



## POLICY AND REGULATION COMMITTEE

### WORKING GROUP ON REGULATION DEVELOPMENT (WGRD)

12<sup>th</sup> February 2026, Online Meeting

PAPU/AC/PRC/WGRD/05/2026 – Doc No. 4 & Annex

*Original: French*

## POSTAL REGULATION ACTIVITIES STRATEGIC ISSUES FOR THE 2026/2027-2029/2030 QUADRIENNIAL CYCLE

### Agenda item No.6

<b>1. Subject</b> Draft Quadrennial Programme of Postal Regulation Activities 2026-2030	<b>2. References/paragraphs</b> <ul style="list-style-type: none"><li>• Resolution No. 03/PAPU/AC/XLIII/2025 on Results of the Survey on Postal Regulation in Africa;</li><li>• Results of the Survey on Postal Regulation in Africa;</li><li>• UPU White Paper on Financing the Postal Sector in Africa;</li><li>• Regulatory Framework for Africa's Postal Sector.</li></ul>
<b>3. Decision expected</b> <ul style="list-style-type: none"><li>• Consider the document and make any comments/observations;</li><li>• Make further inputs to the Draft Quadrennial Programme of Postal Regulations Activities 2026-2030.</li></ul>	

### I. INTRODUCTION

During its 43<sup>rd</sup> Ordinary Session held from 24<sup>th</sup> to 25<sup>th</sup> June 2025, the Administrative Council adopted Resolution No. 03/PAPU/AC/XLIII/2025 on Results of the Survey on Postal Regulation in Africa. In addition to adopting the Survey results, the resolution directed the General Secretariat to work with the Thematic Teams during FY2025/2026, to develop a Programme of Activities to be incorporated into the PAPU Quadrennial Programme of Activities 2026-2030.

Accordingly, to implement this Resolution and drawing on the challenges and recommendations arising from the Survey on Postal Regulation in Africa, the UPU White Paper on Financing the Postal Sector, and the Regulatory Framework for the Postal Sector in Africa, operational objectives have been identified and activities proposed for incorporation into the Quadrennial Programme of Activities 2026-2030.

## **II. SUMMARY OF KEY CHALLENGES IDENTIFIED**

The following key regulatory challenges have been identified:

- i)** Regulating to ensure fair and healthy competition;
- ii)** Lack of adequate compensation for the net cost of the universal postal service;
- iii)** Reforming and harmonizing the legal and regulatory framework for postal regulation in Africa, taking into account innovative postal services;
- iv)** Regulating to enhance postal service customer satisfaction and protection;
- v)** Raising regulators' capacity in Africa, particularly in emerging technology-driven fields of expertise;
- vi)** Establishing a harmonized institutional framework for postal regulation in Africa;
- vii)** Deepening collaboration among regulators, intra-sectorial and extra-sectorial;
- viii)** Enhancing cooperation among postal sector stakeholders on both national and international fronts;
- ix)** Stimulating investment in the postal sector through identifying appropriate sector reform models ;
- x)** Spearheading advocacy for inclusion greater integration of postal sector priorities into national policies the role and contribution of the postal sector to the socio-economic development of PAPU Member States,;
- xi)** Ensuring effective regulation of e-commerce and digital financial services;
- xii)** Reducing the adverse environmental footprint of postal activities.

## **III. MAIN OPERATIONAL OBJECTIVES IDENTIFIED**

To address the challenges identified in the Africa Postal Sector during the Quadrennial Cycle 2026-2030, the following operational objectives are proposed:

- i)** Strengthen the effectiveness of the provision of the Universal Postal Service through regular and equitable financing;
- ii)** Promote the satisfaction and protect the rights of postal service customers;
- iii)** Harmonize institutional and legal frameworks for postal regulation;
- iv)** Build and promote regulatory capacities of African postal regulators;
- v)** Strengthen international cooperation and integration through the African postal sector
- vi)** Enhance integration of postal services into government priorities.

## **IV. CONCLUSION**

Member States are encouraged to:

- Consider the document and make any relevant comments/observations;

- Make any further inputs to the Draft Quadrennial Programme of Postal Regulations Activities 2026-2030.

No.	POSTAL REGULATION ACTIVITIES		
	GOALS	OBJECTIVES	ACTIVITIES
1.	<b>Goal No.1: Strengthen the effectiveness of Universal Postal Service delivery through regular and fair financing.</b>	i) Define guidelines for the implementation of cost accounting	i) Provide all member states with guidelines for the implementation of cost accounting
		ii) Update the obligations and content of the universal postal service	i) Redefine the obligations and content of the universal postal service
		iii) Member States to seek modalities for financing universal postal service.	i) Explore possible sources of funding for the universal postal service. ii) Raise awareness among Governments available financing options e.g. diversification of funding sources
		iv) Encourage governments and designated operators to sign agreements on universal postal service obligation and financing member states to sign	i) Craft a model plan contract clearly defining universal postal service obligations and financing mechanisms

2.	<b>Goal No.2: Promote consumer satisfaction and protection of rights of postal service consumers</b>	i) Develop a roadmap for combating unfair competition	i) Promote the fight against unfair competition from companies illegally operating postal services
		i) Establish tools and procedures for assessing service quality, recording and tracking complaints, and monitoring compliance with obligations	i) Make tools and techniques available to all Member States for assessing service quality, recording and tracking complaints, and monitoring compliance with postal operators' obligations
3.	<b>Goal No.3: Harmonize institutional and legal frameworks for postal regulation</b>	i) Implement the African Postal Guidelines	i) Redefine postal service; distinguish between postal service, delivery service, and logistics service; ii) Harmonize service quality standards;
			i) Harmonize institutional and regulatory policies for postal regulation. ii) Explore co-regulation between postal regulators and other relevant stakeholders
4.	<b>Goal No. 4: Strengthen the capacity of postal regulation in Africa</b>	i) Organize capacity-building focusing on postal operators and regulators in the postal sector ecosystem.	i) Organize one (01) training workshop per year for postal operators and regulators ii) Organize the Postal Regulators Forum annually iii) Organize the African Postal CEOs Forum annually.

5.	<b>Goal No. 5: Strengthen collaboration within the African postal sector and also with Wider Postal Sector Partners</b>	i) Advocate for prioritization of the postal sector in government priorities and National Development Plans (NDPs)	i) Raise postal sector profile to African Governments ii) Facilitate collaboration and interaction between PAPU and African Regulatory Authorities iii) Strengthen collaboration between Member States and the PAPU in the field of postal regulation
		i) Deepen collaboration and cooperation between PAPU and regional and international organizations, including the UPU and other Regional Postal Unions	i) Share knowledge and experience in the field of postal regulation ii) Seek opportunities for co-creating regulatory solutions