



**WORKING GROUP ON REGULATION DEVELOPMENT (WGRD)**

**Online Meeting 6<sup>th</sup> May 2025,**

**PAPU/AC/PRC/WGRD/04/2025 – Doc N°03 & ANNEX**

*Original : french*

**IMPLEMENTATION STATUS OF THE WORKING GROUP REGULATION DEVELOPMENT'S WORK PLAN**

**Agenda item N°05**

<b>1. Subject</b> Implementation Status of the WGRD Programme of Activities	<b>References/paragraphs</b> Policy and Regulation Committee Action Plan, 2022-2025
<b>2. Decision expected</b> <ul style="list-style-type: none"><li>• Consider the document</li><li>• Make any relevant comments, observations and recommendations</li></ul>	

**I. INTRODUCTION**

During the quadrennial cycle 2021/2022-2024/2025, the Working Group on Regulation Development's Work Plan was implemented, with a number of activities already completed, while several are in progress. This report presents the implementation status of the Work Plan 2021/2022-2024/2025.

**II. IMPLEMENTATION STATUS**

The Implementation Status of the Work Pla 2021/2022-2024/2025 is tabulated below for consideration.

**III. . CONCLUSION**

Members are requested to take note of this document and make any relevant comments/inputs.

**Completed**

**In process**

**Pending**

## IMPLEMENTATION STATUS OF THE WORKING GROUP REGULATION DEVELOPMENT'S WORK PLAN

DELIVERABLES	ACTIVITIES	RESPONSIBLE	STATUS	OBSERVATIONS
Committee Terms of Reference (ToRs)	Take ownership of Committee ToRs	Working Group on Regulation Development		
	Implement the ToRs	Policy and Regulation Committee		
Supervise the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference (PC) and Administrative Council and the Administrative Council (AC) on the matters of regulation	Establish a framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council	General Secretariat		
	Consider the proposed framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.	<ul style="list-style-type: none"><li>• Working Group on Regulation Development</li><li>• Policy and Regulation Committee</li></ul>		

DELIVERABLES	ACTIVITIES	RESPONSIBLE	STATUS	OBSERVATIONS
	Present the monitoring and evaluation framework for adoption	Policy and Regulation Committee		
	Draw up the status of implementation of decisions, resolutions and recommendations of the Conference and the Council	General Secretariat		
	Consider implementation statuses of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council at the agreed frequency.	<ul style="list-style-type: none"> <li>Working Group on Regulation Development</li> <li>Policy and Regulation Committee</li> </ul>		
Participate in organizing the Postal Regulators Forum	Approve the theme of the Postal Regulators Forum proposed by the Secretariat	• Working Group on Regulation Development		The themes for the 3rd Postal Regulators Forum together with a list of panelists will be done
	Assist in selecting panelists	• Policy and Regulation Committee		
Develop a consumer protection policy	Ensure that the consumer is the main focus of products/services offered by the operator	<ul style="list-style-type: none"> <li>Working Group on Regulation Development</li> <li>Policy and Regulation Committee</li> </ul>		These activities will be reformulated and incorporated into the Quadrennial Programme of Activities for the next cycle in line with the Strategic Plan 2026/2027-2029/2030, the findings of the Postal Regulation Questionnaire, as well as the African postal sector's priorities and challenges.
	Ensure the development of proper communication and claims management mechanisms by the regulator (hot lines, claims management...)			

DELIVERABLES	ACTIVITIES	RESPONSIBLE	STATUS	OBSERVATIONS
Design a cooperation framework for regulatory bodies	Identify areas of cooperation	<ul style="list-style-type: none"> <li>Working Group on Regulation Development</li> </ul>		These activities will be reformulated and incorporated into the Quadrennial Programme of Activities for the next cycle in line with the Strategic Plan 2026/2027-2029/2030, the findings of the Postal Regulation Questionnaire, as well as the African postal sector's priorities and challenges.
	Submit them to Council for adoption	<ul style="list-style-type: none"> <li>Policy and Regulation Committee</li> </ul>		
Propose a regulatory framework for postal financial activities	Develop a framework to promote financial inclusion	<ul style="list-style-type: none"> <li>Working Group on Regulation Development</li> </ul>		These activities will be reformulated and incorporated into the Quadrennial Programme of Activities for the next cycle in line with the Strategic Plan 2026/2027-2029/2030, the findings of the Postal Regulation Questionnaire, as well as the African postal sector's priorities and challenges.
	Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...)	<ul style="list-style-type: none"> <li>Policy and Regulation Committee</li> </ul>		
Develop policy and legal frameworks for postal regulation, particularly in the following areas: logistics, electronic postal financial services, electronic services, e-commerce and e-government	Specify the scope of the project	<ul style="list-style-type: none"> <li>Working Group on Regulation Development</li> <li>Policy and Regulation Committee</li> </ul>		This activity will be reformulated and incorporated into the Quadrennial Programme of Activities for the next cycle in line with the Strategic Plan 2026/2027-2029/2030, the findings of the Postal Regulation Questionnaire, as well as the African postal sector's priorities and challenges.

DELIVERABLES	ACTIVITIES	RESPONSIBLE	STATUS	OBSERVATIONS
	Request proposals from Member States	General Secretariat		
	Develop draft policy and legal frameworks	• Working Group on Regulation Development		These activities will be re-formulated and incorporated into the Quadrennial Programme of Activities for the next cycle in line with the Strategic Plan 2026/2027-2029/2030, the findings of the Postal Regulation Questionnaire, as well as the African postal sector's priorities and challenges.
	Consider and adopt the draft policy and legal frameworks	• Policy and Regulation Committee		
Human capital development	Enhance a system that fosters development and capacity building of Regulatory staff	• Working Group on Regulation Development		
	Identify areas of training	• Policy and Regulation Committee		
	Benchmarking on industry trends and developments			
	General Secretariat to play a coordinative role in implementing Human Capital Development programmes.	General Secretariat		
Introducing systems for assessing performance and quality;	Specify the scope of the project	• Working Group on Regulation Development • Policy and Regulation Committee		This activity will be reformulated and incorporated into the Quadrennial Programme of Activities for the next cycle in line with the Strategic Plan 2026/2027-2029/2030, the findings of the Postal Regulation Questionnaire, as well as the African postal sector's priorities and challenges.
	Request proposals from Member States	General Secretariat		

DELIVERABLES	ACTIVITIES	RESPONSIBLE	STATUS	OBSERVATIONS
	on how to assess service quality standards			
	Develop a framework for assessing service quality management	<ul style="list-style-type: none"> <li>• Working Group on Regulation Development</li> </ul>		<p>These activities will be reformulated and incorporated into the Quadrennial Programme of Activities for the next cycle in line with the Strategic Plan 2026/2027-2029/2030, the findings of the Postal Regulation Questionnaire, as well as the African postal sector's priorities and challenges.</p>
	Consider and adopt service quality standards and objectives	<ul style="list-style-type: none"> <li>• Policy and Regulation Committee</li> </ul>		