



DECLARATION BY PARTICIPANTS DURING THE AFRICAN POSTAL CEOs' FORUM

Arusha, United Republic of Tanzania

The year 2025 edition of the Postal Dialogue was held on 23rd June 2025 in Arusha, United Republic of Tanzania, on the sidelines of the 43rd Ordinary Session of the PAPU Administrative Council under the theme, **“Reinventing/Reengineering the African Post: Regulation, Innovation and Investment for Inclusive Socioeconomic Development”**

The Main Theme for the CEOs' Forum was, ***“Empowering Africa's Future Through Postal Innovation: Integration, Logistics and Inclusive Socioeconomic Development in a Digital Era”***

The CEO's Forum was structured into two panel discussions with the following sub-themes:

Panel 1: **“Transforming African Postal Services: Innovation, Integration and Inclusion for a Digital Future”**

Panel 2: **Empowering Africa's Communities Through the Post: Innovation, Logistics and Postal Excellence”**

Participants listened with keen interest presentations from the following panelists:

- a) India post;
- b) Amarante Consulting; and
- c) Bibimoney.

The following were the panelists for the two (2) sub-themes:

- a) India Post, Partner

- b) Tunisia Post;
- c) Postal Corporation of Kenya;
- d) Ghana Post;
- e) Amarante Consulting;
- f) Nelson Mandela Africa Institute of Science & Technology;
- g) Côte d'Ivoire Post;
- h) Burundi Post;
- i) Nigeria Postal Services;
- j) Tanzania Communications Regulatory Authority.

The following takeaways can be drawn from the CEOs Forum:

1. Effective leadership is essential to take the post to higher levels;
2. Digital technologies is the future of the post for provision of services in the rural communities;
3. Using the Post offices for Shared services with partners to leverage on synergies;
4. There is need to revolutionize instant remittances in Africa considering that they are expensive, slow and fragmented;
5. Partnering with other players in the sector to provide services in the rural communities is key;
6. It is important to assist communities meet their needs by providing tailor made solutions for them such as in health, e-commerce, financial services, agriculturally based services etc.
7. In this era of industry 4.0, technology is no longer an enabler, but a business driver;
8. Postal operators that have not fully digitalized need to do so urgently, or risk being excluded as digital service providers for e-commerce, e-finance services and e-government etc;
9. The best way to create the future is by: High Tech, High Touch, High Standards,

Participants in the CEOs' Forum express appreciation to:

- The authorities of Tanzania for their wonderful reception and warm hospitality;
- The participants for active participation and valuable contributions to the dialogue;
- The PAPSU Secretary General and staff for the exceptional organization and choice of pertinent themes and sub-themes, as well as identifying experienced panelists and moderators;

- The presenters, panelists and moderators for their valuable presentations and contributions to the advancement of the postal sector in Africa.

Done in Arusha, United Republic of Tanzania, on 23rd June 2025.

Resolution No. 00/PAPU/AC/XLIII/2025

On CEOs Forum 2025

The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 43rd Ordinary Session from 24th to 25th June 2025 in Arusha, United Republic of Tanzania;

Mindful of the PAPU Convention;

Further mindful of the Detailed Regulations of the PAPU Convention;

Having regard to the Rules of Procedure of the Administrative Council;

Mindful of Resolution No. 06/PAPU/AC/XXXVIII/2019 on the organization of an annual Postal CEOs Forum;

Acknowledging that *Integration, Logistics and Inclusive Socioeconomic Development in the Digital Era*” are topical issues on the national, continental and global stages;

Noting the Declaration from the Postal CEOs’ Forum held on 23rd June 2025 in Arusha, United Republic of Tanzania;

RESOLVES AS FOLLOWS:

Urges Member States to ensure that:

- **Ministries in charge of postal services:**
 - Governments should assist in the postal sector digitalization drive;
 - Governments should facilitate and fund the provision of Universal Service Obligation.
- **Designated Postal Operators:**
 - Designated operators should consider implementing digitalized last-mile delivery systems;
 - Designated Operators should implement Mobile Money Remittances solutions with securities & scalability, interoperability and affordability to reduce costs and enhance financial inclusion & digital Access etc.
 - Designated operators should adapt to new competitive environment through digitalization and introduction of innovative products and services.

- **Regulatory authorities:**

- Regulatory authorities should harmonize regional standards to facilitate cross border trade;
- Regulatory authorities should harmonize solutions, policies and regulations to ensure that the unbanked/underbanked populations are financially included;
- Regulatory authorities redefine the Universal Services taking into account digitalization, special needs and underserved/unserved areas.

INSTRUCTS:

The General Secretariat to implement this Resolution.

Done in Arusha, United Republic of Tanzania, on 25th June 2025.