



*Original: English*

**PAPU/AC/OTC/01/2024 – Doc No. 02**

**OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)**  
**3,4 June 2024, Arusha, Tanzania**

**PROGRESS REPORT ON THE PROGRAMME OF ACTIVITIES OF THE OPERATIONS AND TECHNOLOGY COMMITTEE (2023/2024)**

<b>1. Subject</b> Progress Report on Programme of Activities of the Operations and Technology Committee	<b>References/Paragraphs</b> <b>PAPU Action Plan 2022-2025</b>
<b>2. Decisions Expected</b> <ul style="list-style-type: none"><li>• Take note of Progress made; to date;</li><li>• Apprise the Administrative Council (AC)</li></ul>	

**1.0 INTRODUCTION**

During its 40<sup>th</sup> Ordinary Session, the Administrative Council approved a consolidated Action Plan for the Union for 2022-2025. During the 2023/24 financial year, the Operations and Technology Committee undertook some activities in the implementation of the Programme of Activities through its Working Groups and Task Force, namely:

- i. Remuneration Working Group;
- ii. Digitalization and Innovation Working Group;

- iii. Promotion of Philately Working Group;
- iv. Supply Chain Working Group;
  - a. PAPU-AFRAA Task Force.

## 2.0 STATUS OF IMPLEMENTATION OF ACTIVITIES

The summary of the analysis of progress made in implementing the Operations and Technology activities is indicated in the table below:

S/N	WORKING GROUP/TASK FORCE	IMPLEMENTATION STATUS (%)		
		Done	In progress	Not Done
1.	Remuneration Working Group	87.5	-	12.5
2.	Digitalization and Innovation Working Group	25	75	-
3.	Promotion of Philately Working Group	62.5	37.5	-
4.	Supply Chain Working Group (Excluding Transport)	50	50	-
5.	PAPU-AFRAA Task Force	25	75	-

The overall implementation status for activities that have been fully implemented stands at 53%.

The detailed analysis is presented in **Annex 1**.

## 3.0 CONCLUSION

The Committee is requested to note the progress in implementing the Action Plan and apprise the Administrative Council accordingly.

**Annex 1 – Status of Implementation of Operations and Technology Action Plan 2023/24**

<b>COMMITTEE 1: OPERATIONS &amp; TECHNOLOGIES COMMITTEE (OTC) 2023-2024</b>						
<b>S/N</b>	<b>KEY RESULT AREA</b>	<b>MILESTONE</b>	<b>BY WHEN</b>	<b>Done</b>	<b>In progress</b>	<b>Not Done</b>
<b>REMUNERATION WORKING GROUP</b>						
1.	<b>Letter Post Remuneration System</b>	i) Outline the remuneration for undeliverable items (UV)	Q3 2023			
2.	<b>Parcel Post Remuneration</b>	i) Expound the Parcel Post Remuneration Model	Q2 2023			
		ii) Explain the Quality Performance system of the Parcel Post Remuneration system	Q2 2023			
		iii) Illuminate the implications of the Remuneration System in Africa	Q3 2023			
		iv) Organize a Remuneration Working Group Meeting	Q4 2023			
		v) Request for feedback from Member States (Questionnaire)	Q4 2023			
3.	<b>Remuneration Issues</b>	i) Identify and summarize key issues	Q2 2024			
		ii) Communicate to the Committee and Member States	Q2 2024			

DIGITALIZATION AND INNOVATION WORKING GROUP						
4.	<b>Digital Infrastructure and modernization of operations</b>	i) Provision of digitization environment and infrastructure within Member States to cover the following: <ul style="list-style-type: none"> <li>• Electrification and alternative power sources</li> <li>• Internet connectivity</li> <li>• Networking of offices</li> <li>• Cloud computing</li> </ul>	Q2 2023			
		ii) Members to ensure the provision of hardware at Post Offices: <ul style="list-style-type: none"> <li>• Servers</li> <li>• Computers/laptops</li> <li>• Printers</li> <li>• Scanners</li> <li>• Digital Scales</li> </ul>	Q3 2023			
5.	<b>Digitalization of Postal Services</b>	i) Migration of services from the traditional onto the digital platforms: <ul style="list-style-type: none"> <li>• E-Post</li> <li>• E-commerce</li> <li>• E-Government</li> <li>• Digital financial services</li> <li>• Mobile banking solutions</li> </ul>				
		ii) Deploy technology-based value-added features on the Integrated Product Plan (IPP) portfolio to ensure full implementation of IPP: <ul style="list-style-type: none"> <li>• ECOMPRO</li> <li>• Tracked delivery service</li> <li>• Small packets</li> </ul>				
6.	<b>Postal home-grown digital innovations</b>	i) Develop own digital solutions: <ul style="list-style-type: none"> <li>• Software</li> <li>• Applications</li> </ul>	Q2 2023			

7.	Human Capital Development	i) Training workshop: <ul style="list-style-type: none"><li>• IT systems</li><li>• Tools</li><li>• Cyber security</li></ul>	Q4 2023			
8.	Communication and Feedback on Digitalization and Innovation Progress	i) Members' active participation in the different projects <ul style="list-style-type: none"><li>• Regional/Global Meetings on Innovation and Product Development</li><li>• Digitization implementation initiatives</li></ul>	Annually			
		ii) Information feedback from Member States on the implementation of the projects	Annually			
PHILATELY WORKING GROUP						
9.	New trends and innovations in philately business	i) Explore new markets for African philatelic products in partnership with other stakeholders	On-going			
		ii) Philately information feedback from Member States (Questionnaire)	Q2 2023			
		iii) Explore digital stamp products on the market	On-going			
10.	Promotion of philatelic products	i) Promote philatelic products and activities on different platforms.	On-going			
		ii) Member States participate in philatelic activities organized by PAPU, UPU, fellow members, and other organizations. (meetings/workshops/conferences/exhibitions)	On-going			
11.	Illegal and counterfeit stamp issues	i) Share information on illegal and counterfeit issues	Q2 2023			
		ii) Craft strategies to eradicate illegal and counterfeit issues of African stamps	Q2 2023			

12.	<b>Sharing of best practices on Philately</b>	i) Identify Member States excelling in the philately business to share experiences during workshops/ Committee meetings	Q2 2023			
<b>SUPPLY CHAIN WORKING GROUP</b>						
13.	<b><u>Transport Matters</u></b>	i) Constitute National Contact Committees with transport stakeholders (Airlines, Aviation, Handling Agents etc.)	Q2 2023			
		ii) Achieve affordable mail conveyance rates	Q4 2023			
		iii) Consolidate reports on participation and feedback from PAPU /AFRAA Taskforce	Bi-annually			
		iv) Ensure efficient intra-Africa mail conveyance	Q4 2023			
14.	<b>Customs Matters</b>	i) Members' participation in Regional/Global Meetings on the subject area	On-going			
15.	<b>Security Matters</b>	i) High Cyber Security awareness by Members	Q2 2023			
		ii) Member participation in Regional/Global Meetings on Security matters	Q3 2023			
		iii) Prevent acceptance of Prohibited items and Dangerous goods into the Postal System - illicit trade	Q4 2023			