



POLICY AND REGULATION COMMITTEE (PRC)

WORKING GROUP ON REGULATION DEVELOPMENT

Online Meeting of 12 February 2026

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IMPLEMENTATION STATUS OF THE REGULATION DEVELOPMENT WORKING GROUP (WGRD) PROGRAMME OF ACTIVITIES (2021/2022–2025/2026)

Agenda item No. 5

1. Subject Implementation Status of the Regulation Development Working Group (WGRD) Programme of Activities (2021/2022–2025/2026)	2. References/paragraphs <ul style="list-style-type: none">Policy and Regulation Committee Programme of Activities, 2021/22-2025/26
3. Decision expected <ul style="list-style-type: none">Examine and take note of the document;Make any relevant comments and recommendations.	

I. INTRODUCTION

The Programme of Activities of the Regulation Development Working Group for the 2021/2022–2025/2026 cycle has been progressively implemented. This document aims to inform the members of the Working Group, the Policy and Regulation Committee, and subsequently the Administrative Council, of the implementation status of the actions provided for in the Programme of Activities for the period under review.

The assessment of the implementation status of the Programme of Activities 2021/2022–2025/2026 shows that some activities have been fully implemented, while others are either ongoing or have not been implemented at all, either due to limited financial resources, the non-adoption of the African Postal Guidelines by the African Union, or the fact that their implementation is contingent upon the holding of the 44th Ordinary Session of the Council and/or the 11th Ordinary Session of the Plenipotentiary Conference.

This document also seeks to elicit any relevant comments likely to improve the implementation of ongoing and future activities under the Programme of Activities 2021/2022–2025/2026. In this regard, the table below summarizes the implementation status of the Regulation Development Working Group Programme of Activities 2021/2022–2025/2026.

II. IMPLEMENTATION STATUS

The implementation status of the Programme of Activities 2021/2022–2025/2026 is summarized in the table below for examination.

III. CONCLUSION

Members are requested to take note of this document and make any relevant comments/observations.

Completed**In process****Not started**

Implementation Status of the Regulation Development Working Group (WGRD) Programme of Activities 2021/2022–2025/2026

NO	DELIVERABLES	ACTIVITY	STATUS	COMMENTS
1.	Committee Terms of Reference (ToRs)	Derive the Committee's Terms of Reference		The Policy and Regulation Committee adopted its Terms of Reference at its inaugural meeting in Nairobi in 2022."
		Implement the ToRs		Since their adoption, the Terms of Reference have been implemented throughout the 2021/2022–2025/2026 cycle.
2.	Cordinate the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference (PC) and Administrative Council (AC) on postal regulation.	Establish a framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.		The Monitoring/evaluation framework for implementation of decisions, resolutions and recommendations established and frequently updated
		Consider the proposed framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.		The monitoring/evaluation framework for implementation of decisions, resolutions and recommendations has been examined by the Working Group and the Policy and Regulation Committee throughout the cycle.

NO	DELIVERABLES	ACTIVITY	STATUS	COMMENTS
		Present the monitoring and evaluation framework for adoption		The monitoring/evaluation framework for implementation of decisions, resolutions and recommendations has been presented during each Council session throughout the cycle
		Implement the decisions, resolutions and recommendations of the 43 rd Ordinary Session of the Administrative Council.		By means of circulars, the PAPU Secretary General requested Member States to implement Resolution No. 03/PAPU/AC/XLIII/2025 and Resolution No. 04/PAPU/AC/XLIII/2025 as well as Recommendation No. 01/PAPU/AC/XLIII/2025.
		Draw up the status of implementation of decisions, resolutions and recommendations of the Conference and the Council		The implementation of the Conference's and Council's decisions, resolutions and recommendations has been evaluated and recorded in the overall framework for monitoring the implementation of the Conference's and Council's decisions, resolutions and recommendations.
		Consider implementation statuses of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council at the agreed frequency.		The status of implementation of the decisions, resolutions and recommendations of the Plenipotentiary Conference and the Administrative Council was presented to the 43 rd Ordinary Session of the Administrative Council.

NO	DELIVERABLES	ACTIVITY	STATUS	COMMENTS
				An updated version will be tabled at the 44 th Ordinary Session of the Council and the 11 th Ordinary Session of the Conference.
3.	Participate in organizing the Postal Regulators Forum	Approve the theme of the Postal Regulators Forum proposed by the Secretariat		The 7 th edition of the Postal Regulators' Forum was held during the 43 rd Ordinary Session of the Council on the theme: <i>"Postal service financing: Regulatory, technical and financial challenges, and outlook"</i> .
		Assist in selecting panelists		
4.	Develop a Consumer Protection policy	Ensure that the consumer is the main focus of products/services offered by the operator		These activities were taken into account in the draft four-year Programme of Activities 2026/2027–2029/2030.
		Ensure the development of proper communication and claims management mechanisms by the regulator (hot lines, claims management...)		
5.	Design a cooperation framework for regulatory bodies	Identify areas of cooperation and submit them to Council for adoption		These activities were taken into account in the draft four-year Programme of Activities 2026/2027–2029/2030.
6.	Propose a regulatory framework for postal financial activities	Develop a framework to promote financial inclusion		These activities were taken into account in the draft four-year Programme of Activities 2026/2027–2029/2030.
		Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...)		

NO	DELIVERABLES	ACTIVITY	STATUS	COMMENTS
7.	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		This activity will be part of the African Postal Strategy 2026/2027–2029/2030.
		Request proposals from Member States		In a letter dated 8 February 2023, the General Secretariat requested Member States and Restricted Unions to provide models for the preparation of strategic documents. The Communication Regulators Association of Southern Africa (CRASA) and the Southern Africa Postal Operators Association (SAPOA) submitted their models. The non-provision of information by the other regions stalled progress on the harmonization initiatives.
		Develop draft policy and legal frameworks		These activities are part of the proposed four-year Programme of Activities 2026/2027–2029/2030.
		Consider and adopt the draft policy and legal frameworks		
8.	Develop human capital	Develop a capacity building mechanisms for regulation officers		
		Identify training areas		
		Perform comparative analyses on trends and developments in the postal industry		
		Coordinate the implementation of human capital development programmes		

NO	DELIVERABLES	ACTIVITY	STATUS	COMMENTS
9.	Introducing systems for assessing performance and quality;	Specify the scope of the project		This activity was taken into account in the draft four-year Programme of Activities 2026/2027–2029/2030.
		Request proposals from Member States on how to assess service quality standards		<ul style="list-style-type: none"> - Member States and Regional Unions were requested on 8 February 2023 to provide models for the preparation of strategic documents. - The Communication Regulators Association of Southern Africa (CRASA) and the Southern Africa Postal Operators Association (SAPOA) submitted their models. - This issue will be tackled in the new cycle through thematic approaches by the new Working Group
		Develop a framework for assessing service quality management		These activities were taken into account in the draft four-year Programme of Activities 2026/2027–2029/2030.
		Consider and adopt service quality standards and objectives		

NO	DELIVERABLES	ACTIVITY	STATUS	COMMENTS
10.	Organize the 3rd African Postal Regulators Conference	Invite Member States to express their interest in hosting the said conference.		By Circular No. 051/LC/PAPU/SG/PRAJ/D of 10 September 2025, Member States were invited to host the 3 rd Postal Regulators Conference. With no Member State offered to host the event will be rolled over to the next Cycle.
		Organize the 3 rd African Postal Regulators Conference		Due to budgetary constraints in the current financial year, the 3 rd Conference of Postal Regulators will be considered during the next four-year cycle, 2026-2030.
11.	Prepare a draft four-year Programme of Activities on postal regulation.	Design a cooperation framework for regulatory bodies		<ul style="list-style-type: none"> • General Secretariat administered a questionnaire on postal regulation in Africa, • The findings of the survey are the basis for postal regulation elements included in the draft four-year programme of activities for 2026/2027–2029/2030,
		Propose a regulatory framework for postal financial activities		
		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.		
		Introducing systems for assessing performance and quality		

NO	DELIVERABLES	ACTIVITY	STATUS	COMMENTS
		Develop a framework to promote financial inclusion		
12.	Organize the meetings of the Thematic Teams.	Prepare working documents		Working documents were prepared for submission to the Thematic Teams.
		Invite members of the Thematic Teams.		For Thematic Teams, a submission, will be made merge the Thematic Teams to create a “Postal Regulation” Working Group for the following reasons: <ul style="list-style-type: none"> - postal regulation issues are generally cross-cutting and interdependent; - This will enable the simultaneous consideration of postal regulation issues by a broader group of experts, thereby facilitating better sharing of knowledge and experience.
		Hold meetings of the Thematic Teams.		