



## POLICY & REGULATION COMMITTEE (PRC)

18<sup>th</sup> June 2025

PAPU/AC/ATC/PRC/05/2025-Doc N°03 et Annex

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### IMPLEMENTATION STATUS OF THE POLICY AND REGULATION COMMITTEE QUADRENNIAL WORK PLAN 2021/2022-2024/2025

#### Agenda item No. 4

<b>1. Subject</b> Implementation Status of the PRC Quadrennial Work Plan.	<b>2. References/paragraphs</b> Policy and Regulation Committee Quadrennial Work Plan
<b>3. Decision expected</b> <ul style="list-style-type: none"><li>Consider this document and take note of the progress on the implementation status of the Policy And Regulation Committee Quadrennial Work Plan 2021/2022-2024/2025;</li><li>Make any relevant comments/observations</li></ul>	

## I. INTRODUCTION

Adopted in 2022 by the Administrative Council during its 40<sup>th</sup> Ordinary Session held from 12<sup>th</sup> to 14<sup>th</sup> July 2022 in Kinshasa (Democratic Republic of Congo), the Policy and Regulation Committee's Quadrennial Programme of Activities has been gradually implemented throughout the 2021/2022-2024/2025 cycle. It is worth noting that it comprises **seventeen (17)** deliverables and **fifty (50)** activities. The status of implementation shows that **twenty six (26)** of the planned activities (**52%**) have been fully implemented, while **twenty four (24)** or (**48%**) are still in progress. However, the activities in progress are mainly related to postal regulation, due to lack of relevant documentation and information.



To address this shortcoming, the PAPU General Secretariat conducted a survey on postal regulation in Africa with a view to using the findings to develop a database, identify the major challenges of postal regulation and consider the way forward by way of recommendations and strategic documents.

## **II. IMPLEMENTATION STATUS**

This document is therefore aimed at updating the Policy and Regulation Committee on the implementation status of the activities set out in the Programme of Activities. The implementation status of the Working Group's Quadrennial Work Plan 2021/2022-2024/2025 is as shown in the table below.

## **III. DECISION EXPECTED**

The Policy and Regulation Committee is hereby requested to:

- i) Consider this document and take note of the progress on the implementation status of the Policy And Regulation Committee Quadrennial Work Plan 2021/2022-2024/2025;
- ii) Make any relevant comments/observations.

**Completed****In process****Pending**

## IMPLEMENTATION STATUS OF THE POLICY AND REGULATION COMMITTEE QUADRENNIAL WORK PLAN 2021/2022-2024/2025

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
<b>1.</b>	Terms of Reference (ToRs) of the Policy and Regulation Committee (PRC)	Take ownership of Committee ToRs	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		
		Implement the Committee's ToRs			
<b>2.</b>	Rules of Procedure of the PRC	Consider the Draft Rules of Procedure	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		
		Adopt the Rules of Procedure internally			
		Present the Rules of Procedure to the AC for adoption			
		Implement the Rules of Procedure			
<b>3.</b>	Proposed amendments to the Acts of the Union	Consider proposed amendments to the Acts of the Union	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		Ongoing

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
		Consider proposed amendments to the Financial Regulations, the Staff Rules and Regulations, as well as the Rules of Procedure of the Conference and the Council			
		Present recommendations to the Administrative Council and/or Plenipotentiary Conference for consideration.			
<b>4.</b>	Implementation status of Decisions, Resolutions and Recommendations taken by the Plenipotentiary Conference and the Administrative Council on policy matters	Establish a framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations by 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.	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
		Present the monitoring and evaluation framework for adoption	- Policy and Regulation Committee		
		Draw up the implementation status of decisions, resolutions and recommendations by 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.	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		
5.	Monitor and implement the African Postal Guidelines	In partnership with the General Secretariat, monitor the process for approval of the Guidelines by the competent body of the African Union	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
		Identify in order of priority, the areas to be harmonized as highlighted in the Guidelines	<ul style="list-style-type: none"> <li>- Working Group on Policy and Legal Harmonization</li> <li>- Policy and Regulation Committee</li> </ul>		This activity is contingent on approval of the African Postal Guidelines by the African Union, which is still pending despite repeated reminders. However, adoption of recommendations from the survey will serve as a palliative in the absence of duly adopted Guidelines and robust data to inform the harmonization process.
		Monitor implementation of the Guidelines;	<ul style="list-style-type: none"> <li>- Working Group on Policy and Legal Harmonization</li> <li>- Policy and Regulation Committee</li> </ul>		This activity is contingent on approval of the African Postal Guidelines by the African Union, which is still pending despite repeated reminders.
		Identify bottlenecks and propose appropriate actions to Council Propose detailed regulations for operationalizing the African Postal Guidelines;	<ul style="list-style-type: none"> <li>- Working Group on Policy and Legal Harmonization</li> <li>- Policy and Regulation Committee</li> </ul>		This activity is contingent on approval of the African Postal Guidelines by the African Union, which is still pending despite repeated reminders.

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
		Consider the report analyzing Africa's postal market as proposed in the Guidelines	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		This activity is contingent on approval of the African Postal Guidelines by the African Union, which is still pending despite repeated reminders.
<b>6.</b>	Harmonized Rules of Procedure of Administrative and Technical Committees	Harmonize the Rules of Procedure of Administrative and Technical Committees	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		
<b>7.</b>	Proposed amendments the UPU Acts and Regulations	Make appropriate recommendations to the amendments proposed by Member States	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		The UPU Acts are currently being examined and any proposals will be submitted pursuant to Article 139 of the UPU General Regulations
		Ensure that the interests of Member States are safeguarded			
<b>8.</b>	Handover/takeover procedures between incoming and outgoing officials	Handover/takeover procedures between incoming and outgoing officials	- Working Group on Policy and Legal Harmonization - Policy and Regulation Committee		
<b>9.</b>	Committee Terms of Reference (ToRs)	Take ownership of Committee ToRs	- Working Group on Regulation Development		
		Implement the ToRs	- Policy and Regulation Committee		

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
10.	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	- Working Group on Regulation Development  - Policy and Regulation Committee		
		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	- Working Group on Regulation Development  - Policy and Regulation Committee		

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<b>11.</b>	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		
<b>12.</b>	Develop a consumer protection policy	Ensure that the consumer is the main focus of products/services offered by the operator	- Working Group on Regulation Development		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...)	- Policy and Regulation Committee		
<b>13.</b>	Design a cooperation framework for regulatory bodies	Identify areas of cooperation	- Working Group on Regulation Development		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	- Policy and Regulation Committee		

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
<b>14.</b>	Propose a regulatory framework for postal financial activities	Develop a framework to promote financial inclusion	- Working Group on Regulation Development		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...)	- Policy and Regulation Committee		
<b>15.</b>	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	- 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		

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
16.	Human capital development	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		
		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		
17.	Introducing systems for assessing performance and quality;	Benchmarking on industry trends and developments	- 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.
		General Secretariat to play a coordinative role in implementing Human Capital Development programmes.	- General Secretariat		
		Specify the scope of the project	- Working Group on Regulation Development - Policy and Regulation Committee		

N°	DELIVERABLES	ACTIVITY	RESPONSIBLE ORGAN	STATUS	COMMENTS
		Request proposals from Member States on how to assess service quality standards	- General Secretariat		
		Develop a framework for assessing service quality management	- Working Group on Regulation Development - Policy and Regulation Committee		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.
		Consider and adopt service quality standards and objectives			