



REPORT OF THE 2ND AFRICAN POSTAL REGULATORS CONFERENCE

18th June 2025

SOMMAIRE

I

BACKGROUND

II

CONFERENCE OUTCOMES

III

CONFERENCE RECOMMENDATIONS

- The second edition of the Regulators' Conference was held from 2nd to 3rd December 2024 in Victoria Falls, Zimbabwe under the theme 'Emerging Postal Industry and Regulation Trends in the Digital Age.'**
- It was co-organized by PAPU and CRASA in collaboration with the host country, Zimbabwe.**
- The PAPU General Secretariat expresses its gratitude to the Republic of Zimbabwe for hosting the Conference and also acknowledges with appreciation the collaboration of CRASA in co-organizing this successful event.**

□ This Report is submitted to the Working Group for:

- For appraisal on the implementation of the Working Group's Work Plan objective on the African Postal Regulators Conference.**
- Noting the recommendations of the 2nd African Postal Regulators' Conference that were communicated to Member States for implementation**

OUTCOMES

The impact of digitalization and the challenges of regulating the postal sector in the era of new networks, new types of market failure, competition dynamics, growing consumer powers, institutional and transboundary concerns

The presence of fierce competition in the market with private operators/private couriers leveraging ICTs

The importance of regulation being supported by clear policy objectives and legal powers to intervene effectively

The existence and persistent of illegal operators in the postal sector;

The conflicting priorities and trade-offs that regulators need to make between innovation and consumer protection, and the need for regulations and regulatory institutions to adapt to new market realities

The need to continue sharing of experiences, best practices and knowledge by on independence and governance

Need for regulators to reinvent themselves by embracing modern methods and tools conducive to digitalization of the postal sector;

OUTCOMES



The availability of considerable digital resources developed by OECD on regulatory governance and performance assessment criteria and tools, and other regulatory topics



The key success factors, best practice principles and approaches for sustainable and effective regulatory compliance and enforcement



The application of risk-based and outcome-based and even behavioral regulatory approaches in fostering an environment of effective compliance



The key role of regulators in promoting and facilitating the continued digitalization of postal products and services through the nature of regulatory oversight employed.

RECOMMENDATIONS (REGULATORY AUTHORITIES)

Embrace new regulatory approaches in line with evolving market conditions including the proportionate adoption of evidence-based, outcome-based and risk-based regulation, agile regulation, regulatory impact and regulatory performance assessment

Consider adopting best practice approaches to institutional governance including a review of guiding values, application of strategic intelligence, proactive stakeholder engagement, agility and international cooperation

Improve inter-authority, cross-sectoral regulatory collaboration to leverage the experience, legal instruments, and operational capabilities of other sector regulators in addressing specific regulatory issues affecting the postal sector

Actively pursue regulatory harmonization and inter-state cooperation to effectively deal with cross-border challenges and co-regulation

Actively pursue the development of a standardized, a consistent, approaches to tackling illegal operators in the postal sector

RECOMMENDATIONS (REGULATORY AUTHORITIES)



Increase awareness of all stakeholders, including consumers and regulated entities on the importance and role of regulation insofar as the postal sector is concerned; and their responsibilities among postal operators



Invest in enhancing regulatory capacity to keep pace with evolving market conditions including the development or acquisition of new regulatory tools and processes, and also capacitating staff through training and similar interventions



Introduce best-practice mechanisms for determining to root causes of regulatory delivery problems and addressing them effectively through appropriate means



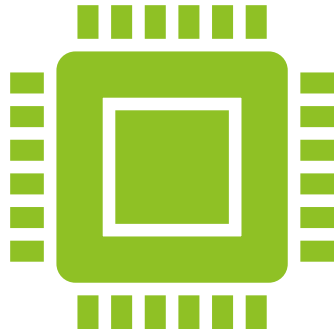
Introduce effective, pragmatic and harmonized compliance and enforcement systems, which may involve

RECOMMENDATIONS (MINISTRIES RESPONSIBLE FOR THE POSTAL SECTOR)



To strengthen the independence of the Regulatory Authorities in order to enhance regulatory governance and effectiveness

RECOMMENDATIONS (PAPU GS AND RESTRICTED UNIONS)




To propose and facilitate the development of harmonized regional and continental guidelines for promoting effective regulatory governance and the application of new regulatory techniques and approaches including evidence-based, risk-based, outcome-based, agile, proactive and flexible regulation



To propose and facilitate the development of regulatory performance assessment frameworks based on the best-practice criteria and indicators for such assessments.

DECISION EXPECTED



The Policy and Regulation Committee is requested to consider this document and make any relevant comments or counter-proposals



THANK YOU VERY MUCH !

