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OPERATIONS AND TECHNOLOGY COMMITTEE

PAPU/OTC/DIWG/02/2026 - Doc No. 3

DIGITALIZATION AND INNOVATION WORKING GROUP (DIWG)

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DIGITALIZATION AND INNOVATION WORKING GROUP CYCLE REPORT 2021/2022 -2025/2026

1. Subject Digitalization and Innovation Working Group Cycle Report 2021/2022 -2025/2026	References/paragraphs Action Plan for the Period 2022-2025 Action Plan for the Period 2025/2026
2. Decision expected <ul style="list-style-type: none">• Take note of the Status of Implementation and Recommendations• Adopt the Report.	

1. INTRODUCTION

The Digitalization and Innovation Working Group implemented several activities during the period 2021-2025, which were reported at the respective Ordinary PAPU Administrative Council (AC) Sessions during the Cycle. Most of these activities are implemented by Designated Operators.

Annex 1 to this document presents the status of implementation of the activities of the Working Group to date.

2. IMPLEMENTATION STATUS OF REPORT

2.1 Programme of Activities 2022-2025

The Status of Implementation of the Activities for the period 2022 to May 2025 is summarized below:

- Improving the digital infrastructure and modernizing operations: **Fully implemented;**
- Establishing a digital postal administration model: **Still ongoing;**
- Developing a post-specific digital innovations: **66% of implementation;**
- Improve communications: **Fully implemented;** and
- Provision of feedback on the progress of the digitalization and innovation programme: **Fully implemented.**

2.2 Status of Postal Digital Services in Africa

2.2.1 Processus

PAPU designed and circulated a questionnaire to assess the level of digitization at the Designated Operator Level. It dealt with the following five key pillars in evaluating 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 by the PAPU General Secretariat on 4th May 2023. On 29th January 2024, the questionnaire was re-circulated to Member States that had not responded in 2023, 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. The collection of questionnaire responses continued in 2025 after the relaunch in January of this year.

2.2.2 Questionnaire response analysis

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.

As of 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.

The details of the Status of implementation by Member State are in **Annex 2**

Overall, the five pillars of postal digitalization scored as follows:

- i) Mail Services account for 81%,
- ii) Supply Chain account 47%;
- iii) Postal financial and payment services 21%
- iv) Development infrastructure and mobile applications 33%
- v) Support functions 20%.

Annex 3 presents the status of implementation of the activities by pillar.

3. RECOMMENDATIONS

It is recommended that Member States continue to implement outstanding digitalization and innovation initiatives to support the growth and sustainability of the Post.

4. DECISIONS EXPECTED

The Working Group is hereby requested to:

- Take note of the Status of Implementation and Recommendations
- Adopt the Report

OPERATIONS AND TECHNOLOGY ACTION PLAN FOR THE PERIOD 2022-2025 DIGITALIZATION AND INNOVATION WORKING GROUP (DIWG)					
KEY ISSUE	MILESTONE	TIMELINES	COMPLETED	IN PROGRESS	PENDING
Model Digital Post Office	i) Create a model digital post office benchmarked from other regions and industries;	Q1 2023			
	ii) Develop a digital transformation framework and road map for Posts in Africa		75%		
	iii) Streamlined postal digitalization programme;				
	iv) Continue coordinated implementation by Member State DOs.				
Improving digital infrastructure and modernizing operations	i) Provide an enabling environment and infrastructure for digitalization in Member States to meet the following needs: <ul style="list-style-type: none"> • Electrification and alternative energy sources; • Internet connectivity; • Networked post offices; • Cloud computing. 	Q2 2023	85%		
	i) Participate in digitalization and innovation projects in tandem with relevant industry players	Q4 2022			
	ii) Organize Donors' Conference to implement the Improvement of the Digitalization of Postal Services in Africa in collaboration with AU	Q4 2025		30%	
Post-specific digital innovations	i) Develop digital solutions specific to the Post: <ul style="list-style-type: none"> • Software; • Applications. 	Q2 2023		40%	
	ii) Participate in exhibitions and innovation contests, such as the World Summit on the Information Society (WSIS).	Q3 2022	66%		

	i) Organize a workshop on digital transformation and financial inclusion.	Q4 2022			
Communication and feedback on progress in digitalization and innovation	i) Active participation of members in various projects <ul style="list-style-type: none"> Regional/global meetings on innovation and product development Digitalization initiatives ii) Feedback from Member States on project implementation	Annual	100%		
	iii) Organize Financial Services Workshop (online) in collaboration with VISA	Q3 2025			



