Original: French

OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/DIGWG/01/2025 - Doc No. 3

WORKING GROUP ON DIGITALIZATION AND INNOVATION (DIGWG)
21 MARCH 2025 (ONLINE)

09:00 GMT

STATUS REPORT ON POSTAL DIGITALIZATION IN AFRICA

1. **Subject:** Status of implementation of Digitalization in Africa	**References/paragraphs** • Action Plan for The Period 2022-2025 • Questionnaire on implementation of postal digitalization in Africa
2. **Decision expected** • Take note of document • Provide the necessary guidance	

1. INTRODUCTION

In accordance with the Action Plan for the Period 2022-2025, a questionnaire was administered and circulated to Member States continuously from February 2023 to January 2025, in order to assess the level of digitalization of postal services in Africa.

2. STATUS OF POSTAL DIGITAL SERVICES IN AFRICA

PAPU designed and circulated a questionnaire to assess the level of digitization at Designated Operator Level. It dealt with the following five key pillars in assessing the different stages of postal service digitization:
  i.   Postal financial and payment services;
  ii.   Mail services;
  iii. Supply chain integration;
  iv.   Development infrastructure and mobile applications;
  v.   Support functions.

The Questionnaire was first circulated to Member States on 4th May 2023 by the PAPU General Secretariat. On 29th January 2024, the questionnaire was re-circulated for Member States that had not responded in 2023 to do so, while those who had responded could provide an update if necessary. Ultimately, the responses to the questionnaire would be used to build a solid database on the status of postal digitalization in Africa. Collection of questionnaire responses continued in 2025 after the relaunch in January of this year.

2.1 Questionnaire response analysis

a) **In 2023, the response rate stood at 60%, i.e. 27 out of 45 Member States.**
These are: Angola, Botswana, Burkina Faso, Burundi, Comoros, Democratic Republic of Congo, Egypt, Ethiopia, Eswatini, Ghana, Guinea, Kenya, Lesotho, Madagascar, Malawi, Mali, Morocco, Namibia, Nigeria, Sierra Leone, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe;

b) As at January 2025 the response rate is at 93% i.e. 42 out of 45 countries.
Fifteen (15) new responses were received and to date 42 countries that have responded are :
Angola, Algeria, Benin, Botswana, Burkina Faso, Burundi, Chad, Cameroon, Comoros, Côte d'Ivoire, Democratic Republic of Congo, Egypt, Equatorial Guinea, Ethiopia, Eswatini, Gabon, Gambia, Ghana, Guinea, Kenya, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Morocco, Namibia, Niger, Nigeria, Sierra Leone, Senegal, Somalia, South Africa, Sudan, Togo, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe

c) Overall, the five pillars of postal digitalization scored as follows,
1. Mail Services account for 82%,
2. Supply Chain account 48%;
3. Postal financial and payment services 22%;
4. Development infrastructure and mobile applications 34%;
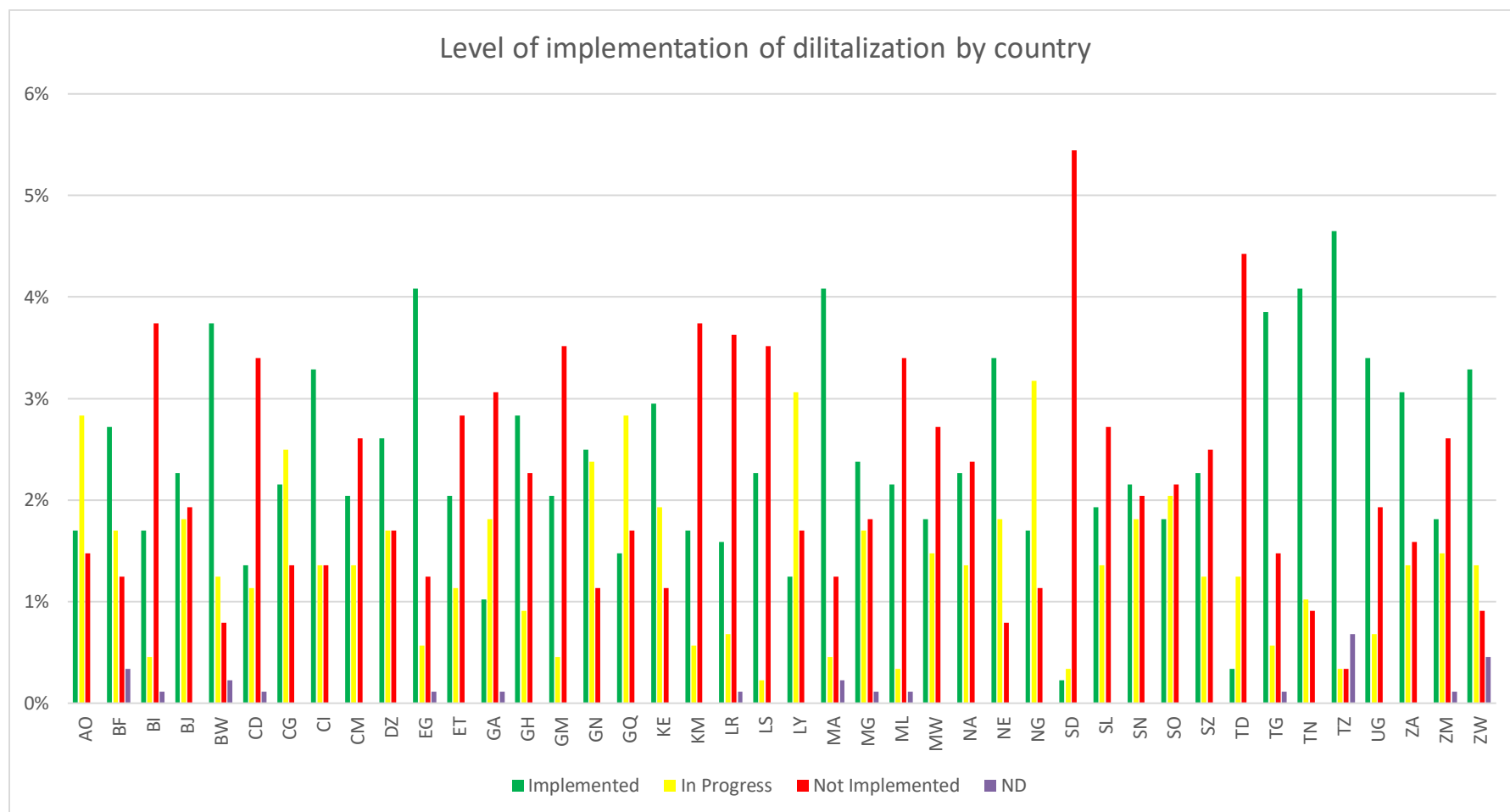5. Support functions 21%.

3. CONCLUSION

While there are good steps being taken by African DOs to digitalize services, efforts must be stepped up to digitalize financial services and support functions, which account for low scores of 22% and 21%, respectively. The level of digitalization of infrastructure and mobile applications remains low at 34%. It is worth noting, however, that the overall implementation rate of projects in the 42 Member States stands at 40%.

A detailed analysis of responses to questionnaires from thirty-two DOs is provided in **Annex 1.**
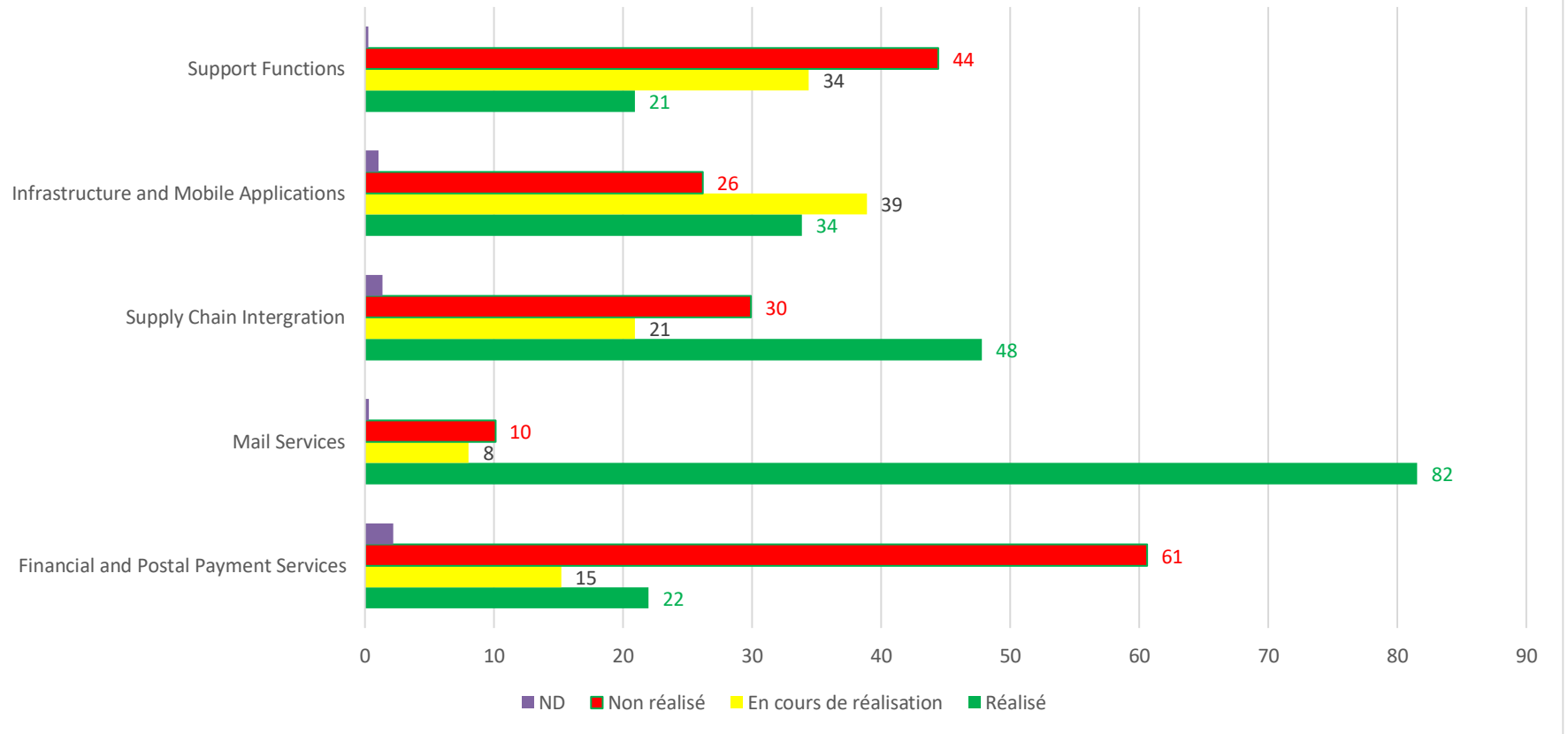
4. DECISION EXPECTED

The Working Group is requested to:
- Take note of the contents of this Report;
- Encourage Member States to continue to respond questionnaires;
- Recommend further measures to fill identified gaps owing to the low progress made on digitalization of the Pots in Africa.

Level of implementation of dilitalization by country

Percentage of implementation on Digitalization by pillar

Pillar	ND	Non réalisé	En cours de réalisation	Réalisé
Support Functions	0	44	34	21
Infrastructure and Mobile Applications	1	26	39	34
Supply Chain Intergration	1	30	21	48
Mail Services	0	10	8	82
Financial and Postal Payment Services	2	61	15	22

Legend: ■ ND ■ Non réalisé ■ En cours de réalisation ■ Réalisé

	AO	BF	BI	BJ	BW	CD	CG	CI	CM	DZ	EG	ET	GA	GH	GM	GN	GQ	KE	KM	LR	LS	LY	MA	MG	ML	MW	NA	NE	NG	SD	SL	SN	SO	SZ	TD	TG	TN	TZ	UG	ZA	ZM	ZW	42	93%
Implemented	15	24	15	20	33	12	19	29	18	23	36	18	9	25	18	22	13	26	15	14	20	11	36	21	19	16	20	30	15	2	17	19	16	20	3	34	36	41	30	27	16	29	882	40%
In Progress	25	15	4	16	11	10	22	12	12	15	5	10	16	8	4	21	25	17	5	6	2	27	4	15	3	13	12	16	28	3	12	16	18	11	11	5	9	3	6	12	13	12	510	23%
Not Implemented	13	11	33	17	7	30	12	12	23	15	11	25	27	20	31	10	15	10	33	32	31	15	11	16	30	24	21	7	10	48	24	18	19	22	39	13	8	3	17	14	23	8	808	36%
ND	0	3	1	0	2	1	0	0	0	0	1	0	1	0	0	0	0	0	0	1	0	0	2	1	1	0	0	0	0	0	0	0	0	0	0	1	0	6	0	0	1	4	26	1%
total	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	53	2226	