virtually due to the ongoing coronavirus pandemic which warranted this new way of holding meetings. He recounted all the successes recorded during the previous meetings held at Dakar, Nairobi, Algiers, and Ouagadougou and appealed to members of the committee to exhibit the same courage in making this last meeting of the cycle successful. Finally, he acknowledged that the dual mandate of the committee's financial and human resources management issues are the most important key success factors for any organization and must be treated with all the seriousness it deserves.

### 3.0 Adoption of the agenda

The following draft agenda was adopted as presented by the General Secretariat without amendment:

- i. Opening remarks of the Chairperson.
- ii. Adoption of the agenda.
- iii. Review of the report of previous meeting and status of implementation of Administrative Council decisions, resolutions and recommendations.
- iv. Update on the Construction of PAPU House building and other related matters.
- v. Consideration of the report of the Task Force on the recovery of outstanding mandatory financial contributions of Member States.
- vi. Audited financial statements of the Union for the period ended 31<sup>st</sup> May 2019 and 31<sup>st</sup> May 2020.
- vii. Interim financial statements of the Union for the period 1<sup>st</sup> June 2020 to 30<sup>th</sup> April 2021.
- viii. Draft quadrennial budget for the 2021/2022 to 2024/2025 financial years and Scale of Assessment.
- ix. Proposal for the review and amendment of the Financial Regulations
- x. Proposal for amendment of the Staff Rules and Regulations
- xi. Staff Matters report and recommendations
- xii. Any Other Business
- xiii. Date and venue of the next meeting of the committee
- xiv. Adoption of the general report
- xv. Closing

#### **4.0 Review of report of the previous meeting and status of implementation of Administrative Council decisions, resolutions and recommendations**

The committee noted the report presented by the Secretariat and observed that the following matters have been implemented:

- a) Renewal of fixed term appointments for two non-permanent staff;
- b) Approval and circulation of the audited financial statements for 2017/2018 financial year in July 2019;
- c) Re-appointment of Ernst and Young as the External Auditor of the Union for the auditing of 2018/2019 financial year;
- d) Implementation of 2019/2020 annual budget;
- e) Amendment of the Staff Rules and Regulations;
- f) Promotion of a serving staff to the post of Head of Executive Office in charge of Strategy, Communication and Cooperation;
- g) Fixing of rate of annual mandatory financial contribution for Associate members;

The report was adopted as presented by the General Secretariat.

## **5.0 Update on the construction of PAPU House building and other related matters**

The Committee noted the progress report provided by the General Secretariat and commended both the Union and the host country for their joint efforts in actualizing the project. On the issue of rejection of VAT exemption, the Committee was informed by Tanzania that the Ministry of Finance will take care of the VAT on behalf of PAPU. The Committee expressed appreciation to Tanzania for the resolution of the VAT on PAPU House. It was noted with delight that the construction has made much progress and is at the level of 5<sup>th</sup> floor as at May 2021. This is an indication that the project is proceeding on course in line with the established timelines. The committee also expressed support for the completion of the equity cash approved for the project and appealed to all Member States to donate generously to the project. In this regard, the committee recommends that any part of the remaining equity cash after the appeal fund launching at Victoria Falls shall be provided by Member States in accordance with the scale of assessment. A draft resolution is attached as annex 1.

## **6.0 Consideration of the report of the Task Force on the recovery of outstanding mandatory financial contributions of Member States**

The committee noted with deep concern the continuing and growing amounts of outstanding contributions as presented by the General Secretariat, and called on the concerned Member States to settle their outstanding financial contributions to enable the Secretariat to plan and implement key programmes, execute the PAPU House project and other important projects and also carry out day-to-day activities of the Union. In view of the precarious financial situation of the Union coupled with the negative effects of the coronavirus pandemic, the Committee examined the report of the Taskforce on the recovery of outstanding Financial Contribution and agreed to make the following recommendations to the Council for further consideration:

- i. The Union should continue negotiation with member States with huge outstanding financial arrears and offer them incentives.
- ii. Encourage Libya to contribute 50% of all her outstanding contributions towards the PAPU House project in line with the same incentive extended to Algeria.
- iii. To grant waiver on 50% of outstanding mandatory contribution to all Member States in arrears for more than ten years provided the concerned Member State makes an en-bloc payment equivalent to 50% of the arrears towards the PAPU House building with subsequent continuous payment of annual mandatory contributions. A similar waiver shall be extended to Member States with arrears of five or more years with a history or situation of war, conflict or political upheavals. In both cases,

the Secretary General is mandated to sign agreements with the Member States and report back to the Council on the implementation of the agreements.

- iv. To consider downward review of the mandatory contribution of Associate Members operating in Africa. This will enable Member States to search for and recommend more Associate Members. A draft resolution is attached an annex 2.

#### **7.0 External Auditor's report on the financial statements of the Union for the period ended 31<sup>st</sup> May 2019 and 31<sup>st</sup> May 2020**

The committee noted the report of the external Auditor and the various actions already taken by the General Secretariat to address some of the observations made in the management letter. The Committee commended the Chairperson of the Administrative Council for the action he took in approving the 2018/2019 financial year which enabled the auditing of the 2019/2020 financial year within the timeline stipulated in the Financial Regulations. Having observed that the Auditor gave a clean opinion on the financial statements, the Committee resolved to recommend the following draft decisions for consideration and approval by the Administrative Council:

- i) approval of the accounts of the Union for 2019/2020 financial year (annex 3);
- ii) appointment of the External Auditor (annex 4)

#### **8.0 Interim financial statements of the Union for the period 1<sup>st</sup> June 2020 to 30<sup>th</sup> April 2021**

The committee noted the report and observed that there is an interim unaudited operating surplus amounting to USD 86,307 as at 30<sup>th</sup> April 2021 despite the ongoing COVID\_19 pandemic. The committee expressed optimism that there will be higher operating surplus at the end of the financial year. The committee encouraged the General Secretariat to continue managing the scarce funds of the Union more diligently.

#### **9.0 Draft quadrennial budget of the Union for 2021/2022 to 2024/2025 financial years and Scale of Assessment**

The committee examined and deliberated on the draft budget together with the scale of assessment. It was observed that there is no change on the prevailing scale of assessment that has been in use for several years. The committee resolved to recommend the following annual budget ceilings for the quadrennial cycle:

Financial year 2021/2022	:	US\$ 1,786,531.00
Financial year 2022/2023	:	US\$ 2,018,040.00

Financial year 2023/2024 : US\$ 1,946,757.00  
Financial year 2024/2025 : US\$ 1,860,629.00

The Committee also recommended the prevailing scale of assessment which stipulates as follows:

- i. To distribute fifty percent (50%) of the total amount to be contributed to the annual budget of the Union to all the contributing Member States equally;
- ii. To distribute the remaining fifty percent (50%) of the annual budget to the Member States in line with the African Union percentage points in the annexed table.

The two draft decisions are attached as annex 5 and 6 respectively.

#### **10.0 Proposal for the review and amendment of the Financial Regulations**

The Committee examined all the recommended changes to the Financial Regulations of the Union. It was further observed that all the recommended changes are due to decisions of the Council, recommendations by the external auditor and the stipulations of IPSAS. The Committee resolved to recommend all the proposed changes for consideration by the Council. The draft decision is attached as annex 7.

#### **11.0 Proposal for amendment of the Staff Rules and Regulations**

The Committee observed that the proposed amendments are in line with matters handled by the Committee as well as previous decisions of the Council. The committee agreed with the proposed amendments and resolved to recommend the draft decision on amendment of the staff and Regulations of the Pan African Postal Union attached as annex 8, to the Administrative Council for approval.

#### **12.0 Staff Matters report and recommendations**

The Committee noted and appreciated the way the comprehensive report on the human resources management at the General Secretariat. The Committee examined the proposal for the confirmation of staff that have been on fixed term appointments for more than five years. It was further observed that the coronavirus pandemic necessitated the extension of their fixed term appointments by the Chairperson of the Council pending the meeting of the Administrative Council. The committee commended the concerned staff for their patience and resolved to recommend the confirmation of their appointments as permanent staff to the Administrative Council for approval with effect from 5<sup>th</sup> and 6<sup>th</sup> January 2021 respectively. A draft decision is attached as annex 8.

#### **13.0 Any Other Business**

There was no suggestion for any issue to be discussed as any other business.

#### **14.0 Date and venue of the next meeting of the committee**

The Committee was informed that this is the final meeting for this cycle. The General Secretariat shall communicate the date and venue of the inaugural meeting of the reconstituted Finance and Administration Committee to Member States who expressed interest in serving in the committee, in due course.

## **15.0 Adoption of the general report**

The Committee report and all the draft resolutions and decisions that were adopted during the session, are hereby submitted to the Administrative Council for consideration and approval.

## **15.1 Decisions/Resolution**

15.1.1 On contribution of equity cash towards PAPU House building project

15.1.2 Extra-ordinary provision for the recovery of Member States outstanding mandatory financial contributions

15.1.3 On the approval of the Accounts of the Pan African Postal Union for the 2017/2018 financial year

15.1.4 On Appointment of the External Auditor

15.1.5 On the fixing of the annual budget ceilings of the Pan African Postal Union for 2021-2025 quadrennial period

15.1.6 On adoption of the scale of assessment for mandatory financial contribution to PAPU budget

15.1.7 Adopting an amendment to the Financial Regulations of the Pan African Postal Union (PAPU)

15.1.8 On Amendment of the Staff Rules and Regulations of the Pan African Postal Union (PAPU)

15.1.9 On confirmation of staff on fixed term appointments as permanent staff

## **16.0 Closing**

In his closing remarks, the Chairman thanked all the participants for their effective participation in the deliberations and decisions/resolution proposed by the Committee. He expressed deep appreciation for the confidence reposed in him by the Committee members throughout the extended quadrennial cycle. He laid more emphasis on the financial challenges the Union is facing and remain hopeful that with greater collaboration and commitment to prompt payment of annual financial contributions, the Union will successfully deliver on its mandate as a foremost continental flagship postal organization. In conclusion he

thanked all the participants for making out time to connect and participate in the proceedings of the meeting and looked forward to meeting all the participants physically during the Administrative Council session at Victoria Falls, Zimbabwe.

---

**Chairman**  
**Senegal**

---

**Rapporteur**  
**PAPU Secretariat**

Resolution No.\_\_\_\_/PAPU/AC/XXXIX/2021

**On contribution of equity cash towards PAPU House building Project**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU) meeting, during its 10<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe from 23 – 25 June, 2021;**

**Considering** Resolution No.11/PAPU/AC/XXXVII/2018 of the 37<sup>th</sup> Ordinary Session of the PAPU Council authorizing the contribution of USD 4 million as total equity cash to PAPU House project;

**Recognizing** that the PAPU House appeal fund that was launched during the 40<sup>th</sup> anniversary celebration of the Union generated USD 140,000.00 out of the remaining USD 1 million required to attain the desired minimum equity cash requirement;

**Aware** that the ideal project financing plan requires 56% equity cash contribution from the partners and 44% borrowing at an interest rate of about 13% per annum repayable within 15 years;

**Having reviewed** the project potentials and its concomitant advantages towards ameliorating the financial health of the Union;

**RESOLVES AS FOLLOWS:**

- 1) To further mandate the Secretary General to solicit for voluntary contributions from generous Member States, Associates, Partners, friendly countries and Donor Agencies/Organizations, and report back to the next Ordinary Session of the Administrative Council;
- 2) To mandate the Secretary General to distribute any remaining balance as mandatory financial contributions of all Member States in line with the approved scale of assessment, after the 40<sup>th</sup> Ordinary Session of the Administrative Council;

***Done in Victoria Falls, Zimbabwe on 25 June, 2021***



**Extra ordinary provision for the recovery of Member States mandatory outstanding financial contributions**

**The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe from 23<sup>rd</sup> to 24<sup>th</sup> June, 2021;**

**Considering** the huge mandatory outstanding contributions over a long and protracted period;

**Further considering** that some Member States may have been constrained by economic, political and in some cases prolonged conflicts/wars and upheavals from meeting their financial obligations to the Union;

**Recognizing** that the 7<sup>th</sup> Ordinary Plenipotentiary Conference Resolution No.06/PAPU/CP/VII/2008, made the return and active participation of some Member States possible;

**Aware** that all the 45 Member States of the Union must develop effective measures and strategies to collaborate, cooperate, co-exist and forge ahead as one indivisible region in order to achieve the objectives of the Union;

**Mindful** that an important international organization like PAPU shall focus on the stimulation of socio-economic growth and development through the promotion of innovative and modernized postal services and therefore, needs to be strengthened financially by all Member States;

**Noting** the need to ensure the availability of funding for the on-going construction of PAPU House Project;

**Having examined** the recommendation of the Administrative Council on waiving of 50% of the arrears of mandatory financial contributions;

**Mandated** by Article 2 paragraph 2 of the Detailed Regulations of the Convention;

**NOW THEREFORE, HEREBY RESOLVES EXTRAORDINARILY AS FOLLOWS:**

- 1) That all outstanding mandatory financial contributions due to the Union from Member States be reviewed and categorized into two groupings;

- a) Member States in arrears for five years with a history or situation of war, conflict or political upheavals;
  - b) Member States in arrears for ten years or more years;
- 2) That all Member States in both categories may apply for 50% waiver and proceed with arrangements to pay the balance of 50% subject to the following conditions:
- a) Payment of 2021/2022 annual mandatory financial contribution within six months of the commencement of the financial year;
  - b) Provide written undertaking to pay the remaining 50% including accumulated surcharges on or before the end of 2022/2023 financial year;
  - c) Failure to settle the 50% remaining arrears within the set deadline shall automatically invalidate the waiver agreement and the concerned Member State's arrears shall be reverted to the status quo ante.

**INSTRUCTS:**

- 1) The Secretary General of PAPU to sign an agreement with all interested Member States before granting any waiver;
- 2) The Administrative Council to monitor and report back on the implementation of this resolution during the next Ordinary Session of the Plenipotentiary Conference.

***Done at Victoria Falls, Zimbabwe, on 24<sup>th</sup> June 2021***

**Draft Decision No.../PAPU/AC/XXXIX/2021**

**On the approval of the Accounts of the Pan African Postal Union for the 2019/2020 financial year**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 14 – 15 June, 2021;**

**Pursuant** to Article 12 paragraph 2 of the Convention of the Pan African Postal Union (PAPU), Article 5 paragraph 5 of the Detailed Regulations of the Convention and Rule 39 of the Financial Regulations of the Union;

**Having examined** the financial statements of the Union for the year ended 31<sup>st</sup> May 2020, and the opinion of the External Auditor on the accounts for the same period;

**Having been** further considered and recommended for approval by the Finance and Administration Committee of the Union;

**Mandated by** Regulation 39 paragraph 8 of the Financial Regulations of the Union;

**DECIDES AS FOLLOWS:**

To approve the audited financial statements of the Union for 2019/2020 financial year;

***Done in Victoria Falls, Zimbabwe on 15 June, 2021***

**Decision No0--/PAPU/AC/XXXIX/2021**

**On Appointment of the External Auditors**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 14 – 15 June, 2021;**

**Pursuant** to Article 12 paragraph 2 of the Convention of the Union; Article 5 paragraph 5 of the Detailed Regulations of the Convention and Article 39, paragraph 1 of the Financial Regulations of the Union;

**Aware** that the one-year tenure of the current external auditors, **Ernst & Young** will expire after the conclusion of the 2019/2020 financial year audit;

**Cognizant** of the provision of Rule 39 paragraph 1 of the Financial Regulations of the Union which stipulates that the mandate of the External Auditors shall run for one year renewable;

**Recognizing** the need for continuous independent auditing of the efficiency of procedures, the accounting system, the internal financial controls and, in general, the administration and management of the Union;

**Noting** that Ernst & Young has expressed interest to continue as the external auditors of the Union;

**DECIDES AS FOLLOWS:**

To re-appoint Ernst & Young as the External Auditor of the Union at an annual fee of USD 10,400 for the auditing of the 2020/2021 financial year

***Done in Victoria Falls, Zimbabwe on 15 June, 2021***

## Draft Decision No0../PAPU/PC/X/2021

**On the fixing of the annual budget ceilings of the Pan African Postal Union for 2021-2025  
quadrennial period**

**The Plenipotentiary Conference of the Pan African Postal Union, meeting during its 10<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe on 24-25 June, 2021;**

**Mandated by** Article 2 paragraph 3 of the Detailed Regulations of the Union Convention;

**Taking into account** the ongoing construction of PAPU Headquarters building for which the Union is committed to contributing USD four (4) million as equity cash;

**Mindful** of extra sources of income that may generate additional income to the Union in the course of the quadrennial cycle;

**Considering** the draft quadrennial budget for the 2021–2025 quadrennial cycle presented by the Administrative Council;

**Having examined** the recommendation of the Administrative Council;

**DECIDES AS FOLLOWS:**

To fix the ceilings of the annual budgets for the quadrennial period 2021-2025 as follows:-

Financial year 2021/2022	:	US\$ 1,786,531.00
Financial year 2022/2023	:	US\$ 2,018,040.00
Financial year 2023/2024	:	US\$ 1,946,757.00
Financial year 2024/2025	:	US\$ 1,860,629.00

**INSTRUCTS:**

- i) The Administrative Council to take into account these ceilings when approving the annual budgets;
- ii) The Secretary General to ensure prudent implementation of the approved activities in compliance with this decision.

***Done in Victoria Falls, Zimbabwe on 25<sup>th</sup> June, 2021***

**Draft Resolution No0../PAPU/PC/X/2021**

**On adoption of the scale of assessment for mandatory financial contribution to PAPU budget**

**The Plenipotentiary Conference of the Pan African Postal Union, meeting during its 10<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe on 24-25 June, 2021;**

**Mandated by** Article 2 paragraph 4 of the Detailed Regulations of the Union Convention;

**Recalling** resolution N°06/PAPU/CP/IV/96 on the revision of the PAPU scale of assessment;

**Aware** that the scale of assessment that was reviewed and adopted by the 4<sup>th</sup> Ordinary Plenipotentiary Conference in May 1996 has been operational for the past twenty-four years;

**Cognizant** that there is no basis for reviewing the prevailing scale of assessment;

**Having examined** the recommendation of the Administrative Council on the adoption of the scale of assessment for the 2021 - 2025 quadrennial period;

**RESOLVES AS FOLLOWS:**

- i. To retain the current scale of assessment for Member States mandatory contribution;
- ii. To distribute fifty percent (50%) of the total amount to be contributed to the annual budget of the Union to all the contributing Member States equally;
- iii. To distribute the remaining fifty percent (50%) of the annual budget to the Member States in line with the African Union percentage points in the annexed table.

***Done in Victoria Falls, Zimbabwe on 25 June, 2021***

**Draft Decision No.\_\_\_\_/PAPU/PC/X/2021**

**Adopting an amendment to the Financial Regulations of the Pan African Postal Union (PAPU)**

The Plenipotentiary Conference of the Pan African Postal Union (PAPU), meeting during its 10<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 23<sup>rd</sup> to 24<sup>th</sup> June 2021;

**Recalling** its Resolution No.04/PAPU/CP/VII/2008 on Compliance with International Public Sector Accounting Standards;

**Considering** the recommendation of the External Auditor of the Union;

**Further Considering** the adoption of more International Public Sector Accounting Standards and their impact on the financial policies and practices of the Union;

**Cognisant** that the changes made during the amendment of the Acts of the Union have some impact on the Financial Regulations of the Union;

**Desirous** of aligning the Union's financial practices to international best practices already adopted by other inter-governmental organizations;

**Mandated** by Regulation 44 of the Financial Regulations of the Union;

**HEREBY DECIDES AS FOLLOWS:**

To amend the Financial Regulations of the Union (2018) as annexed hereto;

**INSTRUCTS**

The General Secretariat to implement this Decision

***Done in Victoria Falls, Zimbabwe, on 24<sup>th</sup> June, 2021***



S/n	Regulation	Present Regulation	Proposed amendment	Justification
1	Chapter 1 – General Provisions	Regulation 1 : Definitions No existing definition	Regulation 1 : Definitions <u>“Accounts Officer” means an officer appointed by the Accounting Officer who shall be responsible for the accounting transactions of the Union in the Administration and Finance department under the supervision of the Head of Department</u>	Benchmarked from the AUC definition of the staff in charge of posting and balancing accounting books
		Regulation 1 : Definitions "Contribution" means all resources, including resources in-kind, provided by Member States, Partners and Donor Agencies, in support of the Union's mandate	Regulation 1 : Definitions "Contribution" means all resources, including resources in-kind, provided by Member States, <b>Associate Members</b> , Partners and Donor Agencies, in support of the Union's mandate	To include the newly introduced Associate Members of the Union in line with the Convention
		Regulation 1 : Definitions No existing definition	<u>“Development Partner” means an organization or a country that has availed resources, either in the form of cash or in kind to the Union for purposes of assisting the Union to implement its programmes or to carry on with its operations</u>	To create the basis for collaborating with international development Agencies

		<b>=do=</b>	<b>“Financial Controller”</b> means the Head of Administration and Finance department who is solely responsible for receiving, disbursing, accounting and reporting the financial resources of the Union	Benchmarked from the AUC definition of the head of department of finance
		<b>Regulation 1 : Definitions</b> <b>“Reserve Fund”</b> means a fund established by the Administrative Council into which shall be paid budgeted amounts cancelled at the end of each financial year	<b>Regulation 1 : Definitions</b> <b>“Reserve Fund”</b> means a fund established by the Administrative Council into which shall be paid budgeted amounts <b><u>that remain unused</u></b> <del>cancelled</del> at the end of each financial year	Editing to bring out the appropriate intended meaning
		<b>Regulation 1 : Definitions</b> No existing definition	<b>“Unliquidated obligation”</b> means valid financial commitments entered into before, but could not satisfy the delivery principle as at the end of a given financial year	To broaden the meaning of obligation in line with IPSAS
		<b>Regulation 1 : Definitions</b> No existing definition	<b>“Unutilized Financial Resources”</b> means all financial resources of the Union that was not spent during the course of the financial year to which they relate	Benchmarked from AUC definition chapter

		<p><b>Regulation 1 : Definitions</b></p> <p>No existing definition</p>	<p><b>“Working Capital Fund”</b> shall mean advances necessary to meet commitment pending receipt of contributions or advances to meet unforeseen or extraordinary expenditure</p>	<p>-ditto-</p>
		<p><b>Regulation 5: Interpretation</b></p> <p>No existing provision</p>	<p><b>Regulation 5 : interpretation</b></p> <p><u>The interpretation of these Financial Regulations shall be vested with the Financial Controller on the advice of the Legal Counsel.</u></p>	<p>-ditto-</p>
		<p><b>Regulation 6: Responsibility and Accountability</b></p>	<p><b><u>Regulation 6: Responsibility and Accountability</u></b></p> <ol style="list-style-type: none"> <li>1. <u>The Secretary General shall be responsible for the administration and enforcement of these regulations;</u></li> <li>2. <u>The Secretary General shall assume the overall responsibility for the administrative operations to ascertain the solvency of the Union, and the incurring and settlement of expenses;</u></li> <li>3. <u>The ultimate authority to enter into</u></li> </ol>	<p>-ditto-</p>

			<p><u>commitments and to make disbursements chargeable to the resources of the Union shall reside with the Secretary General and shall strictly be in accordance with the appropriations made in the budget of the Union;</u></p> <p>4. <u>The Secretary General shall grant authority to incur petty expenses and make commitments chargeable to the budget of the Union to the Financial Controller who shall be directly accountable to him/her;</u></p> <p>5. <u>The Financial Controller who shall be solely responsible for keeping the accounts of the Union, shall handle transactions connected with the collection of income and their disbursement;</u></p> <p>6. <u>All members of staff of the Union shall be responsible for the regularity of their actions in the course of</u></p>	
--	--	--	---	--

			<p><u>handling financial transactions for official purposes;</u></p> <p>7. <u>The Secretary General of the Union shall be solely responsible and accountable to the Administrative Council and the Plenipotentiary Conference, on the financial transactions of the Union.</u></p>	
		<p>Regulation 7: Delegation of Authority</p>	<p><u>Regulation 7: Delegation of Authority</u></p> <p>1. <u>The Secretary General may delegate his/her authority under these Regulations to the Assistant Secretary General or a Head of Department as deemed appropriate;</u></p> <p>2. <u>In the implementation of these Regulations, the Secretary General or his/her delegate shall be responsible for reviewing and approving all financial processes as well as prescribing and arranging for the maintenance of adequate financial records of the Union;</u></p>	-ditto-

			<p>3. <u>Delegation under sub-regulation (2) shall be in writing;</u></p> <p>4. <u>In the implementation of these Regulations the staff so delegated shall be accountable to the Secretary General;</u></p>	
		<p><b>Regulation 8 : Compliance and Sanctions for Breach of Regulations</b></p>	<p><b>Regulation 8: Compliance and Sanctions for Breach of Regulations</b></p> <p>1. <u>All members of staff shall comply with these Regulations and also with any other Rules, Administrative Instructions, Supplementary Administrative Regulations and Procedures issued by the Secretary General in connection with these Financial Regulations;</u></p> <p>2. <u>Any staff member who contravenes or breaches these Regulations or any supplementary administrative regulations and procedures issued in connection</u></p>	<p>-ditto-</p>

			<p><u>with these regulations shall be held personally responsible, financially liable and shall be disciplined in accordance with the provisions of the Staff Rules and Regulations of the Union;</u></p> <p>3. <u>Depending on the gravity of the breach and the size of the irregularity, in addition to the sanctions and disciplinary measures provided in the Staff Rules and Regulations, other sanctions could include waiver of immunity, investigation and prosecution according to the laws of a Member State where the crime occurred and the Host country.</u></p>	
2	Chapter II - Budget	<p><u>Regulation 12</u> :Income and Expenditure of the Union</p> <p>1. The income of the budget shall comprise:</p> <p>a. Statutory contributions made</p>	<p><u>Regulation 12</u> : Income and Expenditure of the Union</p> <p>1. The income of the budget shall comprise:</p> <p>b. Statutory <b>Mandatory financial</b></p>	Improvement to reflect the actual text in the revised Convention of the Union

		by the Member States and Associate Members with the scale of assessment approved by the Conference	contributions made by the Member States and Associate Members <u>in line</u> with the scale of assessment approved by the Conference	
		<b>No previous paragraph</b>	<b>i. <u>Penalties/fines levied for breach of the Convention.</u></b>	-ditto-
		2. The expenditure budget shall be classified in parts and assigned appropriate headings with accompanying annexure of information and explanatory notes which the Council may require. They shall include the following broad sections:	2. The expenditure budget shall be classified in parts and assigned appropriate headings with accompanying annexure of information and explanatory notes which the Council may require. They shall include the following broad sections:  <b><u>f. expenses relating to implementation of programmes and projects</u></b>	New provision to reflect current practice of the Union
		<b>Regulation 13 – Preparation of the budget</b>	<b>Regulation 13 – Preparation of the budget</b> <b>3. <u>The draft budget shall by accompanied by such information, annexes and explanatory statements as may be requested by or on behalf of the Council;</u></b>	Benchmarked from AUC Financial Rules and Regulations to improve budgeting



			<p>4. <u>The draft budget shall be presented with realistic estimates with expected output and results;</u></p>	<p>=ditto=</p>
			<p>5. <u>For the purpose of comparison, the draft budget shall be presented alongside the actual expenses for the same period of the preceding financial year;</u></p>	<p>=ditto=</p>
			<p>6. <u>A quadrennial budget shall be submitted to the Plenipotentiary Conference for the purpose of obtaining the approved budget ceilings for the cycle.</u></p>	<p>=ditto=</p>
			<p><u>In a financial year, the Council or any other delegated authority representing the Council, may approve supplementary budget proposals, provided additional financial resources are available to meet the additional financial commitments. The supplementary budget proposal shall be in a form that is consistent with the approved budget.</u></p>	<p>To ensure that any extra-budgetary resources that may be available to the Union in the course of the financial year are properly received and accounted for</p>

		<p><b><u>Regulation 18 : Closing of budgetary operations</u></b></p> <p>3. When for specific reasons, it has proved impossible to pay certain expenses incurred before the end of the financial year; an appropriation shall remain available for twelve months following the end of the financial year to which they relate for the purpose of discharging outstanding obligations. The corresponding credits shall be transferred to the Accounts for credits granted for previous year” and the expenditure when already incurred shall be charged to this account. Unused credits shall be dealt with in accordance with the provisions of these Financial Regulations.</p>	<p><b><u>Regulation 18 : Closing of budgetary operations</u></b></p> <p>3. When for specific reasons, it has proved impossible to pay <del>pay</del> <b><u>settle</u></b> certain expenses incurred before the end of the financial year; an appropriation shall remain available for three (3) months following the end of the financial year to which they relate for the purpose of discharging outstanding obligations. The corresponding credits shall be transferred to the <del>Accounts for credits granted for previous year</del> <b><u>“Obligation account”</u></b> and the expenditure when already incurred shall be charged to this account. Unused credits shall be dealt with in accordance with the provisions of these Financial Regulations.</p>	<p>Amended in line with the provision of IPSAS and benchmarked from AUC</p>
--	--	---	---	---

			<p>5. <u>If an obligation remains Unliquidated beyond three (3) months, the Secretary General shall approve the payment and charge it against the Reserve Fund after approval by the Council.</u></p>	Benchmarked from AUC to ensure more accountability
3	Chapter III – Financial Management	<p>Regulation 28 : Utilisation of the Financial Resources of the Union</p> <p>No previous provision</p>	<p><b>Regulation 28 : Utilisation of the Financial Resources of the Union</b></p> <p>1. The financial resources of the Union shall be utilized in accordance with the appropriations made in the approved budget of the Union;</p> <p>2. The approved budget shall provide the basis for authorization of the financial commitments, expenditure and revenue of the Union and determine its nature and amount;</p> <p>3. The financial resources from Development Partners and Donor Agencies shall be declared and included in the budget of the Union for the years the funds are to be utilized;</p>	Benchmarked from the AUC to ensure strict compliance with the budget and also to provide the basis for collaborating with Development Agencies

		<p><b>Regulation 33 : Inventories and Library</b></p> <p><del>1. The accounts of the Union shall be supplemented by detailed and completed schedules of:</del></p> <ul style="list-style-type: none"> <li><del>a) Freehold Land and Buildings;</del></li> <li><del>b) Furniture and fittings;</del></li> <li><del>c) Plant and Machines;</del></li> <li><del>d) Motor vehicles;</del></li> <li><del>e) Office Equipment;</del></li> <li><del>f) Working Material;</del></li> <li><del>g) Stationery;</del></li> <li><del>h) Stocks;</del></li> <li><del>i) Other fixed and current assets.</del></li> </ul> <p><del>The schedule of inventories shall show the purchase price of the items and where relevant, the depreciation rate.</del></p> <p><del>2. The library shall have a card index catalogue.</del></p> <p><del>3. Complete and up to date records shall be kept of any furniture,</del></p>		<p>Deleted, transferred to a new Chapter VI and integrated into the chapter on Plant, Property and Equipment</p>
--	--	--	--	--

		<p>materials, equipment and other goods received, delivered, sold or disposed of in any way as well as of those which are retained by the Union.</p>		
		<p><b>Regulation 35 : System of Internal Controls</b></p> <p>The Secretary General shall establish a system of internal controls that guarantees that:</p> <ul style="list-style-type: none"> <li>a) revenue is properly collected;</li> <li>b) expenses are valid and properly authorized;</li> <li>e) revenue, expenses, assets and</li> </ul>	<p><b>Regulation 35 : Provisions System of Internal Controls</b></p> <ol style="list-style-type: none"> <li>1. <u>A provision shall be made for a liability of uncertain timing or amount.</u></li> <li>2. <u>A provision shall be recognized when the Union has a present obligation, legal or constructive as a result of past event, probable that an outflow of resources embodying economic benefits or service potential will be required to settle the obligation and a reliable estimate can be made of the amount of obligation.</u></li> <li>3. <u>For accounting purposes, provision shall be made on the outstanding mandatory contribution of Member States and Associate Members.</u></li> </ol>	<p>Inclusion of the 37<sup>th</sup> Ordinary Council Resolution No.10/PAPU/AC/XXXVII/2018 on Adoption of a Policy on Provision on Outstanding Financial Contributions</p>

		<p>liabilities are properly recorded and accounted for;</p> <p>d) financial and operating information is accurate and reliable;</p> <p>e) assets are safeguarded against loss or destruction;</p> <p>f) resources of the Union are employed and managed in an effective, economic and efficient manner;</p> <p>g) there is no waste with respect to the utilization of the resources of the Union;</p> <p>h) outputs and provisions are consistent with those specified in the approved budget;</p> <p>i) relevant international standards, Rules and Regulations, policies and procedures of the Union are being applied and complied with;</p> <p>j) there is effective and efficient</p>		<p>Deleted and transferred to Chapter XII as part of Procurement Financial Control and Auditing</p>
--	--	---	--	---

		management of the financial resources of the Union.		
4	Chapter V – Funds of the Union	Part of the previous Chapter IV on Accounts	<p><b>Chapter V – Funds of the Union</b></p> <p><b><u>Regulation 40 : General Fund</u></b></p> <p><b><u>There shall be established a General Fund for the purpose of accounting for the expenses of the Union, in which the following categories of accounts shall be maintained:</u></b></p> <p><b>a) <u>Annual mandatory financial contributions paid by Member States;</u></b></p> <p><b>b) <u>Annual mandatory financial contributions paid by Associate Members;</u></b></p> <p><b>c) <u>Advances received from the host country;</u></b></p> <p><b>d) <u>Transfers from the Reserve Fund;</u></b></p> <p><b>e) <u>Advances from the Working Capital Fund.</u></b></p>	New chapter benchmarked from AUC Financial Rules and Regulations
		No previous provision	<p><b><u>Regulation 41 : Working Capital Fund</u></b></p> <p><b>1. <u>A Working Capital Fund shall be</u></b></p>	Benchmarked from AUC Financial Rules and Regulations

			<p><u>established out of the Reserve Fund of the Union to:</u></p> <p>a) <u>provide advances necessary to meet financial commitments pending the receipt of contributions due from Member States;</u></p> <p>b) <u>provide advances necessary to meet commitments and unforeseen or extra ordinary expenditure arising from the implementation of resolutions and decisions adopted by the Council.</u></p> <p>2. <u>The ceiling of the Working Capital Fund shall not be less than one (1) month requirement of the regular operational budget of the Union.</u></p> <p>3. <u>Advances for the Working Capital Fund may be made only for the purposes and within the terms and conditions stipulated by the Council on the basis of a written authorization signed by the Chairperson of the</u></p>	
--	--	--	---	--



			<p><u>Council.</u></p> <p>4. <u>Advances drawn from the Working Capital Fund to finance budget allocations during any financial year shall be paid back into the Working Capital Fund as soon as funds are available for this purpose. And this refund shall be in proportion to the amount of resources collected.</u></p> <p>5. <u>Except for cases where such advances may be recovered from extra budgetary funds or other authorized sources, all advances drawn from the Working Capital Fund for unforeseen or extra-ordinary expenses or for any other purpose shall be reimbursed by means of supplementary budgetary appropriations.</u></p>	
		No previous prevision	<p><b>Regulation 44 : Pension Fund</b></p> <p>1. <u>A Pension Fund shall be established for the benefit of the staff to ensure their superannuation when they</u></p>	Implementation of PC Decision adopting the Acts of the Pan African Postal Union

			<p><u>terminate their services with the Union. All permanent members of staff shall subscribe to it in line with the Staff Rules and Regulations. Elected Officers may also subscribe, in which case the Union shall convert their gratuity to pension contribution and they shall be required to top up with a proportionate amount, not less than fifty percent (50%).</u></p> <p>2. <u>Fixed term appointment staff may apply to the Secretary General for authorization to contribute between 7.5% and 22.5% of their basic salary to the pension fund without matching contribution from the Union.</u></p>	
			<p><b>Regulation 45 : Special Fund</b></p> <p>1. <u>The Secretary General may establish special funds for specific purposes provided such activities will assist in the</u></p>	<p>Benchmarked from AUC Financial Rules and Regulations</p>

			<p><u>furtherance of the objectivities of the Union subject to the guidance of the Council.</u></p> <p>2. <u>The Secretary General may accept, on behalf of the Union, gifts, donations, voluntary contributions and legacies made to the Union, from development partners, international donor Agencies, and foundations, provided the objectives and purposes of these charitable acts are not inconsistent with the goals and objectives of the Union, for such established special funds.</u></p> <p>3. <u>The purpose and limits of any special fund shall be clearly defined by the Secretary General.</u></p> <p>4. <u>All special funds shall be administered in line with these Regulations.</u></p> <p>5. <u>Special fund contributions which remain unexpended after the activities for which they were provided have been</u></p>	
--	--	--	---	--

			<p><u>completed shall be treated in line with the agreement or Memorandum of Understanding under which the contributions were made as well as provisions of these Regulations.</u></p> <p>6. <u>Monetary donations made for no specific purposes shall be considered as miscellaneous revenue and credited to the General Fund.</u></p> <p>7. <u>The Secretary General shall prepare and submit reports of these special funds to the Council.</u></p>	
5	<b>CHAPTER VI - Inventories, Plant, Property and Equipment</b>	<p><b><u>Regulation 46</u> : Inventories, Plant, Property and Equipment</b></p> <p>1. The accounts of the Union shall be supplemented by detailed and completed schedules of:</p> <ul style="list-style-type: none"> <li>a) Freehold Land and Buildings;</li> <li>b) Furniture and fittings;</li> <li>c) Plant and Machines;</li> <li>d) Motor vehicles;</li> <li>e) Office Equipment;</li> </ul>	<p><b><u>Regulation 46</u> : Inventories, Plant, Property and Equipment</b></p> <p>2. The accounts of the Union shall be supplemented by detailed and completed schedules of:</p> <ul style="list-style-type: none"> <li>j) Freehold Land and Buildings;</li> <li>k) Furniture and fittings;</li> <li>l) Plant and Machines;</li> <li>m) Motor vehicles;</li> <li>n) Office Equipment;</li> </ul>	Moved from previous Chapter V, Regulation 33

		<p>f) Working Material; g) Stationery; h) Stocks; i) Other fixed and current assets.</p> <p>The schedule of inventories shall show the purchase price of the items and where relevant, the depreciation rate.</p>	<p>o) Working Material; p) Stationery; q) Stocks; r) Other fixed and current assets.</p> <p>The schedule of inventories shall show the purchase price of the items and where relevant, the depreciation rate.</p>	
		<p><b>No previous provision</b></p>	<p>2. <u>The Accounting Officer shall establish controls that are necessary to guarantee proper recording, utilization, safekeeping, maintenance, disposal, sale or transfer of inventory and property, plant and equipment as well as intangible assets for which records shall be maintained. These records shall be maintained consistently in line with these regulations.</u></p> <p>3. <u>Physical verifications to ascertain the existence of inventory and property, plant and equipment</u></p>	<p>Benchmarked from AUC Financial Rules and Regulations to strengthen the internal control system</p>

			<p><u>owned or entrusted to the Union shall be conducted annually or at such intervals when deemed necessary, to ensure adequate control over such assets.</u></p> <p>4. <u>The selection of items for which physical verifications shall be done shall be the responsibility of the Financial Controller who shall also establish the criteria for conducting the exercise.</u></p> <p>5. <u>All inventories and fixed assets received by the Union shall be inspected immediately on receipt to ensure that the items comply with the specifications in the purchase contract and that their conditions are satisfactory</u></p> <p>6. <u>As each item is received, an appropriate receiving report shall be issued and the item shall be entered into the appropriate</u></p>	
--	--	--	--	--

property or inventory records

7. The cost or revalued amount of the assets classified as property, plant, and equipment shall be capitalized in the accounting books of the Union and depreciated on a straight line basis over the expected useful lives in line with the Financial Regulation.
8. The disposal of inventory, property, plant and equipment or intangible assets which have become surplus to the Union's operating needs or unserviceable through obsolescence and normal wear and tear, shall be handled by the Board of Survey.
9. The books in the library of the Union shall have a card index catalogue.
10. Complete and up to date records shall be kept of any furniture,

			<p><u>materials, equipment and other goods received, delivered, sold or disposed of in any way as well as of those which are retained by the Union.</u></p>	
			<p><b>Regulation 47 : Board of Survey</b></p> <p>1. <b><u>There shall be established a Board of Survey which shall be responsible for:</u></b></p> <p>a) <b><u>Reporting on inventory, plant, property and equipment that have been issued for use which are considered to be of no further use or value to the Union;</u></b></p> <p>b) <b><u>Examining damaged, unserviceable or obsolete machinery , equipment and other property;</u></b></p> <p>c) <b><u>Examining accounting books and documents that have reached the maximum statutory retention time and due for disposal;</u></b></p>	<p>Benchmarked from AUC Financial Rules and Regulations as well the Supplementary Administrative Circular of the General Secretariat</p>



			<p>d) <u>Making appropriate recommendations on the mode of disposal to the Accounting Officer.</u></p> <p>2. <u>The Board of Survey shall comprise of the Chairperson of the Committee and five (5) other senior members appointed by the Accounting Officer. The Head of Administration and Finance shall be a member.</u></p> <p>3. <u>The Board of survey for the disposal of unserviceable Asset with a market value shall be tasked with the following:</u></p> <p>a) <u>Setting the reserve price, where possible;</u></p> <p>b) <u>Recommend the services of an external Valuer where needed;</u></p> <p>c) <u>Express its opinion on the external Valuer's report;</u></p> <p>d) <u>Propose the method of</u></p>	
--	--	--	---	--

			<p><u>bidding:</u></p> <p>e) <u>Conduct the bidding process</u></p> <p>4. <u>Chaired by the Assistant Secretary General or the most senior among the highest ranking officers, the Board of Survey shall report to the Secretary General, make the aforementioned proposals and present the latter with a report upon completion of the disposal process.</u></p>	
			<p>Regulation 48 – Disposal of Assets, Inventory and Outdated Documents</p> <p>1. <u>The disposal process shall be initiated as follows:</u></p> <p>a) <u>The disposal process shall be initiated either by the department using the asset or by the Administration and Finance Department, which shall then draw up an inventory of the assets to be retired.</u></p>	<p>Implementation of 38<sup>th</sup> AC Resolution</p> <p>No.06/PAPU/AC/XXXVIII/2019</p>

b) The Administration and Finance Department shall refer the matter in writing to the Secretary General accompanied by the list of assets to be retired.

c) Should the Accounting Officer approve the proposals, the Board of Survey mentioned in paragraph 47 hereinabove shall be established to conduct the disposal process.

2. The process of Initiating the disposal shall be as follows:

a) The disposal process shall be initiated either by the department using the asset or by the Administration and Finance Department, which shall then draw up an inventory of the assets to be retired.

b) The Administration and Finance Department shall refer the matter

in writing to the Accounting Officer accompanied by the list of assets to be retired.

c) Should the Accounting Officer approve the proposals, the Board of Survey mentioned in Regulation 47 hereinabove shall be established to conduct the disposal process.

3. Disposal through auction sales

a) The auction sales may be conducted by public bidding or internal bidding.

b) The choice of either type of auction sale shall be determined by the Accounting Officer.

c) Regardless of the type of auction sale conducted, a report shall be prepared and signed by all members of the Board of Survey upon

			<p><u>completion of each transaction.</u></p> <p>4. <u>Conditions precedent to the auction sale</u></p> <p>a) <u>The damaged, obsolete or unserviceable assets earmarked for auction must feature on the list approved by the Accounting Officer, indicating its acquisition date, its initial value, net book value and market value.</u></p> <p>b) <u>As a general rule, the Board of Survey assesses the asset and assigns a secret value to each item, taking into account the best interests of the Union. This value shall be considered as the reserve price.</u></p> <p>c) <u>However, should the assessment of a particular asset require further expertise or an external opinion for more objectivity, the Board may</u></p>	
--	--	--	---	--

			<p><u>request the Accounting Officer to enlist the services of an external Valuer.</u></p> <p>d) <u>The assessment shall be conducted to determine the current market value of the asset to be retired. In this regard, the Accounting Officer may refer to the competent authorities of the host country.</u></p> <p>e) <u>The external Valuer's report shall be presented in a sealed envelope to the Secretary General who shall forward it to the Board of Survey.</u></p> <p>f) <u>The Valuer's report specifying the values of the respective items shall only be opened on the actual closing date of the bidding process in the presence of the bidders.</u></p> <p>5. <u>Eligibility of bidders</u></p> <p>a) <u>Public bidding shall be open to all</u></p>	
--	--	--	---	--

			<p><u>interested persons.</u></p> <p>b) <u>Internal bidding shall be open to staff members of the Union only.</u></p> <p>c) <u>However, should a member of the Board of Survey bid for any item, he/she shall not participate in the assessment and sale of the items slated for bidding.</u></p> <p>6. <u>Disposal proceeds</u></p> <p>a) <u>All proceeds from sale of assets and other supplies of the Union shall be managed in line with the provisions of the Financial Regulations.</u></p> <p>b) <u>All proceeds from disposal of assets shall primarily be applied towards the replacement of the disposed assets subject to Council approval.</u></p>	
6	Chapter VII – Procurement, Financial Control and	<p><b>Regulation 50 : Financial Control</b></p> <p>The Accounting Officer shall establish a system of internal controls that ensure</p>	<p><b><u>Regulation 50 : Financial Control</u></b></p> <p><b><u>The Accounting Officer shall establish a system of internal controls that ensure</u></b></p>	Moved from Chapter V, Regulation 35 of the prevailing Financial Regulation to enable

	<p><b>Auditing</b></p>	<p>that within the Union:</p> <ul style="list-style-type: none"> <li>a) revenue is properly collected;</li> <li>b) expenses are valid and properly authorized;</li> <li>c) revenue, expenditure, assets and liabilities are properly recorded and accounted for;</li> <li>d) financial and operating information are accurate and reliable;</li> <li>e) assets of the Union are safeguarded against loss or destruction;</li> <li>f) resources of the Union are managed and used in an effective, economic and efficient manner;</li> <li>g) there is no waste with respect to the utilization of the resources of the Union;</li> <li>h) outputs and provisions are consistent with those specified</li> </ul>	<p><u>that within the Union:</u></p> <ul style="list-style-type: none"> <li>a) <u>revenue is properly collected;</u></li> <li>b) <u>expenses are valid and properly authorized;</u></li> <li>c) <u>revenue, expenditure, assets and liabilities are properly recorded and accounted for;</u></li> <li>d) <u>financial and operating information are accurate and reliable;</u></li> <li>e) <u>assets of the Union are safeguarded against loss or destruction;</u></li> <li>f) <u>resources of the Union are managed and used in an effective, economic and efficient manner;</u></li> <li>g) <u>there is no waste with respect to the utilization of the resources of the Union;</u></li> <li>h) <u>outputs and provisions are consistent with those specified in the approved budget;</u></li> <li>i) <u>relevant international accounting</u></li> </ul>	<p>alignment with similar topics in chapter VII</p>
--	------------------------	---	---	---



		<p>in the approved budget;</p> <p>i) relevant international accounting standards, Rules and Regulations, policies and procedures of the Union are being applied and complied with;</p> <p>j) there is effective and efficient management of the financial resources of the Union.</p>	<p><b><u>standards, Rules and Regulations, policies and procedures of the Union are being applied and complied with;</u></b></p> <p><b><u>j) there is effective and efficient management of the financial resources of the Union.</u></b></p>	
		<p>No previous Regulation</p>	<p><b>Regulation 51 : Risk Management</b></p> <p>1. <b><u>The Accounting Officer shall establish a risk management policy for the Union and maintain a risk-management system to manage and control credit, liquidity, market, foreign currency and other risks, including the identification, evaluation and measurement of their possible impact on the Union, as well as the selection and maintenance of various solutions to mitigate risk.</u></b></p>	<p>Implementation of the provisions of IPSAS</p>

			<p>2. <u>The Union policy shall not allow any transactions that are speculative in nature to be entered into</u></p>	
		<p>No previous Regulation</p>	<p><b>Regulation 52 : Authority and Responsibility</b></p> <ol style="list-style-type: none"> <li>1. <u>The Accounting Officer shall have ultimate authority and responsibility for all procurements of the Union;</u></li> <li>2. <u>Notwithstanding paragraph (1) above and for the purposes of this Regulations, the Accounting Officer may delegate his/her authority to any Head of Department;</u></li> <li>3. <u>The Accounting Officer shall be responsible for the establishment of all necessary procurement systems and processes and designate relevant officers responsible for performing</u></li> </ol>	<p>Benchmarked from AUC Financial Rules and Regulations to emphasize the responsibility of Officers that exercise financial powers</p>

			<p><b><u>procurement functions;</u></b></p> <p>4. <b><u>The designated Procurement Officer shall be responsible to the Accounting Officer in execution of their procurement duties.</u></b></p>	
		No previous Regulation	<p><b>Regulation 53 : Authority Levels</b></p> <p>1. <b><u>There shall be a Tenders Committee comprising of the Assistant Secretary and all Heads of Departments;</u></b></p> <p>2. <b><u>All procurements in excess of USD 10,000 shall be referred to the Tenders Committee;</u></b></p> <p>3. <b><u>Other authority levels shall be as follows:</u></b></p> <p>a) <b><u>Financial Controller : USD 4,000.00</u></b></p> <p>b) <b><u>Assistant Secretary General : USD 6,000.00</u></b></p> <p>c) <b><u>Secretary General: Above USD 6,000.00 but not more than USD 10,000.00 without Tender Committee recommendation.</u></b></p>	<p>Inclusion of Administrative Council Decision</p> <p>No.05/PAPU/AC/XXXII/2013 on Adoption of Accounting and Procedures Manual of the Pan African Postal Union, in the Financial Regulations</p>

			<p><u>However all approvals above USD 10,000.00 by the Secretary General shall be supported by the recommendation of the Tenders Committee.</u></p>	
		<p><b>Regulation 54 : External Audit of the Union Account</b>  <b>No previous provision</b></p>	<p>6. <u>The External Auditors shall be completely independent and solely responsible for conducting the audit exercise.</u></p> <p>7. <u>The External Auditors shall neither be influenced nor subject to the direction or control of any person or authority.</u></p> <p>8. <u>The External Auditors shall have no power to disallow any items in the accounts but shall draw the attention of the Accounting Officer for appropriate action on any transaction to which it entertains doubts as to the legality or propriety.</u></p> <p>9. <u>Information which is classified as privileged or confidential and which is required by the External Auditor for</u></p>	<p>Benchmarked from AUC Financial Rules and Regulations to strengthen the role and independence of the External Auditor</p>

			<p><u>the purposes of an audit shall be made available on request. The auditor shall respect the privilege and confidentiality of any information so classified and shall not make any further use of the information except in direct connection with the performance of the audit.</u></p> <p>10. <u>The External Auditor shall inform the Council of any withheld information classified as privileged and confidential, which in its opinion was necessary for the purpose of the audit.</u></p>	
			<p>12. <u>The audit opinion shall state whether:</u></p> <p>a) <u>the financial statements present fairly the financial position as at the end of the financial year and the result of the operations then ended;</u></p> <p>b) <u>the financial statements were prepared in accordance with</u></p>	<p>-ditto-</p>

			<p><u>International Public Sector Accounting Standards (IPSAS);</u></p> <p>c) <u>the accounting principles were applied on a basis that is consistent with that of the preceding financial year;</u></p> <p>d) <u>the transactions carried out in the financial year were in accordance with the Financial Regulations.</u></p>	
7	<b>Chapter VIII -Financial Irregularities and Losses</b>	No previous provision	<p><b>Regulation 55 : Financial Irregularities</b></p> <p><u>The following shall, inter alia, constitute financial irregularities in the context of the Financial Regulations:</u></p> <p>a) <u>A written order for payment without evidence of service performed or any commitment made;</u></p> <p>b) <u>Effecting expenditure without being qualified to do so or without being delegated to do so;</u></p> <p>c) <u>Effecting payment without proper authorization;</u></p>	Benchmarked from AUC Financial Rules and Regulations to make provision for accounting for financial irregularities

- |  |  |   |  |
|--|--|---|--|
|  |  | <ul style="list-style-type: none"><li>d) <u>Effecting unauthorized expenditure from the budget of the Union;</u></li><li>e) <u>Ordering procurement without adherence to the proper procurement procedures stipulated in the Financial Regulation;</u></li><li>f) <u>Acquiring an asset that is unconnected with the services of the Union;</u></li><li>g) <u>Allocation and use of the asset of the Union for personal purposes;</u></li><li>h) <u>Effecting expenditure in excess of authorized funds, or without availability of funds;</u></li><li>i) <u>Recruitment and effective appointment of staff without establishment for the post and when financial provision has not been made in the budget, or without authority to recruit or</u></li></ul> |  |
|--|--|---|--|

			<p><u>without following duly specified process;</u></p> <p>j) <u>Committing funds without reference to their initial purposes;</u></p> <p>k) <u>Purchases effected under conditions that are unrelated to the interests of the Union;</u></p> <p>l) <u>Unauthorized allocation of funds;</u></p> <p>m) <u>Non-issuance of receipt in respect of money received on behalf of the Union.</u></p>	
		No previous provision	<p><b>Regulation 56: Losses</b></p> <p>1. <u>The following shall, inter alia, constitute losses in the context of these Regulations:</u></p> <p>a) <u>loss to the Union occasioned by theft, negligence or inefficiency;</u></p> <p>b) <u>improper payment of the Union's monies;</u></p> <p>c) <u>fraudulent claim and/or payment;</u></p> <p>d) <u>misappropriation of any payment that is not vouched;</u></p>	Benchmarked from AUC Financial Rules and Regulations to make provision for accounting for Losses



			<p>e) <u>misuse, damage, destruction of supplies and other property;</u></p> <p>f) <u>loss of monies and securities of the Union.</u></p>	
			<p><u>Regulation 57: Handling of Losses</u></p> <ol style="list-style-type: none"> <li>1. <u>The Head of Department may after full investigation and consultation with the Accounting Officer, take appropriate action in line with treatment of losses.</u></li> <li>2. <u>The Accounting Officer shall, whenever the need arises, appoint an Advisory Committee in line with the Staff Rules and Regulations and determine its terms of reference.</u></li> <li>3. <u>The Advisory Committee shall meet to consider all losses reported and make its recommendation to the Accounting Officer.</u></li> <li>4. <u>If, after investigation, it appears to the Accounting Officer that any</u></li> </ol>	<p>-ditto-</p>

staff member who is or was an employee of the Union has caused a loss, he/she shall be required to indemnify the Union against such established loss.

5. Where accounting errors or omissions which have resulted in a loss to the Union are detected and confirmed, after thorough investigation of the accounts and the Accounting Officer is ultimately unable to satisfy himself/herself, the staff that is identified as responsible shall be surcharged with the amount of the said loss.

6. The Accounting Officer may, on the recommendation of the Advisory Committee, withdraw or vary a surcharge in respect of which a satisfactory explanation has been received or when fresh

			<u>evidence which negates wholly or partially the basis of the surcharge is availed.</u>	
		<b>Regulation 40 : Misappropriation of Union Funds</b>	<b>Regulation 40 58: Misappropriation of Union Funds <u>Waiving of Immunities for Losses</u></b>	Changed from previous Regulation 40 to 58 and renamed to ensure that it reflects the correct content of the Regulation which is focused on removal of immunity
8	<b>Chapter IX - Accounting Records</b>	No previous provision	<b>Regulation 59: Responsibility for Accounting Records</b> <u>The Financial Controller shall maintain the books of accounts and prepare the financial statements of the Union. The ultimate responsibility for the maintenance of proper accounting records shall reside with the Accounting Officer.</u>	Benchmarked from AUC Financial Rules and Regulations to improve on responsibility for maintenance of proper accounting records
		No previous provision	<b>Regulation 60: Retention and Disposal of Records</b> 1. <u>All accounting and other financial records of the Union shall remain the property of the Union.</u>	Benchmarked from AUC Financial Rules and Regulations to establish the maximum retention period for all accounting documents and their subsequent

			<ol style="list-style-type: none"> <li>2. <u>All accounting documents shall be at the disposal of the External Auditor, the Council, and any other officer designated by the Council.</u></li> <li>3. <u>The accounting and other financial records shall be retained for a minimum of ten years after which the Accounting Officer may authorize their disposal.</u></li> <li>4. <u>Notwithstanding sub-regulation (3) above, all personnel related physical records shall be retained for a minimum of fifteen years.</u></li> </ol>	disposal to free storage space
9	<b>Chapter X – Outstanding Mandatory Contributions</b>	No previous provision	<p><b>Regulation 61: Dealing with Outstanding Mandatory Contributions to the Budget</b></p> <ol style="list-style-type: none"> <li>1. <u>Mandatory Financial Contributions shall be paid in advance on the basis of the budget approved by the Council before the beginning of the financial year on 1<sup>st</sup> June of every financial year.</u></li> <li>2. <u>The Union shall send reminder</u></li> </ol>	Inclusion of the relevant Articles of the Convention as well as that of the Detailed Regulations of the Convention of PAPU

			<p><u>statements of account periodically to Member States and Associate Members and all appropriate action should be taken to recover arrears of mandatory contributions.</u></p> <p>3. <u>For accounting purposes, specific provision shall be made for all known long outstanding contributions receivables from Member States and Associate Members in accordance with Regulation 39 of the Financial Regulations.</u></p> <p>4. <u>Annual mandatory contributions due to the Union which have not been paid within the first six months of the financial year shall bear interest at the rate of two percent (2%) per annum for every month beginning from the seventh month up to the time of settlement</u></p>	
--	--	--	---	--

			<p><u>or as determined by the Council from time to time</u></p> <p>5. <u>Any Member State of the Union with an outstanding mandatory contribution to the Union's budget for two consecutive years shall forfeit its voting rights in accordance with the Convention.</u></p> <p>6. <u>The Plenipotentiary Conference may decide by a two-third majority of Member States present and voting to suspend a Member State. The suspension of membership does not exempt a Member from fulfilling its financial obligations during the period of suspension.</u></p> <p>7. <u>Any Associate Member in arrears of payment of mandatory contribution for two consecutive years shall be suspended</u></p> <p>8. <u>The Administrative Council may decide by a two-third majority of</u></p>	
--	--	--	--	--

			<p><u>Member States present and voting, to suspend an Associate Member State that fails to meet its financial obligations to the Union for three consecutive years.</u></p> <p>9. <u>Any Member State that has not paid its current year mandatory contribution shall lose the right to present a candidate for appointment or election to the Union.</u></p> <p>10. <u>When a Member State is under sanctions for non-payment of its mandatory contributions as described in paragraph (5) above, the sanction may be lifted temporarily if the Member State pays at least fifty percent of its outstanding arrears, provided that such payment is made thirty days before the commencement of the session of the Plenipotentiary</u></p>	
--	--	--	--	--

			<u>Conference.</u>	
10	Chapter XI - Final Provisions	<p><b><u>Regulation 63</u> : Financial and Accounting Procedures Manual</b></p> <p>No previous provision</p>	<p><b><u>Regulation 63: Financial and Accounting Procedures Manual</u></b></p> <p>2. <b><u>The supplementary administrative regulations, instructions, guidelines, circulars and procedures issued by the Secretary General shall be in accordance with the Financial Regulations and other statutes of the Union.</u></b></p> <p>3. <b><u>The Secretary General shall ensure that all administrative regulations, instructions, guidelines, circulars and procedures are properly implemented and complied with.</u></b></p>	Benchmarked from AUC Financial Rules and Regulations to ensure the use of supplementary Administrative Regulations when the need arise in line with the dynamic nature of the accounting function.



**Draft Decision No.0---/PAPU/AC/XXXIX/2021**

**On Amendment of the Staff Rules and Regulations of the Pan African Postal Union (PAPU)  
The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup>  
Ordinary Session in Victoria Falls, Zimbabwe, from 21-22 June, 2021;**

**Considering** Rule 89 of the Staff Rules and Regulations;

**Further considering** Rule 5 (5) of the Detailed Regulations of the Convention conferring competence on the Administrative Council to adopt and amend the Staff Rules and Regulations;

**Taking** into account the dynamic and continuously evolving issues surrounding human resources management;

**Desirous** of integrating the past decisions and resolutions of both the Administrative Council and the Plenipotentiary Conference into the Staff Rules and Regulations;

**Having examined** the amendments proposed by the General Secretariat and duly considered and recommended by the Finance and Administrative Committee;

**Persuaded** that the proposed amendments should be adopted to align and improve on the Staff Rules and Regulations;

**HEREBY DECIDES AS FOLLOWS:**

To adopt the amendments to the Staff Rules and Regulations as annexed hereto;

**INSTRUCTS**

The General Secretariat to implement this Decision accordingly

***Done in Victoria Falls, Zimbabwe on 22 June 2021***

S/n	Rules	Present Rule	Proposed amendment	Justification
1	<b>Chapter 1 - Definitions</b> <b>Rule 2</b>	<b>2.1: Purpose</b> The Staff Rules and Regulations have been set out pursuant to Article 12 of the Detailed Regulations of the Convention.	<b>2.1: Purpose</b> The Staff Rules and Regulations have been set out pursuant to Article <del>12</del> <b>14 paragraph 3</b> of the Detailed Regulations of the Convention.	Harmonization of the Article contained in the Staff Rules and Regulations with the Detailed Regulations of the Convention.
2	<b>Chapter IV - Recruitment</b>	<b>Rule 9: Conditions</b> 5. Staff members shall be selected regardless of race, sex or religion, and, where possible, on the basis of competition, and in keeping with the Staff Rules and Regulation.	5. Staff members shall be selected regardless of race, <del>sex</del> <b>gender</b> or religion, and, where possible, on the basis of competition, and in keeping with the Staff Rules and Regulation.	Improvement in language to reflect modern usage.
	<b>Chapter IV - Recruitment</b>	<b>Rule 15: Short Term Appointment</b> A short-term contract is a contract issued for a period of at least three (3) months and at most one (1) year.	A short-term contract is a contract issued for a period of at least three (3) months and <del>at most</del> <b>less than</b> one (1) year	To differentiate short-term contract from fixed-term contract

3	<b>Chapter VI – Advancement and Promotion</b>	The Secretary General shall, where needed, notify the Council about all matters pertaining to movement and advancement of members of staff of the Union (recruitment, promotions, retirement, resignation, dismissal and death).	The Secretary General shall, where needed, notify the Council about all matters pertaining to <b>cessation of service of members of staff (retirement, resignation and death) and advancement. The Secretary General shall notify the Council about all matters relating to movement and advancement of members of staff of the Union (recruitment, and promotions, retirement, resignation, dismissal and death).</b>	To take into account Administrative Council Decision N°07/PAPU/AC/XXXVIII/2019 on implementation of the Administrative Council decision on restructuring of the General Secretariat in which Council decided as follows:  I. To authorize the Secretary General to advertise and fill the most critical vacant post through the promotion of any qualified member of staff who is already serving in a lower grade and is qualified for promotion to a grade higher than the position he holds prior to promotion to the new position.  <b>INSTRUCTS AS FOLLOWS:</b>  I. The Secretary General to
---	---	--	--	---

				<p>ensure that the promotion does not result in additional cost to the current Member States annual financial contribution on a continuing and sustainable basis;</p> <p>II. The promotion does not create another vacant position; and</p> <p>III. The promotion exercise shall not serve as precedent for future promotion without recourse to the Council.</p>
		<p><b><u>Rule 25: Advancement within the same grade</u></b></p> <p>1. Each duly confirmed staff member shall be entitled to one step salary advancement within the same grade on the basis of merit and a satisfactory appraisal report after each year of uninterrupted service.</p>	<p><b><u>Rule 25: Advancement within the same grade</u></b></p> <p>1. Each duly confirmed staff member shall be entitled to <b><u>one step salary</u></b> advancement within the same grade on the basis of merit and a satisfactory appraisal report after each</p>	

			year of uninterrupted service.	
		<p>6. If the annual report is unsatisfactory no increment shall be granted until twelve months have elapsed. However, a withheld increment may be restored after an assessed and recorded marked improvement in the performance of a member of staff provided the staff has been re-assessed after the lapse of a period of six months.</p>	<p>6. If the annual report is unsatisfactory no increment shall be granted until twelve months have elapsed. However, a withheld increment may be restored after an assessed and recorded marked improvement in the performance of a member of staff provided the staff has been re-assessed after the lapse of a period of six months. <b><u>The new advancement date for the next year shall be at least twelve months from the date of the advancement.</u></b></p>	
4		<p><b><u>Rule 26: Promotion</u></b></p> <p>1. Promotion occurs when a vacancy exists in the Union and Secretary</p>	<p>1. Promotion occurs when a vacancy exists in the Union and Secretary General shall, <b><u>after</u></b></p>	-ditto-

		<p>General shall, on the recommendation of the Advisory Committee fill that vacancy by appointing to it a member of staff who is already serving in lower grade and is qualified for the vacant job.</p>	<p><b><u>obtaining the approval of the Council and based</u></b> on the recommendation of the Advisory Committee, fill that vacancy by appointing to it a member of staff who is already serving in lower grade and is qualified for the vacant job.</p>	
		<p>3. Conditions for promotion</p> <p>The decision to fill a vacant position shall be based on the following condition:</p> <ul style="list-style-type: none"> <li>c) There must be a vacancy.</li> <li>d) The position must be advertised and any interested member of staff may apply for it.</li> <li>e) The member of staff must pass a competitive test, interview or examination in conformity with the Rules and obtain at least 60% aggregate score.</li> <li>f) The previous assessed record of performance of member of staff for</li> </ul>	<p>3. Conditions for promotion</p> <p>The decision to fill a vacant position shall be based on the following condition:</p> <ul style="list-style-type: none"> <li>a) There must be a vacancy.</li> <li><b>b) <u>The Council has approved the filling of the vacant position</u></b></li> <li>c) The position must be advertised and any interested member of staff may apply for it.</li> <li>d) The member of staff must pass a competitive test, interview or</li> </ul>	-ditto-

		<p>three consecutive years must be satisfactory.</p> <p>g) All promotions from Group III to Group II must be through a competitive examination.</p> <p>h) Where all candidates have equal marks, other parameters such as seniority or relevant professional training, shall be invoked.</p> <p>i) A member of staff shall not be recommended or considered for promotion when he or she is on:</p> <ol style="list-style-type: none"> <li>i. Probation</li> <li>ii. Long leave without pay for a period of six months or more.</li> </ol>	<p>examination in conformity with the Rules and obtain at least 60% aggregate score.</p> <p>e) The previous assessed record of performance of member of staff for three consecutive years must be satisfactory.</p> <p>f) All promotions from Group III to Group II must be through a competitive examination.</p> <p>g) Where all candidates have marks, other parameters such as seniority or relevant professional training shall be invoked.</p> <p>h) A member of staff shall not be recommended or considered for promotion when he or she is on:</p> <ol style="list-style-type: none"> <li>i. Probation</li> <li>ii. <b><u>Fixed term appointment</u></b></li> <li>iii. Long leave without pay for a</li> </ol>	
--	--	--	---	--

			period of six months or more	
5	<b>Chapter VIII – Obligation and Rights</b>	<p><b>B) Working hours</b></p> <p>The total working hours shall be 40 a week from Monday to Friday. The business hours shall be from 8 am to 5 pm local time of the host country from Monday to Friday with a daily break of an hour. The Secretary General may use his/her discretion to adopt flexible working hours, in line with modern management practices.</p>	<p><b>B) Working hours</b></p> <p>The total working hours <del>hours</del> <u>time</u> shall be forty (40) hours a week from Monday to Friday. The business hours shall be from <u>8.00 am</u> to <u>5.00 pm</u> local time of the host country from Monday to Friday with a daily break of an hour. The Secretary General may use his/her discretion to adopt flexible working hours, in line with modern management practices.</p>	To edit and put the description of working hours in proper perspective
		<p><b>C) Outside activities and interests</b></p> <p>i. Members of staff shall not engage in any continuous or recurrent occupation, profession, or undertake any activity of any nature whatsoever which is incompatible with these Rules or with the proper performance of the staff member's official duties or inconsistent</p>	<p><b>C) Outside activities and interests</b></p> <p>i. Members of staff shall not engage in any <u>other remunerated</u> continuous or recurrent occupation, profession, or undertake any activity of any nature whatsoever which is</p>	To put continuous or recurrent occupation in proper perspective



		with the member of staff's official duties or status as an international civil servant.	incompatible with these Rules or with the proper performance of the staff member's official duties or inconsistent with the member of staff's official duties or status as an international civil servant.	
		iv. Any member of staff about who has doubt about outside activities or interests may seek clarification from the Secretary General	iv. Any member of staff about who has doubt about outside activities or interests may seek clarification from the Secretary General <b><u>through the Legal Counsel</u></b>	To establish the appropriate channel for seeking clarification from the Secretary General
		<b>D) Conflict of interest</b> iii) The mere holding of shares in a company shall not constitute a financial interest within the meaning of this Rule unless such holding constitutes a substantial control of ownership	<b>D) Conflict of interest</b> iii) The mere holding of shares in a company <b><u>or earning of interest from a bank account</u></b> shall not constitute a financial interest within the meaning of this Rule unless such holding constitutes a substantial control of ownership	To exempt interest earned on savings in a bank account from what constitute conflict of interest
		<b><u>Rule 31: Obligations relating to</u></b>	<b><u>Rule 31: Obligations relating to</u></b>	To include television as one of

		<p><b>information dissemination</b></p> <p>2. Members of staff shall not, except with prior authorization of the Secretary General perform any of the following acts if such acts relate to the purposes, activities or interests of the Union:</p> <p>a) issue statements to the press, radio or the other agencies of public information;</p>	<p><b>information dissemination</b></p> <p>2. Members of staff shall not, except with prior authorization of the Secretary General perform any of the following acts if such acts relate to the purposes, activities or interests of the Union:</p> <p>a) issue statements to the press, radio, <b>television</b> or the other agencies of public information;</p>	<p>the media that information cannot be disseminated to without authorization</p>
6	<b>Chapter IX - Leave</b>	<p><b>Rule 35: Annual leave</b></p> <p>5. Annual leave may not be accumulated beyond 110 working days or commuted to cash except otherwise as provided in these Rules.</p>	<p><b>Rule 35: Annual leave</b></p> <p>5. Annual leave may not be accumulated beyond 110 <b>56</b> working days or commuted to cash except otherwise as provided in these Rules.</p>	<p>To align the maximum days for leave accumulation to the Previous decision of 30<sup>th</sup> Administrative Council that was adopted by the 8<sup>th</sup> Plenipotentiary Conference</p>
		<p>8. A member of staff who at the time of his separation from service has accrued annual leave shall be entitled to be paid in lieu thereof, a sum of money</p>	<p><del>8. A member of staff who at the time of his separation from service has accrued annual leave shall be entitled to be</del></p>	<p>To remove the conflict between paragraph 8 and the earlier paragraph 6 which stipulates as follows:</p>

		<p>equivalent to the one year leave period calculated on the basic salary only, provided that such accumulation was duly authorized by the Secretary General.</p>	<p><del>paid in lieu thereof, a sum of money equivalent to the one year leave period calculated on the basic salary only, provided that such accumulation was duly authorized by the Secretary General.</del></p>	<p>“...Any leave not taken at the time of termination of appointment shall be forfeited and not exchangeable for any cash payment”.</p>
7	Chapter X - Remuneration	<p><b><u>Rule 47: Allowances and Benefits for all Staff</u></b></p> <p><b>7) Settlement allowance</b></p> <p>A member of staff and his accompanying dependents shall be paid a settlement allowance for a maximum period of 30 days based on scale approved for that duty station. Payment of this allowance shall cease if the member of staff finds a private house before the expiry of the 30 days period. The member of staff shall not receive any housing allowance while receiving a settlement allowance.</p>	<p><b><u>Rule 47: Allowances and Benefits for all Staff</u></b></p> <p><b>7) Settlement allowance</b></p> <p>A member of staff and his accompanying dependents shall be paid a settlement allowance for a maximum period of 30 5 days based on scale approved for that duty station. <b><u>The Union shall assist in securing accommodation for the staff member before the expiration of the five days. Elected officials</u></b></p>	<p>To document the implementation of 8<sup>th</sup> Ordinary Plenipotentiary Conference Resolution N°01/PAPU/PC/VIII/2012 that has been implemented since 2012/2013 financial year</p>

			<p><b><u>shall receive 7 days settlement allowance</u></b></p> <p>Payment of this allowance shall cease if the member of staff finds a private house before the expiry of the 30 days period. The member of staff shall not receive any housing allowance while receiving a settlement allowance.</p>	
		<p><b><u>Rule 50 : Salary advance and car loan</u></b></p> <p><b>1) Car loan</b></p> <p>The car loan shall be obtained once in 5 years.</p>	<p><b><u>Rule 50: Salary advance and car loan</u></b></p> <p><b>1) Car loan</b></p> <p>The car loan shall be obtained once in <del>5</del> <b>8</b> years.</p>	To align the proposed amendment on the frequency of car loan with the depreciation policy of the Union for motor vehicles
8	<b>Chapter XI – Social Security</b>	<p><b><u>Rule 51 : Pension Fund</u></b></p> <p><b>3)</b> The Fund shall be administered by a reputed Insurance Company appointed by the Secretary General on the recommendation of the Advisory Committee.</p>	<p><b><u>Rule 51: Pension Fund</u></b></p> <p><b>3)</b> The Fund shall <b><u>as far as possible</u></b> be administered by a reputed Insurance Company appointed by the Secretary General on the recommendation of the Advisory Committee. <b><u>In the</u></b></p>	To accommodate the decision of the African Union on internal management of staff pension fund and the recommendation of the External Auditor on temporary administration of the Pension Fund if there is no willing Insurance Company to

			<p><u>event that there is no willing Pension Fund Administrator, the Secretary General shall with the approval of the Council manage the Fund internally pending when it becomes feasible to engage the services of a reputable Insurance Company.</u></p> <p>4) A Committee shall be established to <u>manage the funds internally or to</u> monitor the management of funds <u>if entrusted to a Company</u></p>	administer the Fund.
		<b><u>Rule 53 : Insurance Scheme</u></b>	<b><u>Rule 53: Life Insurance Scheme</u></b>	Addition of the word “ <b>Life</b> ” to differentiate Life insurance from medical insurance
		<p><b>1) Purpose</b></p> <p>The purpose of the Scheme shall be to provide insurance cover for all members of staff and employees of the Union against</p>	<p><b>1) Purpose</b></p> <p>The purpose of the Scheme shall be to provide <u>life</u> insurance cover for all members of staff and employees</p>	<b>-ditto-</b>

		personal injury, permanent disability, and death in the course of their performance of the Union duties and risk of war.	of the Union against personal injury, permanent disability, and death in the course of their performance of the Union duties and risk of war.	
		j) In the event of death of a member of staff or employee of the Union by accident attributable to the performance of the Union's duties, any payment due under the Scheme shall be made to the staff member's beneficiary or beneficiaries nominated by him in accordance with the Staff Rules and Regulations.	j) In the event of death of a member of staff or employee of the Union by accident attributable to the performance of the Union's duties, any payment due under the Scheme shall be made to the staff member's <del>beneficiary or beneficiaries</del> <b><u>next of kin</u></b> nominated by him in accordance with the Staff Rules and Regulations.	The Staff Rules and Regulations recognize only next of kin and not beneficiary or beneficiaries
		<b>5) Life Insurance</b> a) The Union shall enter into contract with an insurance company to provide life insurance cover for all staff, and elected officials against	<b>6) Life Insurance</b> <b>k)</b> The Union shall enter into contract with an insurance company to provide life insurance cover for all staff,	To correct the numbering on a continuous basis and also include permanent disability which is a main feature of all life insurance policy, as one of the

		injury or death before their disengagement from the Union.	and elected officials against injury, <b>permanent disability</b> or death before their disengagement from the Union.	areas of coverage.
9	<b>Chapter XII – Disciplinary Measures</b>	<p><b>Rule 54: Principle</b></p> <p>2. In all disciplinary cases, the rules of natural justice shall apply. No punitive measures shall be instituted against a member of staff without the member of staff first being informed in writing about what he or she is alleged to have committed and being given an opportunity to defend himself in writing.</p>	<p><b>Rule 54: Principle</b></p> <p>3. In all disciplinary cases, the rules of natural justice shall apply. No punitive measures shall be instituted against a member of staff without the member of staff first being informed in writing about what he or she is alleged to have committed and being given an opportunity to defend himself/<u>herself</u> in writing.</p>	To reflect the equal gender policy of the Union
10	<b>Chapter XIV - Travels</b>	<p><b>Rule 69 : Travel Conditions</b></p> <p>2. With the exception of the Secretary General and Assistant Secretary General and their dependents who shall</p>	<p><b>Rule 69: Travel Conditions</b></p> <p>1. With the exception of the Secretary General and Assistant Secretary General</p>	To ensure the authority of the Plenipotentiary Conference over all matters related to terms and conditions of elected officials

		<p>travel business class, all other members of staff shall travel by economy class.</p>	<p>and their dependents who shall <u>may</u> travel business class <u>as may be defined by the Plenipotentiary Conference</u>, all other members of staff shall travel by economy class.</p>	<p>and ensure flexibility in line with the prevailing financial situation.</p>
		<p><b><u>Rule 71</u> : Travel on termination of service</b></p> <p>b. return travel expenses to their country of origin as well as those of their dependents;</p>	<p><b><u>Rule 71</u>: Travel on <del>termination</del> <u>cessation of service</u></b></p> <p>b. return travel expenses to their country <u>or city</u> of origin as well as those of their dependents;</p>	<p>To take ensure the usage of the appropriate word</p> <p>To ensure that repatriation of locally recruited staff is taken care of</p>



11	Chapter XV – Travel and Baggage Allowance Rules	<p><b>Rule 80 : Travel of separation</b></p> <p><b>1. <u>By Sea or by Land</u></b></p> <ul style="list-style-type: none"> <li>▪ 1000 kilos, inclusive of packing crates and lift vans, for members of staff without dependents.</li> <li>▪ 1500 kilos, for member of staff and spouse without children.</li> <li>▪ 2000 kilos, for staff member of staff and spouse with one to two children</li> <li>▪ 2500 kilos, for member of staff member and spouse with three to four children.</li> </ul>	<p><b>Rule 80: Travel of separation</b></p> <ul style="list-style-type: none"> <li>▪ 1000 kilos, inclusive of packing crates and lift vans, for members of staff without dependents.</li> <li>▪ 1500 kilos, for member of staff and spouse without children.</li> <li>▪ 2000 kilos, for staff member of staff and spouse with one to two children</li> <li>▪ 2500 kilos, for member of staff member and spouse with three to four children.</li> </ul>	Editing to ensure that the sentence is correct.
			<p>4. A member of staff may opt for a lump sum payment in lieu of transportation of household and personal effects as follows:</p> <p>a. Staff without dependents -</p>	To provide an alternative monetization of removal expenses that was similarly provided for in Rule 77 on Travel on Recruitment

			US\$ 4,000.00 b. Staff with dependents - US\$ 6,000.00	
12	<b>Chapter XVII: Transitional and Final Provisions</b>	<b>Rule 89 : Amendment</b> 1. Pending the coming into force of the 2009 Acts, these Staff Rules and Regulations shall be open to changes or amendments by the Plenipotentiary Conference.  2. Upon entry into force of the said Acts, the authority to make any changes or amendments shall be devolved to the Administrative Council.	<b>Rule 89: Amendment</b> 1. <del>Pending the coming into force of the 2009 Acts, these Staff Rules and Regulations shall be open to changes or amendments by the Plenipotentiary Conference.</del>  2. <del>Upon entry into force of the said Acts,</del> The authority to make any changes or amendments shall be devolved to <b>of the present Staff Rules and Regulations are vested in</b> the Administrative Council.	To reflect the powers devolved to the Administrative Council by the Plenipotentiary Conference to take charge of amendments to the Staff Rules and Regulations.

## Decision N° .../PAPU/AC/XXXIX/2021

**On confirmation of staff on fixed term appointments as permanent staff**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21-22 June, 2021;**

**Considering** the provisions of Rule 18 of the Staff Rules and Regulations of PAPU which stipulates that a permanent appointment may be granted to members of staff who by their qualifications, performance and conduct, have fully demonstrated their suitability as international civil servants and have shown that they meet the highest standards of efficiency, competence and integrity established in the Union provided that they have completed five (5) years of continuous service under fixed-term appointments;

**Mindful** of the provisions of Article 5 (11) of the Detailed Regulations of the Convention authorizing the Administrative Council to examine the applications tendered by all staff members of the General Secretariat;

**Considering** Decisions No.01/PAPU/CPC/2020 formally declaring a force majeure at the Pan African Postal Union and No.03/PAPU/CPC/2020 extending the terms of office of Bureau members and members of the Administrative Council with a view to ensuring the smooth functioning of the Union until the ordinary session of the Council is effectively;

**Further considering** Decision No. 02/PAPU/AC-Chair/2020 of the Chairperson of the Administrative Council Extending by one (1) year, the employment contracts of Messrs. Yonna Fred SINGOGO and Jude Ferdinand ASU TARH, as Accounts Officer and Translator/Interpreter respectively, at the General Secretariat of the Pan African Postal Union (PAPU)

**Mindful** of the Secretary General's recommendation in line with Articles 9 (10) of the Detailed Regulations of the Convention, and Regulations 18 and 27 of the Staff Rules and Regulations;

**HEREBY DECIDES AS FOLLOWS:**

To confirm the permanent appointments of the following staff:

- 1°) Mr. Yonna Fred SINGOGO, as Accounts Officer of the Union, effective from 5<sup>th</sup> January 2021;
- 2°) Mr. Jude Ferdinand ASU TARH, as Translator/Interpreter (French/English), effective from 6<sup>th</sup> January 2021;

**INSTRUCTS:**

The Secretary General to implement this decision.

***Done in Victoria Falls (Zimbabwe), on 22<sup>nd</sup> June 2021***

**CLOSING REMARKS**

## **INTERVENTION BY S.C. MOYO DURING THE AC MEETING IN VICTORIA FALLS**

Thank You Chairman for giving me the floor.

I would like to pay tribute to you Mr. Younouss our Secretary General for your visionary leadership, your tireless guidance you have rendered to the Secretariat and PAPU Membership. You have proved yourself to be a peace maker, Unifier and true Diplomat. I applaud you for your selfless sacrifice to make the Union tick. You have created a Secretariat Team that is efficient and hardworking, a team that produces results.

I thus join the previous speakers in thanking the SG and Secretariat for the detailed Report. The report covers all the key elements to make our Union a better Institution.

There is no doubt that the Posts in Africa and elsewhere in the world are facing numerous challenges, but you and your Team have managed to articulate the issues and identified possible solutions for members.

You have steered the ship during volatile times but you have managed to cope as we witness -PAPU has adjusted well through paperless, hybrid meeting and on-line trainings.

I would also like to thank the host of our Union, Tanzania, for all the support extended to the Union at all times. I urge Union Members to support the goodwill extended by the Host Nation by paying our subscriptions consistently and on time.

I also encourage the PAPU Membership to actively participate on UPU meetings and discussions to help augment PAPU efforts

Otherwise well done Secretariat

I thank you.



**REMARKS BY THE DEPUTY MINISTER OF ICT, POSTAL AND COURIER SERVICES DURING THE OFFICIAL CLOSING CEREMONY FOR THE 39<sup>TH</sup> ORDINARY SESSION OF THE PAN AFRICAN POSTAL UNION (PAPU) ADMINISTRATIVE COUNCIL, IN VICTORIA FALLS, ZIMBABWE ON WEDNESDAY 23 JUNE 2021**

**Minister of ICT, Postal and Courier Services, Honourable Dr J. Muswere;  
Honourable Ministers and Heads of Delegation of PAPU Member States;  
Chairman of the PAPU Plenipotentiary Conference, Minister for Posts and Telecommunications of Cameroon, Madam Minette Libom Li Likeng;**

**Secretary General of the Pan African Postal Union (PAPU), Mr. Younouss Djibrine  
Your Excellency Ambassador Bishar Hussein, Director General of the Universal Postal Union (UPU);**

**Your Excellences Ambassadors and Heads of Diplomatic Missions accredited to the Republic of Zimbabwe;**

**Distinguished participants and invited Guests;**

**Members of the media;**

**Ladies and Gentlemen;**

A very good afternoon to you all. It is a great pleasure and indeed, an honour, for me to convey the closing remarks for this important event to you all this afternoon.

I do not intend to take much of your time considering that you have been working tirelessly for the past 2 to 3 weeks, starting with the Technical Committee meetings. I am informed that the deliberations went on smoothly and the conclusions reflect the realities of our current environment. Based on this, we should be able to come up with realistic and smart strategies for the future; especially by ensuring that there is tangible, inclusive socio-economic development in our respective countries for the benefit of the citizens.

In particular, I am glad to single out issues bordering on digitalisation of postal services with a view to developing new products and services; diversification of services using innovative, inclusive and integrative strategies.

As we face the Covid-19 pandemic, which has become the new normal, let us see how our industry can further contribute towards alleviating the challenges associated with this new normal. For example, we have seen postal entities complement Governments' efforts in the distribution of groceries, Personal Protective Equipment (PPEs), dissemination of information on the pandemic, among many others. As we acknowledge and applaud this contribution from the posts, we should not forget that the post can also be called upon in other disasters and we must be ready for that by coming up with disaster risk management strategies.

I am informed that this is the last conference for the Secretary General (SG) and Assistant Secretary General (ASG) having served the Union so diligently. In this regard, I want to wish them the best in their next assignments. I assure you, SG and ASG, that Zimbabwe is committed to the vision and aspirations of our Union, the Pan African Postal Union.

Having been here in Victoria Falls, I am sure you have had time to visit the majestic Victoria Falls. If you have not, please create time to do so before you travel back. Even if you fail to visit now, please come back and enjoy one of the wonders of the world, you are always welcome.

In conclusion, I wish you all the best during the next 2 days when you will be in the Plenipotentiary Conference. At the same time, I wish you all, safe travel back home.

Thank you for your attention.

Ndatenda

Twalumba

Ngiabonga

Asante Sana



**DECISIONS, RESOLUTIONS AND RECOMMENDATIONS OF THE 39TH ORDINARY SESSION OF THE  
ADMINISTRATIVE COUNCIL**

*Original: English*

**39th Administrative Council, Victoria Falls, 2021**

**DECISIONS**

<b>Decision No.01/PAPU/AC/XXXIX/2021</b>	Introducing proxy into the Rules of Procedure of the PAPU Administrative Council
<b>Decision No.02/PAPU/AC/XXXIX/2021</b>	Outlining responsibilities of rapporteurs in the Rules of Procedure of the PAPU Administrative Council
<b>Decision No.03/PAPU/ACXXXIX/2021</b>	On the harmonization of the CEO Forum on “South-South Cooperation for Africa” Charter and African Postal CEO Forum Terms of Reference (ToRs)
<b>Decision No.04/PAPU/ACXXXIX/2021</b>	On the approval of the Accounts of the Pan African Postal Union for the 2019/2020 financial year
<b>Decision No.05/PAPU/ACXXXIX/2021</b>	On Appointment of the External Auditors
<b>Decision No.06/PAPU/ACXXXIX/2021</b>	On Amendment of the Staff Rules and Regulations of the Pan African Postal Union (PAPU)
<b>Decision No.07/PAPU/ACXXXIX/2021</b>	On confirmation of staff on fixed term appointments as permanent staff
<b>Decision No.08/PAPU/AC/XXXIX/2021</b>	Clarification of hierarchy of laws between the PAPU Convention and the Administrative Council Rules of Procedure
<b>Decision No.09/PAPU/AC/XXXIX/2021</b>	Adopting the Terms of Reference (ToRs) of the proposed Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions during the 10 <sup>th</sup> Ordinary Session of the Plenipotentiary Conference

**RESOLUTIONS**

<b>Resolution No.01/PAPU/AC/XXXIX/2021</b>	On the adoption of the annual activity report of Secretary General for 2019-2021
<b>Resolution No.02/PAPU/AC/XXXIX/2021</b>	On the discontinuation of the PAPU Quality Control Exercise and use of the Global Monitoring System (GMS)
<b>Resolution No.03/PAPU/AC/XXXIX/2021</b>	On Physical Services development
<b>Resolution No.04/PAPU/AC/XXXIX/2021</b>	On Integrated Product Plan (IPP)
<b>Resolution</b>	On the establishment of a permanent Remuneration working Group

<b>No.05/PAPU/AC/XXXIX/2021</b>	
<b>Resolution</b> <b>No.06/PAPU/AC/XXXIX/2021</b>	On the Post and Financial inclusion
<b>Resolution</b> <b>No.07/PAPU/AC/XXXIX/2021</b>	On Digital transformation in Africa
<b>Resolution</b> <b>No.08/PAPU/AC/XXXIX/2021</b>	On adoption of the African Support Committee Report
<b>RECOMMENDATIONS</b>	
<b>Recommendation</b> <b>No.01/PAPU/AC/XXXIX/2021</b>	On submission of a Decision approving the Strategic Plan for the 2022-2025 quadrennial cycle to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.02/PAPU/AC/XXXIX/2021</b>	On submission of a Decision aligning the PAPU Programme of Activities with the UPU Programme of Activities to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.03/PAPU/AC/XXXIX/2021</b>	On submission of a Decision approving the Quadrennial Programme of Activities of the Pan African Postal Union for the 2022/2025 financial cycle to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.04/PAPU/AC/XXXIX/2021</b>	On submission of a Decision introducing proxy into the Rules of Procedure of the PAPU Plenipotentiary Conference to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.05/PAPU/AC/XXXIX/2021</b>	On submission of a Decision creating two new Administrative and Technical Committees at the Pan African Postal Union (PAPU) to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.06/PAPU/AC/XXXIX/2021</b>	Submission of a Decision adopting the new distribution of seats on the Administrative Council of the Pan African Postal Union (PAPU) to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.07/PAPU/ACXXXIX/2021</b>	On submission of a Decision on election of members of the Administrative Council of the Pan African Postal Union for the 2022-2025 cycle to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.08/PAPU/ACXXXIX/2021</b>	Submission of a Decision approving of interim agreements signed between the Union, international organizations and countries to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation</b> <b>No.09/PAPU/AC/XXXIX/2021</b>	On submission of a resolution on Extra ordinary provisions for the recovery of Member States mandatory outstanding financial contributions to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference

<b>Recommendation No.10/PAPU/AC/XXXIX/2021</b>	On submission of a resolution on contribution of equity cash towards PAPU House building Project to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation No.11/PAPU/AC/XXXIX/2021</b>	On submission of a resolution fixing the annual budget ceilings of the Pan African Postal Union for 2021-2025 quadrennial period to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation No.12/PAPU/AC/XXXIX/2021</b>	On submission of a Decision adopting an amendment to the Financial Regulations of the Pan African Postal Union (PAPU) to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation No.13/PAPU/AC/XXXIX/2021</b>	On submission of a Decision adopting of the scale of assessment for mandatory financial contribution to PAPU budget to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation No.14/PAPU/AC/XXXIX/2021</b>	On submission of a resolution adopting PAPU Day themes for the 2022-2025 quadrennial cycle to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation No.15/PAPU/AC/XXXIX/2021</b>	On submission of a resolution adopting the African Postal Guidelines proposed by the Pan African Postal Union (PAPU) to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation No.16/PAPU/AC/XXXIX/2021</b>	Submission of a Decision on Postal Regulation to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference
<b>Recommendation No.17/PAPU/AC/XXXIX/2021</b>	Submission of a Decision introducing proxy into the Rules of Procedure of the PAPU Plenipotentiary Conference to the 10 <sup>th</sup> Ordinary session of the Plenipotentiary Conference

**Decision No.01/PAPU/AC/XXXIX/V/2021**  
**Introducing proxy into the Rules of Procedure of the PAPU Administrative Council**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Article 24 of Rules of Procedure of the Administrative Council;

**Considering** that Article 17 (3) of Rules of Procedure of the Administrative Council precludes proxy voting by Member States and, by extension, bars them from being represented by another Member State;

**Aware** that the prohibition to use proxy may undermine not only the attainment of the quorum required for deliberations but also the legitimacy of the elected officials;

**Desirous** of addressing this shortcoming by introducing proxy participation and voting;

**HEREBY DECIDES AS FOLLOWS:**

1. Frames the provisions of Article 17 (3) of Rules of Procedure of the Administrative Council as follows:

Article 17 (3): Voting rights

A Member State may, if necessary, be represented by another delegated Member State. However, it is understood that a delegation may represent only one Member State other than its own.

The power of attorney authorizing a member State to be represented shall implicitly cover only the counting of the quorum and the right to vote.

The powers of a Member State represented during a Council meeting by another delegated Member State (proxy) shall conform to those outlined in the Detailed Regulations of the Convention.

2. Repeals all previous provisions to the contrary.

**HEREBY DECIDES AS FOLLOWS:**

- The General Secretariat to implement this Decision.

***Done in Victoria Falls, Zimbabwe on 22<sup>th</sup> June 2021***

**Decision No.02/PAPU/AC/XXXIX/2021**  
**Outlining responsibilities of rapporteurs in the Rules of Procedure of the PAPU Administrative Council**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Articles 4 and 24 of the Rules of Procedure of the Administrative Council;

**Considering** that the Administrative Council's Rules of Procedure outline the responsibilities of Bureau members but fail to do same for rapporteurs;

**Desirous** of assigning specific responsibilities to rapporteurs in order to ensure the smooth running of Council meetings;

**HEREBY RECOMMENDS AS FOLLOWS:**

The Rules of Procedure of the Administrative Council are amended by introducing a provision outlining the duties of rapporteurs, as follows:

- Article 5a: Duties of rapporteurs

Administrative Council meeting reports shall be prepared under the supervision of the rapporteurs.

**INSTRUCTS:**

- The General Secretariat to implement this Decision.

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June 2021***

**Decision No.03/PAPU/AC/XXXIX/2021**  
**On the harmonization of the CEO Forum on “South-South Cooperation for Africa” Charter and**  
**African Postal CEO Forum Terms of Reference (ToRs)**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021 in Victoria Falls, Zimbabwe;**

**Recalling** that by Resolution No. 06/PAPU/AC/XXXVIII/2019 On the establishment of an African Postal CEO Forum, the Administrative Council meeting during its 38<sup>th</sup> Ordinary Session from 17<sup>th</sup> to 19<sup>th</sup> June, 2019, established the African Postal CEO Forum within the PAPU structures to provide a formal and dependable platform for sharing ideas and experiences, as well as building new partnerships;

**Considering** that the relevant set of ToRs was adopted during the aforementioned Administrative Council Session;

**Noting** that there existed a CEO Forum on “South-South Cooperation for Africa” since 2014 which was functioning with its governance charter;

**Desirous** of the need to harmonize the contents of both documents;

**Taking into account** the outcomes of the consultations made with the Chairman of the Forum and the decisions of the 1<sup>st</sup> PAPU CEO Forum held on 11<sup>th</sup> June, 2021, on the need to come up with a harmonized framework of the two related initiatives;

**HEREBY DECIDES AS FOLLOWS:**

Adopt the harmonized document, herein referred to as ToRs, as set out in the annex to this decision.

**INSTRUCTS:**

The General Secretariat to implement this Decision

***Done in Victoria Falls, Zimbabwe, on 22<sup>nd</sup> June, 2021***

**Decision No04/PAPU/AC/XXXIX/2021**

**On the approval of the Accounts of the Pan African Postal Union for the 2019/2020 financial year**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21 – 22 June, 2021;**

**Pursuant** to Article 12 paragraph 2 of the Convention of the Pan African Postal Union (PAPU), Article 5 paragraph 5 of the Detailed Regulations of the Convention and Rule 39 of the Financial Regulations of the Union;

**Having examined** the financial statements of the Union for the year ended 31<sup>st</sup> May 2020, and the opinion of the External Auditor on the accounts for the same period;

**Having been** further considered and recommended for approval by the Finance and Administration Committee of the Union;

**Mandated by** Regulation 39 paragraph 8 of the Financial Regulations of the Union;

**DECIDES AS FOLLOWS:**

To approve the audited financial statements of the Union for 2019/2020 financial year;

***Done in Victoria Falls, Zimbabwe on 22 June, 2021***



**Decision No05/PAPU/AC/XXXIX/2021  
On Appointment of the External Auditors**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21 – 22 June, 2021;**

**Pursuant** to Article 12 paragraph 2 of the Convention of the Union; Article 5 paragraph 5 of the Detailed Regulations of the Convention and Article 39, paragraph 1 of the Financial Regulations of the Union;

**Aware** that the one-year tenure of the current external auditors, **Ernst & Young** will expire after the conclusion of the 2019/2020 financial year audit;

**Cognizant** of the provision of Rule 39 paragraph 1 of the Financial Regulations of the Union which stipulates that the mandate of the External Auditors shall run for one year renewable;

**Recognizing** the need for continuous independent auditing of the efficiency of procedures, the accounting system, the internal financial controls and, in general, the administration and management of the Union;

**Noting** that Ernst & Young has expressed interest to continue as the external auditors of the Union;

**DECIDES AS FOLLOWS:**

To re-appoint Ernst & Young as the External Auditor of the Union at an annual fee of USD 10,400 for the auditing of the 2020/2021 financial year

***Done in Victoria Falls, Zimbabwe on 22 June, 2021***

**Decision No.06/PAPU/AC/XXXIX/2021**

**On Amendment of the Staff Rules and Regulations of the Pan African Postal Union (PAPU)**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21-22 June, 2021;**

**Considering** Rule 89 of the Staff Rules and Regulations;

**Further considering** Rule 5 (5) of the Detailed Regulations of the Convention conferring competence on the Administrative Council to adopt and amend the Staff Rules and Regulations;

**Taking** into account the dynamic and continuously evolving issues surrounding human resources management;

**Desirous** of integrating the past decisions and resolutions of both the Administrative Council and the Plenipotentiary Conference into the Staff Rules and Regulations;

**Having examined** the amendments proposed by the General Secretariat and duly considered and recommended by the Finance and Administrative Committee;

**Persuaded** that the proposed amendments should be adopted to align and improve on the Staff Rules and Regulations;

**HEREBY DECIDES AS FOLLOWS:**

To adopt the amendments to the Staff Rules and Regulations as annexed hereto;

**INSTRUCTS**

The General Secretariat to implement this Decision accordingly

***Done in Victoria Falls, Zimbabwe on 22 June 2021***

S/n	Rules	Present Rule	Proposed amendment	Justification
1	<b>Chapter 1 - Definitions</b> <b>Rule 2</b>	<b>2.1: Purpose</b> The Staff Rules and Regulations have been set out pursuant to Article 12 of the Detailed Regulations of the Convention.	<b>2.1: Purpose</b> The Staff Rules and Regulations have been set out pursuant to Article <del>12</del> <b>14 paragraph 3</b> of the Detailed Regulations of the Convention.	Harmonization of the Article contained in the Staff Rules and Regulations with the Detailed Regulations of the Convention.
2	<b>Chapter IV - Recruitment</b>	<b>Rule 9: Conditions</b> 6. Staff members shall be selected regardless of race, sex or religion, and, where possible, on the basis of competition, and in keeping with the Staff Rules and Regulation.	6. Staff members shall be selected regardless of race, <del>sex</del> <b>gender</b> or religion, and, where possible, on the basis of competition, and in keeping with the Staff Rules and Regulation.	Improvement in language to reflect modern usage.
	<b>Chapter IV - Recruitment</b>	<b>Rule 15: Short Term Appointment</b> A short-term contract is a contract issued for a period of at least three (3) months and at most one (1) year.	A short-term contract is a contract issued for a period of at least three (3) months and <del>at most</del> <b>less than</b> one (1) year	To differentiate short-term contract from fixed-term contract

3	<b>Chapter VI – Advancement and Promotion</b>	<p>The Secretary General shall, where needed, notify the Council about all matters pertaining to movement and advancement of members of staff of the Union (recruitment, promotions, retirement, resignation, dismissal and death).</p>	<p>The Secretary General shall, where needed, notify the Council about all matters pertaining to <b>cessation of service of members of staff (retirement, resignation and death) and advancement. The Secretary General shall notify the Council about all matters relating to movement and advancement of members of staff of the Union (recruitment, and promotions, retirement, resignation, dismissal and death).</b></p>	<p>To take into account Administrative Council Decision N°07/PAPU/AC/XXXVIII/2019 on implementation of the Administrative Council decision on restructuring of the General Secretariat in which Council decided as follows:</p> <p>II. To authorize the Secretary General to advertise and fill the most critical vacant post through the promotion of any qualified member of staff who is already serving in a lower grade and is qualified for promotion to a grade higher than the position he holds prior to promotion to the new position.</p> <p><b>INSTRUCTS AS FOLLOWS:</b></p> <p>IV. The Secretary General to</p>
---	---	---	---	--

				<p>ensure that the promotion does not result in additional cost to the current Member States annual financial contribution on a continuing and sustainable basis;</p> <p>V. The promotion does not create another vacant position; and</p> <p>VI. The promotion exercise shall not serve as precedent for future promotion without recourse to the Council.</p>
		<p><b><u>Rule 25: Advancement within the same grade</u></b></p> <p>2. Each duly confirmed staff member shall be entitled to one step salary advancement within the same grade on the basis of merit and a satisfactory appraisal report after each year of uninterrupted service.</p>	<p><b><u>Rule 25: Advancement within the same grade</u></b></p> <p>2. Each duly confirmed staff member shall be entitled to <b><u>one step salary</u></b> advancement within the same grade on the basis of merit and a satisfactory appraisal report after each</p>	

			year of uninterrupted service.	
		<p>7. If the annual report is unsatisfactory no increment shall be granted until twelve months have elapsed. However, a withheld increment may be restored after an assessed and recorded marked improvement in the performance of a member of staff provided the staff has been re-assessed after the lapse of a period of six months.</p>	<p>7. If the annual report is unsatisfactory no increment shall be granted until twelve months have elapsed. However, a withheld increment may be restored after an assessed and recorded marked improvement in the performance of a member of staff provided the staff has been re-assessed after the lapse of a period of six months. <b><u>The new advancement date for the next year shall be at least twelve months from the date of the advancement.</u></b></p>	
4		<p><b><u>Rule 26: Promotion</u></b></p> <p>2. Promotion occurs when a vacancy exists in the Union and Secretary</p>	<p>2. Promotion occurs when a vacancy exists in the Union and Secretary General shall, <b><u>after</u></b></p>	-ditto-

		<p>General shall, on the recommendation of the Advisory Committee fill that vacancy by appointing to it a member of staff who is already serving in lower grade and is qualified for the vacant job.</p>	<p><b><u>obtaining the approval of the Council and based</u></b> on the recommendation of the Advisory Committee, fill that vacancy by appointing to it a member of staff who is already serving in lower grade and is qualified for the vacant job.</p>	
		<p>4. Conditions for promotion</p> <p>The decision to fill a vacant position shall be based on the following condition:</p> <ul style="list-style-type: none"> <li>c) There must be a vacancy.</li> <li>d) The position must be advertised and any interested member of staff may apply for it.</li> <li>e) The member of staff must pass a competitive test, interview or examination in conformity with the Rules and obtain at least 60% aggregate score.</li> <li>f) The previous assessed record of performance of member of staff for</li> </ul>	<p>3. Conditions for promotion</p> <p>The decision to fill a vacant position shall be based on the following condition:</p> <ul style="list-style-type: none"> <li>i) There must be a vacancy.</li> <li>j) <b><u>The Council has approved the filling of the vacant position</u></b></li> <li>k) The position must be advertised and any interested member of staff may apply for it.</li> <li>l) The member of staff must pass a competitive test, interview or</li> </ul>	-ditto-

		<p>three consecutive years must be satisfactory.</p> <p>g) All promotions from Group III to Group II must be through a competitive examination.</p> <p>h) Where all candidates have equal marks, other parameters such as seniority or relevant professional training, shall be invoked.</p> <p>i) A member of staff shall not be recommended or considered for promotion when he or she is on:</p> <p>iii. Probation</p> <p>iv. Long leave without pay for a period of six months or more.</p>	<p>examination in conformity with the Rules and obtain at least 60% aggregate score.</p> <p>m) The previous assessed record of performance of member of staff for three consecutive years must be satisfactory.</p> <p>n) All promotions from Group III to Group II must be through a competitive examination.</p> <p>o) Where all candidates have marks, other parameters such as seniority or relevant professional training shall be invoked.</p> <p>p) A member of staff shall not be recommended or considered for promotion when he or she is on:</p> <p>v. Probation</p> <p><b>vi. <u>Fixed term appointment</u></b></p> <p>vii. Long leave without pay for a</p>	
--	--	---	--	--



			period of six months or more	
5	<b>Chapter VIII – Obligation and Rights</b>	<p><b>C) Working hours</b></p> <p>The total working hours shall be 40 a week from Monday to Friday. The business hours shall be from 8 am to 5 pm local time of the host country from Monday to Friday with a daily break of an hour. The Secretary General may use his/her discretion to adopt flexible working hours, in line with modern management practices.</p>	<p><b>D) Working hours</b></p> <p>The total working hours <u>time</u> shall be forty (40) hours a week from Monday to Friday. The business hours shall be from <u>8.00 am</u> to <u>5.00 pm</u> local time of the host country from Monday to Friday with a daily break of an hour. The Secretary General may use his/her discretion to adopt flexible working hours, in line with modern management practices.</p>	To edit and put the description of working hours in proper perspective
		<p><b>E) Outside activities and interests</b></p> <p>ii. Members of staff shall not engage in any continuous or recurrent occupation, profession, or undertake any activity of any nature whatsoever which is incompatible with these Rules or with the proper performance of the staff member's official duties or inconsistent</p>	<p><b>E) Outside activities and interests</b></p> <p>ii. Members of staff shall not engage in any <u>other remunerated</u> continuous or recurrent occupation, profession, or undertake any activity of any nature whatsoever which is</p>	To put continuous or recurrent occupation in proper perspective

		with the member of staff's official duties or status as an international civil servant.	incompatible with these Rules or with the proper performance of the staff member's official duties or inconsistent with the member of staff's official duties or status as an international civil servant.	
		viii. Any member of staff about who has doubt about outside activities or interests may seek clarification from the Secretary General	v. Any member of staff about who has doubt about outside activities or interests may seek clarification from the Secretary General <b><u>through the Legal Counsel</u></b>	To establish the appropriate channel for seeking clarification from the Secretary General
		<b>E) Conflict of interest</b> iv) The mere holding of shares in a company shall not constitute a financial interest within the meaning of this Rule unless such holding constitutes a substantial control of ownership	<b>F) Conflict of interest</b> iv) The mere holding of shares in a company <b><u>or earning of interest from a bank account</u></b> shall not constitute a financial interest within the meaning of this Rule unless such holding constitutes a substantial control of ownership	To exempt interest earned on savings in a bank account from what constitute conflict of interest
		<b><u>Rule 31: Obligations relating to</u></b>	<b><u>Rule 31: Obligations relating to</u></b>	To include television as one of

		<p><b>information dissemination</b></p> <p>3. Members of staff shall not, except with prior authorization of the Secretary General perform any of the following acts if such acts relate to the purposes, activities or interests of the Union:</p> <p>b) issue statements to the press, radio or the other agencies of public information;</p>	<p><b>information dissemination</b></p> <p>3. Members of staff shall not, except with prior authorization of the Secretary General perform any of the following acts if such acts relate to the purposes, activities or interests of the Union:</p> <p>b) issue statements to the press, radio, <b>television</b> or the other agencies of public information;</p>	<p>the media that information cannot be disseminated to without authorization</p>
6	<b>Chapter IX - Leave</b>	<p><b>Rule 35: Annual leave</b></p> <p>6. Annual leave may not be accumulated beyond 110 working days or commuted to cash except otherwise as provided in these Rules.</p>	<p><b>Rule 35: Annual leave</b></p> <p>6. Annual leave may not be accumulated beyond 110 <b>56</b> working days or commuted to cash except otherwise as provided in these Rules.</p>	<p>To align the maximum days for leave accumulation to the Previous decision of 30<sup>th</sup> Administrative Council that was adopted by the 8<sup>th</sup> Plenipotentiary Conference</p>
		<p>9. A member of staff who at the time of his separation from service has accrued annual leave shall be entitled to be paid in lieu thereof, a sum of money</p>	<p><del>9. A member of staff who at the time of his separation from service has accrued annual leave shall be entitled to be</del></p>	<p>To remove the conflict between paragraph 8 and the earlier paragraph 6 which stipulates as follows:</p>

		<p>equivalent to the one year leave period calculated on the basic salary only, provided that such accumulation was duly authorized by the Secretary General.</p>	<p><del>paid in lieu thereof, a sum of money equivalent to the one year leave period calculated on the basic salary only, provided that such accumulation was duly authorized by the Secretary General.</del></p>	<p>“...Any leave not taken at the time of termination of appointment shall be forfeited and not exchangeable for any cash payment”.</p>
7	Chapter X - Remuneration	<p><b><u>Rule 47: Allowances and Benefits for all Staff</u></b></p> <p><b>7) Settlement allowance</b></p> <p>A member of staff and his accompanying dependents shall be paid a settlement allowance for a maximum period of 30 days based on scale approved for that duty station. Payment of this allowance shall cease if the member of staff finds a private house before the expiry of the 30 days period. The member of staff shall not receive any housing allowance while receiving a settlement allowance.</p>	<p><b><u>Rule 47: Allowances and Benefits for all Staff</u></b></p> <p><b>7) Settlement allowance</b></p> <p>A member of staff and his accompanying dependents shall be paid a settlement allowance for a maximum period of 30 5 days based on scale approved for that duty station. <b><u>The Union shall assist in securing accommodation for the staff member before the expiration of the five days. Elected officials</u></b></p>	<p>To document the implementation of 8<sup>th</sup> Ordinary Plenipotentiary Conference Resolution N°01/PAPU/PC/VIII/2012 that has been implemented since 2012/2013 financial year</p>

			<p><b><u>shall receive 7 days settlement allowance</u></b></p> <p>Payment of this allowance shall cease if the member of staff finds a private house before the expiry of the 30 days period. The member of staff shall not receive any housing allowance while receiving a settlement allowance.</p>	
		<p><b><u>Rule 50 : Salary advance and car loan</u></b></p> <p><b>2) Car loan</b></p> <p>The car loan shall be obtained once in 5 years.</p>	<p><b><u>Rule 50: Salary advance and car loan</u></b></p> <p><b>2) Car loan</b></p> <p>The car loan shall be obtained once in <del>5</del> <b>8</b> years.</p>	To align the proposed amendment on the frequency of car loan with the depreciation policy of the Union for motor vehicles
8	<b>Chapter XI – Social Security</b>	<p><b><u>Rule 51 : Pension Fund</u></b></p> <p><b>4)</b> The Fund shall be administered by a reputed Insurance Company appointed by the Secretary General on the recommendation of the Advisory Committee.</p>	<p><b><u>Rule 51: Pension Fund</u></b></p> <p><b>5)</b> The Fund shall <b><u>as far as possible</u></b> be administered by a reputed Insurance Company appointed by the Secretary General on the recommendation of the Advisory Committee. <b><u>In the</u></b></p>	To accommodate the decision of the African Union on internal management of staff pension fund and the recommendation of the External Auditor on temporary administration of the Pension Fund if there is no willing Insurance Company to

			<p><u>event that there is no willing Pension Fund Administrator, the Secretary General shall with the approval of the Council manage the Fund internally pending when it becomes feasible to engage the services of a reputable Insurance Company.</u></p> <p>6) A Committee shall be established to <u>manage the funds internally or to</u> monitor the management of funds <u>if entrusted to a Company</u></p>	administer the Fund.
		<b><u>Rule 53 : Insurance Scheme</u></b>	<b><u>Rule 53: Life Insurance Scheme</u></b>	Addition of the word “ <b>Life</b> ” to differentiate Life insurance from medical insurance
		<p><b>2) Purpose</b></p> <p>The purpose of the Scheme shall be to provide insurance cover for all members of staff and employees of the Union against</p>	<p><b>1) Purpose</b></p> <p>The purpose of the Scheme shall be to provide <u>life</u> insurance cover for all members of staff and employees</p>	<b>-ditto-</b>

		personal injury, permanent disability, and death in the course of their performance of the Union duties and risk of war.	of the Union against personal injury, permanent disability, and death in the course of their performance of the Union duties and risk of war.	
		k) In the event of death of a member of staff or employee of the Union by accident attributable to the performance of the Union's duties, any payment due under the Scheme shall be made to the staff member's beneficiary or beneficiaries nominated by him in accordance with the Staff Rules and Regulations.	k) In the event of death of a member of staff or employee of the Union by accident attributable to the performance of the Union's duties, any payment due under the Scheme shall be made to the staff member's <del>beneficiary or beneficiaries</del> <u>next of kin</u> nominated by him in accordance with the Staff Rules and Regulations.	The Staff Rules and Regulations recognize only next of kin and not beneficiary or beneficiaries
		<b>7) Life Insurance</b> b) The Union shall enter into contract with an insurance company to provide life insurance cover for all staff, and elected officials against	<b>8) Life Insurance</b> <b>1)</b> The Union shall enter into contract with an insurance company to provide life insurance cover for all staff,	To correct the numbering on a continuous basis and also include permanent disability which is a main feature of all life insurance policy, as one of the

		injury or death before their disengagement from the Union.	and elected officials against injury, <b>permanent disability</b> or death before their disengagement from the Union.	areas of coverage.
9	<b>Chapter XII – Disciplinary Measures</b>	<p><b>Rule 54: Principle</b></p> <p>4. In all disciplinary cases, the rules of natural justice shall apply. No punitive measures shall be instituted against a member of staff without the member of staff first being informed in writing about what he or she is alleged to have committed and being given an opportunity to defend himself in writing.</p>	<p><b>Rule 54: Principle</b></p> <p>5. In all disciplinary cases, the rules of natural justice shall apply. No punitive measures shall be instituted against a member of staff without the member of staff first being informed in writing about what he or she is alleged to have committed and being given an opportunity to defend himself/<u>herself</u> in writing.</p>	To reflect the equal gender policy of the Union
10	<b>Chapter XIV - Travels</b>	<p><b>Rule 69 : Travel Conditions</b></p> <p>3. With the exception of the Secretary General and Assistant Secretary General and their dependents who shall</p>	<p><b>Rule 69: Travel Conditions</b></p> <p>2. With the exception of the Secretary General and Assistant Secretary General</p>	To ensure the authority of the Plenipotentiary Conference over all matters related to terms and conditions of elected officials



		<p>travel business class, all other members of staff shall travel by economy class.</p>	<p>and their dependents who shall <u>may</u> travel business class <u>as may be defined by the Plenipotentiary Conference</u>, all other members of staff shall travel by economy class.</p>	<p>and ensure flexibility in line with the prevailing financial situation.</p>
		<p><b><u>Rule 71</u> : Travel on termination of service</b></p> <p>b. return travel expenses to their country of origin as well as those of their dependents;</p>	<p><b><u>Rule 71</u>: Travel on <del>termination</del> <u>cessation of service</u></b></p> <p>b. return travel expenses to their country <u>or city</u> of origin as well as those of their dependents;</p>	<p>To take ensure the usage of the appropriate word</p> <p>To ensure that repatriation of locally recruited staff is taken care of</p>

11	Chapter XV – Travel and Baggage Allowance Rules	<p><b>Rule 80 : Travel of separation</b></p> <p><b>2. <u>By Sea or by Land</u></b></p> <ul style="list-style-type: none"> <li>▪ 1000 kilos, inclusive of packing crates and lift vans, for members of staff without dependents.</li> <li>▪ 1500 kilos, for member of staff and spouse without children.</li> <li>▪ 2000 kilos, for staff member of staff and spouse with one to two children</li> <li>▪ 2500 kilos, for member of staff member and spouse with three to four children.</li> </ul>	<p><b>Rule 80: Travel of separation</b></p> <ul style="list-style-type: none"> <li>▪ 1000 kilos, inclusive of packing crates and lift vans, for members of staff without dependents.</li> <li>▪ 1500 kilos, for member of staff and spouse without children.</li> <li>▪ 2000 kilos, for staff member of staff and spouse with one to two children</li> <li>▪ 2500 kilos, for member of staff member and spouse with three to four children.</li> </ul>	Editing to ensure that the sentence is correct.
			<p>5. A member of staff may opt for a lump sum payment in lieu of transportation of household and personal effects as follows:</p> <p>c. Staff without dependents -</p>	To provide an alternative monetization of removal expenses that was similarly provided for in Rule 77 on Travel on Recruitment

			US\$ 4,000.00 d. Staff with dependents - US\$ 6,000.00	
12	<b>Chapter XVII: Transitional and Final Provisions</b>	<b>Rule 89 : Amendment</b> 3. Pending the coming into force of the 2009 Acts, these Staff Rules and Regulations shall be open to changes or amendments by the Plenipotentiary Conference.  4. Upon entry into force of the said Acts, the authority to make any changes or amendments shall be devolved to the Administrative Council.	<b>Rule 89: Amendment</b> <del>3. Pending the coming into force of the 2009 Acts, these Staff Rules and Regulations shall be open to changes or amendments by the Plenipotentiary Conference.</del>  4. <del>Upon entry into force of the said Acts,</del> The authority to make any changes or amendments shall be devolved to <b>of the present Staff Rules and Regulations are vested in</b> the Administrative Council.	To reflect the powers devolved to the Administrative Council by the Plenipotentiary Conference to take charge of amendments to the Staff Rules and Regulations.

**Decision N°07/PAPU/AC/XXXIX/2021**

**On confirmation of staff on fixed term appointments as permanent staff**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21-22 June, 2021;**

**Considering** the provisions of Rule 18 of the Staff Rules and Regulations of PAPU which stipulates that a permanent appointment may be granted to members of staff who by their qualifications, performance and conduct, have fully demonstrated their suitability as international civil servants and have shown that they meet the highest standards of efficiency, competence and integrity established in the Union provided that they have completed five (5) years of continuous service under fixed-term appointments;

**Mindful** of the provisions of Article 5 (11) of the Detailed Regulations of the Convention authorizing the Administrative Council to examine the applications tendered by all staff members of the General Secretariat;

**Considering** Decisions No.01/PAPU/CPC/2020 formally declaring a force majeure at the Pan African Postal Union and No.03/PAPU/CPC/2020 extending the terms of office of Bureau members and members of the Administrative Council with a view to ensuring the smooth functioning of the Union until the ordinary session of the Council is effectively;

**Further considering** Decision No. 02/PAPU/AC-Chair/2020 of the Chairperson of the Administrative Council Extending by one (1) year, the employment contracts of Messrs. Yonna Fred SINGOGO and Jude Ferdinand ASU TARH, as Accounts Officer and Translator/Interpreter respectively, at the General Secretariat of the Pan African Postal Union (PAPU)

**Mindful** of the Secretary General's recommendation in line with Articles 9 (10) of the Detailed Regulations of the Convention, and Regulations 18 and 27 of the Staff Rules and Regulations;

**HEREBY DECIDES AS FOLLOWS:**

To confirm the permanent appointments of the following staff:

3°) Mr. Yonna Fred SINGOGO, as Accounts Officer of the Union, effective from 5<sup>th</sup> January 2021;

4°) Mr. Jude Ferdinand ASU TARH, as Translator/Interpreter (French/English), effective from 6<sup>th</sup> January 2021;

**INSTRUCTS:**

The Secretary General to implement this decision

***Done in Victoria Falls (Zimbabwe), on 22<sup>nd</sup> June 2021***

**Decision No.08/PAPU/AC/XXXIX/2021**

**Clarification of hierarchy of laws between the PAPU Convention and the Administrative Council  
Rules of Procedure**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe:**

**Mindful** of Articles 18(3) of the Convention and 29 of the Detailed Regulations of the Convention;

**Further mindful** of Articles 9 and 24 of the Administrative Council Rules of Procedure;

**Considering** the hierarchy of laws principle, whereby all Acts of the Union must be aligned to the Convention and its Detailed Regulations;

**Having noted** a contradiction between Article 29 of the Detailed Regulations of the Convention whereby a 2/3 quorum shall be required for all meetings of the Union's organs, and Article 9 of the Administrative Council Rules of Procedure that sets the quorum at 51%;

**Desirous** of enforcing the hierarchy of laws between the Union's Acts at all times and in all circumstances, pursuant to Article 18(3) of the Convention;

**HEREBY DECIDES AS FOLLOWS:**

1. Amends Article 9 of the Administrative Council Rules of Procedure as follows:

- Article 9 (New): *Quorum*

*"The quorum shall be made up of two-thirds of Member States of the Union."*

2. Repeals all previous provisions to the contrary.

**HEREBY INSTRUCTS:**

- The General Secretariat to implement this Decision.

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June 2021***

**Decision No.09/PAPU/AC/XXXIX/2021**  
**Adopting the Terms of Reference (ToRs) of the proposed Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions during the 10<sup>th</sup> Ordinary Session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39th Ordinary Session in Victoria Falls (Zimbabwe), from 21<sup>st</sup> to 22<sup>nd</sup> 2021;**

**Mindful** of Articles 22 and 27 of the Detailed Regulations of the Convention;

**Further mindful** of Article 5(11&12) of the Detailed Regulations of the Convention, whereby:

*“The Administrative Council [...] - examine applications of all members of staff of the General Secretariat and candidates seeking elective positions;*

- *Set up ad hoc committees as it may deem necessary to achieve the objectives of the Union and establish rules for the way they carry out their activities.” ...*

**Considering** that under Article 3(a) of the Rules of Procedure of the Conference:

*“the opening session of the Conference is preceded by a presentation of the Credential Committee’ report on the financial status and instruments of accreditation of each delegation.” [...]; that Resolution No.01/PAPU/AC/XXVIII/2009 on collection of outstanding contributions from Member States stresses that the instruments of accreditation must be authentic;*

**Cognizant** of the need to set up a special committee that will be responsible for vetting the credentials of Member State delegates and candidates for elective positions;

**Having reviewed** the terms of reference for the proposed Ad hoc Committee;

**Aware** of the need to confer voting rights solely to Member States who fulfill the relevant statutory criteria, as well as organize fair and transparent elections;

**HEREBY DECIDES AS FOLLOWS:**

- Adopts the Terms of Reference (ToRs) appended hereto for the establishment of an Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions during the 10<sup>th</sup> Ordinary Session of the Plenipotentiary Conference ;

**INSTRUCTS:**

- The General Secretariat to implement this Decision.

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June 2021***

**Annex to Decision No.09/PAPU/AC/XXXIX/2021**  
**TERMS OF REFERENCE OF THE AD HOC COMMITTEE RESPONSIBLE FOR VETTING CREDENTIALS OF MEMBER STATE DELEGATIONS AND CANDIDATES FOR THE POSITIONS OF SECRETARY GENERAL AND ASSISTANT SECRETARY GENERAL**

<p><b>Subject</b></p> <ul style="list-style-type: none"> <li>ToRs of the Ad hoc Committee responsible for vetting credentials of delegates and candidates for elective positions</li> </ul>	<p><b>References</b></p> <p>Articles 5(11&amp;12), 22(1&amp;2) and 27 of the Detailed Regulations of the Convention (DRC);</p> <p style="padding-left: 40px;">Resolution No. 01/PAPU/AC/XXXVIII/2009</p> <p>On the collection of outstanding contributions of Member States;</p>
<p><b>Decision expected</b></p> <ul style="list-style-type: none"> <li>Consider and adopt the Terms of Reference of the Ad hoc Committee.</li> </ul>	<p>Article 3(a) of Rules of Procedure of the Conference.</p>

**1. INTRODUCTION**

Article 5(12) of the DRC authorizes the Administrative Council to set up Ad hoc Committees where necessary to achieve the Union's objectives.

**2. BACKGROUND AND RATIONALE**

Prior to each session of the Plenipotentiary Conference, it is customary for the financial status and accreditation instruments to be verified in order to determine which countries are eligible to vote or nominate candidates for elective positions. In the same vein, applications files of candidates for elective posts must be vetted. Considering that these responsibilities lie outside the purview of the existing committees, there is need to set up an ad hoc committee to handle them.

**3. RELEVANT STATUTORY PROVISIONS**

Under Article 5(11) of the DRC: *“The Administrative Council [...] - examine applications of all members of staff of the General Secretariat and candidates seeking elective positions [...].”*

Articles 22(1 & 2) and 27 of the DRC provide respectively as follows:

**Article 22:**

*“1. Member States shall pay in advance their annual contributions calculated on the basis of the budget approved by the Council.*

2. Any Member-States whose contributions to the Union are in arrears for two consecutive years shall forfeit its right to vote. Should the delay extend to another year, the Member State shall be suspended pursuant to the terms of this Convention. ...

**Article 27:**

“1. The delegation sent by a Member-States to meetings of the Union shall be accredited in accordance with the following provisions:

- c) *For the Conference Sessions, by letter of accreditation signed by the Head of State or Prime Minister or the Minister of Foreign Affairs;*
- d) *For all other meetings of the Union, the delegations must be duly authorized.*

5. *The instruments of accreditation shall be deposited at the opening of the meeting with the authority designated to that effect. ...*

6. *The instruments of accreditation shall confer on delegations the full powers and where necessary, the right to sign the final instruments.*

7. *For each session of the Plenipotentiary Conference or Administrative Council, the Government of each Member State shall communicate in advance to the Secretary-General of the Union, the names of the Members of its delegation. ...*

Pursuant to Resolution No.01/PAPU/AC/XXVIII/2009 on collection of outstanding contributions from Member States, accreditation to participate in meetings of the Plenipotentiary Conference will be subject to presentation of **authentic instruments**.

Under Article 3(a) of the Rules of Procedure of the Conference: “the opening session of the Conference is preceded by a presentation of the Credential Committee's report on the financial status and instruments of accreditation of each delegation [...]” ...

Identifying Member States with voting rights and eligible candidates prior to the 10th Ordinary Session of the Plenipotentiary Conference will require setting up an Ad hoc Committee, in line with Article 5(12) of the DRC.

**8. OBJECTIVES**

The Ad hoc Committee's mission will include:

- Vetting of instruments of accreditation of Member States;
- Vetting of financial status of Member States;



- Receiving all applications for elective positions submitted to the General Secretariat;
- Review the form and content of applications in line with the criteria outlined in the call for applications;
- Prepare a report to be presented to the Conference.

## **9. COMPOSITION**

The Ad hoc Credentials Committee will be composed as follows:

- One Member State per geographical region; and
- Tanzania, as the host country.

(Proposed Member States: Algeria, Cameroon, Côte d'Ivoire, Madagascar, South Africa and Tanzania)

The Committee members shall elect a Bureau composed of:

- A Chairperson;
- A Vice-Chairperson;
- A Rapporteur.

The PAPU General Secretariat will serve as the Secretariat.

## **10. SELECTION CRITERIA**

Member States of the Ad hoc Committee must:

- Be up-to-date with their financial obligations to the Union;
- Not have a candidate for either of the elective positions (Secretary General and Assistant Secretary General).

## **11. MEETING FORMAT**

Deliberations will take place prior to the 10<sup>th</sup> Ordinary Session of the Plenipotentiary Conference.

## **12. REPORT**

The Ad hoc Committee will present its report during the plenary session of the PC.

**Resolution No.01/PAPU/AC/XXXIX/2021**

**On the adoption of the annual activity report of Secretary General for 2019-2021**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Mindful** of Article 5 Paragraph 5 of the Detailed Regulations of the Convention of PAPU;

**Having examined** the Secretary General's activity report presented during the 39<sup>th</sup> Ordinary Session of the Administrative Council;

**Having noted** the significant improvements made in the presentation of the above-mentioned report, in both, form and content;

**DECIDES:**

4. To express its satisfaction of the annual activity report presented by the Secretary General during the 39<sup>th</sup> Ordinary Session of the Administrative Council;
5. To congratulate the Secretary General and the entire staff of the General Secretariat on a job well done despite the challenges highlighted;
6. To adopt the above-mentioned report

***Done in Victoria Falls, Zimbabwe, on 22<sup>th</sup> June, 2021***

**Resolution No.02/PAPU/AC/XXXIX/2021**

**On the discontinuation of the PAPU Quality Control Exercise and use of the Global Monitoring System (GMS)**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Bearing in mind** the importance of quality of service in the global postal network and the inevitable developments in the remuneration systems for international postal products;

**Aware** that Africa is lagging behind in quality of service performance and meeting quality of service targets set;

**Acknowledging** the quality of service link to terminal dues became mandatory for all countries including those in the transitional system on 1<sup>st</sup> January 2020;

**Noting** that the PAPU Quality Control exercise is manual, archaic and does not provide realistic and objective way of monitoring and measuring quality performance for member states;

**Further noting** the decline in participation in quality of service control tests organized by the PAPU Secretariat year in and year out;

**Cognizant** of the fact that Global Monitoring System (GMS) gives member countries access to state-of-the-art technologies and more objective means of monitoring and improving their quality of service;

**RESOLVES** that:

- The PAPU control exercise be discontinued;
- Member States implement GMS to ensure objective quality of service measurement.

**URGES:**

Designated Operators to:

- Take corrective measures to improve on quality of service and meet set standards.

**INSTRUCTS:**

- The General Secretariat to collaborate with the UPU International Bureau on the use of GMS and ensure that regional links are tested and results monitored;
- PAPU General Secretariat to report progress to the Administrative Council.

***Done in Victoria Falls Zimbabwe, 22<sup>nd</sup> June, 2021***

**Resolution No.03/PAPU/AC/XXXIX/2021  
On Physical Services development**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Fully aware** of the work carried out so far by the Postal Operations Council Committee on Physical Services and E-Commerce Integration to develop the integrated Product Plan (IPP) to come up with a differentiated range of physical postal products in line with a market-oriented and customer-driven approach;

**Taking note** of Universal Postal Union Congress Resolution C 15/2016 on the Integrated Product Plan with a portfolio of products to be offered by the Member States which includes the small packet, tracked delivery service, and the ECOMPRO parcel;

**Cognizant** of the fact that the updated IPP is being implemented as approved by the 2<sup>nd</sup> UPU Extraordinary Congress held in Addis Ababa, Ethiopia in 2018;

**Recognizing** the mandatory use of S10 item identifier for small packets containing goods was implemented with effect from 1<sup>st</sup> January 2018;

**Further recognizing** the introduction of the ECOMPRO parcel to promote e-commerce;

**Aware** of the proposal to make the tracked delivery service mandatory from 2023;

**Acknowledging** that the African region needs to adapt to the developments in the postal sector in line with Congress decisions as well as changes to the Convention and its Regulations;

**RESOLVES as follows:**

- Designated Operators take necessary measures to offer:
  - o Small packet outbound to promote exports;
  - o ECOMPRO parcel and enhance e-commerce;
  - o Tracked delivery service as per the decision of the 27<sup>th</sup> UPU congress.

- Designated Operators provide:
  - o S10 bar codes for small packet service to avoid penalties;
  - o Track and trace information for tracked delivery service items to earn extra revenue;
  - o ITMATT for all items with goods by 1<sup>st</sup> January 2021.
  
- Member countries to follow the developments of the work on IPP including remuneration, standards, quality improvement, and performance targets, to ensure that Africa's interests are safeguarded;

**INSTRUCTS:**

General Secretariat to monitor progress and report to the Administrative Council

***Done in Victoria Falls Zimbabwe, on 22<sup>nd</sup> June, 2021***

**Resolution No.04/PAPU/AC/XXXIX/2021  
On Integrated Product Plan (IPP)**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Fully aware** that the 26<sup>th</sup> Congress took note of Congress–Doc 39 Rev 1 on the Integrated Product Plan (IPP) 2017– 2020 and adopted its related proposals and Resolution C 15/2016 on the Integrated Product Plan with a portfolio of products to be offered by the Member States;

**Cognizant** that the main aims of the original IPP were to develop a fully integrated portfolio of physical products (letter-post, parcel-post, and EMS items) with adequate and competitive remuneration systems that cover the costs of delivering the products and that also meets the requirements of the market, customer needs, and the supply chain to ensure that opportunities created by e-commerce could be taken up by the whole UPU membership;

**Recognizing** that the Addis Ababa Extraordinary Congress also adopted resolution C 5/2018 on the Implementation of updated IPP, which among other things, instructed the POC among other things to:

- Submit to the 27<sup>th</sup> Congress a recommendation to make the tracked delivery service mandatory, with an implementation date of 2022, if approved;
- Ensure the ongoing review of the IPP to submit an updated version to the 27<sup>th</sup> Congress in 2021.

**Acknowledging** that a Proposal of a General Nature (PGN) on the update of the IPP including some recommendations has been prepared by the Postal Operations Council (POC) as a Congress resolution;

**Further acknowledging** the proposals to make the tracked delivery service mandatory from 2023 to be submitted to the Abidjan Congress;

**RESOLVES that:**

- Member States support the Proposal of a General Nature on the update of the Integrated Product Plan and related recommendations that may be in line with Africa's interests and capabilities;
- Member States support **Option 4** to make the tracked delivery service mandatory for inbound (goods) and optional for outbound (goods) and optional for inbound and outbound (documents) to give time to countries that are not ready to offer the service for outbound but at the same time offering them extra revenue for inbound e-commerce items received;

**INSTRUCTS:**

The General Secretariat to monitor further developments on the proposals relating to IPP and advise Members appropriately

***Done in Victoria Falls Zimbabwe, 22<sup>nd</sup> June, 2021***

**Resolution No.05/PAPU/AC/XXXIX/2021**  
**On the establishment of a permanent Remuneration Group**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Recalling** that the 2018 Extraordinary Congress adopted the (Integrated Remuneration Plan) IRP through Congress resolution C 6/2018, which instructed the Postal Operations Council and Council of Administration to implement the IRP, leading to proposals for an Integrated Remuneration System (IRS) to be submitted to the 27<sup>th</sup> Congress;

**Aware** that the 3<sup>rd</sup> Extraordinary Congress held in Geneva decided on the E-format rates following the notification of withdrawal from the Union by the United States of America;

**Noting** the proposals to be submitted to the 27<sup>th</sup> Abidjan Congress on the Integrated Remuneration System;

**Acknowledging** the technical nature of the remuneration proposals and hence the need for expert analysis to safeguard Africa's interests;

**RESOLVES that:**

A permanent Remuneration Group be constituted by the 39<sup>th</sup> Administrative Council entrusted with the following tasks:

- Analyzing the remuneration proposals to the 27<sup>th</sup> Abidjan Congress and come up with recommendations to guide the Member States while safeguarding Africa's interests;
- Working on remuneration issues throughout the next Congress cycle and advising Member States accordingly.

**INSTRUCTS:**

The General Secretariat to give the necessary support to the group to be able to conduct its work

***Done in Victoria Falls Zimbabwe, 22<sup>nd</sup> June, 2021***

**Resolution No.06/PAPU/AC/XXXIX/2021**  
**On the Post and Financial inclusion**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Aware that** Financial Inclusion was identified as level two priority by the Istanbul World Postal Strategy (IWPS) and that it is in line with the United Nations Sustainable Development Goal 6 as well as Aspiration 1 of the African Union Agenda 2063;

**Recalling** Resolution **No.09/PAPU/AC/XXXVI/2017** made by the 36<sup>th</sup> Administrative Council on the development of postal financial services in Africa and Resolution **No.04/PAPU/AC/XXXVII/2018** on implementation of Digitization and Financial Inclusion Projects to ensure improvement of financial services;

**Noting** the Declaration made during the PAPU 40<sup>th</sup> Anniversary Celebrations on the theme the Post: 'A veritable partner for Financial Inclusion and Regional Integration', held in Arusha, Tanzania from 17<sup>th</sup> January, to 19<sup>th</sup> January, 2020;

**Acknowledging** the challenges facing Designated Operators in the provision of financial services which include the following:

- Financial constraints;
- Unreliable power supply;
- Intermittent Internet connectivity;
- Delays in settlement by bilateral partners;
- Manual operations;
- Cash shortages.

**RESOLVES that:**

Member states should exhaust all possible funding sources to facilitate digital financial inclusion initiatives, especially by utilizing FITAF;



**URGES:**

Designated Operators to implement financial inclusion projects, including digitization by using available solutions to facilitate the provision of efficient and cost-effective financial services;

**INSTRUCTS:**

PAPU General Secretariat to monitor the developments and report to the Administrative Council

***Done in Victoria Falls, Zimbabwe, on 22<sup>nd</sup> June, 2021***

**Resolution No.07/PAPU/AC/XXXIX/2021  
On Digital transformation in Africa**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Acknowledging** the growth opportunities brought about by e-commerce and the need for the Post to adapt to global business trends,

**Aware of** Africa's priorities for the period 2017-2020, namely:

- **Priority level one:** Improvement of operational efficiency and e-commerce development;
- **Priority level two:** E-services and diversification;

**Cognizant** of the UPU publication on e-services developments entitled, "the digital economy and digital postal activities - a global panorama";

**Cognizant also** of the AU Digital Transformation Strategy 2020-2030;

**Mindful of** the low penetration rate of digital services in Africa compared to other regions;

Conceding that the Covid-19 pandemic has underscored the urgent need for the digital transformation of the post;

**Noting** the major obstacles to the implementation of digital transformation in Africa, among them:

- Resource constraints;
- Limitation of the Post's IT infrastructure;
- Lack of internal experts to develop e-services at a faster pace;

**RESOLVES as follows:**

- Designated Operators should develop and implement digital transformation strategies to ensure diversification and reinforce business growth;
- Member States to benchmark and share experiences on digital transformation initiatives for the benefit of others;
- Designated Operators to explore how they can assist in bridging the digital divide in partnership with different stakeholders;

- Designated Operators to develop specific roadmaps to start and ensure that there are follow-up mechanisms.

### **INSTRUCTS**

- The General Secretariat to be more involved in this initiative by mobilizing funding, facilitating and encouraging Member States to implement digital transformation strategies;
- The General Secretariat to also monitor progress and report to the Administrative Council.

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June, 2021***

**Resolution No.08/PAPU/AC/XXXIX/2021**  
**On adoption of the African Support Committee Report**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Considering** that one of the objectives of the Union is to promote and defend the common positions of its Member States on postal issues;

**Conscious** of the need to harmonize African positions on key content issues ahead of the 27<sup>th</sup> Ordinary Congress of the Universal Postal Union to be held in August 2021, in Abidjan, Côte d'Ivoire;

**Noting** that the African Support Committee report focused on the same key thematic issues;

**DECIDE:**

The adoption of the African Support Committee report attached to this Resolution;

**INSTRUCTS:**

PAPU General Secretariat to coordinate the implementation of this Resolution

***Done in Victoria Falls, Zimbabwe, on 22<sup>nd</sup> June, 2021***

**Recommendation No.01/PAPU/AC/XXXIX/2021**

**On submission of a Decision approving the Strategic Plan for the 2022-2025 quadrennial cycle to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Mindful** of Articles 9 and 11 of the Convention as well as 2(2) of the Detailed Regulations of the Convention;

**Considering** the Draft World Postal Strategy 2022-2025;

**Further considering** the United Nations Sustainable Development Goals;

**Having regard** to the African Union's Agenda 2063;

**Cognizant** of the Draft Strategic Plan 2022-2025 presented by the General Secretariat;

**HEREBY RECOMMENDS AS FOLLOWS:**

Adopts the PAPU Strategic Plan for the four-year period 2022-2025 as appended hereto

**INSTRUCTS:**

The General Secretariat to implement same

**FURTHER INSTRUCTS:**

The General Secretariat to make the necessary amendments/corrections to this document and submit same to the Chairman of the Administrative Council for consideration

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***

**Recommendation No.02/PAPU/AC/XXXIX/2021**

**On submission of a Decision aligning the PAPU Programme of Activities with the UPU Programme of Activities to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Mindful** of Articles 9 and 11 of the Convention, and 2 of the Detailed Regulations of the Convention;

**Considering** the report on the implementation status of the PAPU Activity Programme for the 2016-2020 quadrennial cycle;

**Cognizant** of the low implementation level of the current and previous programmes

**Persuaded** that this recurrent situation is mainly due to the fact that the Ordinary Session of the PAPU Plenipotentiary Conference is held before the UPU Ordinary Congress;

**Aware** of the fact that PAPU's quadrennial programme of activities and quadrennial budget ceilings are adopted with no knowledge of global quadrennial priorities and programmes to be implemented during the cycle;

**Noting** that should the programmes adopted by the UPU Congress differ from those prepared and adopted by the PAPU Plenipotentiary Conference, it would be impossible to realign the programmes and budget earlier adopted;

**Considering** the absolute need to address this situation by aligning the programmes of activities of both organizations with each other;

**HEREBY RECOMMENDS AS FOLLOWS:**

- To align the PAPU programme of activities with the UPU quadrennial programme of activities;

**FURTHER RECOMMENDS:**

- That the 11<sup>th</sup> Ordinary Session of the PAPU Plenipotentiary Conference should be held after the UPU's 28<sup>th</sup> Ordinary Congress, within a period not exceeding six (6) months at the latest;

**INSTRUCTS:**

- The General Secretariat to implement this Recommendation.

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***

**Recommendation No.03/PAPU/AC/XXXIX/2021**

**On submission of a Decision on approval of the Quadrennial Programme of Activities of the Pan African Postal Union for the 2022/2025 financial cycle to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Mindful** of Article 2(3) of the Detailed Regulations of the Convention;

**Considering** the Strategic Plan 2022-2025;

**Cognizant** of the draft programme of activities for the 2022-2025 quadrennial cycle presented by the General Secretariat;

**HEREBY RECOMMENDS AS FOLLOWS:**

To approve the annual programme of activities for the 2022-2025 quadrennial cycle as set out in the Annex hereto;

**INSTRUCTS:**

The Secretary General to ensure implementation of the approved activities taking into account the vision, mission and strategic objectives of the Union;

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***

**Recommendation No.04/PAPU/AC/XXXIX/2021**

**On submission of a Decision introducing proxy into the Rules of Procedure of the PAPU  
Plenipotentiary Conference during the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Mindful** of Article 24 of the Rules of Procedure of the Plenipotentiary Conference;

**Considering** that Article 17 (3) of Rules of Procedure of the Plenipotentiary Conference precludes proxy voting by Member States and, by extension, bars them from being represented by another Member State;

**Aware** that the prohibition to use proxy may undermine not only the attainment of the quorum required for deliberations but also the legitimacy of the elected officials;

**Desirous** of addressing this shortcoming by introducing proxy participation and voting;

**HEREBY RECOMMENDS AS FOLLOWS:**

1. Frames the provisions of Article 17 (3) of Rules of Procedure of the Plenipotentiary Conference as follows:

Article 17 (3): Voting rights

A Member State may, if necessary, be represented by another delegated Member State. However, it is understood that a delegation may represent only one Member State other than its own.

The power of attorney authorizing a member State to be represented shall implicitly cover only the counting of the quorum and the right to vote.

The powers of a Member State represented during a Conference meeting by another delegated Member State (proxy) shall conform to those outlined in the Detailed Regulations of the Convention.

2. Repeals all previous provisions to the contrary.

**INSTRUCTS:**

The General Secretariat to implement this Recommendation

***Done in Victoria Falls, Zimbabwe, on 22<sup>nd</sup> June 2021***



**Recommendation No.05/PAPU/AC/XXXIX/2021**

**On submission of a Decision creating two new Administrative and Technical Committees at the Pan African Postal Union (PAPU) to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 14 of the Convention, and 16, 17 and 18 of the Detailed Regulations of the Convention;

**Desirous** of restructuring the Administrative and Technical Committees with a view to enhancing their capacity to implement the quadrennial action programme in line with the UPU Postal Strategy;

**Aware** that as one of the pillars of the *Policy, Strategy and Governance Committee's* Terms of Reference, "Strategy" is of paramount importance and deserves to be catered to by an independent Committee;

**Further aware** that the tenure of the African Support Committee, which handles some strategic matters (including harmonization of Africa's positions), will soon expire;

**Considering** the overriding need to set up a Strategy Committee in addition to the Policy and Governance Committee, and current Committees;

**Persuaded** that the formation of these new Committees will have no timing and financial implications on the Administrative Council sessions;

**HEREBY RECOMMENDS AS FOLLOWS:**

- To create the following Administrative and Technical Committees in addition to the existing ones during the 2021/2022 to 2024/2025 cycle:
- "Policy and Regulation" Committee responsible for reforms, regulation and matters pertaining to the Acts of the Union;
- "Strategy" Committee responsible for implementation and evaluation of strategy, as well as harmonization of Africa's positions on key technical issues;
- The Committees may set up "Task Forces" to address specific issues pertaining to their respective work programmes;
- They shall draw up their own terms of reference, rules of procedure and action programmes to be presented for adoption by the Administrative Council;
- Repeals and replaces all previous provisions to the contrary.

**INSTRUCTS:**

The General Secretariat to implement this Recommendation

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***



**Recommendation No.06/PAPU/AC/XXXIX/2021**  
**On submission of a Decision adopting the new distribution of seats on the Administrative Council of the Pan African Postal Union (PAPU) to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 11 and 12 of the Convention;

**Further mindful** of Articles 2, 3, 4, 5, 6, 7 and 22 of the Detailed Regulations of the Convention;

**Considering** that the number of seats on the Administrative Council increased from 20 to 25 following the amendment of the PAPU Acts during the 5th Extraordinary Session of the Plenipotentiary Conference held in Antananarivo, Madagascar;

**Having regard** to the geographical breakdown applied by the African Union and the composition of PAPU Member States by geographical region;

**HEREBY RECOMMENDS AS FOLLOWS:**

- To adopt the new distribution of seats on the PAPU Administrative Council as follows:
  1. Central: 4
  2. East: 5
  3. North: 3
  4. West: 7
  5. Southern: 6
- Repeals and replaces all previous provisions to the contrary.

**INSTRUCTS:**

The General Secretariat to implement this Recommendation

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***

**Recommendation No.07/PAPU/AC/XXXIX/2021**

**On submission of a Decision on election of members of the Administrative Council of the Pan African Postal Union for the 2022-2025 cycle to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe**

**Mindful** of Articles 11 and 12 of the Convention;

**Further mindful** of Articles 2, 3, 4, 5, 6, 7 and 22 of the Detailed Regulations of the Convention;

**Considering** the consensually-adopted lists tabled by the sub regions presenting Member States who will represent them on the Administrative Council;

**HEREBY RECOMMENDS AS FOLLOWS:**

- The following Member States classified by geographical region shall seat on the Administrative Council during the 2022-2025 quadrennial cycle;
- Central: Cameroon
- East: Kenya
- North: Algeria, Morocco
- West: Mali
- Southern: Botswana, Eswatini, Malawi, Namibia, Zambia, Zimbabwe

**INSTRUCTS:**

The General Secretariat to implement this Recommendation

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***

**Recommendation No.08/PAPU/AC/XXXIX/2021**

**On submission of a Decision approving of interim agreements signed between the Union, international organizations and countries to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Articles 9, 11, 23, 24 and 25 of the Convention;

**Further mindful** of Article 2(7) of the Detailed Regulations of the Convention;

**Considering** the list of agreements concluded between the Union, international organizations and countries during the 2017-2020 cycle;

**HEREBY RECOMMENDS AS FOLLOWS:**

- To approve the interim agreements concluded between the Union, international organizations and countries during the 2017-2020 cycle;

**INSTRUCTS:**

- The General Secretariat to implement this Recommendation.

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***

**Recommendation No.09/PAPU/AC/XXXIX/2021**

**On submission of a Resolution on Extra ordinary provisions for the recovery of Member States mandatory outstanding financial contributions to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Considering** the huge mandatory outstanding contributions over a long and protracted period;

**Further considering** that some Member States may have been constrained by economic, political and in some cases prolonged conflicts/wars and upheavals from meeting their financial obligations to the Union;

**Recognizing** that the 7<sup>th</sup> Ordinary Plenipotentiary Conference Resolution No.06/PAPU/CP/VII/2008, made the return and active participation of some Member States possible;

**Aware** that all the 45 Member States of the Union must develop effective measures and strategies to collaborate, cooperate, co-exist and forge ahead as one indivisible region in order to achieve the objectives of the Union;

**Mindful** that an important international organization like PAPU shall focus on the stimulation of socio-economic growth and development through the promotion of innovative and modernized postal services and therefore, needs to be strengthened financially by all Member States;

**Noting** the need to ensure the availability of funding for the on-going construction of PAPU House Project;

**Having examined** the recommendation of the Administrative Council on waiving of 50% of the arrears of mandatory financial contributions;

**Mandated** by Article 2 paragraph 2 of the Detailed Regulations of the Convention;

**NOW THEREFORE, HEREBY RECOMMENDS EXTRAORDINARILY AS FOLLOWS:**

- 1) That all outstanding mandatory financial contributions due to the Union from Member States be reviewed and categorized into two groupings;
  - a) Member States in arrears for five years with a history or situation of war, conflict or political upheavals;
  - b) Member States in arrears for ten years or more years;
  
- 2) That all Member States in both categories may apply for 50% waiver and proceed with arrangements to pay the balance of 50% subject to the following conditions:

- a) Payment of 2021/2022 annual mandatory financial contribution within six months of the commencement of the financial year;
- b) Provide written undertaking to pay the remaining 50% including accumulated surcharges on or before the end of 2022/2023 financial year;
- c) Failure to settle the 50% remaining arrears within the set deadline shall automatically invalidate the waiver agreement and the concerned Member State's arrears shall be reverted to the status quo ante.

**INSTRUCTS:**

- 3) The Secretary General of PAPU to sign an agreement with all interested Member States before granting any waiver;
- 4) The Administrative Council to monitor and report back on the implementation of this resolution during the next Ordinary Session of the Plenipotentiary Conference.

***Done at Victoria Falls, Zimbabwe, on 22<sup>th</sup> June 2021***

**Recommendation No.10/PAPU/AC/XXXIX/2021**  
**On submission of a Resolution on contribution of equity cash towards PAPU House building**  
**Project to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**Considering** Resolution No.11/PAPU/AC/XXXVIII/2018 of the 37<sup>th</sup> Ordinary Session of the PAPU Council authorizing the contribution of USD 4 million as total equity cash to PAPU House project;

**Recognizing** that the PAPU House appeal fund that was launched during the 40<sup>th</sup> anniversary celebration of the Union generated USD 140,000.00 out of the remaining USD 1 million required to attain the desired minimum equity cash requirement;

**Aware** that the ideal project financing plan requires 56% equity cash contribution from the partners and 44% borrowing at an interest rate of about 13% per annum repayable within 15 years;

**Having reviewed** the project potentials and its concomitant advantages towards ameliorating the financial health of the Union;

**RECOMMENDS AS FOLLOWS:**

- 3) To further mandate the Secretary General to solicit for voluntary contributions from generous Member States, Associates, Partners, friendly countries and Donor Agencies/Organizations, and report back to the next Ordinary Session of the Administrative Council;
- 4) To mandate the Secretary General to distribute any remaining balance as mandatory financial contributions of all Member States in line with the approved scale of assessment, after the 40<sup>th</sup> Ordinary Session of the Administrative Council;

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June, 2021***



**Recommendation No.11/PAPU/AC/XXXIX/2021**

**On submission of a Resolution fixing the annual budget ceilings of the Pan African Postal Union for 2021-2025 quadrennial period to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21 – 22 June, 2021;**

**Mandated by** Article 2 paragraph 3 of the Detailed Regulations of the Union Convention;

**Taking into account** the ongoing construction of PAPU Headquarters building for which the Union is committed to contributing USD four (4) million as equity cash;

**Mindful** of extra sources of income that may generate additional income to the Union in the course of the quadrennial cycle;

**Considering** the draft quadrennial budget for the 2021–2025 quadrennial cycle presented by the Administrative Council;

**Having examined** the recommendation of the Administrative Council;

**RECOMMENDS AS FOLLOWS:**

To fix the ceilings of the annual budgets for the quadrennial period 2021-2025 as follows:-

Financial year 2021/2022	:	US\$ 1,786,531.00
Financial year 2022/2023	:	US\$ 2,018,040.00
Financial year 2023/2024	:	US\$ 1,946,757.00
Financial year 2024/2025	:	US\$ 1,860,629.00

**INSTRUCTS:**

- iii) The Administrative Council to take into account these ceilings when approving the annual budgets;
- iv) The Secretary General to ensure prudent implementation of the approved activities in compliance with this decision.

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June, 2021***

**Recommendation No.12/PAPU/AC/XXXIX/2021**

**On submission of a Decision adopting an amendment to the Financial Regulations of the Pan African Postal Union (PAPU) to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21 – 22 June, 2021;**

**Recalling** its Resolution No.04/PAPU/CP/VII/2008 on Compliance with International Public Sector Accounting Standards;

**Considering** the recommendation of the External Auditor of the Union;

**Further Considering** the adoption of more International Public Sector Accounting Standards and their impact on the financial policies and practices of the Union;

**Cognisant** that the changes made during the amendment of the Acts of the Union have some impact on the Financial Regulations of the Union;

**Desirous** of aligning the Union's financial practices to international best practices already adopted by other inter-governmental organizations;

**Mandated** by Regulation 44 of the Financial Regulations of the Union;

**HEREBY RECOMMENDS AS FOLLOWS:**

To amend the Financial Regulations of the Union (2018) as annexed hereto;

**INSTRUCTS**

The General Secretariat to implement this Recommendation

***Done in Victoria Falls, Zimbabwe, on 22<sup>nd</sup> June, 2021***

**Recommendation No.13/PAPU/AC/XXXIX/2021**

**On submission of a Decision adopting the scale of assessment for mandatory financial contribution to PAPU budget to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe, from 21 – 22 June, 2021;**

**Mandated by** Article 2 paragraph 4 of the Detailed Regulations of the Union Convention;

**Recalling** resolution N°06/PAPU/CP/IV/96 on the revision of the PAPU scale of assessment;

**Aware** that the scale of assessment that was reviewed and adopted by the 4<sup>th</sup> Ordinary Plenipotentiary Conference in May 1996 has been operational for the past twenty-four years;

**Cognizant** that there is no basis for reviewing the prevailing scale of assessment;

**Having examined** the recommendation of the Administrative Council on the adoption of the scale of assessment for the 2021 - 2025 quadrennial period;

**RECOMMENDS AS FOLLOWS:**

- iv. To retain the current scale of assessment for Member States mandatory contribution;
- v. To distribute fifty percent (50%) of the total amount to be contributed to the annual budget of the Union to all the contributing Member States equally;
- vi. To distribute the remaining fifty percent (50%) of the annual budget to the Member States in line with the African Union percentage points in the annexed table.

***Done in Victoria Falls, Zimbabwe on 22 June, 2021***

**Recommendation No.14/PAPU/AC/XXXIX/2021**  
**On submission of a Resolution adopting PAPU Day themes for the 2022-2025 quadrennial cycle**  
**to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary session in Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;;**

**Mindful** of Articles 9 and 11 of the Convention as well as 2 of the Detailed Regulations of the Convention;

**Further mindful** of the African continent's medium- and long-term priorities as identified in the report on the Africa Postal Strategy Forum held on 18th June 2019 in Ouagadougou (Burkina Faso) on the sidelines of the 38<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU);

**Considering** the UPU's Draft Abidjan World Postal Strategy for the 2022-2025 cycle that sets out the key priority objectives that the UPU is looking to achieve through relevant activities and programmes;

**Persuaded** that the commemoration of PAPU Day is an ideal opportunity to engage decision-makers and the general public on the challenges facing the postal sector, as well on regional and global postal programmes and objectives;

**HEREBY RECOMMENDS AS FOLLOWS:**

To approve the following PAPU Day themes for the 2022-2025 quadrennial cycle:

2022	Harnessing synergies with players of the wider postal sector in Africa and beyond
2023	The Post: An established promoter of cross-border e-commerce in Africa
2024	Establishing an efficient customer claims management system
2025	The Post: A socially responsible industry for inclusive development

**INSTRUCTS:**

- The General Secretariat to implement this Resolution.

***Done in Victoria Falls, Zimbabwe on 25<sup>th</sup> June 2021***

**Recommendation No.15/PAPU/AC/XXXIX/2021**

**On submission of a Resolution adopting the African Postal Guidelines proposed by the Pan African Postal Union (PAPU) to the 10<sup>th</sup> Ordinary session of the Plenipotentiary Conference The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session at Victoria Falls, Zimbabwe, from 21<sup>st</sup> to 22<sup>nd</sup> 2021;**

**Mindful** of the Constituent Act of the African Union (AU);

**Mindful** of the AU's Agenda 2063 "*The Africa we want*";

**Mindful** of Articles 9, 11 and 29 of the Convention, and 2 of the Detailed Regulations of the Convention;

**Mindful** of Resolution No. 18/PAPU/AC/XXXVII/2017 instructing the General Secretariat to come up with guidelines for postal regulation on the continent, drawing on existing sub-regional models;

**Mindful** of Resolution No. 07/PAPU/AC/XXXVII/2018 adopting the terms of reference for the engagement of a consultant to propose a set of guidelines for Africa's postal sector;

**Mindful** of Resolution No. 09/PAPU/AC/XXXVIII/2019 to circulate the Study on the African Postal Guidelines to PAPU Member States for comments/inputs;

**Considering** the compelling need for African countries to set out harmonized and effective guidelines to regulate the continent's postal market and specify requirements for entry into same;

**Cognizant** of the need to propose a continent-wide standard framework for postal regulation, which outlines the character, duties and functioning of a regulatory authority;

**Upon review** of the Draft African Postal Guidelines;

**HEREBY DECIDES AS FOLLOWS:**

- To adopt the African Postal Guidelines;

**INSTRUCTS:**

- The PAPU General Secretariat to submit the document to the African Union Commission for final adoption by the competent authorities.

***Done in Victoria Falls, on 22<sup>nd</sup> June 2021***

**Recommendation No.16/PAPU/AC/XXXIX/2021**

**On submission of a Decision on Postal regulation to the 10<sup>th</sup> PC Ordinary session**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of the Declaration of the 4<sup>th</sup> Postal Regulators Forum held online on 14 June 2021;

**Considering** the need to guarantee the confidentiality of personal data collected, as well as ensure the protection and security of same;

**Cognizant** of the fact that, despite the urgent need, PAPU Member States still lack appropriate personal data protection bodies;

**Further cognizant** of the fact that some postal operators lack personal data protection guidelines;

**Recognizing** the need to involve consumer rights associations in campaigns to raise awareness among users on personal data protection;

**Aware** that the African Union Convention on Cyber Security and Personal Data Protection adopted during the 23<sup>rd</sup> Ordinary Session of the Conference of the Union held in Malabo, Equatorial Guinea, on 27<sup>th</sup> June 2014 is yet to come into force in the absence of the required 15 ratifications.

**HEREBY DECIDES AS FOLLOWS:**

**1. Urges Member States:**

1.1 That have not yet done so, to establish personal data protection entities either under existing regulatory authorities or as separate entities;

1.2 That have not yet done so, to ratify the African Union Convention on cyber security and personal data protection adopted during the 23<sup>rd</sup> Ordinary Session of the Conference of the Union held on 27<sup>th</sup> June in Malabo, Republic of Equatorial Guinea, in order to bring it into force;

1.3 To develop postal sector guidelines for personal data protection;

1.4 To adopt the draft African Postal Guidelines by overwhelming majority for onward transmission to the relevant bodies of the African Union.

1.5 To involve consumer rights associations in personal data protection and support them as far as possible in sensitizing consumers.

**2. Urges postal regulators:**

- To establish regular meetings with entities responsible for protection in order to explore relevant actions that can guarantee personal data protection.

**3. Instructs**

The General Secretariat to implement this Recommendation

***Done in Victoria Falls, on 22 June 2021***

**Recommendation No.17/PAPU/AC/XXXIX/2021**  
**On submission of a Decision introducing proxy into the Rules of Procedure of the PAPU**  
**Plenipotentiary Conference during its 10<sup>th</sup> Ordinary Session**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 39<sup>th</sup> Ordinary Session from 21<sup>st</sup> to 22<sup>nd</sup> June 2021 in Victoria Falls, Zimbabwe;**

**Mindful** of Article 24 of the Rules of Procedure of the Plenipotentiary Conference;

**Considering** that Article 17 (3) of Rules of Procedure of the Plenipotentiary Conference precludes proxy voting by Member States and, by extension, bars them from being represented by another Member State;

**Aware** that the prohibition to use proxy may undermine not only the attainment of the quorum required for deliberations but also the legitimacy of the elected officials;

**Desirous** of addressing this shortcoming by introducing proxy participation and voting;

**HEREBY RECOMMENDS AS FOLLOWS:**

1. Frames the provisions of Article 17 (3) of Rules of Procedure of the Plenipotentiary Conference as follows:

Article 17 (3): Voting rights

A Member State may, if necessary, be represented by another delegated Member State. However, it is understood that a delegation may represent only one Member State other than its own.

The power of attorney authorizing a member State to be represented shall implicitly cover only the counting of the quorum and the right to vote.

The powers of a Member State represented during a Conference meeting by another delegated Member State (proxy) shall conform to those outlined in the Detailed Regulations of the Convention.

2. Repeals all previous provisions to the contrary.

**INSTRUCTS:**

The General Secretariat to implement this Recommendation

***Done in Victoria Falls, Zimbabwe, on 22<sup>th</sup> June 2021***

**PAN AFRICAN POSTAL UNION  
(PAPU)  
ADMINISTRATIVE COUNCIL  
(21<sup>st</sup>-22<sup>nd</sup> June, 2020)  
VICTORIA FALLS, ZIMBABWE**

<b>FINAL COMMUNIQUE READ BY THE REPUBLIC OF KENYA</b>
---

The 39<sup>th</sup> Ordinary Session of the PAPU Administrative Council was held from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021, in Victoria Falls, Zimbabwe.

The Council was presided over by the Chairman **Dr. Eng. S. M. Kundishora**, the Permanent Secretary in the Ministry of ICT, Postal and Courier Services of Zimbabwe.

The official opening ceremony was presided over by the Honourable Minister of ICT, Postal and Courier Services of Zimbabwe.

#### **I. Participation**

The following Council Members participated in the session:

**Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Egypt, Kenya, Madagascar, Mali, Mozambique, Niger, Nigeria, Senegal, Sudan, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.**

The following members of the Administrative Council were absent: **Republic of Congo and Gabon.**

The following participated as observers:

Member States: **Algeria, Benin, Democratic Republic of Congo, Ghana, Guinea, Malawi, Morocco, Namibia, South Africa**

Partner organizations and restricted unions: Asian Pacific Postal Union (APPU), Belgium, State Post Bureau (China People's Rep.), Communications Regulators' Association of Southern Africa (CRASA), Groupe La Poste France, Embassy of Japan in Harare, Japan Post – Japan, Ministry of Internal Affairs and Communications –Japan, MailAmericas, Southern Africa Postal Operators Association (SAPOA), Universal Postal Union (UPU), United States Postal Services (USPS)- (associate member), West African Postal Conference (WAPCO).



## II. Election and Installation of the Bureau

The bureau was installed as follows:

<b>Chairman</b>	:	Zimbabwe
<b>1<sup>st</sup> Vice-Chairman</b>	:	Madagascar
<b>2<sup>nd</sup> Vice-Chairman</b>	:	Senegal
<b>Rapporteurs</b>	:	Gabon and Tunisia

## III. Agenda

During the session, the Council examined all the agenda items under the following broad topics:

- Confirmation of quorum;
- Remarks by Chairperson;
- Adoption of the Agenda and the Work Programme;
- Report of the Chairman of the Administrative Council;
- Remarks by the Chairperson;
- Report of Activities of the Secretary General for the 2019/2021 period;
- Proposed themes of PAPU Day Celebration for the quadrennial period 2022-2025;
- Reports and recommendations of Technical Committees:
  - Operations and Technology;
  - Policy, Strategy, Governance.
- Report of the African Support Committee;
- Postal Regulators Forum;
- Postal CEO Forum;
- Report of the External Auditor on the Accounts of the Union for the financial years ended 31<sup>st</sup> May, 2019 and 31 May, 2020;
- Report and recommendations of the Finance and Administration Committee, by Chairperson;
- Date and venue of the 40<sup>th</sup> AC.

## IV. Report of Activities of the Secretary General

The Secretary General presented his report for the period 2019/2020, focusing on the following key areas:

- The business environment;
- Performance;

- Day-to-day operational issues of the Union;
- Policy, regulatory and governance matters;
- Financial management;
- Human resources;
- Activities of Regional Training Centers;
- Cooperation activities;
- Key projects;
- International conferences and workshops;
- Challenges and actions taken/planned;
- Outlook/expectations for next financial year

The Secretary General's Report for the period under review as well as the resolution was unanimously adopted.

#### **V. Reports of the Committees**

Chairpersons of the Committees presented their reports covering the following key broad areas:

- a) Operations and Technology Committee;
- b) Policy, Strategy and Governance Committee;
- c) African Support Committee;
- d) Finance and Administration Committee.

#### **VI. Postal Regulators' Forum**

The 4<sup>th</sup> Postal Regulators' Forum took place on the 14<sup>th</sup> June, 2021 on the sidelines of the 39<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU).

The main topic of the Forum was "Role of the Regulator in Personal Data Protection" and a Declaration and Resolution thereof were made and adopted by the Council.

#### **VII. Postal CEOs Forum**

**The 1<sup>st</sup> CEOs Forum was held on 11<sup>th</sup> June, 2021.**

#### **VIII. External Auditor's Report**

The External Auditor's report on the financial statements for the years ending 2018/2019 et 2019/2020 were presented by Ernst & Young and adopted.

#### **IX. Date and venue of the 40<sup>th</sup> Administrative Council Session**

The Administrative Council postponed this agenda item to the next Extraordinary Administrative Council Session to be held on 1<sup>st</sup> July, 2020. The exact venue of the 40<sup>th</sup> Ordinary session of the Administrative Council will be availed to members by the General Secretariat after consultations with the host country.

#### **X. Adoption of decisions, resolutions and recommendations**

At the end of the proceedings, the 39<sup>th</sup> Administrative Council approved and adopted a number of decisions as well as resolutions.

Delegates commended the seriousness, determination that characterized the session, the quality of documents presented as well as the outcomes of the deliberations.

#### **XI. Vote of Thanks**

A Vote of thanks was addressed to the authorities of Zimbabwe by the Republic of Burkina Faso.

***Done in Victoria Falls, Zimbabwe, 22<sup>nd</sup> June, 2021***

**PAN AFRICAN POSTAL UNION  
(PAPU)  
ADMINISTRATIVE COUNCIL  
(21-22 June, 2021)  
VICTORIA FALLS, ZIMBABWE**

**VOTE OF THANKS  
TO THE AUTHORITIES OF THE REPUBLIC OF ZIMBABWE  
READ BY BURKINA FASO**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 39<sup>th</sup> Ordinary Session in Victoria Falls, Zimbabwe from 21<sup>st</sup> to 22<sup>nd</sup> June, 2021;**

**HAVING NOTED** with gratitude and satisfaction the great solidarity of the Authorities of the Republic of Zimbabwe by accepting to host the 39<sup>th</sup> Ordinary Session of the Council;

**CONSIDERING** the exemplary commitment of Zimbabwe to the continuous promotion of PAPU ideals and brand image, as well as to the development and modernization of African posts;

**ACKNOWLEDGING** the perfect organization and conducive environment created for the Committee meetings, Postal Regulators' Forum, Postal CEOs Forum and Council meetings;

**APPRECIATING**, particularly, the warm welcome extended to all delegations, as well as the kind attention paid to them throughout their stay on the Zimbabwe soil;

**FURTHER APPRECIATING** the effectiveness, cordiality and the spirit of conviviality which characterized the deliberations of the 39<sup>th</sup> Ordinary Session of the Administrative Council;

**NOTING** with great satisfaction the commitment of the President of Zimbabwe, His Excellency Dr. Emmerson Dambudzo Mnangagwa, to promote, encourage and support regional cooperation;

**CONGRATULATING** the organizing Committee for efficient contribution towards the successful conclusion of this gathering;

**HEREBY** conveys its profound gratitude to the Government and the people of the Republic of Zimbabwe for their warm and fraternal welcome, as well as the kind gesture extended to all delegates throughout their stay in Victoria Falls.

***Done in Victoria Falls, Zimbabwe on 22<sup>nd</sup> June, 2021***