

PAN AFRICAN POSTAL UNION (PAPU)



**REPORT OF THE 36TH ORDINARY SESSION
OF PAPU ADMINISTRATIVE COUNCIL**

**Nairobi, Kenya
08-10 May, 2017**

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PRESENTATION NOTE

The 36th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) took place from 8th to 10th May, 2017, at Safari Park Hotel, Nairobi, in the Republic of Kenya. The Session was preceded by Administrative and Technical Committees meetings, which were held from 2nd to 5th May, 2017.

This report to which all the decisions, resolutions and recommendations are attached, summarises the discussions of the meeting.

1. INTRODUCTION

The 36th Ordinary Session of the Pan African Postal Union (PAPU) Administrative Council was held from 8th to 10th May, 2017, at Safari Park Hotel, Nairobi, Kenya, on the invitation of the Government of the Republic of Kenya. The Session was preceded by Administrative and Technical Committees meetings which were held from 2nd to 5th May, 2017.

2. PARTICIPATION

The following Council Members participated during the session:

Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Egypt, Gabon, Kenya, Madagascar, Mali, Mozambique, Niger, Nigeria, Senegal, Sudan, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

The following Member State of the Administrative Council was absent: **Congo Republic.**

The following Member States, partners and restricted unions participated as observers:

Algeria, Angola, Benin, Botswana, Burundi, Ethiopia, Gambia, Ghana, Guinea, Lesotho, Morocco, Malawi, Namibia, Democratic Republic of Congo, Sierra Leone, South Africa, EAC ATU, AUC, CRASA, ESCHER GROUP, FRDPA, JAPAN POST, LA POSTE FRANCE, LA POSTE SUISSE, Universal Postal Union (UPU), and WAPCO

The full list of participants is attached herewith as **Annex.**

3. OFFICIAL OPENING CEREMONY

The official opening ceremony was presided over by the Chief Guest, **Hon. Joe Mucheru, EGH** Cabinet Secretary for ICT, Ministry of Information, Communications and Technology of the Republic of Kenya.

On the occasion, speeches were delivered by the following dignitaries:

- a) Postmaster General of the Postal Corporation of Kenya, **Mr. Dan Kagwe;**
- b) Secretary General of the Pan African Postal Union (PAPU), **Mr. Younouss Djibrine;**
- c) The Representative of the African Union Commission, **Mr. Christian Minoungou;**
- d) Director General of the International Bureau of the Universal Postal Union, **Mr. Bishar A. Hussein;**
- e) The Chairman of PAPU Administrative Council & Director General, Communications Authority of Kenya, **Mr. Francis Wangusi, MBS;**
- f) The Board Chairman, Communications Authority of Kenya, **Mr. Ngene Gituku.**

The ceremony was concluded by the Chief Guest, **Hon. Joe Mucheru, EGH** Cabinet Secretary for ICT, Ministry of Information, Communications and Technology of the Republic of Kenya.

The speeches are attached herewith as **Annexes**.

4. MEETING OF HEADS OF DELEGATION

In line with Article 4 of the Rules of Procedure of the Administrative Council of the Pan African Postal Union (1988), which require that the opening session of the Council be preceded by a meeting of Heads of Delegation and the Secretary General of the Union, to consult and agree on the Election of the Bureau and draft agenda as well as work programme, the meeting of Heads of delegation was held on 8th May, 2017.

The conclusions of the meeting of Heads of Delegation are reflected under agenda items 7 and 10 below.

5. CONFIRMATION OF QUORUM

After a roll call, it was confirmed that nineteen (19) Council Member States were present in line with item 2 above. Therefore, the quorum had been formed in line with Article 9 of the Rules of Procedure of the Administrative Council of the Union, which stipulates that the quorum shall be made up of 51% of Member States of the Council, which translates into eleven (11) Member States.

6. OPENING REMARKS BY THE CHAIRMAN

The Chairman announced that the quorum had been formed and therefore called the meeting to order. He welcomed delegates and urged them to feel free, as well as actively participate in the deliberations.

7. ADOPTION OF THE AGENDA AND WORK PROGRAMME

The Council adopted the Draft agenda with some amendments. The adopted agenda is attached herewith as an **Annex**.

8. ADOPTION OF THE 9TH EXTRA ORDINARY ADMINISTRATIVE COUNCIL SESSION REPORT

The Secretariat presented the draft report of the 9th Extra Ordinary PAPU Administrative Council Session which was held on 25th July, 2016, in Yaoundé, Cameroon.

The Council adopted the report without any amendment.

The full report of the 9th Extra ordinary PAPU Administrative Council Session is posted on the PAPU website www.upap-papu.org.

9. REPORT OF OUTGOING CHAIRMAN

The outgoing chairman presented a report highlighting the following key areas:

- a) Chairmanship of the 9th Extra ordinary PAPU Administrative Council Session on 25th July, 2016, in Yaoundé, Cameroon, during which the following issues were considered and approved:

- i. The restructuring of Technical Committees;
- ii. Theme of the PAPU Day Celebration 2017;
- iii. Programme of Activities for 2016/2017 financial year;
- iv. Budget of the Union for 2016/2017 financial year;
- v. Outstanding staff matters and the Structure of the Administrative Council;
- vi. Update on addressing and postcode systems in Africa.

b) The Chairman also carried out other activities during the period under review as below:

- i. Presided over outstanding issues on handing over/takeover of the office of Secretary General;
- ii. Presided over a meeting on Administrative Council preparations in Nairobi on 10th February, 2017;
- iii. Coordinated African Consultative meetings during UPU Congress in Istanbul, as well as CA/POC meetings in Berne;
- iv. Presided over meetings on preparations of the 36th Administrative Council Session on 19th April, 2017.

c) Furthermore, the Chairman cited some challenges facing the Union in the following areas:

- i. Restructuring of the secretariat;
- ii. Inadequate financing of the Union and budget;
- iii. Low representation of members at the UPU Committees as well as at the UPU Bodies;
- iv. Inadequate representation of PAPU officials at the UPU meetings due to austerity budget measures;
- v. Outdated Acts and the need to revise the them;
- vi. Absence of Life Assurance cover for PAPU Staff.

The Council noted the report presented by outgoing Chairman.

The full text of the report is attached herewith as an **Annex**.

10. ELECTION AND INSTALLATION OF THE BUREAU

Rule 4 of the Rules of Procedure of the Administrative Council stipulates that during the commencement of the session, and at the proposal of one member state, seconded by two (2) other Member States, the Council shall elect its Bureau, composed of one chairperson, two (2) vice-chairpersons and two (2) rapporteurs. The General Secretariat shall serve as Secretariat of the meeting under the supervision of the two rapporteurs.

The well-established tradition of the Union honours the host country with the chairmanship of the Council, while the rest of the offices are distributed equitably to the remaining sub-regions.

However, this tradition was not observed where the host country was not a Council member.

Currently, the above tradition has been overtaken by resolution No. 04/PAPU/PC/IX/2016, on the Chairmanship of the Pan African Postal Union Plenipotentiary Conference, the Pan African Postal Union Administrative Council and the Management Board, which states that “Administrative Council members shall elect a chairperson and two vice-chairpersons who must be different from the chairperson and vice-chairperson of the Plenipotentiary Conference.

The Chairmanship and Vice Chairmanship of the Administrative Council shall rotate annually among all geographical regions of the Union, excluding the region with the country who holds the Chairmanship of the conference, taking into account linguistic balance. Only Council members shall be eligible for the chairmanship and vice-chairmanship.”

Therefore, the bureau was constituted as follows on the proposal of Cameroon and supported by Sudan and Mozambique:

Chairman	:	Tunisia
1 st Vice Chairman	:	Nigeria
2 nd Vice Chairman	:	Zambia
Rapporteurs	:	Chad and Uganda

11. REMARKS BY INCOMING CHAIRMAN

Remarks made by the incoming Chairman focused on the following issues:

- a) Welcomed delegates to the 36th PAPU Administrative Council session;
- b) Thanked the people and the Government of the Republic of Kenya for the warm welcome and hospitality accorded to all delegates since their arrival in Nairobi;
- c) Was also grateful to the organizing team for their professionalism in organizing this event;
- d) Thanked all PAPU Member States for the confidence and trust bestowed on Tunisia and him personally to lead this very important gathering, as well as the Union from now until next year;
- e) Despite the heavy agenda, he was hopeful that the work would be completed within the available time considering the delegates' vast knowledge, skills and experience coupled with cooperation;
- f) He thanked his predecessor, Mr. Francis Wangusi, and his entire outgoing bureau for the unequalled stewardship for the past year. He was therefore hopeful that he was taking over from a solid foundation.

12. MESSAGES FROM PARTNERS

Goodwill messages and presentations were made by the following partners and sub regional postal organizations:

- a) **Egypt post;**
- b) **Universal Postal Union;**
- c) **African Telecommunications Union (ATU);**
- d) **West African Postal Conference (WAPCO);**
- e) **Escher Group;**
- f) **Communications Regulatory Authority for Southern Africa (CRASA);**
- g) **Japan Post;**
- h) **Conference of Commonwealth Postal Administrations (CCPA);**
- i) **Forum for Research and Development of Postal Services in Africa (FRDPA).**

13. REPORT OF ACTIVITIES OF THE SECRETARY GENERAL FOR THE 2016/2017 PERIOD

The Secretary General presented his report for the period 2016/2017 to the Council focusing on the following main areas:

- a) Business environment;
- b) Performance;
- c) Implementation status of decisions, resolutions and recommendations;
- d) Programme of action of the union for the financial year 2016-2017;
- e) Other critical decisions, resolutions and recommendations;
- f) Operational issues;
- g) Financial matters;
- h) Cooperation activities;
- i) Papu post day celebration;
- j) Forum of the postal regulators;
- k) Communication and marketing;
- l) Projects;
- m) Universal Postal Union activities;
- n) Challenges and actions taken/way forward;
- o) Projected outlook/ expectations for next year;
- p) Conclusion.

The Secretary General's Report for the period under review was unanimously adopted.

The full report is attached herewith as **Annex**.

14. THEME OF PAPU DAY CELEBRATION FOR 2018

The General Secretariat presented the theme of PAPU Day, namely, ***“The Post: The delivery infrastructure of choice for governments to meet their national development goals”***; which was unanimously adopted by the Council.

15. REPORT AND RECOMMENDATIONS OF TECHNICAL COMMITTEES BY RESPECTIVE CHAIRPERSONS

Council received reports from the three (3) Technical committees one after another as follows:

15.1 Operations and Technology

The Chairperson of the Operations and Technology Committee presented the report of the Committee to the Council.

The report was based on the deliberations of Tunis and Nairobi in January and May, 2017, respectively. It focused on the following main issues:

- a) Regional Security Strategy;
- b) PAPU/AFRAA Contact Committee;
- c) Task Force on Quality of Service, Security and Customs;
- d) Global Monitoring System;
- e) Physical services;
- f) Remuneration;
- g) Analysis of inward land rates in Africa;
- h) Report of the African Group for Promotion of Philately;
- i) Update on Nelson Mandela stamp issue by South Africa;
- j) Report of the Taskforce on E-Commerce Development in Africa;
- k) EMS & E-Commerce;
- l) Financial Services;
- m) Update on implementation of the 35th Administrative Council decisions, resolutions and recommendation;
- n) Status of implementation of the Programme of Activities of the Committee.

The following resolutions were attached to the report :

- a) On adoption of the TORs of the Committee
- b) On Implementation of the Regional Security Strategy for Africa;
- c) On revival of the Pan African Postal Union/African Airlines Association (PAPU/AFRAA) Contact committee;
- d) On implementation of the Integrated Product Plan (IPP);
- e) On maximizing parcel post remuneration through increase in Inward Land Rates (ILRs);
- f) On creation of a Sub-committee to develop and disseminate a common theme for a Pan African postage stamp;
- g) On e-commerce as key to the sustainability of postal services in Africa;
- h) On adoption of .post to promote e-commerce and product diversification;
- i) On development of postal financial services in Africa

The full report of the Operations and Technology Committee is hosted on the website www.upap-papu.org.

15.2 Finance and Administration

The Chairman of the Finance and Administration Committee presented the report of its first and second working sessions in Dakar and Nairobi, respectively, with the following key highlights:

15.2.1. Rules of procedure

The Finance and Administration Committee adopted the Rules of Procedure that will guide its meetings.

15.2.2. Terms of Reference

The twelve (12) terms of reference setting out the details of the activities that are within the purview of the Finance and Administration Committee were adopted by the committee and resolution number **No.10/PAPU/AC/XXXVI/2017** was attached to the report.

15.2.3. Establishment of Task Force for the recovery of outstanding financial contributions

Council received a report from the committee noting the importance of addressing the continuing challenges posed by huge outstanding contributions and establishment of a task force for the recovery of Member States outstanding contributions within the Finance and Administration Committee. The terms of reference recommended by FAC for the Task Force were attached as resolution number **No.11/PAPU/AC/XXXVI/2017**. The Task Force is chaired by Egypt and is expected to continuously review and recommend measures that will lead to timely collection of annual contributions as well as the recovery of huge outstanding contributions.

15.2.4. Procurement of life insurance

Council received a report from the committee noting the inability of the General Secretariat to procure life insurance for PAPU staff against injury and death since the approval of staff life insurance in 1988. The committee also observed that the restriction of the maximum premium payable for life insurance to five percent (5%) of the basic salary has been a limiting factor on efforts to procure life insurance from a reputable and trusted life insurance service provider. It was further observed that non-procurement of life insurance has been featuring in the external audit management letter for more than ten years.

In view of the foregoing and in consideration of the importance of life insurance, committee I recommended an upward increase of the maximum premium from 5% to 7.5%. Recommendation number **Nº.01/PAPU/AC/XXXVI/2017** requesting the Chairperson of the Plenipotentiary Conference to grant anticipatory approval of the new rate was attached to the report.

15.2.5. Policy on handing/taking over of office

The committee presented a report to the Council noting recommending the need for a policy that will enforce compulsory handing over between all outgoing and incoming officials/staff. It was noted that this policy is in line with international best practice and agreed that formal documented handing over notes detailing the duties of the office and the assets of the Union in the custody of the outgoing official is necessary for the smooth functioning of the Union. Furthermore, the new policy entails non-release of the terminal benefits of outgoing officials/staff until such persons have handed over their offices to the incoming successors. Resolution number **No.12/PAPU/AC/XXXVI/2017** was attached to the report

15.2.6. Staff matters

The Council received and noted the current staff situation at the General Secretariat, the language training in the Union's working languages, retirement of two professional staff without replacement due to the pending adoption of a new organization structure for the General Secretariat and the implementation of the Plenipotentiary Conference decision on establishment of PAPU Staff Association. The Council also noted the recommendation for permanent appointment of the Legal Officer and the renewal of fixed term appointments for the Accounts Officer, as well as the Translator/Interpreter (French/English). Council approved the permanent appointment of the Legal Officer as well as the renewal of the fixed term appointments of the Accounts Officer and the

Translator/Interpreter (French/English). Decisions **No.01/PAPU/AC/XXXVII/2017** and **No.02/PAPU/AC/XXXVI/2017** on permanent appointment of the Legal Officer and renewal of fixed term appointments were attached to the report.

15.2.7. Financial implication of the restructuring of the General Secretariat

Based on a request from the Policy, Strategy and Governance (PSG) committee, the FAC informed the Council that after careful consideration of the financial implication of the restructuring the PSG was advised as follows:

- a) That there will be no increase in Member States current annual contributions;
- b) The conservatively projected income is more than the estimated expenditure in all the financial years of the cycle starting from 2016/2017 financial year to 2019/2020;
- c) The filling of vacant positions shall be in phases and based on the financial ability of the Union;
- d) Going forward the financial situation is likely to improve with the coming on stream of the PAPU House on or before 2020/2021 financial year.

15.2.8. External Auditors report on the financial statements of the Union for the year ended 31st May, 2016

The Council noted that the basis of qualification of the External Auditors opinion were hinged on two issues namely long outstanding receivable balances and accounting for leasehold land. On the issue of long outstanding receivables, it was further observed that this was neither as a result of non-compliance with the existing regulation of the Union nor based on a specific stipulation of IPSAS. As regards accounting for leasehold land of PAPU, Council made the following observations:

- a) that land ownership in most countries are vested in the Governments to administer;
- b) PAPU land was allocated by the host country as a result of the headquarters agreement signed by the Union and the United Republic of Tanzania;
- c) The land was valued and brought into the Union's balance sheet in 2003;
- d) The value of this land has been in the financial statements of the Union, duly audited by Ernst & Young and the value has never been disputed by the Government of Tanzania to whom the audited statements are availed;
- e) The External Auditor is unable to show evidence that it has communicated and gotten clarifications from Tanzania that the value of PAPU land should be derecognized;
- f) The previous external Auditor – Ernst and Young has also through a letter addressed to the Administrative Council re-affirmed its previous auditing of the financial statements of the Union from 2003 to 2014;
- g) A recent valuation which established the value of the land at USD 2,020,917.32 was done by the Government of Tanzania.

Council noted that the tenure of PricewaterhouseCoopers has expired and approved the recommendation of FAC that a new external auditor shall be engaged to audit the 2016/2017 financial year. In this regard, Council authorized the Secretary General to liaise with the Chairman of the Council to facilitate the recruitment of the new Auditor. Decisions **No.03/PAPU/AC/XXXVI/2017** and **No.04/PAPU/AC/XXXVI/2017** on the approval of Accounts of the Pan African Postal Union for 2014/2015 and 2015/2016 financial years, and on appointment of the External Auditor, respectively, were attached to the report.

15.2.9. Interim financial statements of the Union for the period 1st June 2016 to 31st March 2017

It was noted that the unaudited financial statements for the first ten months of the financial year covering the period 1st June 2016 to 31st March 2017 recorded an interim surplus of USD 67,262. This is an improvement on the USD 150,527 deficit recorded in the previous financial year that ended on 31st May 2016.

15.2.10. Budget of the Union for the financial year 2017/2018 and scale of contributions

The committee made a recommendation on the adoption of USD 1,647,758 as the total budget for 2017/2018 financial year. The figure is within the annual ceiling approved by the Plenipotentiary Conference. In this connection Decision number **No.05/PAPU/AC/XXXVI/2017** on the proposed budget was attached to the report.

The full report of the Finance and Administration Committee is hosted on the website: www.upap-papu.org.

15.3 Policy, Strategy and Governance

The Chairman of the Policy, Strategy and Governance Committee presented a report focussing on the following major issues:

- a) Presentation and adoption of amended rules of procedure;
- b) Presentation and adoption of amended terms of reference;
- c) presentation of amended plan of action;
- d) Preliminary report of the task force of legal experts to review the acts of the union;
- e) Presentation of strategic plan;
- f) Review of current structure of the General Secretariat and consideration of the proposed structure;
- g) Review of other recommendations listed in the consultant's report;
- h) Issue relating to the convening of an Extraordinary Session of the Plenipotentiary Conference;
- i) Pending Universal Postal Union issues;
- j) Update on implementation of decisions, resolutions and recommendations of the 9th Session of the Plenipotentiary Conference and the 35th Session of the Administrative Council;
- k) Annual Action Program for the period 2017/2018;
- l) Establishment of a support committee for the organization of the Mini Congress and the 27th UPU Congress;
- m) Calling on the Universal Postal Union to abide by the principles governing regional identity.

Based on the above presentation, the following decisions, resolutions and recommendation were attached to the report:

- i. Decision on approval of the programme of activities of the Pan African Postal Union for the 2017/2018 financial year;
- ii. Decision on the establishment of an African Support Committee for the organization of the UPU Mini-Congress in 2018, the 27th Congress in 2020 and monitoring of pending UPU matters;
- iii. Resolution on approving the Terms of Reference (ToRs) of the policy, strategy and governance committee of the Pan African Postal Union (PAPU);
- iv. Resolution on adopting the action plan of the Policy, Strategy and Governance Committee of the Pan African Postal Union;
- v. Resolution on adopting the strategic plan of the Pan African Postal Union (PAPU);
- vi. Resolution on adopting the organization chart of the General Secretariat of the Pan African Postal Union;
- vii. Resolution on recommendations of the report on the study on the reform and improvement of finances of the union;
- viii. Resolution on convening an Extraordinary Session of the Plenipotentiary Conference;
- ix. Recommendation calling on the Universal Postal Union to abide by the principles governing regional identity

The full report of the Policy, Strategy and Governance Committee is hosted on the website www.upap-papu.org.

15.4 COMMENTS, OBSERVATIONS AND/OR QUESTIONS

After the presentations made by the Chairpersons of the Technical Committees, the Council Chairman opened the floor for comments, observations and/or questions. The following comments, observations and/or questions were made /raised:

- a) Mali observed that there was a contradiction between the auditor and the secretariat looking at the comments made by PAPU over the PAPU land;
- b) Mali wanted to be clear on the recruitment of the new auditor on whether the current auditors tenure had come to an end;
- c) On the issue of long outstanding debt by some countries;
- d) The Director General of IB of the UPU requested to be availed with the details of the recommendation calling on the Universal Postal Union to abide by the principles governing regional identity so that the IB can come up with the best methodology of working on it..He also took advantage of the opportunity to commend the Secretariat for a well organised meeting including production of high quality documents;
- e) The AUC supported the Secretariat by informing the Council that it is important to look at Africa as one just like other partners such as the EU;
- f) On the issue of PAPU land, Guinea suggested that the matter be closed since in most countries land belongs to the government; but such does not preclude ownership by organisations and individual;
- g) On the issue of upward review of the 5% to 7.5% raised by Zambia. It was noted that the clarification had already been made during the committee meeting and was contained in the committee report.

15.5 ADOPTION OF THE TECHNICAL COMMITTEE REPORTS

Following clarifications on the above comments and having noted that no further comments or reservation/observation were made by members, the Chairman called for the adoption of the reports. Upon no further request for the floor, the reports; including all the decisions, recommendations and resolutions were unanimously approved by the Council.

16. POSTAL REGULATORS' FORUM

The Postal Regulators' Forum took place on 9th May 2017 on the sidelines of the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU).

The Forum took note of the fact that:

- a) Owing to the need to create an enabling environment for the growth of the postal market through fair competition and for the satisfaction of one of the basic needs of Africa's citizens, the Executive Council of the African Union, through Decision EX.CL/Dec.435 (XIII), had endorsed the Declaration of the Conference of the African Ministers in charge of Communication and ICT on the Sustainable Development of the Postal Sector in Africa whereby they made the commitment to establish a regulatory body in each of their respective countries.
- b) At the request of several Member States, the 9th Plenipotentiary Conference of PAPU had decided to institute the organization of a Regulators' Forum in its Plan of Action.

Participants listened with keen interest to presentations on:

- a) The challenges of regulation in Africa;
- b) Bi-sector (Telecommunications/ICT and Post) regulation and the issue of financial services regulation in the era of electronic transactions;
- c) The ECOWAS Directive on Postal Regulation and Reform in West Africa delivered by WAPCO;
- d) The harmonization of policies on postal Regulations in the SADC region delivered by CRASA;
- e) Experiences were also shared and presentations on best practices delivered by panellists.

At the close of deliberations, participants were convinced that:

- a) There was a need to make a recommendation to the authorities of PAPU, especially its Administrative Council, requesting them to instruct the General Secretariat to furnish Member States with a sample sector policy directive and a sample regulatory directive, drawing from existing similar instruments in African sub-regional postal bodies and some Member States,
- b) As part of continental integration efforts, there is a need to establish a body within the Administrative Council bringing together national regulatory authorities with a view to harmonizing monitoring and regulatory policies for the sector.

In the final analysis, the forum came up with a declaration which is an Annex to this report, which declaration was adopted by the Administrative Council.

17. SESSION WITH PARTNERS

The session with partners was organized on the sidelines of the 36th Ordinary Session of the PAPU Administrative Council. This maiden session was chaired by the Secretary General of PAPU, Mr. Younouss Djibrine. In his introductory remarks, he highlighted the reasons for organizing such a gathering.

He indicated that feedback from various PAPU Plenipotentiary Conferences and Administrative Council sessions revealed that although partners regularly attend the gatherings, no formal forum and time had been allocated so far for them to meet with the different delegations to explore opportunities for cooperation.

It was therefore in a bid to address this concern that the PAPU General Secretariat decided to give partners and Member States the opportunity to come together, look into the stakes as well as challenges facing the growth of the postal sector, share their respective experiences and above all, conclude partnerships where possible.

Presentations were made by the following partners: UPU, Ministry of International Affairs and Communications of Japan, la Poste France, la Poste Suisse, Japan Post, Metis Réseaux and Escher Group.

At the end of the presentations, the Secretary General invited the delegations present to take full advantage of the meeting, build and leverage on the cooperation links that would emanate from the deliberations. He added that henceforth, these sessions will be held on a regular basis.

18. REPORT OF THE EXTERNAL AUDITORS ON THE ACCOUNTS OF THE UNION FOR THE FINANCIAL YEAR ENDED 31ST MARCH, 2016

Council received the report presented by the representative of PricewaterhouseCoopers and noted that the basis of qualification of the audit opinion was not related to either misappropriation, embezzlement or loss of the Union's funds. Council however observed that the qualified opinion is related to long outstanding annual financial contributions of Member States and ownership/value of the land allocated to the Union by the Government of the United Republic of Tanzania.

On the issue of outstanding financial contributions, it was further observed that the IPSAS 29 being referred to might not have been relevant to outstanding sovereign debts as opposed to impairment financial loans.

On the issue of ownership and value for PAPU Land, the United Republic of Tanzania stated that the land leased to the Union for ninety nine (99) years, with a valid Certificate of Occupancy was part of the property of the Union for which the Union is entitled to recognize in her Balance Sheet.

Council further noted the suggestion of Uganda on the need to have an internal Auditor, although it was not part of the newly approved organization structure for the current cycle.

Council adopted the recommendations of the Finance and Administration Committee thus approving the adoption of the pending financial statements. Council also noted that the tenure of the external Auditor had ended and instructed the General Secretariat to organize for the appointment of a new external Auditor and make appropriate recommendation to the Chairman of the Council for approval.

19. ANY OTHER BUSINESS

On this item, the Chairman of the Council gave the floor to the delegation of Morocco and Algeria as follows:

a) Morocco

Morocco announced her return to the Pan African Postal Union to give a new lease of life to South-South cooperation grounded in the principles of sharing, integration and mutual enrichment and that she will work towards discharging the common mission, namely creating a single postal territory for Africa”.

Following the address by Morocco, the Council took note of her return to the African postal fraternity and was looking forward to her active participation Union’s activities

b) Algeria

Algeria expressed gratitude for being given the opportunity to announce her desire to be an active member of the Union once again and pledged commitment to working towards the achievement of the Union’s activities and programmes. To concretize her pledge, she offered to host the 37th Ordinary Session of PAPU. On this note, she was also thankful to Tunisia who had wanted to host the event earlier, for giving them this opportunity.

The Council unanimously took note of this development.

20. ADOPTION OF THE REPORT OF THE 36TH ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL

The report of the 36th Ordinary Session of the Administrative Council will be adopted by the 37th Ordinary Session of the Administrative Council. This decision was arrived at after a point of order was raised by some members over whether or not to continue with the rest of the agenda items without necessarily going through Decisions, Resolutions and Recommendations again considering that the same house had already approved them earlier on 8th May, 2017, when Committee reports were presented.

Since consensus could not be reached after a long and protracted debate, the Chairman put the matter to vote through a secret ballot at the request of South Africa. Senegal and South Africa volunteered to oversee the voting process.

The results were Eleven (11) Council Member States out of seventeen (17) present and voting were in favour of those who were of the view that debate on the reports should not be re-opened, while Six member States were against. ... The deliberations therefore continued in keeping with the agenda.

21. DATE AND VENUE OF THE 37TH ORDINARY ADMINISTRATIVE COUNCIL SESSION

Although the Republic of Tunisia had initially volunteered to host the 37th Ordinary Session of the PAPU Administrative Council, she had been approached by the Republic of Algeria to host the event to mark their return to the Union. The date and venue will be announced by the Secretariat once consultations with Algeria are concluded.

22. VOTE OF THANKS AND THE FINAL COMMUNIQUÉ

A Vote of Thanks was delivered to the authorities of the Republic of Kenya by the representative of the Republic of Madagascar and the Final Communiqué was read by the representative of the Federal Republic of Nigeria.

Both documents are attached as **Annexes**.

23. CLOSING SESSION

The closing session was presided over by the 1st Vice Chairman of the Administrative Council, **Barrister Adegbuyi Adebisi** who thanked the organizers for a successful meeting and also wished all delegates safe trip back to their respective countries.

The other speakers during this occasion were:

- a) The Secretary General of PAPU, **Mr. Younouss Djibrine**;
- b) The AUC Representative, **Mr. Christian Minoungou**;
- c) The Director General of the Universal Postal Union, **Mr. Bishar A. Hussein**
- d) The 1st Vice Chairman of the PAPU Administrative Council, **Barrister Adegbuyi Adebisi**;
- e) The Director General of Communications Authority of Kenya represented by **Mr. Matano Ndaró** and formally declared the meeting closed

Moez Chakchouk
CHAIRMAN

Younouss Djibrine
SECRETARY GENERAL

ANNEXES

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SPEECHES



Touching lives

POSTMASTER GENERAL, POSTAL CORPORATION OF KENYA, MR DAN KAGWE'S BRIEF WELCOMING REMARKS DURING THE OPENING CEREMONY OF THE 36TH ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL (AC) OF PAPU ON 8TH MAY 2017 AT THE SAFARI PARK HOTEL & CASINO, NAIROBI, KENYA

Cabinet Secretary, Ministry of Information, Communications and Technology Mr. Joe Mucheru,

Chairman of the Board of Directors, Communications Authority of Kenya, Mr. Ngene Gituku,

Universal Postal Union, Director General, Amb. Bishar Hussein,

Chairman of PAPU Administrative Council & Director General, Communications Authority of Kenya, Mr. Francis Wangusi,

Representative of the African Union, Commission, Mr. Christian Minoungou,

Secretary General of PAPU, Mr. Younouss Djibrine,

Deputy Secretary General of PAPU, Mr. Kolawole Aduloju,

Heads of Delegations,

Delegates and Participants,

Distinguished guests,

Members of the Fourth Estate,

Ladies and Gentlemen,

I wish to take this opportunity on behalf of Postal Corporation of Kenya to welcome you all to the 36th Ordinary Session of the Administrative Council (AC) of the Pan African Postal Union. The Administrative Council meeting is scheduled to take place from today Monday 8th to Wednesday 10th May, 2017 in Nairobi, Kenya, ***“the city in the sun”***

We feel honoured to be part of this conference, which has the mandate of spearheading development of Postal Services in Africa, while ensuring representation of the continent's interests at the global arena. This is clearly depicted in this year's theme, **“The Post, a catalyst for Socio – economic development.”**

Posta Kenya has played a very big role in Kenya's History. With communication being key to socio-economic development, PCK has enhanced communication nationally, regionally and even internationally through its postal services. The Corporation has had to diversify from the traditional postal business model that has been in place for a century to take into account developments in the environment, infrastructure and ever changing technology.

Ladies and Gentlemen,

As we are all aware, Pan African Postal Union is a Specialized Agency of the African Union on Postal matters. Today we are gathered here to officially open the 36th Administrative Council of PAPU which runs the affairs of the Union between Conferences and meets annually. The Administrative Council's work is beefed up by the three Technical committees which have been meeting since last week Tuesday 2nd May 2017. We expect the Committees to table their reports to the Administrative Council for deliberations and possible adoption.

I take cognizance of the Union's recent adoption of 2017/2020 Plan with new strategic objectives that are channeled towards transforming Postal Services in Africa to suit evolving customer needs and expectations, as well as enhanced viability of the post in the highly competitive communications environment. The Post has over the years earned immense trust in the society, hence the reason why the sector has continued to be an essential part of the continent's socio-economic infrastructure.

Ladies and Gentlemen,

The Postal industry is operating in a highly competitive environment due to liberalization, globalization and technological advancements. All public Postal Licensees/ National Designated Operators should upgrade, through automation of their business processes, to retain their customers and define their own market presence in order to remain relevant and competitive.

In this regard, Posta Kenya has made several steps towards upgrading and enhancing its business systems in line with the ever-changing market demands. They include investment in Agency Banking, E-commerce, Online cash disbursements, E-payments for utility bills, E-ticketing and E-Government Services. We are in the process of enabling a solution to include Mobile Money Transfers and Card-based transactions. This has been possible through implementation of an Enterprise Resource Planning system (ERP) which is operational in all major Postal outlets.

In addition, the Government of Kenya in liaison with the Corporation developed and launched the Huduma Services concept in 2013 where the Post Office has become one-stop-shop for all public services for citizens. Several Countries in Africa have already come to benchmark with us on the Huduma services in a bid to implement the same system in their respective administrations. Currently the Government has established over 40 Huduma Centres across the country.

Ladies and Gentlemen,

In June last year, the Corporation launched MPost, which is a mobile based platform that allows you to enjoy postal services at your own convenience through your cell phone. This service provides a platform on which customers use their mobile numbers as their Post Office Box. MPost dubbed (*Posta Mkononi*) is not only convenient to customers but is time-saving and very affordable to the common citizen. It is targeted at those customers especially the young generation, who do not wish to physically visit the post office to collect their mail. This will drive E-commerce business.

Finally,

I wish to once again welcome all of you to Nairobi and wish you a fruitful three days stay as you look forward to the PAPU Administrative Council deliberations. I now would like to invite the Secretary General of PAPU, Mr. Younouss Djibrine to make his speech.

Thank You All and God Bless Africa. *Karibuni Nairobi, Kenya.*



**PAN AFRICAN POSTAL UNION
36th ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL**

**Address by
Mr. YOUNOUSS DJIBRINE
SECRETARY GENERAL OF THE PAN AFRICAN POSTAL UNION
(PAPU)
OFFICIAL OPENING CEREMONY OF THE 36TH ORDINARY SESSION OF THE PAPU
ADMINISTRATIVE COUNCIL**

8th May 2017, Nairobi (Kenya)

- ✓ Your Excellency **Mr. JOE MUCHERU**, Cabinet Secretary for Information, Communication and Technology of the Republic of Kenya, and our Guest of Honour;
- ✓ **Mr. FRANCIS WANGUSI**, Chairman of the Administrative Council of PAPU and Director General of the Communications Authority of Kenya;
- ✓ Ambassador **BISHAR HUSSEIN**, Director General of the International Bureau of the Universal Postal Union;
- ✓ **Mr. KOLAWOLE ADULOJU RAHEEM**, Assistant Secretary General of PAPU;
- ✓ Mr. **NGENE GITUKU**, Chairman of the Board of Directors of the Communications Authority of Kenya;
- ✓ **Mr. DAN KAGWE**, Postmaster General of the Postal Corporation of Kenya;
- ✓ Mr. **CHRISTIAN MINOUNGOU**, representative of the Commissioner for Infrastructure and Energy of the African Union Commission;
- ✓ Directors General of regulatory authorities and Postmasters General of postal organizations of PAPU Member States;
- ✓ Members of the Administrative Council of PAPU;
- ✓ Leaders of sub-regional postal organizations;
- ✓ Partners of the Pan African Postal Union;
- ✓ Dear invitees;
- ✓ Members of the press;
- ✓ Distinguished delegates;
- ✓ Ladies and Gentlemen, in your respective capacities;
- ✓ All protocol duly observed;

Good morning!

صَبَّاحُ الْخَيْرِ !

Bom dia!

Habari Asubuhi!
Bonjour!

It is with absolute pleasure that we are all gathered here today in this historic city of Nairobi, the capital of Kenya, the land of JOMO KENYATTA, the father of independence; and the homeland of WANGARI MAATHAI, biologist, professor of veterinary anatomy and first African winner of the Nobel Peace Prize in 2004. Kenya, a land of magnificence with endless plains, luxuriant forests, snow-capped mountains and palm-fringed coasts. Kenya, Kenya... volumes could be written on this fascinating country... A collection of stories, legends, an invaluable cultural heritage for humanity.

It is therefore my singular honour and pleasure to speak before this august assembly during the official opening ceremony of the 36th Ordinary Session of our Union's Administrative Council.

I wish to seize this opportunity, on behalf of the African Postal fraternity, to convey our heartfelt gratitude to His Excellency Uhuru Kenyatta, President of the Republic of Kenya, for his kind offer to host this event. This act of kindness and generosity undoubtedly reaffirms his commitment to African solidarity as already shown by his unwavering engagement and Kenya's relentless contributions to the socio-economic integration of our great continent.

To the Government and the people of Kenya, I wish to express our sincere thanks for the warm welcome and hospitality extended to us since our arrival here in the beautiful city of Nairobi.

The Guest of Honour,

I also wish to thank you most sincerely for taking time off your very busy schedule to personally grace this occasion with your distinguished presence.

On behalf of Member States of PAPU, I would like to equally thank the dynamic Organizing Committee that has worked tirelessly for several weeks now under your able leadership, making sure everything is in place to ensure the successful hosting of our deliberations.

Your Excellency,

Kindly convey our heartfelt thanks from the African Postal Fraternity to all members of the Organizing Committee.

Your Excellency, Ladies and Gentlemen,

Permit me to equally pay a well-deserved tribute to the Chairman of our PAPU Administrative Council, Mr. FRANCIS WANGUSI, for his outstanding stewardship during his first term over the past year. Throughout his tenure, he afforded us with close support and invaluable guidance that largely contributed to the smooth functioning of the General Secretariat. Mr. Chairman, THANK YOU for your exceptional leadership.

Our deepest appreciation also goes out to the Director General of the International Bureau of the UPU, Ambassador Bishar Hussein, whose roots are deeply buried in Africa, but especially here in Kenya, and has happily made the long trip from Berne in Switzerland to personally attend this momentous event. Permit me to solemnly say to you today, here in your homeland, Kenya: "**Monsieur BISHAR HUSSEIN**, you have earned our full admiration and respect by your outstanding leadership." At this juncture, I would kindly request all of us to rise up and give a "standing ovation" to our own brother, Bishar.

I would also like to pay warm homage and convey our sincere thanks to Mr. Christian MINOUNGOU, representative of the African Union Commissioner for Infrastructure and Energy, whose presence amongst us is today is a clear testimony to our parent organization's unqualified commitment and support for the postal sector.

Finally, we are profoundly moved and encouraged by the massive participation, not just of observer Member States and our Sub-regional Organizations (namely **WAPCO, COPTAC, CRASA, EACO, SAPOA**), but also of our partners: FRDPA, La Poste France, La Poste Suisse, Japan Post, Escher Group, GSMA, RascomStar-Qaf, Métis-Réseaux France, Ethiopian Airlines, Kenya Airways, just to name a few. While we are at it, I would like to say a special thank you to Kenya Airways and Ethiopian Airlines for having provided safe transportation at preferential rates to a large number of our delegates here present.

Your Excellency, Ladies and Gentlemen,

The 36th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) inaugurates the new quadrennial cycle (2017-2020), as it comes on the heels of our last Plenipotentiary Conference held in Yaounde last year.

During these deliberations, our main focus will be to analyze and understand the stakes and challenges of e-commerce for Africa's postal sector. This is actually the main thrust of the theme retained for this year's Pan African Post Day: "**The post: An essential infrastructure for the development of e-commerce in Africa**".

This core concept sends a powerful signal that the postal fraternity is committed and determined to continue building and harnessing its extensive global network to serve governments, customers, companies and other stakeholders with the ultimate goal of fostering growth and creating wealth for all citizens across the world

By the same token, this theme is in synchrony with the postal sector's new vision code-named "**Vision 2020**", which is built on three pillars: **Innovation, Integration and Inclusion** (the now famous "**3is**"). **'Innovation, integration and inclusion are seamlessly aligned with the African Union's Vision 2063 and the United Nations' Sustainable Development goals**, especially when it comes to integration, socio-economic inclusion and trade facilitation.

It is therefore critical that Africa's post should give pride of place to e-commerce in its activities, thereby leveraging on the enormous potential that lies in its massive infrastructure.

Thanks to the extensive outreach of its network of post offices that serve both rural and urban communities, the post has "what it takes" to position itself firmly in this promising segment of the new economy known as **e-commerce**.

This is all the more true given that the post enjoys a solid and long-standing relationship of trust with its customers; trust which has been carefully established and nurtured for ages. The post can equally take pride in its unique and massively interconnected global network equipped to deliver services at the doorstep of its customers, as well as in its versatile internally developed and tested financial service capabilities, which have now been upgraded, automated and branded as *International Financial System*(IFS) and *International Postal System* (IPS).

Africa's post should therefore brace itself to step up its momentum for immediate take-off of e-commerce in Africa, while performing its natural and rightful role as a hub for an integrated three-dimensional network (physical, electronic and financial) operating under a single roof.

In this regard, I am delighted to inform you that under the umbrella of the UPU and within the framework of the quadrennial Regional Development Plan (RDP) for Africa for the 2017-2020 period, we are currently developing a key project to implement **virtual platforms for e-commerce** as well as smart storage and distribution systems in each of the five regions across Africa. This project is code-named **Ecom@Africa**. This project holds huge benefits for Africa and since its inception, PAPU has worked hard to ensure that

Africa is not left by the wayside. I will allow the champion of the project, who is here with us, to shed more light in this regard. The Director General of the UPU will speak with more authority of the project.

Ladies and Gentlemen,

The 36th Ordinary Session of the PAPU Administrative Council equally features a **session with our partners** on these very premises on Wednesday, 10th May 2017. Over time, we have come to realize that our Member States have always looked forward to meeting with our partners always turn out in their numbers whenever they are invited to our events. This year, we are giving them the opportunity to formally interact with these partners. It is our fervent wish that at the close of this meeting, our deliberations would be fruitful and promising partnerships established for the overall good of Africa's postal fraternity.

In the same vein, the agenda of the our Administrative Council meaning also includes the African Postal Regulators' Forum scheduled to take place tomorrow, 9th May 2017. This activity was included in the action plan of the Pan African Postal Union (PAPU) during the 9th Plenipotentiary Conference at the request of Member States who strongly expressed the need to institutionalize an annual meeting of postal regulators.

An entire day has therefore been set aside for government officials in charge of postal regulation, those in charge of developing sector policies and, where possible, those in charge of African integration, to explore the stakes and challenges of postal regulation in Africa.

In addition to the usual sharing of experiences, the overriding aim of the Postal Regulators Forum will be to sensitize regulators and government representatives on the need for reforms, set out guidelines for the harmonization of postal policies and regulations in Africa as well as ensure a more efficient coordination of stakeholders (governments, regulators, operators, customers, etc.).

Our hope is that, at the end of the meeting, the inputs from our respective Member States will provide us with clear guidelines to come up with a **Harmonized African Postal Regulation** over the short term.

I would therefore call on each and every one of you here present to take part actively in this Forum and to make relevant and practical recommendations to our Member States.

Your Excellency, Ladies and Gentlemen,

At this point, I would like us to specially acknowledge and congratulate two African countries that have made us proud.

- Firstly, we are happy to celebrate the UPU's choice of entrusting the Republic of Côte d'Ivoire with the hosting of its Ordinary Congress in 2020.
- Secondly, the Federal Democratic Republic of Ethiopia will host the UPU's Extraordinary Congress in 2018. These choices bear ample testimony to the fact that Africa is a key player on the world postal arena.

Still speaking of celebrations, I would like us to welcome a sister country that has decided to return home to the great AFRICAN POSTAL COMMUNITY. It is my pleasure to announce that the Kingdom of Morocco has decided to join our family and is present amongst us today as an observer, pending the finalization of the legal procedure for her formal admission. Contacts are ongoing with other countries to bring them on board. It is our profound conviction that our membership would have grown by our next Administrative Council meeting. Permit me to leave it here for now. To the Head of the Delegation of the Kingdom of Morocco, I wish to say KARIBU SANA!

Your Excellency, Ladies and Gentlemen,

I wish I could say more, but I am fully aware that we have a packed agenda, including discussions on very topical issues and presentations by experts from Member States and partner organizations, as well as a series of recommendations submitted by the Administrative and Technical Committees. These will definitely keep us busy for the better part of today and Wednesday.

To conclude, I wish to, once more, express my profound gratitude to our hosts for their invaluable contribution to the successful organization of our meetings. To each and every one, I would like to say, THANK YOU for your presence and active participation.

God bless you!

God bless the postal sector!

God bless the Republic of Kenya!

God bless Africa!

Merci beaucoup!

شُكْرًا كَثِيرًا (Shoukran katheeran)!

Thank you!

Obrigado!

Asante sana!

AFRICAN UNION

الاتحاد الأفريقي



UNION AFRICAINE

UNIÃO AFRICANA

AUC Opening remarks at the PAPU 36th Administrative Council

Nairobi, Kenya, 8th May, 2017

- Honorable Minister of Communication of the Republic of Kenya, Chair of the PAPU Administrative Council,
- Dear Younouss Djibrine, Secretary-General of the Pan African Postal Union(PAPU),
- Ambassador Bishar Hussein, Director General of the Universal Postal Union (UPU),
- Representatives of RECs, Member States and postal organizations,
- Ladies and gentlemen,

It is an honor and a great pleasure for me to stand before you on the occasion of the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU). In this respect, allow me, first of all, to sincerely express my profound gratitude to the Secretary-General of PAPU for the inviting the AU Commission and the Government of the Republic of Kenya for the warm welcome and all facilitations at our disposal since our arrival in the beautiful city of Nairobi.

Ladies and gentlemen,

It's also my duty to convey to you the warm and fraternal greetings from Dr Amani ABOU-ZEID and Mr. Cheikh BEDDA, Commissioner for Infrastructure and Energy of the African Union and Director of Infrastructure and Energy of the African Union Commission, respectively.

Your Excellency,

As you are well are, the new Commission elected in January, 2017 took office in mid-March, 2017 remains intact. For Dr Abou-Zeid, the postal sector with its new mandate deserves all interest from public authorities. This was reaffirmed, for instance, two weeks ago on the occasion of the yearly meeting of the Reference Group on Infrastructure, a bilateral meeting between Africans and Europeans aimed at steering the implementation of the roadmap of the Joint Africa-EU Strategy on Infrastructure.

Ladies and gentlemen,

It does not lead more than 60% of these populations live in rural areas and that the Post is one of the few institutions that interest the populations for their financial, digital and social inclusion. I should also be

entitled to remind everyone of the fact that the next decision of the Heads of State and Government of the Union in 2017 is dedicated to Youth through the theme "Harnessing the Demographic Dividend in Progress in Youth". Indeed, as we all know, the African population, unlike other parts of the world, is essentially young. Africa, according to recent statistics, remains the youngest continent with 41% of its population under the age of 15. It is a gold mine in terms of dynamism and ability to innovate and to undertake; however, if badly exploited this asset can produce a boomerang effect the youth of a need for education, favorable environment to express themselves. She mostly needs employment and work. And this is the daily concern of all African governments.

Ladies and gentlemen,

Our conviction is that the Post has the means to contribute to the solution of this equation so much dreaded by the families and the rulers if it succeeds in innovating and this is the responsibility of each one of us. I know that initiatives are under way. I am thinking in particular of the electrification and connectivity project for rural and landlocked post offices whose ultimate objective is to provide individuals, institutions and communities with opportunities to improve their technical, provide them with information and resources to enable them to access online postal services for the promotion of their financial and social inclusion. The AU Commission which has been engaged with you since 2015 to carry out this project promotes every effort to ensure its promotion and we hope that this will soon result in concrete results to enable the Member States in their efforts to achieve this goal.

Distinguished guests,

I would also like to take this opportunity to announce that the Commission will launch an evaluation of the implementation of the action plan for the development of the postal sector in Africa in the coming weeks. The aim is to identify the new challenges and new directions to be taken at the national, regional and continental levels to meet the demands of the moment. The participation of everyone and all, at each level, will be greatly appreciated. Similarly, it is important to announce the holding of the 2nd regular session of the Specialized Technical Committee on Communications and ICTs in September 2017. We count on the participation of all as it was in 2015.

**Mr. Chairman of Administrative Council,
The Secretary-General,**

From the above it appears that the holding of the 36th session of Administrative Council of PAPU is timely. The subjects to be debated are promoters of hope for an African post centered on meeting the needs of individuals and communities. In any case, I would like to wish all of us fruitful debates and a successful AC and deliberations in the light of our aspirations.

Thank you for your kind attention.

SPEECH BY DIRECTOR GENERAL OF THE INTERNATIONAL BUREAU OF UNIVERSAL POSTAL UNION, AMB. BISHAR HUSSEIN, DURING 36TH ADMINISTRATIVE OF THE PAN AFRICAN POSTAL UNION, NAIROBI, KENYA

Your Excellency Hon. Joe Mucheru, the Cabinet Secretary for Communications, Information and Technology,

The Secretary General of the Pan African Postal Union, Mr. Younous Djibrine,

My colleague the Deputy Director General, Mr. Pascal Clivaz,

Distinguished Heads of Delegations,

Dear delegates and participants,

Ladies and gentlemen,

I want to thank the government of Kenya through the Communication Authority and the Postal Corporation of Kenya, as well as the Pan African Postal Union secretariat for inviting UPU to this important conference in my home city Nairobi and for the warm reception accorded to me and my delegation.

On behalf of myself, the DDG and senior officials from UPU, we have come here on goodwill mission to join the African postal fraternity and to lend our full support to your conference, strategies, programme and projects.

Africa holds special place for both DDG and myself. Nairobi, in particular, has special significance for both of us. This is the city where seven years ago, our candidacies were announced and our campaign launched with full support of the African governments. We owe very special thanks to all of you and I will reiterate the same to say thank you very much. We have always worked hard since to make sure we live to your expectations to modernize the continent's post.

Vision, mission, business plan

Dear friends,

The development of the post is the primary goal of the Universal Postal Union. Our vision, mission and business plan for this cycle that was adopted by the Istanbul Congress is to encourage and support the member state's governments, regulators and designated postal operators to transform their postal sectors and help them to achieve their sustainable development goals of the United Nations to which we are all signatories. As a specialized agency of the UN, UPU will play a key role in promoting initiatives that will help governments achieve their SDG / objectives.

Ladies and gentlemen, in Istanbul Congress you endorsed the UPU vision, mission and business plan for the cycle 2017-2020 that placed the national posts in a leading position in the communication industry in

your respective countries. I will encourage you to familiarize yourself with these plans and implement them in your countries. Furthermore, UPU's Regional Development Plans for Africa are based on this blueprint.

The plan has identified e-commerce and financial services as the potential areas of growth for post. The other area is the diversification of products. Africa will be the highest beneficiary for budget endorsed in Istanbul in the area of regional development assistance.

The IB of the UPU was consequently tasked by you Member States to develop programs and actions to support the development of these two services during the Istanbul cycle. The DDG and I subsequently led the International secretariat to responded immediately to convert the congress resolution to concrete action plans. We developed a pioneering global digital e-market platform for posts starting with the African continent as a pilot program. We called this Ecom@Africa.

The choice of Africa in this premier project was not by accident. It was a deliberate plan. We have noted that Africa is lagging behind in e-commerce business facilitation globally. We wanted to strengthen this link in the UPU e-commerce supply chain and provide an opportunity for the continent to join the rest of the world in this fast growing trade.

We believe that Ecom@Africa will not only unlock the potentials of African business globally, but will place the post as the logical backbone infrastructure, and a vital vehicle for social, economic, financial and digital inclusion. Although the platform will be used by all business concerns in a country, the primary target is to promote SMEs businesses locally and internationally. Ecom@Africa project supports another UPU initiative called *exporta-facile* that targets the same group. That is why Ecom@Africa appeals to governments and citizens. It promises to unleash hitherto untapped potentials for youth, women and the socially disadvantaged. Many governments in the continent now welcome the initiative, while the rest of the world is waiting for their turn to connect into it.

The IB had identified several hub countries to kick-start this new concept with intention to eventually interconnecting them to create a continental-wide postal e-market zone. The identified hub countries included Kenya, South Africa, Cameroon, Côte d'Ivoire, Morocco and Tunisia. The initiative is, however, open to all Member States that are willing to roll out the project.

I am glad to report that the response to this project was spontaneous and immediate. We received positive responses from these countries, and I wish to single out Tunisia and South Africa for their progress in implementing the project.

The government of Tunisia launched the program in January 2017. They set up an integrated multi-sectoral national secretariat and provided initial seed funding to roll out the project. Tunisia also provided physical facilities at Tunis airport for the establishment of the logistic center and Ecom@Africa hub.

I am happy to report that the IB has now concluded the final report which spells out clear implementation plan for the government of Tunisia. The report contains all the key projects identified, their implementation plan, project costs, deliverables and time lines to meet the deadlines set by the government for the official launch of the services later this year.

South Africa has also made significant progress by establishing a national team and are now taking the Ecom@Africa project through their national legislative process while working in parallel with IB team to prepare the ground for a scoping exercise to be conducted soon.

The IB has also developed a standard methodology and rules of engagements with governments that takes into account political, legal and regulatory environments of each country. This will be a template that will standardize the implementation of the project continental-wide.

We are having discussions with other identified countries to work together and help them set up this facility. We are also analyzing requests from countries that initially had not been part of the first phase of implementation with a view to finding facilities to assist them.

E-commerce is the future for global trade and business and a sure route for the African post to finding relevance as a critical national infrastructure. E-commerce is projected to grow to 4 trillion dollars by 2020. Postal organizations in Europe, Asia and Latin America that have established e-commerce platforms have registered exponential growth in their parcel traffic businesses. Malaysia, Turkey and Belarus are few successful reference cases for benchmark. Saudi posts and Qatar are also at an advance levels in this new trade platform.

I would like to inform you that UNCTAD held a global E-commerce event two weeks in Geneva that was attended by government ministers from many countries. In high level panel discussion led by global leaders in e-commerce business, the message was quite clear: E-commerce will be a game changer for many economies. Let Africa not be left behind in this global economic revolution.

UPU Reform

Ladies and gentlemen, I wish to update you on reform of the UPU. This is a topic that has been in our discussion for some time, especially during the last cycle. I wish to note that the Istanbul Congress endorsed some key reform issues that have now been tested and found beneficial. The first results of the reform were evident during the CA and POC sessions that took place a month ago. The reforms have produced faster decision-making and better management of our time and resources at the Union.

However, there are few residual issues of reform, which were not decided upon at Congress. These items are now the work of an ad-hoc group led by China that was created by the Congress. The main issues revolve around representation in the decision-making bodies of the Union as well as the final structure of the Union. I would urge you to take keen interest in the debates of reforms so as to position the continent to be at equal decision-making level with the rest of the world.

We will have the opportunity for you to discuss this topic in your agenda in detail later in this meeting. The outcome of this ad-hoc group's work will form the basis of a CA resolution to be submitted to the mid-term congress in Addis Ababa next year.

Reform of the funding methodology of union.

This is another critical ad-hoc group led by Kenya. The current funding methodology of union is based voluntary contribution that is different from many other UN bodies. Hence it lends itself to potential inequalities, besides being unsustainable. You will all recall that the need for reform of the Union's contribution system was a proposal mainly from some African Member States to Congress that was conceived during the PAPU plenipotentiary conference in Yaounde last year. I would urge you to participate

actively in the work of this ad-hoc group. According to studies, the current voluntary contribution system of the Union poses its biggest existential risk according.

Stabilization of the UPU pension scheme

As you are aware, the UPU pension fund is technically insolvent and puts to risk the international secretariat's past, present and future. The fund has a shortfall of 29 million Swiss francs, which must be raised to stabilize it as soon as possible. Actuarial specialists have conducted studies and made proposals on how this situation could be addressed in line with the Union's rules and regulations.

This matter was raised during Istanbul congress but there was no agreement by Member States. An ad-hoc group was established led by United States of America, which will bring its report to the next CA session in October.

I wish to urge you to support the work of this group and help resolve this matter for the benefit of the continuity of the Union.

UPU regional postal training centers

I would like to inform you that last week I opened UPU's regional training center for English speaking countries in Cairo. I wish to thank the Egyptian government and the postal authorities there for developing the ultra-modern training college in Cairo purposely built for postal executives and staff of the African region. The Egyptian authorities will coordinate with the IB of the UPU to develop specially tailored courses and curriculums on postal business. I would urge you to make use of this excellent training center.

Earlier in the year, I launched a similar training center for the Arab speaking countries in Tunisia. And next week, I will unveil the regional training center for the French speaking Africa in Yaounde.

We believe that these regional training centers will enhance the capacity building for your postal staff.

The IB had opened similar training centers in Montevideo, Barbados, and Moscow for the Latin America, Caribbean and Eastern European regions respectively during the last cycle while supporting the training needs for the Asia Pacific regional training center in Bangkok, Thailand. This concludes the commitment the DDG and I made during our election in 2012.

Two UPU congresses in Africa

Finally, I wish to note with satisfaction Africa will be host to two important UPU Congresses in 2018 and 2020 in Ethiopia and Côte d'Ivoire respectively. As you are aware, past Congress opportunities have eluded the continent. Africa is now ready to receive the world. I would propose for African solidarity group be established to support these two countries to host the event successively.

Thank you very much for your attention. I wish you fruitful deliberations in your Council meetings

REMARKS BY MR. FRANCIS W. WANGUSI, DIRECTOR GENERAL OF THE COMMUNICATIONS AUTHORITY OF KENYA (CA) AND CHAIRMAN OF THE ADMINISTRATIVE COUNCIL OF THE PAN AFRICAN POSTAL UNION DURING THE OFFICIAL OPENING CEREMONY OF THE 36TH ORDINARY SESSION OF ADMINISTRATIVE COUNCIL OF THE PAN AFRICAN POSTAL UNION (PAPU) ON 8TH MAY 2017 AT THE SAFARI PARK HOTEL, NAIROBI.

**Chairman of the Communications Authority of Kenya, Mr. Ngene Gituku,
Director General of the Universal Postal Union, Amb. Bishar Hussein,
Deputy Director General of the Universal Postal Union, Mr. Pascal Clivaz
Representative of the African Union, Mr. Christian Minoungou
Chairman of the PAPU Administrative Council, Mr. Francis Wangusi
The Secretary General of the Pan African Postal Union, Mr. Younouss Djibrine,
The Assistant Secretary General of the Pan African Postal Union, Mr. Kolawole Aduloju
The Post Master General of the Postal Corporation of Kenya, Mr. Dan Kagwe
Heads of Delegation,
Distinguished Delegates,
Ladies and Gentlemen,**

I am gratified to join you this morning at the official opening of the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union.

On behalf of my country, the Republic of Kenya, and my organization, the Communications Authority of Kenya (CA), I wish to express my sincere gratitude to the members of the Pan African Postal Union (PAPU) for the honour bestowed on me and by extension the people and the Government of Kenya as the chair of the 35th Administrative Council.

The Administrative Council of PAPU is a key organ of our Union on which on which Member States and other interested parties depend for diligent stewardship towards the efficient attainment of the goals and objectives of the Union. We sincerely appreciate the support and collaboration we have continued to enjoy in the course of discharging our responsibilities. I particularly wish to express my profound appreciation to the General Secretariat for its unwavering support that made our work both easy and exciting.

Allow me to thank the Government of Kenya, through our Guest of Honour, Mr. Joe Mucheru, the Cabinet Secretary in the Ministry of Information, Communications & Technology, for the support extended to the Communications Authority of Kenya (CA) in hosting this distinguished event. We thank you Sir for the support.

On the same breath, I would like to thank the Board of Directors of the Communications Authority of Kenya, represented here by the Chairman, Mr. Ngene Gituku, for the resources put at the disposal of the local Organizing Committee to ensure this important meeting is a success. Mr Chairman, we thank your Board for this kind gesture.

Guest of Honour, Heads of Delegations, Ladies and gentlemen,

In a rapidly changing world, the essential role that the posts play in ensuring the right to communications, transport of parcels or sending money is now more relevant than ever. Postal networks are vital to e-commerce development, and in ensuring the delivery of millions of parcels each day. Postal networks also

contribute to trade facilitation in particular to micro, small and medium enterprises, by offering products and services tailored to the needs of those businesses. In addition, over 1.5 billion people around the world have access to financial services via the post office, making the posts the world's second biggest stakeholder in financial inclusion.

In a world characterized by rapid evolution in technology, the post must constantly innovate to not only survive but also thrive. While the post has held its own in the developed world through innovations including use of drones or driverless vehicles to deliver parcels, and use of crypto-currency for money transfers, the post in most African countries is struggling to remain afloat despite its expansive network.

The Administrative Council is committed to ensuring that the African post retains its relevance as part of the economic infrastructure of the region and plays its part in the attainment of the AU agenda 2063 as well as Sustainable Development Goals, particularly in the areas of socio-economic development, climate change and financial and social inclusion.

Indeed, research has shown a very strong correlation between postal connectivity and gross domestic product per capita and reduction in the rate of poverty. According to a UPU study, the more the post of a country exchanges with other posts, the greater the growth in the country's economy and the greater the decrease of poverty. As a continent that has historically been defined by hunger, disease and poverty, the post therefore holds a lot of promise for Africa. As policy makers, regulators and operators, we have a duty to ensure that we foster postal connectivity in our countries and across the region in order to change the circumstances of our people.

It will be recalled that, in order to infuse vibrancy into the African post, PAPU and the Universal Postal Union (UPU) in 2015 identified the priorities for the African region for the 2017-2020 cycle. These regional priorities were aligned with the priorities of the main regional players, in particular the African Union's Agenda 2063: the Africa We Want. Based on the fundamental pillars of innovation, integration and inclusion, the regional priorities for Africa for the current cycle now focus on improvement of operational efficiency and development of e-commerce; postal financial services development; postal sector development and; e-services and diversification. Implementation of these priorities will go a long way in repositioning the African post to drive socio-economic development in Africa, and thus ensure that Africa does not remain the weak link in the global postal network.

Guest of honour, ladies and gentlemen

I recall with profound pride the way the entire African region worked in solidarity in the lead up to and during the Istanbul UPU Congress. In the usual display of unity, Africa stood firmly behind the proposal on the Reform agenda of the UPU. While the region may not have achieved its entire wish list during the Congress, substantial ground was covered particularly in the Reform agenda and other areas. I must however hasten to add that a lot more work remains to be done on this and other pertinent issues at the global postal arena.

Arising from the success of the Istanbul UPU Congress, a number of major meetings are lined up to take place in the African Region, starting with the UPU mini-Congress in Ethiopia in 2018 and UPU Congress in Cote d'Ivoire in 2020. To ensure that the region is adequately prepared to participate in the UPU Extraordinary Congress, it is important that PAPU convenes a meeting to come up with common positions on the

thematic issues for the 2018 min-Congress. A decision on this matter is expected to be made during the 36th Session of the PAPU Administrative Council meeting.

As we push for the reform of the UPU to give the continent a greater voice, we must bear in mind that our current representation at the UPU Council of Administration (CA) and the Postal Operations Council (POC) is still far from satisfactory. The African region's membership and participation in the various committees and working groups of the UPU's Council of Administration and Postal Operations Council is far too low.

As we are aware, these two bodies handle important business and policy issues that have huge ramifications on the future of the Post in Africa, and indeed globally. We must work together as a region to ensure Africa's voice is heard at the global postal arena.

Guest of Honour, ladies and gentlemen,

The Union faces a number of challenges that call for candid conversations if the African post is to become a vibrant and responsive player in the global business ecosystem.

I would also like to draw your attention to the fact that the Acts of the Union that were last reviewed in 2009 are yet to be ratified, eight years later. As a result, the current Acts are out of step with the rapidly evolving postal market realities. The rapid evolving postal operating and business environment calls for regular review of the constitutive framework of the Union. I am happy to note that an Ad hoc team of legal experts has started review and amendment of the Acts of Union and target to complete the work by November, 2017. I urge member countries who are members of this ad hoc group to second legal officers to finalize this important assignment in time for the revised Acts to be considered during the PAPU Extraordinary Plenipotentiary Conference.

I wish to add here that Africa has very high expectations on PAPU in respect to developing homegrown solutions to re-energize the post in the region. However, for our Union to deliver on these expectations, members must also be willing to meet their part of the bargain and meet their obligations to the Union. With the right level of support, our Union will certainly serve us better and more effectively.

Guest of Honour, ladies and gentlemen,

I will fail in my duty if I do not say anything about the expansion of our Union considering that as Chair of the 9th Extraordinary Session of the Administrative Council held in Yaoundé, Cameroon on 25th July, 2016, I emphasized on the need for the Secretary General to do what he can to bring on board members of the African Union that are not yet part of the PAPU family. In this regard, I am aware that several non-member States were contacted by the Secretary General. I am pleased to inform you that these efforts were not in vain and I speak, I am pleased to inform you that the Kingdom of Morocco is back and is among us today as observer pending the finalization of the legal process for their formal return as a member of our Union. In addition, I am informed that contacts were made with the Islamic Republic of Mauritania who is very willing to join the PAPU family. Other contacts are still being pursued.

As I conclude, I wish you fruitful deliberations as you consider reports of the various technical committees and other agenda of this Council meeting. I am positive that we shall work as a team dedicated to

achieving consensus in the decision-making process so that we can ultimately attain our broad objective, namely, leveraging on the vast postal infrastructure to foster socio-economic development in Africa.

It is now my duty to welcome Mr. Ngene Gituku, the chairman of the Board of Directors of the Communications Authority of Kenya (CA) to give his remarks and thereafter welcome the guest of honour.

TALKING NOTES BY MR. NGENE B. GITUKU, CHAIRMAN OF THE BOARD OF THE COMMUNICATIONS AUTHORITY OF KENYA DURING THE OFFICIAL OPENING CEREMONY OF THE 36TH ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL OF THE PAN AFRICAN POSTAL UNION ON 8TH MAY 2017 AT THE SAFARI PARK HOTEL & CASINO, NAIROBI

**Our Chief Guest, Mr. Joe Mucheru, the Cabinet Secretary for Information, Communications and Technology,
The Director General of the Universal Postal Union, Amb. Bishar Hussein,
The Deputy Director General of the Universal Postal Union, Mr. Pascal Clivaz
Representative of the African Union, Mr. Christian Minoungou
The Chairman of the PAPU Administrative Council & Director General of the Communications Authority of Kenya, Mr. Francis Wangusi
The Secretary General of the Pan African Postal Union, Mr. Younouss Djibrine,
The Assistant Secretary General of the Pan African Postal Union, Mr. Kolawole Aduloju,
Heads of Delegation,
Distinguished delegates,
Members of the Fourth Estate,
Ladies and Gentlemen,**

Good morning,

I am happy to join you this morning at the official opening of the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union. As one of key decision-making bodies of PAPU, the Administrative Council presents Member States with an opportunity to contribute to the development of the post in the region between the Plenipotentiary conferences.

Kenya is an active member of the Pan African Postal Union and is indeed privileged to have been given the honour to serve as Chair of the Administrative Council for the past one year and to host this meeting. I trust that during our short tenure, we have steered the Council in the right direction.

Heads of delegation, distinguished delegates, Ladies and Gentlemen,

The demand for traditional postal services has been on the decline due to changing customer demands, competition, and the substitution of paper mail with digital messaging solutions. This has created the need for innovation for the postal operators in the face of cutthroat competition posed by new communication services.

The extensive postal network in the region presents an opportunity that, if properly harnessed, can increase access to financial, communication and a host of other retail services. E-commerce also presents an additional opportunity to reposition and revitalize the post in the region.

It is, therefore, incumbent upon regulators and designated operators across the continent to seize these opportunities and further put mechanisms in place to promote the development of this important sub-sector

in Africa. Additionally, governments and regulators must take deliberate actions to increase access to Internet to sections of the population, to fast track the adoption of e-commerce.

On our part as Kenya, I am happy to report that the Communications Authority of Kenya has taken a number of regulatory initiatives to improve on the quality of services provided by our public postal licensee. The most notable is the recent adoption of an automated Mail Quality Measurement System to measure the quality of services offered to customers. The launch of this system has been done in coordination with the UPU, making Kenya the first country in Africa to adopt the Radio Frequency Identification (RFID)-based technology for regulatory purposes.

The equipment is installed in 21 post offices countrywide and the Authority has further allowed the designated operator to use the RFID equipment for global monitoring tests. Indeed both parameters are critical ingredients for improved quality of service of the postal services in Kenya.

I am optimistic that the deliberations of the Technical Committee Meetings and the 36th Administrative Council will offer useful solutions for the transformation of the Post in Africa. I also wish to commend the General Secretariat of PAPU for facilitating a Postal Regulators' Forum to create platform for sharing experiences, and to sensitize regulators and government representatives on the need for reforms, and for the harmonization of postal policies and regulations in Africa. I am positive that this Forum will go a long way to improve the fortunes of the post in the region.

With those few remarks, ladies and gentlemen, it is now my honour and privilege to invite our chief guest who is also the Cabinet Secretary for Information, Communications and Technology, Mr. Joe Mucheru, to deliver his keynote address.

Thank you.

REMARKS BY MR. JOE MUCHERU, CABINET SECRETARY, MINISTRY OF INFORMATION, COMMUNICATIONS AND TECHNOLOGY DURING THE OFFICIAL OPENING CEREMONY OF THE 36TH ORDINARY SESSION OF ADMINISTRATIVE COUNCIL OF THE PAN AFRICAN POSTAL UNION (PAPU) ON 8TH MAY 2017 AT THE SAFARI PARK HOTEL, NAIROBI.

**Chairman of the Communications Authority of Kenya, Mr. Ngene Gituku,
The Director General of the Universal Postal Union Amb. Amb. Bishar Hussein,
The Deputy Director General of the Universal Postal Union, Mr. Pascal Clivaz
Representative of the African Union Commission, Mr. Christian Minoungou
Chairman of the PAPU Administrative Council, Mr. Francis Wangusi
The Secretary General of the Pan African Postal Union, Mr. Younous Djibrine,
The Assistant Secretary General of the Pan African Postal Union, Mr. Kolawole Raheem
Heads of Delegation,
Distinguished delegates,
The Fourth Estate,
Ladies and Gentlemen,**

It gives me great pleasure to join you this morning at this distinguished assembly of the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) in Nairobi. On behalf of the people and the Government of Kenya, I would like to commend the membership of PAPU for having accorded country the honour of hosting this important meeting.

In the spirit of African hospitality and solidarity, I wish to welcome you all to Kenya particularly Heads of delegation and delegates who arrived in Nairobi over the weekend. Kenya is considered as the cradle of mankind, on account of having the oldest human remains were discovered in this country. I therefore wish to encourage you all to feel at home. .It is my hope that you shall spare some time during your stay here to sample the warm hospitality of the Kenyan people, and our rich cultural and natural heritage. I assure you that you shall not be disappointed.

Heads of delegation and distinguished delegates, postal services play a significant role in socio-economic development of our countries, given the fundamental role that communications play in facilitating human interactions, trade and commerce. In this regard, the African region has an obligation to modernize its postal infrastructure and services in order to align the postal sector with the changing global trends, and shifting customer tastes and preferences.

The post in the Africa remains a critical tool for the attainment of the United Nation's Sustainable Development Goals, and thus opening new opportunities for a sizeable proportion of our population who are bogged down by poverty. In most of our jurisdictions, the post serves as an important medium of communications and as a driver of financial inclusion.

Distinguished delegates, ladies and gentlemen, the regional postal network presents enormous opportunities to small and medium enterprises, which are key drivers of the global economy, through provision of affordable and integrated export solutions. These affordable export solutions hold the key to unlocking barriers to intra-African and global trade, fostering growth in our economies and creating new jobs for our youth. Indeed, the post has capacity to generate significant economic and social impact, and

thus contribute to the realization of the African Union's vision of 'An integrated, prosperous and peaceful Africa, driven by its own citizens and representing a dynamic force in global arena'.

The role of infrastructure in fueling economic growth is now acknowledged globally. In addition, the quality of infrastructure has been established to affect the economic growth potential of countries and the ability of businesses to thrive. The postal network constitutes a part of a region's critical infrastructure and we need to pay more focused attention to it for the sub-sector to regain its lost glory.

I am positive that the deliberations of the 36th Ordinary Session of the PAPU Administrative Council will go a long way in ensuring that the region continues to modernize its postal infrastructure and services across the physical, electronic and financial realms in accordance with the changing global trends.

As an intergovernmental agency coordinating the development of postal services in Africa, the General Secretariat of PAPU has an important role to play in ensuring that the African post remains dynamic and relevant in the current technology driven environment.

Heads of delegation, distinguished delegates, ladies and gentlemen,

I am aware that the Technical Committees of the PAPU Administrative Council have been discussing various issues that are central to the advancement of the Post in Africa.

It is without doubt the postal landscape is in a state of flux. The Universal Postal Union (UPU) in its 2014 study titled: *Development strategies for the postal sector: an economic perspective* acknowledges that Posts are facing turbulent times. The report notes that the 21st century is for Posts one of uncertainty, volatility and rapid evolutions spurred by increased connectivity. These predictions are already a reality in our region.

The acceleration of electronic substitution of traditional mail, the rise of new communication media and the rapid transformation of postal traffic towards the delivery of goods in response to the surge of e-commerce are leading many operators and governments to rethink the role of the postal infrastructure.

However, there is a consensus that the new communications technologies have not only created a threat to the Post, but have also created new opportunities for the post to thrive. Besides e-commerce, opportunities are also arising in the provision of financial and payment services to sections of the population that have all along been sidelined from the formal financial ecosystem.

According to the Global Panorama on Postal Financial Inclusion released by the UPU by in 2016, two billion people worldwide are financially excluded, meaning they have no access to financial services. This presents new opportunities for the post to foster digital financial inclusion.

A GSMA report of February 2016 shows that at the end of 2015, there were almost five times more postal accounts than mobile money accounts, which at the time stood at 411 million worldwide. However, mobile money accounts are growing at a faster rate than postal accounts.

This shows that the Posts are better positioned in banking segments of the population that such as women, the poor, the less educated and those in the informal economy that tend to be excluded in other financial institutions.

As such, postal networks should be an integral part of discussions in which governments; policy makers and international organizations design strategies for fostering financial inclusion. It is my hope this matter is one of the subjects billed for discussion during the 36th ordinary session of the PAPU Administrative Council.

Heads of delegations, distinguished delegates, Ladies and Gentlemen,

In Kenya, the Government has leveraged on the existing postal footprint to bring public services closer to the citizens. The Huduma Kenya concept is a one-stop shop, which offers a multiplicity of services to Kenyans. It has now become a reference point for improvement of service delivery and has won a number of global accolades.

I am gratified to report that the Government of Kenya has already initiated the process of reforming the public postal operator, the Postal Corporation of Kenya (PCK), to transform its business model to thrive in the competitive market environment.

In addition, the Government is already in discussions with the Universal Postal Union on the Ecom@Africa initiative, which is expected to reaffirm Kenya's position as a regional ICT and business hub. I wish to thank the UPU, through its Director General, Amb. Bishar Hussein, for selecting Kenya as one of the beneficiaries of this project. .

E-commerce offers small and medium-sized enterprises (SMEs) a unique opportunity to access international markets. According to the International Trade Centre, e-commerce was estimated at over US\$15 trillion for annual business-to-business transactions and well over US\$1 trillion for annual business-to-consumer trade in 2015. It is worrying that in 2015, African enterprises contributed just below 2% of the global consumer e-commerce.

For Africa to become a key player in e-commerce, PAPU Member States gathered here must address the four key barriers to the growth of e-commerce on the continent namely; financial, infrastructural, socio-political and the digital divide.

Kenya is already making progress in the implementation of a National Addressing System that will serve as launchpad for robust growth of e-commerce.

Ladies and Gentlemen,

The Posts will only realize the benefits we envisage, if they tap into the opportunities presented by emerging technologies, to remain relevant as providers of sustainable and inclusive financial products. Postal operators that have not fully digitized their operations have to do so urgently or risk becoming irrelevant.

We must therefore take the necessary interventions and which I hope all of us here will seriously look into, as we deliberate on the future of the Post. As I conclude, I wish to challenge the region to consider the following solutions in order to give a new lease of life to the post.

First, we have to complement post offices with new distribution channels to maintain competitive edge in terms of network size and density. Secondly, the Post must digitize both operations and products to improve the quality of customer experience and costs.

Thirdly, Governments and financial regulators must demonstrate the willingness to use the postal network as a tool for advancing financial inclusions. Finally, the postal operators must improve their marketing and communications to attract and retain customers, improve on their quality of service and diversify their operations.

I strongly believe that if we do so, we shall not only breathe a new life into the Post, but also open a new chapter that will position Africa as central player in the global postal and e-commerce businesses.

With those remarks, ladies and gentlemen, it is now my singular honour and privilege to declare the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union officially opened.

I thank you for your kind attention

Ahsante Sana

Merci Beaucoup

Obrigado

Asalaam Aleykum.

36TH ADMINISTRATIVE COUNCIL

PAPU/AC/XXXVI/2017 – Doc. No.1

08-10 May, 2017, Nairobi, Kenya

AGENDA OF THE 36TH ORDINARY SESSION OF PAPU ADMINISTRATIVE COUNCIL

BUREAU

CHAIRPERSON	-	Tunisia
1 ST VICE CHAIRPERSON	-	Nigeria
2 ND VICE CHAIRPERSON	-	Zambia
RAPPORTEURS	-	Chad & Uganda
SECRETARY	-	General Secretariat

WORKING HOURS

MORNING	:	09.30	-	13.00
TEA BREAK	:	11.00	-	11.30
AFTERNOON	:	15.00	-	18.00
TEA BREAK	:	16.00	-	16.30

**ITEM
No.**

DRAFT AGENDA

DOCUMENT

DAY ONE

1. Registration of Delegates;
2. Official opening ceremony;

3. Meeting of Heads of Delegation;
4. Confirmation of quorum;
5. Remarks by Chairperson
6. Adoption of the Agenda and the Work Programme; **PAPU/AC/XXXVI/2017 - Doc No.1**
7. Adoption of the 9th Extraordinary Administrative Council Session Report; **PAPU/AC/XXXVI/2017 - Doc No.2**
8. Report of the outgoing Chairman of the Administrative Council **PAPU/AC/XXXVI/2017 - Doc No.3**
9. Election and installation of the Bureau;
10. Remarks by incoming Chairperson;
11. Messages from Partners;
12. Report of Activities of the Secretary General for the 2016/2017 period; **PAPU/AC/XXXVI/2017 - Doc No.4**
13. Theme of PAPU Day Celebration for 2018; **PAPU/AC/XXXVI/2017 - Doc No.5**
14. Reports and recommendations of Technical Committees, by Chairpersons;
 - a) Operations and Technology; **PAPU/AC/XXXVI/2017 - Doc No.6**
 - b) Finance and Administration **PAPU/AC/XXXVI/2017 - Doc No.7**
 - c) Policy, Strategy and Governance; **PAPU/AC/XXXVI/2017 - Doc No.8**

DAY TWO

15. Postal Regulators Forum

DAY THREE

16. Session with partners
17. Report of the External Auditor on the Accounts of the Union for the financial year ended 31st May, 2016; **PAPU/AC/XXXVI/2017- Doc No.9**
18. Any Other Business;
19. Adoption of the report of the 36th Ordinary session of the Administrative Council; **PAPU/AC/XXXVI/2017 - Doc No.10**
20. Date and venue of the 37th AC;
21. Vote of Thanks and the Final Communiqué;
22. Closing session.

OUTGOING CHAIRMAN'S REPORT



36TH ADMINISTRATIVE COUNCIL SESSION, 08TH - 10TH MAY, 2017, NAIROBI, KENYA ACTIVITY REPORT FOR THE CHAIRMAN 2016-2017

1. INTRODUCTION

As the outgoing Chair of the PAPI Administrative Council, I am pleased to present a report on the activities undertaken during my tenure for the period 2016-2017, as below.

2. CHAIRED THE 9TH EXTRAORDINARY PAPI ADMINISTRATIVE COUNCIL SESSION, ON 25TH JULY, 2016, IN YAOUNDE, CAMEROON

In accordance with the provisions of Article 5 of the Rules of Procedure of the Administrative Council of the Union, the Chairman shall organize the work during sittings. He shall open and close sittings, direct the debates, grant the use of the floor, submit to a vote matters under discussion, announce the results of votes and rule on points of order in accordance with present Rules of Procedure.

Further, Article 5 of the Detailed Regulations vests the Administrative Council with among others the responsibility of directing, controlling and coordinating financial, administrative activities of the Union.

In line with the above provisions, I am pleased to report that that during the course of the year, we have together carried out this responsibility despite the general situation of the environment. Permit me to express my sincere gratitude to member States who gave Kenya the opportunity to lead during this period. At our inaugural meeting held in Yaounde, Cameroon we considered and approved the underlined proposals submitted to the Council.

- a) The restructuring of Technical Committees
- b) Theme of the PAPI Day Celebration 2017;
- c) Programme of Activities for 2016/2017 financial year;
- d) Budget of the Union for 2016/2017 financial year;
- e) Outstanding Staff matter and the Structure of the Administrative Council;
- f) Update on addressing and postcode systems in Africa.

All these matters were fully executed and are contained in the draft 9th Extraordinary Administrative Council report that you just considered and adopted. However, it is worth mentioning that two activities, namely:

- i) The status of implementation of programme of activities 2016/2017, will be reported in detail in the Secretary Generals' activity report and;

- ii) Update on addressing and postcode systems in Africa will be executed next year because it falls under the E-commerce. As you are aware, the e-commerce key project will be launched by the UPU immediately after this administrative Council Session here in Nairobi.
- iii) Mr Chairman, the inaugural meetings of the Technical Committees were held in various countries. My sincere thanks and appreciation go to Senegal, Tunisia and Zambia for the great sacrifice to host the meetings. From the feedback received, a new dawn has come to PAPU. For the first time in more than 30 years of the organization, it will present its first Strategic and Business Plan for the cycle.

3. OTHER ACTIVITIES CARRIED OUT DURING THE PERIOD UNDER REVIEW

Apart from Chairing the 9th Extraordinary Administrative Council Session, I also carried out the following activities:

- a) Presided over outstanding issues on handing over/ takeover of the office of Secretary General;
- b) Presided over a meeting on Administrative Council preparations in Nairobi on 10th February, 2017;
- c) Coordinated African Consultative meetings during UPU CA/ POC meetings in Berne;
- d) Presided over meetings on preparations of the 36th Administrative Council Session on 19th April, 2017.

4. UPU CONGRESS AND OUTCOMES

As you are aware, the Universal Postal Union (UPU) Congress was held in September October, 2016. Africa's interests were adequately defended resulting into all our proposed members being elected into the Council of Administration (CA) and the Postal Operations Council (POC). I wish to congratulate the members that were elected and appeal to them to be active so that our continental interests are well safeguarded at that level.

Moreover, Amb. Bishar Hussein, the Director General of the UPU was re-elected in line with our resolve during the Plenipotentiary Conference in Yaoundé, Cameroon. May I take this opportunity to congratulate him on his well-deserved success and thank all of you for your support and unity of purpose.

There were some modest gains on the issue of the Reform of the UPU. However, some aspects of the Proposal endorsed during the 9th Plenipotentiary Conference that would have ensured more representation of our members were deferred for consideration during the Mini-Congress. Therefore, there is need for us to be alert and see how best we can conclude this matter successfully because judging from the CA/POC meetings after the last Congress, it appears that some countries still prefer to have the status quo, in order to continue influencing decisions in their favour.

As you you may be aware, the proposals for full implementation of the Integrated Product Plan (IPP) will also be submitted for consideration in 2018. As a region, we must remain vigilant on the impact of implementation of the IPP as parcels and letters are still considered as part of the universal service obligation in many of **our Member States**.

5. CHALLENGES

During my tenure, I encountered the following challenges:

- a) Restructuring of the secretariat- we were not able to implement the structure that was recommended by the consultant in his report because of a resolution on suspension of recruitment;
- b) Financing of the Union and budget still remains a challenge because of the reduction in the budget from the USD 1,710,603 presented to the 9th Extra-Ordinary Administrative Council to USD 1,551,356 after re-prioritization of activities by the General Secretariat. This is no doubt a serious challenge as it has slowed down activities at the Secretariat.
- c) Representation of members at the UPU Committees as well as at the UPU Bodies is still weak. Members that were elected into the CA and POC did not express interest to represent the Union in the various committees and working groups;
- d) Representation of PAPU officials at the UPU meetings is inadequate due to austerity budget measures;
- e) The Acts of the Union are out of date i.e. obsolete. In this regard, the Acts that were reviewed in 2009 need to be ratified as soon as possible to enable the Union operate in synch with the emerging business environment. In addition, there is need for continuous review of the instruments so that the Union remains relevant to the modern business environment;
- f) For more than 15 years, the General Secretariat has been operating without Life Insurance for staff contrary to the PAPU Acts. Moreover, the Acts state that insurance premiums paid by the Union shall not exceed 5% of the total annual basic salary of the staff. This restriction is not in tandem with what is obtaining in the industry because after conducting market intelligence in the host country of the Union, none of the insurance companies offers the service for less than 6% of the total annual basic salary of the staff. The Council therefore needs to deliberate on this issue and recommend anticipatory approval to the Chairman of the Plenipotentiary Conference, in order to provide urgent solution to this problem.
- g) The current annual billing system and the failure of some Member States to honour their annual subscription obligations has also affected implementation of projects.

6. RCOMMENDATIONS

- a) There is need for an extra-ordinary session of the Plenipotentiary Conference to precede the UPU congress in 2018 to ensure that we harmonize our positions ahead of the Congress.
- b) There is need to review and adopt the acts of the Union by 2018, preferably at the extra-ordinary session of the Plenipotentiary Conference;
- c) I wish to strongly appeal to Member States who are elected to POC/CA to ensure effective participation in UPU meetings;
- d) There is need for the Chairman of the Plenipotentiary Conference to give an anticipatory approval for the increase of the insurance premiums to at least 7.5% of the total annual basic salary of the staff to match what is obtaining in the industry.

7. CONCLUSION

In conclusion, I take this opportunity to sincerely thank all members of the outgoing bureau for their untiring support given to me during the period under review. I am also highly indebted to the General Secretariat staff that have satisfactorily worked with me and given me all the support that I needed . In addition, I will fail in my duty if I do not thank all Member States for their unwavering cooperation.

As for the incoming bureau, I wish to sincerely congratulate you on the well-deserved nomination as office bearers for the next one year. As I hand over the mantle of leadership to you, I am very confident that you will steer our union to greater heights. Should you require any assistance during this session and afterwards, I remain at your disposal and will gladly render the required assistance.

Last, but not least, I wish you and the entire Union exciting and successful moments during your tenure covering the 2017/2018 period.

I thank you for your kind attention.



ACTIVITY REPORT OF THE PAPU SECRETARY GENERAL FOR THE PERIOD 2016/2017 REPORT MADE ON 8TH MAY, 2017, NAIROBI, KENYA

1. INTRODUCTION

Pursuant to the provisions of Article 9, paragraph 17 of PAPU Detailed Regulations of the Convention, the Secretary General is pleased to present to the Administrative Council, the report of activities of the Union for the 2016/2017 period.

2. BUSINESS ENVIRONMENT

The sector has relatively been stable within the reporting period. However, with the dwindling mail volumes, technological developments, unfair competition, liberalization/political development, new customer expectations and significant shifts in consumption patterns, among others; the Post continues to face greater challenges.

Consequently, postal operators including in Africa, have done everything within their limits, to continuously reinvent itself to remain socially relevant and commercially viable.

With vast networks spread out all over Africa and interconnected to the universal network as well as its commitment to universal service obligations, the post continued to earn invaluable trust in the society. This explains why the postal sector has continued to be an essential part of our member states' socio-economic infrastructure.

The advent of ICTs especially Internet and globalization continued to present enormous growth opportunities for the sector and reinforced its capacity to adapt and diversify products and services aimed at meeting customer expectations. Postal entities that have successfully integrated technological solutions into their service portfolio have to a great extent, dispelled fears of relegation to the sidelines by substitution. The post's tri-dimensional network – physical, electronic and financial is a solid platform for seamless delivery of services.

With 660,000 offices operating in 192 countries; an electronic network that interconnects the various operators for exchange of electronic data in real time; as well as 91% of postal operators that offer financial services directly or in partnership with other financial institutions (making posts the world's second largest contributor to financial inclusion), the network's assets set it apart as the largest logistics enterprise in the world with ability to accelerate socio-economic inclusion.

At the level of Africa there are more than 36,000 postal outlets and PAFU as a union charged with coordination of development programmes for the sector in Africa faces challenges arising from weak or non-existent institutional and operational structures within and between Member States. There are various efforts now to, for example, harmonize the sector's legal and regulatory framework, in order to inject the much-needed synergy into the on-going reforms and usher in the desired transformational change.

The Union's Acts are also out of tune with the current business environment and urgently need updating.

There is no doubt that rapid changes are sweeping through the business landscape. But changes can only be matched with smart policies and solutions, as well as reformed institutions, well trained and professionally sound work force. As such the Istanbul World Postal Strategy, Regional Development Plan for Africa, the African Union Agenda 2063, the UN SDGs are some of the policy guidelines that the sector will always fall back on to embrace the desired changes.

Anything short of this seriously undermines the Union's performance, inevitably leading to questions about its relevance.

3. PERFORMANCE

3.1 IMPLEMENTATION STATUS OF DECISIONS, RESOLUTIONS AND RECOMMENDATIONS

The Council will recall, that at its 35th ordinary session, the 9th Plenipotentiary ordinary session and the 9th extraordinary session held in Yaoundé, Cameroon, a number of decisions, resolutions and a recommendation were made. The status of the implementation is attached to this report (Annex 1). However, it behoves on me to report on some of the critical issues that were addressed and/or pending, further instructions by this august body on the way forward.

3.2 PROGRAMME OF ACTION OF THE UNION FOR THE FINANCIAL YEAR 2016-2017

The 9th Extraordinary Administrative Council Session in Yaoundé approved four (4) activities to be undertaken during the period 2016-2017. These activities are as follows:

3.2.1. Planning workshop/Forum for stakeholders to unpack the Istanbul World Postal Strategy and develop projects in the framework of the RDPA Quality of Service- This has been the traditional practice at the beginning of every cycle on RDPA. However, the approach has been changed by the UPU, to save time and costs. Having submitted our input into the World Postal Strategy prior to Istanbul; the IB of UPU in close collaboration with PAFU's General Secretariat has now developed the RDP as well as articulated our priorities into four (4) key Projects for funding. Thus, the resources which were usually provided by IB for development and validation of RDPA are now saved for implementation of the projects, as it affects all the regions of the world;

3.2.2. Regulators Forum - This activity will be executed during this Administrative Council Session, after extensive consultation with members States owing to time

constraint brought about by several conflicting meetings in IB, regional and sub-regional meetings;

- 3.2.3.** Workshop on use of **ICT systems and tools** (GMS, IPS, IFS, CDS, ECOMPRO, etc.) as well as **Addressing and post code systems-** ICT systems and tools workshops have been incorporated in the UPU key project on Operational Readiness for E-commerce (ORE) to be launched here in Nairobi, immediately after this Council session. Missions on Addressing and post code systems will also be done for selected countries each year during the cycle;
- 3.2.4.** Workshop on **postal financial services & Training of trainers in e-services-** The postal financial services workshop will be carried out in Côte d'Ivoire on 23-25 May, 2017 (French) and Zimbabwe (English) on 14-16 June, 2017.

It is worth noting that some of the programmes could not be executed timely due to time constraints, particularly because of scheduling two (2) CA/POC after the Istanbul World Postal Congress and other programs of the Union (meeting of the Committees) and sub regional workshops within the period. Besides, UPU which is the critical collaborator in the projects, was not ready.

3.3 OTHER CRITICAL DECISIONS, RESOLUTIONS AND RECOMMENDATIONS

3.3.1. On the Annual Budget: - Decision N°02/PAPU/AC/EXT.IX/2016

In line with decision N°02/PAPU/AC/EXT.IX/2016 the Budget proposal was reviewed within the limit directed. Member States contribution was also sustained. We have therefore kept within the limits on the budget implementation. The details of the performance of the budget will be highlighted later in this report.

3.3.2. On Human Resources Issues

- a. Generally, all directives were adhered to. No new staff was recruited despite the fact that a critical Head of department combining two merged Departments functions (Strategy and Marketing and Communications) exited from the Union at the attainment of the 60 years old threshold as required by regulations.
- b. All the contract staff were also confirmed as required or re- appointed as directed.
- c. Moreover, the situation of the staffing has now become critical due to staff exit and the implementation of the program already approved by the Council. It is our sincere hope that the consideration of the Committees report will approve the new restructuring to pave the way for recruitment of critical staff needs and regularize other appointments in line with regulations.

3.3.3. Decision N°03/UPAP/CA/EXTRA.IX/2016 On restructuring of Technical Committees of the Pan African Postal Union (PAPU)

Following the decision of the 9th Extraordinary Session of the Administrative Council held on 25th July 2016 in Yaoundé (Cameroon), the Council now has three (3) new Technical Committees for the 2016-2020 cycle. The main innovation was as follows:

- The dissolution of the Management Board, which had turned out to be a duplication of the Administrative Council even a deadlock;
- The reduction of technical committees from four (4) to three (3);
- One of these committee will be in charge of Policy and Governance issues.

Just to refresh our minds, the newly-created Committees are:

- The **Operations and Technology Committee** that handles physical services, electronic services and financial inclusion;
- The **Policy, Strategy and Governance Committee**, which evaluates the implementation and formulation of postal strategy, postal reform and regulation as well as issues related to the Acts of the Union.
- Finally, the **Finance and Administration Committee** handles financial and administrative matters.

Therefore, in application of the decision taken by the Administrative Council, the three (3) Committees held their inaugural meetings as per the following timetable:

- The **Operations and Technology Committee** met from 23rd to 27th, January, 2017, in Tunis (Tunisia);
- The **Policy, Strategy and Governance Committee** held its meeting on 28th February 2017;
- Finally, the **Finance and Administration Committee** met from 7th to 9th March 2017.

The three (3) Committees sat again here in Nairobi, from 2-5 May, 2017, prior to the deliberations of this Administrative Council Plenary session and their respective conclusions will be presented by their respective Chairpersons.

I wish to seize this opportunity to convey my heartfelt appreciation to Tunisia, Senegal and Zambia for kindly accepting to host these deliberations, which were very well organized, from the feedback we have received.

3.3.4. On the Restructuring of PAPU Secretariat – Decision N°06/PAPU/CP/IX/2016

It is gladdening to report that the **Policy Strategy and Governance Committee** have since commenced work on the Study by the Consultant with a view to making appropriate recommendation to the Council for approval as authorized by the Plenipotentiary Conference. Permit me to say that the Committee has not only being doing the review of the Study, it has put the Secretariat to great task which I acknowledge to be very essential to the growth, development and sustainability of the organization. For the first time in the life of the Organization, it will be submitting for your consideration and approval of her Strategy and Business

Plan 2017-2020. This is novel and we commend the members of the Committee for their doggedness and Commitments.

The Committee has also established a Task force for the review of the Acts and Regulations among others. The reports will be submitted to you in the course of this meeting.

3.3.5. On establishment of PAPU Staff Association

Pursuant to Rules 84-87 of the Staff Rules and Regulations (revised in 2016) and adopted by the Resolution No.07/PAPU/PC/IX/2016 of the 9th PC, the staff association of the Pan African Postal Union was officially inaugurated on 10th November, 2016, at the General Secretariat. On this occasion, the Constitution of the Association was promulgated thereby paving way for the election of members of its governing bodies, namely, the General Assembly (GA) and the Executive Bureau (EB).

In this regard, the General Assembly is made up of all the staff of the General Secretariat and is the supreme body that sets out the policy guidelines of the Association as well as approves the decision (s) made by the Executive Bureau. The Executive Bureau implements the decisions of the General Assembly and monitors the day-to-day activities of the Association. It is pertinent to note that neither the GA nor the EB is chaired by the elected officers who attend as ordinary members in meetings overseen by the non-elected staff.

During the period, some social activities were undertaken.

It is also worth mentioning that in line with Article 9 (6) the association will be audited soon after this Administrative Council sitting.

3.3.6. On Establishment of Regional Training Centres

Further to the Resolution N°10/UPAP/CA/XXXIV/2015 on establishment regional training centers for English and French African countries, it will be recalled that Cairo in Egypt and Yaoundé in Cameroon were approved to host the two centers respectively.

Since then, talks have been held with both countries and the UPU for a swift commissioning of the two institutions for the benefit of Africa's postal community. In this regard, many of you witnessed the official signing of the Declaration on both Regional Postal Training Centers was done in Berne (Switzerland) on 5th April 2017 by the DG UPU and PAPU Secretary General, during the CA/UPU Technical Cooperation Committee meeting. On the same date and in the office of the DG/UPU, the establishment agreement for Cairo Centre was signed by DG UPU and Chairman of Egypt Post in the presence of PAPU SG. The signing was followed by the formal inauguration of the Center in Cairo (Egypt) on 29th April 2017. As for the Yaoundé Training Centre, I wish to inform you that talks with the authorities of Cameroon are at a very advanced stage and we look forward to the signing of the agreement in Yaoundé before the end of May 2017.

3.3.7. On the expansion of Membership of the Union

Pursuant to the directives of the 9th Extraordinary Session of the Administrative Council held in Yaounde (Cameroon) on 25th July 2016, whereby the Secretary General was instructed to bring on board members of the African Union that are not yet part of the PAPU family, several non-member States were contacted. I am happy to inform you that these efforts have not been in vain. The Kingdom of Morocco announced its return and this is materialized by the presence of the CEO of the Post of Morocco (Barid Al-Maghrib) among us today as observer pending the finalization of the legal process for their formal return as a member of our Union, through diplomatic channels

Besides, the response from the Islamic Republic of Mauritania so far, is very encouraging. A delegation of this country even attended the first O&T committee meeting in Tunis but will not be able to attend this meeting because of another conflicting meeting. We will continue to discuss with other African countries and we firmly believe that the 37th Session will witness the arrival of more members.

At the same time, at the invitation of the Minister in charge of the Posts of Algeria, I carried out an important mission to Algiers to discuss the involvement of this great country in the activities of the PAPU. As a result of that, Algeria announced the resumption of her financial contribution to the Union and I am pleased to note the presence of Algeria in our meeting today, after several years of absence.

3.3.8. Ratification of the Acts of the Union

Pursuant to the 9th Plenipotentiary Conference Resolution No.02/PAPU/PC/IX/2016, urging Member States to ratify the Acts passed in 2009; the General Secretariat issued a circular to all Member States that are yet to fulfill this formality. The low response rate probably reflects the persistent stalemate as far as this issue is concerned. It goes without saying that the status quo is not good for neither the Union nor its members taken individually. It must also be noted that even when they eventually come into force, some of the provisions of these Acts will be out of tune with the current environment and may require further amendment. As at today, only one Member State has ratified the Acts.

Consequently, other alternatives are being explored with the PSG Committee, such as proposing new amendments to the current Acts (1988) and adopting them during an ordinary or extraordinary session of the Plenipotentiary Conference. The Committee would avail to the Council, the outcome of their deliberation on the way forward during this session.

4. OPERATIONAL ISSUES

4.1 Quality Control Tests for Intra-Africa LC/AO Mail Circulation

In line with PAPU's strategic objective to set standards, monitor their achievement and generally improve quality of service within the member states, the General Secretariat organized a quality control test for ordinary letter post items from 10th to 21st October, 2016. Results of the test were circulated to member states.

Thirty (30) member states, representing 68% of the PAPU members participated in the test out of which 24 originated control cards to the various destinations, while only six (6) participated as destination administrations. The analysis revealed that the level of participation in this exercise decreased by 9% compared to 2015.

Out of the 68 links (routes) tested, 16 attained J+5 @ 85% (international standard) representing 24% of the total routes tested.

Member states are urged to implement the UPU Global Monitoring System (GMS) for more objective results and setting of realistic end to end standards.

4.2 Quality Control Tests for EMS Mail Circulation

The EMS test control exercise was carried out from 3rd to 14th April 2017. Results of the test will be made available once the analysis is done.

4.3 PAPU/ AFRAA Contact Committee

The PAPU/AFRAA Contact Committee has been revived. We had a meeting in Nairobi on 3rd March, 2017. Moreover, PAPU has been invited to attend their 2nd Air Cargo Task Force Meeting scheduled to take place from 22nd to 23rd May, 2017, in Casablanca. During the meeting PAPU will make a presentation focussing on the following areas:

- a) Safety and mail security issues;
- b) Quality of service improvement in the international mail circulation;
- c) Customs issues;
- d) Sharing information on developments at UPU/ IATA level;
- e) Sharing information on flight schedules;
- f) Training of staff on mail handling;
- g) Settlement of airline mail conveyance bills;
- h) Rate fixing/negotiation etc.

The ultimate expectation is to develop comprehensive mail routing plans for intra African links and avoid triangular routes, to ensure efficient mail circulation. The relations between PAPU and AFRAA have been very much strengthened.

4.4 Update on UPU Quality of service programme 2017-2020

An evaluation workshop for the key project on quality of service, supply chain and product development, which was attended by Regional quality of service Project Managers as well as UPU Regional Project Coordinators, was conducted in Berne, in November, 2016. The main objectives of the workshop were to evaluate status of implementation of the previous project, as well as gather input for the quality of service project for the current cycle (2017-2020).

PAPU worked closely with the UPU in the formulation of the Regional Development Plan for Africa as well as the key project. The launch of the key quality of service project, '**Operational readiness for E-commerce**' (ORE) for the Africa region is scheduled for 10th to 13 May 2017, here in Nairobi.

The Secretariat will continue to collaborate with UPU as well as coordinate implementation of the project in the region.

5. FINANCIAL MATTERS

Chapter V of the Convention of PAPU on Finances of the Union deals extensively with the revenue and expenditure. This being the most critical success factor for implementation of the approved programmes and projects, it is becoming imperative to focus more energy on sourcing for funds to ensure smooth and unimpeded functioning of the Union. In deference to the important role of financing the Union, the Convention in specific articles defined the sources of the Union funds and the basic items on which they shall be expended.

5.1 Revenue

Article 13 of the Convention on revenue of the Union stipulates that it shall consist of:

- ✓ contributions made by Member-States in accordance with the scale of assessment established by the Conference;
- ✓ any other funds including extra-budgetary contributions which may be available to the Union, subject to the approval of the Council.

5.2 Contributions

The Union received a total amount of US Dollars Seven hundred and twenty-five thousand, seventy-six only (US\$ 725,076) during the current financial year. This result though for only the first ten months of the financial year (1st June 2016 to 31st March 2017), represents 68% of the budgeted USD 1,060,048 contribution of Member States for the same ten-month period. It is also equivalent to an eight percent (8%) increase on the US Dollars six hundred and sixty-nine thousand, five hundred and eighty-one (US\$ 669,581) current year contributions received in the same period of the previous financial year. The total contribution received from Member States in the first ten months of 2016/2017 financial year including outstanding contributions and amortization arrears amounts to US Dollar, one million, two hundred and twenty-three thousand, nine hundred and thirty-nine (US\$ 1,223,939), or 99% of the US Dollars 1,235,568 budget for the period.

Other sources of revenue including grants/donor funds, fixed deposit reserve and sundry income yielded US Dollars one hundred and nineteen thousand, two hundred and forty-eight (US\$ 119,248). The total income generated from all the budgeted revenue sources as at 31st March 2017 is US Dollar one million, three hundred and forty-three thousand, one hundred and eighty-seven (US\$ 1,343,187) or 1% increase over the US Dollar one million, three hundred and twenty-three thousand, eight hundred and four (US\$ 1,323,804) budgeted income for the period. Good as this result may appear, the most serious challenge remains late receipt of funds way beyond the first three months of the financial year.

It is a well-established fact that late receipt of Member States annual contribution inhibits smooth implementation of the approved activities for the year. The General Secretariat will commence the surcharge of 2% approved by the Plenipotentiary Conference on annual contributions that remain unsettled after the first six months of the financial year. This measure is by no means a way of punishing Member

States, but should rather be seen as an incentive to boost early collection of all the funds required to implement the annual budget.

It is on this note that I would like to strongly appeal to all Member States to endeavour and settle their contribution within the first three months of every financial year, i.e. on or before 31st August, to assist towards better planning and execution of all the approved programmes that are designed for the benefit of all Member States.

5.3 Expenditure

Article 14 of the Convention provides that the expenditure of the Union shall be up of expenses relating to the following:

- ✓ sessions of the Conference, and the Council, and meetings of the Administrative and Technical Committees;
- ✓ operation of the General Secretariat;
- ✓ any other activities pertaining to the objectives of the Union.

The total expenditure for the period 1st June 2016 to 31st March 2017 (ten months) amounts to US Dollars one million, three hundred and twelve thousand, seven hundred and sixty-nine only (US\$ 1,312,769) representing 102% of the US Dollars one million, two hundred and ninety-two thousand, seven hundred and ninety-seven (US\$ 1,292,797), appropriated for the ten-month period. The slight increase in the actual expenditure is due to the US Dollars 284,424.07 written off from the outstanding contributions of the Kingdom of Swaziland in line with the resolution of the 9th Ordinary Plenipotentiary Conference. If this expenditure were not absorbed in the current financial year, the total actual expenditure would have been US Dollars 1,028,345 or 80% of the approved budget.

5.4 Financial Performance

The overall financial performance indicates an interim operating surplus amounting to United States Dollars sixty-seven thousand, two hundred and sixty-two (US\$ 67,262). This being a temporary result for the first ten-month period may not represent the expected final performance given that most of the expenses are incurred in the last two months of the financial year when medical insurance, gratuity of elected officers, external audit fees and the cost of organizing the Administrative Council meetings are taken into account. However, I remain hopeful that there will be a significant improvement on the US Dollars 150,527 deficit achieved during the same period of the 2015/2016 financial year.

5.5 Human resources

Further to the decision of the Council, , all the directives on Human resources were fully implemented. Noting that some of the staff are either on Contract or short time employment, the Committee on Finance and Administration will be re-submitting the names of the Officers for regularisation as required by the regulations on appointment. The details on each of the staff has been submitted to the appropriate

Committee and will submit the outcome of their deliberations will be submitted to you in the course of this meeting. We plead with the Council to give the recommendations the positive response to sustain on staffing and building the necessary relationship required for excellent performance.

I wish to also report that the Head Department of Strategy, Communications and Marketing exited from the organisation after attaining the mandatory retirement age without replacement.

Meanwhile, the Assistant Secretary General has been saddled with the Strategy Department while the current Communication Officer is to oversee the Department of Communications and Marketing until the issue of the reforms/structure is approved by the Council.

5.6 Training of the Staff

French Language training

The basic French language learning programme for Anglophone staff complemented by an online e-learning platform ended in February 2017. A new programme under the auspices of the Alliance Franco-tanzanienne will commence in June 2017. The training will continue for six months up to November 2017.

6. COOPERATION ACTIVITIES

During the year, the General Secretariat continued to work with its traditional partners to broaden and deepen their cooperation ties.

This can be seen in the signing and monitoring of the partnership with Tunisia Post, which is arguably one of the leaders and pioneers in the development of e-services. The agreement with Tunisia Post covers the hosting of professional or academic ICT courses on the institution's e-learning platform with a view to fostering distance training for staff and offering refresher courses for postal operators that are members of PAPU.

In this regard, a meeting was held on the sidelines of the Operations and Technology Committee meeting that took place in Tunisia, with the CEO of Tunisia Post, Mr. Moez Chakchouk to assess the cooperation between our two institutions. Both parties concluded that there are brighter days ahead.

I wish to seize this opportunity to encourage Member States and participants here present to contact their Tunisian counterparts with a view to exploring avenues for cooperation in areas like ICT training for e-commerce.

Additionally, on the sidelines of the 26th UPU Congress held in Istanbul (Turkey), the Pan African Postal Union (PAPU) and the Regional Commonwealth in the Field of Communications (RCC) signed a postal cooperation agreement on 5th October 2016.

Both signatories agreed to cooperate with each on postal matters and to work together in implementing the decisions taken during the 25th Congress of the Universal Postal Union, especially those on ICTs in postal services, the tariff policy and compliance with postal service quality standards. By this agreement, both parties further agreed on the need for the Restricted Unions to pool their expertise for the 26th UPU Congress and in implementing its decisions.

The Cooperation programme also encourages collaboration between member countries in technology development and transfer, and assistance in areas of infrastructure.

This cooperation programme that runs till 2020, on a renewable basis, was revisited and assessed some weeks back during the 52nd Joint Session of the RCC Board and the 23rd session of the Coordination Council for informatization in Minsk, Belarus.

Additionally, a meeting organized under the patronage of the General Secretariat of PAPU took place in Tunis from 24th to 26th April 2017 on the initiative of Business France Tunisia (a cooperation unit attached to the French Embassy in Tunis) in tandem with Tunisia Post. In attendance were 11 CEOs of postal institutions across Africa and over twenty French public and private partners. By bringing together postal institutions from Burkina Faso, Côte d'Ivoire, Mali, Mauritania, Senegal, Cameroon, Madagascar, Djibouti, Tunisia and Libya, the overriding aim was to showcase French expertise in the areas of digital technology, e-commerce, money transfer, mobile payments, sustainable development (eco-friendliness), logistics, etc...

Following the plenary opening session, the rest of the deliberations continued as bilateral discussions (B2B).

By all accounts, this meeting was not only considered a resounding success but is also likely to lay the foundations for formal and deeper cooperation. By the way, one of the partners we met in Tunis and who requested to attend this meeting is actually here today.

It was on the basis of persistent requests from several stakeholders for an opportunity to deepen and expand cooperation ties, or at least operationalize them, that we deemed it necessary to institutionalize a meeting with our partners that will henceforth take place on the sidelines of the Administrative Council and Plenipotentiary Conference meetings. Apart from the fact that it will provide an opportunity for Member States to discuss directly with partners, it was equally a means for us to respond to the request from our partners who had expressed the need for a platform to discuss with Member States.

We do hope that these meetings will field new win-win partnerships.

Already, we are glad to see many of them among us today.

7. PAPU POST DAY CELEBRATION

This year, the celebrations focused on the theme, "The Post: an essential infrastructure for the development of e-commerce in Africa," which is a top priority for the postal sector's four-year strategic

development plan. This year's celebrations were unique and more innovative as the General Secretariat organized an interactive session between guests and members of staff from the stakeholder organizations.

The General Secretariat has offered training opportunities to the designated public postal operator of the United Republic of Tanzania, Tanzania Posts Corporation (TPC), to develop their management skills, operational efficiency and marketing outreach.

In fact, the more innovative approach to product development and customer interface would tremendously boost the public profile of postal entities that must also seriously address change management to forestall cultural impediments to smooth customer service delivery.

In our message delivered to senior managers of TPC, as well as the Tanzania Communications Regulatory Authority (TCRA) and PAPU General Secretariat at the regional headquarters of the postal operator, we revealed that an ambitious project on development of e-commerce for Africa will be unveiled soon to expand the sector's capacity to offer an efficient tri-dimensional platform for provision of physical, electronic and financial services under one-stop shop. E-Com Africa aims at developing and implementing virtual platforms for e-commerce as well as "smart" storage and distribution systems in each of the five regions of Africa.

8. FORUM OF THE POSTAL REGULATORS

The Postal Regulators Forum is one of the activities included in the action plan for the Pan African Postal Union (PAPU) during the 9th Plenipotentiary Conference at the request of Member States who strongly expressed the need to have an annual platform of exchange for postal regulators. This edition will take place, on the 09 May 2017, here in Nairobi; Kenya, during our Administrative council.

In addition to the usual sharing of experiences, the overriding aim of the Forum is to sensitize regulators and government representatives on the need for reforms, set out guidelines for the harmonization of postal policies and regulations in Africa, as well as ensure a more efficient coordination of stakeholders (governments, regulators, operators, customers, etc.).

The target audience will include: government officials in charge of postal regulations, senior government officials tasked with developing sector policies, and where possible, those responsible for African integration.

Our hope is that, at the end of the meeting, inputs from Member States will provide us with clear guidelines for coming up with a Harmonized African Postal Regulation over the short term.

9. COMMUNICATION AND MARKETING

9.1 Re-designing of PAPU website

After a two-year period, we decided to give a facelift to our website. We therefore embarked on a process to redesign it by adding new functionalities to make it more dynamic. These include a chat group to be used by Member States and our partners to discuss issues related to the post. The new website will also generate e-mails with the extension ". (Point upap-papu.org)." From next year, the website will be transformed into a true Information Center and a major data base for our Member States. We therefore intend to expand its storage capacity. Finally, registrations for our meetings will take place online. I must add that with the enhancement of its content, and unlike in previous years, the site's visitor rate has grown.

9.2 Towards "paperless meetings"

As part of our contribution to sustainable development efforts, the General Secretariat has been working over the last two years on an approach to organize our meetings in a purely digital environment. In other words, to have paperless meetings or at least meetings with as little paper as possible. As you would have noticed, our meetings consume large quantities of paper through photocopying and printing of documents. Apart from the huge quantities of paper, we equally waste time mobilizing resources for printing and photocopying. Actually, people are needed to reproduce documents. Additionally, equipment is used that must be depreciated. This equipment equally runs with electricity. Worst of all, following our meetings all of these papers (sometimes with confidential information) are generally abandoned in meeting halls, hotel rooms or even airports, leaving them exposed to the general public.

Gradually, we are looking forward to having paperless meetings. On our part, we are doing everything possible to make the necessary documentation available to participants well in advance as has been the case over the last two years. Our delegates can actually confirm this.

Paperless meetings are advantageous in several respects: gains in efficiency, time and money; more effective communication; more secure documents and real-time updates. The implementation of paperless meetings is the first step towards a higher level of eco-responsibility/accountability and collective involvement.

We would recall that the international community has adopted the Sustainable Development Goals (SDGs) with its 17 global objectives to be achieved over the next 15 years (2015-2030). These goals span several areas, including the protection of our planet.

9.3 Use of social media

Effective communication calls not only for frequent dialogue, but above all for a multitude of platforms/tools. This year, the General Secretariat has created the PAPU Whatsapp group. At first sight, this initiative may seem insignificant, but using it for several months, we have come to realize its efficiency, given that it has enabled us to reach out instantly and on a massive scale to our people, especially the focal points of Member States. Furthermore, during major deliberations like UPU meetings, this facility has enabled us to exchange views via electronic media instead of sitting for meetings, which will require logistics and

gathering everybody in the same venue. We look forward to building up our Whatsapp directory during our gathering here in Nairobi. We are therefore calling on all our delegates who do not yet belong to our Whatsapp group to join, in order to facilitate dialogue and communications.

9.4 Offsite backup data

As you are fully aware, protecting electronic files against unauthorized access is of paramount importance to any organization. Necessary security measures are being put in place to secure our data. This is in line with one of the recommendations of the external auditors.

We will provide regular updates on this activity.

9.5 Information and sensitization activities

As part of efforts to improve internal communications and staff motivation, the General Secretariat organized an information and sensitization session on lifestyle. This was supervised by the medical staff of AAR, the Union's medical insurance provider, led by Dr. Arkan Ibwe, Head Physician of the AAR Clinic in Arusha.

10.PROJECTS

10.1 Electrification and Connectivity Project

Further to the approval by the Heads of State of the African Union and the presentation to the Ministers of Finance and National Planning as reported in the last meeting, the General Secretariat continue to explore collaboration with development partners as well as evaluation of implementation by member states. It is gladdening to report that we are currently collaborating with RascomStar and GSMA for the deployment of solutions of connectivity. On the other hand, we sent out questionnaires to pilot countries to ascertain the level of implementation. From the responses, I am pleased to share with the Council the following updates on pilot countries:

10.1.1 Burundi - The five pilot post offices, namely, Mparamirundi, Mabayi, Mwaro, Nyanza-lac and Kobero have fully been electrified using solar energy and connection to the national grid. Moreover, all of them have been connected to internet using optic fibre. The government has included the project in her national development plans in line with Declaration N° AU/STC-CICT-1 adopted. The Funding was 100% by the Designated Postal Operator;

10.1.2 Uganda- Although Uganda has identified sources for funding in line with Resolution AUC-L10, she has not yet included the project in its national development plan in line with Declaration N° AU/STC-CICT-1. She has managed to connect the five pilot post offices to the national grid and has managed to prepare the offices in line with the consultant's' report.

10.1.3 Tanzania - The five (5) pilot offices in Tanzania, namely, Muheza, Mwanga, Monduli, Karatu and Mahenge are connected to the national grid. Due to power interruptions, Tanzania floated a tender for solar power for back up purposes. Evaluation for the tender has already been done.

All offices have internet services except Karatu as follows:

- **Muheza**- Broadband connectivity
- **Mwanga**-Vodacom mobile connectivity
- **Monduli**- Vodacom Mobile connectivity
- **Magenge**- Satellite through Tanzania Telecommunications Company Limited (TTCL).

As a result of these developments, the following services were introduced:

- Pension payments for National Social Security Fund (NSSF)
- Payment of examination fees for Government Secondary Schools;
- Offer of banking services as an agent of one bank called ERDB at Monduli post office.

The future plans are as follows:

- Establish internet cafes;
- Offer more banking agency services
- Pay pensions on behalf of the government
- Collection of repayment of education loans
- Be the central point for collection and repayment of microfinance loans

I wish to commend the countries that submitted their progress report because it shows how committed they are to the successful implementation of the project. For those that have not yet submitted their updates, I urge you to do so as soon as possible so that we can all move at the same pace and that our sector can truly be seen to be a contributor to the desired socio economic inclusion.

The most recent development in the area of electrification and connectivity project is that PAPU is negotiating with the Global System for Mobile Communications Association (GSMA), an association which represents the interests of mobile operators worldwide, in the broader mobile ecosystem, including equipment providers and internet companies, to come up with a Memorandum of Understanding (MOU) with a view to developing Hot Spots in Post Offices to expand access to the internet in Africa.

Through their Connected Society Infrastructure Economics Program, GSMA focuses on enhancing cooperation between mobile operators, government and other key stakeholders to develop innovative operational models to help reduce the cost of internet service provision and unlock areas that were previously deemed commercially unviable such as where most post offices exist.

Unfortunately, the information required by the GSMA could not be provided by Chad and Tanzania, hence no progress could be made.

A draft MOU has been sent to GMSA and is currently under study.

10.2 PAPU Building Project

Further to the update given during the 35th Administrative Council Session in Yaoundé, Cameroon, the Building Project has made important progress in line with Tanzanian procurement procedures. So far, all the technical processes have been concluded by the Consultant and the Building has been approved by the Joint Management Committee of the Joint Venture. **NB: The approved design will be projected on the screen after this presentation.**

On the other hand, the Tanzanian Government has facilitated the restoration of the originally allocated total area of the land. I would like to use this opportunity to commend the President of the United Republic of Tanzania, His Excellency Dr John Pombe Magufuli for his prompt intervention in resolving this matter.

Although, the project is behind schedule, we do believe it would be commissioned by the last quarter of 2017.

11. UNIVERSAL POSTAL UNION ACTIVITIES

11.1 World Istanbul Congress

During the UPU Congress in Istanbul, the General Secretariat spearheaded coordination activities by sensitizing members on key content issues as well as organizing consultation meetings to harmonize our positions and lobbying other regional block to support Africa's cause.

In addition to this, PAPU Secretariat facilitated the signing of amortization agreements with the UPU for ineligible member states.

11.2 Coordination of African Group meeting on pending UPU issues

During the last CA/POC meetings in March/April, in Bern, Switzerland, PAPU General Secretariat organized a consultation meeting of the African group on the following important UPU issues:

- Africa's effective participation in POC/CA deliberations;
- Reform of the union;
- Voting system;
- Development cooperation;
- Cooperatives/ user groups;
- Financing of the union;
- Quality of Service standards;
- Relations between Member countries and IB staff.

Note that details of the discussions and conclusions on this subject are summarized in the table (Annex 2) which is attached to this report.

12. CHALLENGES AND ACTIONS TAKEN/WAY FORWARD

Challenges	Actions taken/way forward
<p>Restructuring of the Secretariat – Due to delay in approval of the proposed structure recommended by the consultant, the General Secretariat has not been able to perform maximally</p>	<p>The General Secretariat through the Policy Strategy and Governance Committee has prepared a working document recommending that the structure should be adopted by the Administrative Council. The General Secretariat will implement the decision of the Council</p>
<p>Financing of the Union and budget - Financing of the Union remains a challenge coupled with the non-adoption of a new scale of assessment during the last Plenipotentiary Conference. This no doubt is a serious challenge that slows down activities at the General Secretariat.</p>	<p>As a result of the 9th Extraordinary Council decision retaining the same level of Member States contributions for the previous year, the initial budget of USD 1,710,603 presented to the Council was reduced to USD 1,551,356 after re-prioritization of activities by the General Secretariat. This was done in line with the resolution that the Secretariat shall implement a maximum of three (3) programmes yearly and that the duration of Administrative Council sessions shall not exceed seven (7) days.</p>
<p>Weak representation at the UPU Committees as well as at the UPU Bodies - Members that were elected into the CA and POC did not express interest to represent the Union in the various committees and working groups</p>	<p>The General Secretariat wrote to members encouraging them to be forthright in joining committees at the UPU level</p>
<p>✓ The Acts of the Union are out of date. The version currently in force is strategically outdated and completely out of kilter with the realities of the current business environment;</p> <p>✓ Furthermore, the 2009 version aimed at remedying the deficiencies of the previous version are yet to come into force for lack of the required quorum. So far, only one Member State has acceded to this amended version.</p>	<p>✓ This issue is one of the overriding reasons for the ongoing consultation of Member States by the General Secretariat with a view to convening an Extraordinary Plenipotentiary Conference in 2018 whose main agenda will be to break the long-standing deadlock;</p> <p>✓ We are therefore making a solemn appeal to representatives of all Member States here present to promptly engage their respective governments, so that we can achieve the 2/3 quorum required to convene this meeting before the 30 June 2017 deadline.</p>
<p>Life Insurance- For more than 15 years, the General Secretariat has been operating without Life Insurance contrary to the PAPU Acts. Moreover, the Acts state that</p>	<p>The Council needs to deliberate on this issue and recommend anticipatory approval to the Chairman of the Plenipotentiary Conference, to provide</p>

<p>insurance premiums paid by the Union shall not exceed 5% of the total annual basic salary of the staff. This restriction is not in tandem with what is obtaining in the industry because after searching for insurance companies, none, especially in Tanzania, offers the service for less than 6% of the total annual basic salary of the staff.</p>	<p>urgent solution</p>
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13.PROJECTED OUTLOOK/ EXPECTATIONS FOR NEXT YEAR

The future, particularly for next year, looks promising considering that members who were hitherto not active are coming back. This may result into improvement in the Union's Finances. Moreover, the General Secretariat is working hard to bring on board associate members who can assist in the implementation of some projects. Thus, a session with partners is scheduled to be held during this Administrative Council Session.

14.CONCLUSION

Allow me to conclude my report by expressing my profound gratitude to all PAPU Member States who have continued to actively participate in our Union's activities. All these have no doubt contributed to the enhancement of the positive image of the Union.

I wish to particularly extend my gratitude to Member States that pay their contributions regularly and those that comply with the agreed amortization plan, as well as those that make every effort to ensure that they meet their obligations, despite their respective challenges.

At this juncture, I would like to express my sincere thanks to the Regional Economic Communities, the sub regional postal organizations, to other countries and partners of the Union for their permanent and unwavering support.

I would also like to reiterate my sincere appreciation to Tanzania, for hosting PAPU Headquarters and her continuing assistance and cooperation.

Last but not least, I wish to convey our deep gratitude to the Chairman of our Council, Mr. Francis Wangusi (MBS) for his unfailing support to the General Secretariat and close working relationship with us, and particularly for the warm hospitality and attention bestowed upon us since our arrival on the Kenyan soil.

This report is therefore submitted to the Honourable members of the Council for consideration and adoption (Relevant Draft decision attached).

Annex 1

STATUS OF IMPLEMENTATION OF THE DECISIONS, RESOLUTIONS & RECOMMENDATION TAKEN DURING THE 35TH ADMINISTRATIVE COUNCIL (AC) ORDINARY SESSION IN JULY, 2016, IN YAOUNDE, CAMEROON

S/N	Decision/Resolution/Recommendation	Description	Responsibility	Status of Implementation	Remarks
1.	Decision N°01/PAPU/AC/XXXV/2016	On the approval of the Accounts of the Pan African Postal Union for the 2014/2015 financial year and the relevant report of the External Auditor	Administrative Council	Not approved	<p>The External Auditors observation that the value of PAPU land which was approved by the 6th Plenipotentiary Conference in 2004 after its adoption by the Administrative Council in 2003 should be derecognized from the balance sheet has made it impossible to finalize the 2014/2015 financial statements. The Council is expected to decide on the recommendation of the External Auditor given the operating status of PAPU in the United Republic of Tanzania.</p> <p>The matter is pending for the consideration of the 36th Ordinary Administrative Council.</p>
2.	Decision N°02/PAPU/AC/XXXV/2016	On Appointment of the External Auditors	Administrative Council/ General Secretariat	Implemented	PricewaterhouseCoopers were re-appointed after expressing their

						interest to continue as the Union's Auditors at the same fee for the previous year.
3.	Decision N°03/PAPU/AC/XXXV/2016		On renewal of fixed term appointments	Administrative Council/ General Secretariat	Implemented	The fixed term appointment of the three (3) staff approved by the Council were renewed for another one year. The Legal Officer was also granted a five-month temporary appointment in line with the Council decision on his own case, after completing two years continuous secondment by the Republic of Niger.
4.	Draft Decision N°04/ PAPU/PC/IX/2016		On the fixing of the annual budget ceilings of the Pan African Postal Union for 2016-2020 quadrennial period	Plenipotentiary & General Secretariat	Implemented	See remarks under PC below
5.	Draft Decision N°05/PAPU/PC/IX/2016		On the interpretation of Article 11-2 of the Convention	Plenipotentiary/ General Secretariat	Implemented	See remarks under PC below
6.	Draft Decision N°06/PAPU/PC/IX/2016		On interpretation of Article 11 of the Detailed Regulations of the Convention	Plenipotentiary/ General Secretariat	Implemented	See remarks under PC below
7.	Draft Decision N°07/PAPU/PC/IX/2016		On amendment of the Staff Rules and Regulations	Plenipotentiary/ General Secretariat	Implemented	See remarks under PC below

8.	Draft Decision N°08/PAPU/PC/IX/2016	On adoption of an amendment to the Rules of Procedure of the Plenipotentiary Conference	Plenipotentiary/	Done	See remarks under PC below
9.	Decision N°09/PAPU/PC/IX/2016	On adoption of an amendment to the Rules of Procedure of the Administrative Council	Admin Council	Done	Incorporated into the Rule of Procedure of the Admin Council
10.	Draft Decision N°10 PAPU/PC/IX/2016	Adopting the organization chart of the General Secretariat of the Pan African Postal Union (PAPU) Not approved but delegated to AC to study and adopt.	Administrative Council & General Secretariat	On going	See remarks under PC below
11.	Decision N°11/PAPU/AC/XXXV/2016	On restructuring of Technical Committees of the Pan African Postal Union (PAPU)	Administrative Council and General Secretariat	Implemented	The Administrative Council approved the establishment of three Technical Committees, namely, Operations & Technology, Policy, Strategy and Governance and Finance & Administration and they had their first meetings in the first quarter in Tunisia, Zambia and Senegal respectively
12.	Draft Resolution No 01/PAPU/PC/IX/2016	On the revision and adoption of scale of assessment for contribution to PAPU Annual budget	N/A	N/A	It was recommended by the Council but not approved at PC level.

13.	Resolution N°02/PAPU/AC/XXXV/2016	On Tunisia's offer to host some Programmes during the next PAPU Quadrennial cycle 2016-2020	Tunisia & General Secretariat	Work in progress	Coordination work is in progress between Tunisia and PAPU Secretariat; The first meeting of the Operations and Technology committee, .post solutions workshop as well as a Forum on Trade Facilitation was hosted by Tunisia at its training centre.
14.	Resolution N°03/PAPU/AC/XXXV/2016	On harmonization of positions on key UPU issues	General Secretariat	Implemented	Most of the proposed candidates for the CA and POC seats were elected during the UPU World Istanbul Congress. Support for the UPU DG and the DDG were duly rendered. The issue of harmonized designated member states remained unresolved.
15.	Draft Resolution N°04/PAPU/PC/IX/2016	On the support of PAPU countries for the Republic of Côte d'Ivoire's offer to host the 2020 UPU Congress	General Secretariat & Member States	On going	See remarks under PC below

16.	Resolution N°05/PAPU/AC/XXXV/2016	On Regional Postal Security Strategy for Africa	General Secretariat, UPU & Member states	Work in progress	The Secretariat sent out a questionnaire to member states on implementation of the resolution. An update has been prepared as a working document for the Operations and Technology Committee. Consultations with UPU and USPS are underway on the review of security standards S58/S59, as well as on the envisaged workshops
17.	Resolution N°06/PAPU/AC/XXXV/2016	On Custom matters	Member states & General Secretariat	Work in progress	The Secretariat sent out a questionnaire to member states to gather information on the status of implementation of the resolution. The response rate was low (18%). An update has been prepared as a working document for the Operations and Technology Committee.
18.	Resolution N°07/PAPU/AC/XXXV/2016	On Quality improvement	Member states & General Secretariat	Implemented	The Secretariat invited the UPU expert to make a presentation on the GMS for the benefit of members during the Operations and Technology Committee meeting in Nairobi. The presentation was done

					<p>via Webex.</p> <p>A workshop to launch the key UPU project on Operational Readiness for e-commerce will be held in Nairobi after the AC meetings.</p>
19.	Resolution N°08/PAPU/AC/XXXV/2016	On initiatives to enhance Capacity building	Member states & General Secretariat	Work in progress	<p>The Secretariat is working closely with the UPU and a number of workshops will be organized during the cycle.</p> <p>A joint MOU between UPU and PAPU on the opening of a regional training centre in Egypt was signed in Berne in April, 2017</p> <p>The inauguration ceremony for the Cairo Regional Postal Training Centre is scheduled for 29th April, 2017.</p> <p>Consultations are in progress with Cameroon and the signing of the Agreement will take place between 22-24 May, 2017.</p>
20.	Resolution N°09/PAPU/AC/XXXV/2016	On Creation of the Pan African Distance Learning School in Tunisia	Tunisia & General Secretariat	Work in progress	<p>Development of technical interfaces for the solution are in progress between UPU and Tunisia.</p>

21.	Draft Resolution N°10/PAPU/PC/IX/2016	On the Additional Protocol to the 2009 Convention	General Secretariat	Done	See remarks under PC below
22.	Resolution N°11/PAPU/AC/XXXV/2016	On the establishment of a centre to develop electronic services through the UPU .post platform and e-commerce-related activities	Tunisia & UPU	Implemented	A UPU “.post solutions” workshop was organized by Tunisia in collaboration with the UPU Postal Technology Centre (PTC)
23.	Draft Resolution N°12/PAPU/PC/IX/2016	Setting the Terms of Reference of the Host Country and PAPU in organizing meetings outside the headquarters of the Union	General Secretariat	Implemented	See remarks under PC below
24.	Draft Resolution N°13/PAPU/PC/IX/2016	On chairmanship of the Pan African Postal Union Plenipotentiary Conference, the Pan African Postal Union Administrative Council and PAPU Management Board	General Secretariat	Being continuously Implemented	See remarks under PC below
25.	Resolution N°14/PAPU/AC/XXXV/2016	On the creation of the African Philatelic Federation	Tunisia, Member states & General Secretariat	Work in progress	Coordination is in progress with some Member States to launch National Philatelic Federations with a view to the launching of the African Philatelic Federation by March, 2018. A task force on the development of philately in Africa was set up under the Operations and Technology

					Committee. The General secretariat is following up with Tunisia.
26.	Resolution N°15/PAPU/AC/XXXV/2016	On the need to support a draft resolution to amend the Article 8 of the Convention of the Universal Postal Union	General Secretariat and Member states	Implemented	The draft Resolution was supported and approved during the Congress. The Study and Review of the financing of the Union.
27.	Resolution N°16/PAPU/CA/XXXV/2016	On the creation of the African Philatelic Museum	Tunisia & General Secretariat	Work in progress	The launch is scheduled for October 2017, Tunisia is coordinating with African Postal Operators wishing to contribute with some articles for the Museum.
28.	Draft Resolution N°17/PAPU/PC/IX/2016	On the support of PAPU countries for the Federal Republic of Ethiopia's offer to host the 2018 UPU Mini-Congress and for the Republic of Tunisia's offer to host the 2022 UPU Mini-Congress or Strategy Conference	General Secretariat & Member states	Adopted & On going	See remarks under PC below
29.	Draft Resolution N°18/PAPU/PC/IX/2016	On the withholding of financial sanctions against the Republic of Sudan	General Secretariat	Implemented	See remarks under PC below

30.	Draft Resolution N°19/PAPU/PC/IX/2016	On appeal for write-off of outstanding contributions of the Kingdom of Swaziland	General Secretariat	Implemented	See remarks under PC below
31.	Draft Resolution N° 20/PAPU/PC/IX/2016	On Mandating the Administrative Council to review the study on the reform and improvement of PAPU's finances	Administrative Council	On going	See remarks under PC below
32.	Recommendation N° 01/PAPU/AC/XXXIV/2016	On approval of the Financial Regulations of Pan African Postal Union	General Secretariat	On going	See remarks under PC below

STATUS OF IMPLEMENTATION OF THE DECISIONS & RESOLUTIONS TAKEN DURING THE 9TH PLENIPOTENTARY CONFERENCE (PC) IN JULY, 2016

YAOUNDE, CAMEROON

33.	Decision N°01/PAPU/PC/IX/2016	On the fixing of the annual budget ceilings of the Pan African Postal Union for 2016-2020 quadrennial period	Plenipotentiary/ General Secretariat	Continuous implementation	The budget ceilings approved by the Plenipotentiary Conference will be complied with and implemented throughout the current quadrennial cycle (2016 - 2020).
34.	Decision N°02/PAPU/PC/IX/2016	On the interpretation of Article 11-2 of the Convention	Plenipotentiary/ General Secretariat	Implemented	Incorporated into the Convention as amended
35.	Decision N°03/PAPU/PC/IX/2016	On interpretation of Article 11 of the Detailed Regulations of the Convention	Plenipotentiary/ General Secretariat	Implemented	Incorporated into the Detailed Regulation as amended

36.	Decision N°04/PAPU/PC/IX/2016	On amendment of the Staff Rules and Regulations	Plenipotentiary/ General Secretariat	Implemented	The new staff Rules and Regulations became operational immediately after approval by the Plenipotentiary Conference in July 2016.
37.	Decision N°05/PAPU/PC/IX/2016	On adoption of an amendment to the Rules of Procedure of the Plenipotentiary Conference	Plenipotentiary/	Done	Incorporated to the Rules of Procedure
38.	Decision N°06 PAPU/PC/IX/2016	Adopting the organization chart of the General Secretariat of the Pan African Postal Union (PAPU) Not approved but delegated to AC to study and adopt.	Administrative Council & General Secretariat	On - going	PSG Committee of the Admin Council is examining the proposal.
39.	Decision N°07/PAPU/PC/IX/2016	On approval of the Financial Regulations of Pan African Postal Union	General Secretariat	On going	Adopted Financial Regulations are being implemented
40.	Decision N°08/PAPU/PC/IX/2016	On election of PAPU Secretary General and Assistant Secretary General	Plenipotentiary Conference	Done	Two officials from Cameroon and Nigeria were elected as Secretary General and Assistant Secretary General respectively
41.	Decision N°09/PAPU/PC/IX/2016	On Zimbabwe's offer to host the 10 th ordinary session of the PAPU Plenipotentiary Conference in 2020	Zimbabwe	On going	The offer was accepted by Plenipotentiary Conference and Zimbabwe is expected to host the next Conference

42.	Resolution N°01/PAPU/PC/IX/2016	On the support of PAPU countries for the Republic of Côte d'Ivoire's offer to host the 2020 UPU Congress	General Secretariat & Member States	On going	General Secretariat & Member States are in support of the Republic of Côte d'Ivoire's bid to host the 2020 UPU Congress. The need for Support Committee is being proposed.
43.	Resolution N°02/PAPU/PC/IX/2016	On the Additional Protocol to the 2009 Convention	General Secretariat	Done	Reminder letter sent to member States on the ratification of the 2009 Act while the PSG is also exploring the overhaul of the whole Acts and Regulations for presentation in 2018 Extraordinary session of the Plenipotentiary Conference.
44.	Resolution N°03/PAPU/PC/IX/2016	Setting the Terms of Reference of the Host Country and PAPU in organizing meetings outside the headquarters of the Union	General Secretariat	Implemented	All relevant costs of meetings are now borne as directed by the Host Countries and PAPU.
45.	Resolution N°04/PAPU/PC/IX/2016	On chairmanship of the Pan African Postal Union Plenipotentiary Conference, the Pan African Postal Union Administrative Council and PAPU Management Board	General Secretariat	Being Implemented	The proposal for the Bureau is done and has been presented to the Heads of delegation on 8 th May, 2017, in Nairobi, Kenya.

46.	Resolution N° 05/PAPU/PC/IX/2016	On the support of PAPU countries for the Federal Republic of Ethiopia's offer to host the 2018 UPU Mini-Congress and for the Republic of Tunisia's offer to host the 2022 UPU Mini-Congress or Strategy Conference	General Secretariat & Member states	Adopted & On going	General Secretariat and member states supported the Federal Democratic Republic of Ethiopia to host the 2018 UPU Mini-Congress. Congress subsequently endorsed Ethiopia as the Host Country.
47.	Resolution N°06/PAPU/PC/IX/2016	On the withholding of financial sanctions against the Republic of Sudan	General Secretariat	Implemented	No contributions have been received from Sudan and she is not subjected to any sanctions at the moment.
48.	Resolution N°07/PAPU/PC/IX/2016	On appeal for write-off of outstanding contributions of the Kingdom of Swaziland	General Secretariat	Implemented	Outstanding contributions amounting to USD 284,424.07 has been written off for the Kingdom of Swaziland. Swaziland has also made good her pledge to settle all the outstanding contributions from 2013 when the postal Regulator was established, including the contribution for the current financial year.
49.	Resolution N°08/PAPU/PC/IX/2016	Mandating the Administrative Council to review the study on the reform and improvement of	Administrative Council	On going	The 9 th Extraordinary PAPU Administrative Council approved the structure of the Council and three Committees, namely,

		PAPU's finances			operations & Technology Committee, Policy Strategy & Governance and Finance & Administration were established. However, the structure of the General Secretariat is awaiting Council decision.
50.	Resolution N°09/PAPU/PC/IX/2016	On Support for Reforms of the Universal Postal Union (UPU)	General Secretariat & Member states	On going	UPU Reforms were subjected to further study during the Istanbul World Postal Congress. An Extra-Ordinary Congress has been scheduled for further consideration of the proposal among other issues.
51.	Resolution N°10/PAPU/PC/IX/2016	On adoption of the report of the Chairman of Plenipotentiary Conference for the period 2012-2016	Plenipotentiary Conference	Done	It was adopted during the 9 th Plenipotentiary Conference
STATUS OF IMPLEMENTATION OF THE DECISIONS TAKEN DURING THE 9TH EXTRAORDINARY ADMINISTRATIVE COUNCIL SESSION IN JULY, 2016, YAOUNDE, CAMEROON					
52.	Decision N°01/PAPU/CA/EXT.IX/2016	On the approval of the Programme of Activities of the Union for the 2016/2017 Financial Year	Administrative Council	On going	The 9 th Extraordinary Administrative Council approved the programme. Only one activity will be carried out i.e. the Postal Regulators' Forum, will be executed during the

					forthcoming administrative Council. The other activities could not be carried out because of UPUCA/POC meetings after the World Istanbul Congress
53.	Decision N°02/PAPU/CA/EXT.IX/2016	On the approval of the Budget of the Union for the 2016/2017 Financial Year	Administrative Council	On going	The 9 th Extraordinary Administrative Council approved the budget but it is not yet fully implemented because the financial year has not come to an end.
54.	Decision N°03/PAPU/AC/EXTRA.IX/2016	On restructuring of Technical Committees of the Pan African Postal Union (PAPU)	Administrative Council and General Secretariat	Implemented	The Administrative Council approved the establishment of three Technical Committees, namely, Operations & Technology, Policy, strategy and Governance and Finance & Administration meetings and had their first meetings in the first quarter of 2017, in Tunisia, Zambia and Senegal respectively

AFRICAN GROUP MEETING ON PENDING UPU ISSUES

S/N	ISSUES	OBSERVATION	RECOMMENDATIONS
1	Participation in POC/CA deliberations	Insufficient representation of Africa in POC and CA bodies; Our positions are not taken into consideration; Our non-Council members do not have feedback.	POC and CA members should shoulder their responsibilities (and “pull their weight”) as rightful representatives of the Continent.
2	Reform of the Union	<ul style="list-style-type: none"> • Objectives (cf. Congress doc. 38) <ul style="list-style-type: none"> ✓ Single Council ✓ 60 members ✓ Fair distribution of seats (representation) based on weight of the regions (number of countries) ✓ Structures: 2 Committees (+ Working Groups & taskforces) • Institutionalize a mini-Congress, even beyond 2018 • EXPECTED RESULTS: <ul style="list-style-type: none"> ✓ Cut down budget expenses for IB and Member Countries; ✓ Improve efficiency in decision-making; ✓ Build synergy between all stakeholders (governments, regulators and DOs). 	
3	Voting system	<ul style="list-style-type: none"> • On the Congress quorum: <ul style="list-style-type: none"> ✓ 2/3 of members present 	

		<p>(or duly represented) and voting;</p> <ul style="list-style-type: none"> ✓ At least 50% of UPU Member Countries present (or duly represented), representing all the geographical regions. • Need of drafting African proposal: any candidate? • Aims: <ul style="list-style-type: none"> ✓ Comply with UN guidelines; ✓ Avoid decision-making bottlenecks/deadlocks due to absentees; ✓ Facilitate timely decision-making • On election of Council members ✓ Apply current system for election of CA members; ✓ Observe rotation principle. • Aims: <ul style="list-style-type: none"> ✓ Fair regional representation during Union deliberations; ✓ Avoid having “permanent members”; ✓ Give <u>all countries</u>, <u>all regions</u> and all “<u>shades of opinion</u>” the opportunity to participate in the life of the Union. 	
4	Development cooperation	<ul style="list-style-type: none"> • At UPU, development cooperation is mainly aimed at: ✓ Fostering collaboration 	<ul style="list-style-type: none"> ✓ In line with the distribution of seats in the Council, the Regional Development Plans (RDPs) and other strategic

		<p>with Member Countries;</p> <ul style="list-style-type: none"> ✓ Facilitating technical assistance; ✓ Fostering socioeconomic integration and inclusion; ✓ Aligning development cooperation with consistent strategies at global, regional and national levels. <p>For Africa, there is need to:</p> <ul style="list-style-type: none"> ✓ Consider the official regional configuration of the UPU; ✓ Consider the AU's quest to achieve greater unity and solidarity African countries and Africans, as well as foster intra-African trade; ✓ Avoid duplicating/overlapping actions/initiatives 	<p>initiatives should be premised on the fact that Africa is an indivisible entity of 54 Member Countries;</p> <ul style="list-style-type: none"> ✓ Structure the IB (DCDEV & EMS Unit) accordingly
5	Cooperative s/ User Groups	<ul style="list-style-type: none"> • Governance: ✓ Election system incompatible with UPU status (as a UN intergovernmental institution); ✓ Unfair decision-making system (does not observe the "1 country = 1 vote" principle); ✓ Conflicts of interest (EMS and <i>Post Transfer</i>). • System of financing: ✓ Gives room for abuse of dominant position; ✓ Not based on current economic realities. 	<ul style="list-style-type: none"> ➤ Recommendation (return to UPU fundamentals): ➤ Ban unfair practices; ➤ Restore the "1 country = 1 vote" principle; ➤ Financing through regular budget; ➤ Single territory, etc...

6	Financing the Union	<ul style="list-style-type: none"> • CONTRIBUTION TO ANNUAL BUDGET: <ul style="list-style-type: none"> ✓ Currently, each Member Country chooses its own category; ✓ This has a toll on the Union's financial stability; ✓ Activity implementation is undermined/compromised. • PENSION FUND <ul style="list-style-type: none"> ✓ Insecurity/uncertainty, looking at sources/uses ratio: dwindling resources versus growing demands; ✓ Future of new pensioners undermined. 	<p>Recommendation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Adopt the UN system: ✓ Mandatory and fair; ✓ Based on country GDP. <p>Recommendation:</p> <ul style="list-style-type: none"> ➤ <u>Extraordinary contribution</u> to restore equilibrium, to be shared amongst Member Countries based on GDP and payable in <u>5 yearly installments (preferred option)</u> .
7	Service quality standards	<ul style="list-style-type: none"> • THE LAST QUALITY CONTROL REPORT: <ul style="list-style-type: none"> ✓ Indicates that Africa's performance stands at 18,4% compared to global standard of "J+5 @ 85% (Africa average = J+11.5)". • Arbitrary and unrealistic standards (compared to African environment, that penalizes our DOs financially). 	<p>Follow carefully the study aimed at reviewing the criteria for setting a realistic and achievable standard (refer to a meeting scheduled for June 2017).</p>
8	Relations between Member Countries and IB staff	<ul style="list-style-type: none"> • FOR INFORMATION ✓ Issues of propriety, decorum and courtesy 	<ul style="list-style-type: none"> ✓ More vigilance; ✓ To follow up; ✓ Appropriate response when necessary.

**DECISIONS, RESOLUTIONS AND RECOMMANDATIONS OF THE 36TH ORDINARY SESSION OF THE
ADMINISTRATIVE COUNCIL**

Original: English

Decision No.01/PAPU/AC/XXXVI/2017

On permanent appointment of the Legal Officer of the Union

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session held in Nairobi, Kenya on 08th -10th May 2017;

Considering the creation of the post of Legal Officer of the Union by the 32nd Ordinary Administrative Council through Decision No.03/PAPU/AC/XXXII/2013;

Cognizant of the secondment of Mr. Oumarou Ly Abdourahamane as the Legal Officer of the Union by the Republic of Niger for two years;

Noting that the vacant position was duly advertised and candidates from other Member States were assessed through a competitive process before deciding on the secondment of Mr. Oumarou;

Conscious of the important role the Legal Officer plays in the affairs of the Union both as an institutional memory and as the Legal Adviser to the various organs of the Union;

Noting that his two years secondment by the Republic of Niger expired on the 21st January 2017, and was granted a five-month short term appointment as directed by the 9th Extra-Ordinary Administrative Council;

Considering that upon expiry of the two year secondment, Mr. Oumarou Ly Abdourahamane's performance was duly evaluated and deemed satisfactory;

Mandated by Administrative Council Decision /No.05/PAPU/AC/XXX/2011 on Offer of appointment to seconded officers;

Having examined the recommendation of the Finance and Administration Committee;

Instructs the Secretary General to assess his performance at the end of his short-term appointment and if satisfactory, appoint him as the Legal Officer of the Union on P3 category in line with the relevant Regulations of the Union.

Done in Nairobi, Kenya, on 10th May 2017

Decision No.02/PAPU/AC/XXXVI/2017

On renewal of fixed term appointments

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya, from 08th -10th May, 2017;

Considering the approved Organization structure of the General Secretariat of PAPU;

Recognizing the need to ensure retention of qualified staff on a regular and continuing basis;

Aware that fixed term appointments that were granted to certain staff of the General Secretariat require approval of the Council to facilitate their renewals;

Having examined the proposal of the Secretary General of PAPU as well as the recommendation of the Finance and Administration Committee;

Mandated by Rule 16 paragraph 1 of the Staff Rules and Regulations of PAPU;

Approves as follows:

1. Renewal of the fixed term appointment of Mr. Yonna Fred Singogo as the Accounts Officer of the Union, for one year from 5th January 2018 to 4th January 2019
2. Renewal of the fixed term appointment of Mr. Jude Ferdinand ASU TARH as the Translator/Interpreter (French to English) for one year from 6th January 2018 to 5th January 2019;

Done in Nairobi, Kenya, on 10th May 2017

Decision N°03/PAPU/AC/XXXVII/2017

On the approval of the Accounts of the Pan African Postal Union for the 2015/2016 financial year

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya, from 08th -10th May, 2017;

Pursuant to Article 10 paragraph 2 of the Convention of the Pan African Postal Union (PAPU), Article 5 paragraph 5 of the Detailed Regulations of the Convention and Article 32 paragraph 7 of the Financial Regulations of the Union;

Aware of the external Auditor's qualification opinion on the financial statements of the Union for 2014/2015 and 2015/2016 financial years;

Noting that the basis of qualification is on the long outstanding financial contributions receivable from Member States and the value of PAPU leasehold which has result into the incorrect classification of PAPU Land as investment property;

Further noting that there is neither noncompliance with the Union's statutes nor International Public Sector Accounting Standards (IPSAS);

Considering that the External Auditor did not present any evidence from the Government of the United Republic of Tanzania to prove that the value of PAPU Land cannot be included and accounted for as part of the Union's assets;

Having examined the written confirmation availed by the previous auditor who audited the value of the leasehold land re-affirming the work done in 2003 and 2010 respectively;

DECIDE

To approve the financial statements of the Union for the financial years 2014/2015 and 2015/2016;

Done in Nairobi, Kenya on 10th May, 2017

**Decision No.04/PAPU/AC/XXXVI/2017
On Appointment of the External Auditors**

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya, from 08th-10th May, 2017;

Pursuant to Article 10 paragraph 2 of the Convention of the Union; Article 5 paragraph 5 of the Detailed Regulations of the Convention and Article 32, paragraph 1 of the Financial Regulations of the Union;

Aware that the tenure of the current external auditors, **PricewaterhouseCoopers** has expired with the conclusion of the 2015/2016 financial year audit;

Noting further that PricewaterhouseCoopers have not requested for re-appointment as the External Auditors of the Union;

Recognizing the need for continuous independent auditing of the efficiency of procedures, the accounting system, the internal financial controls and, in general, the administration and management of the Union.

Mandated by Regulation 39 of the Financial Regulations of the Union which stipulates that the Administrative Council shall appoint External Auditors from a minimum list of three auditors recommended by the Secretary General;

DECIDE AS FOLLOWS:

- i. To fix the audit fee for 2016/2017 financial year at USD 10,400 excluding withholding tax;
- ii. Instructs the Secretary General to source for a reputable Auditing Firm to conduct the auditing of the 2016/2017 financial year at a fee not exceeding the approved fee;
- iii. Mandates the Chairman of the Council to appoint a new External Auditor based on the recommendation of the Secretary General.

Done in Nairobi, Kenya on 10th May 2017

Decision No.05/PAPU/AC/XXXVI/2017
On the approval of the Budget of the Union for the 2017/2018 Financial Year

The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 36th Ordinary Session in Nairobi, Kenya from 08th-10th May, 2017;

Cognizant of the budget ceiling approved by the Plenipotentiary Conference for the 2017/2018 financial year;

Pursuant to Article 10 paragraph 2 of the Convention of the Pan African Postal Union (PAPU), Article 5, paragraphs 2 and 3 of the Detailed Regulations of the Convention and Regulation 10, paragraphs 1 and 2 of the Financial Regulations of the Union;

Having considered the Draft Budget and scale of assessment of contributions for the 2017/2018 financial year;

Recognizing the need for effective implementation of the Resolutions of the 9th Ordinary Session of the Plenipotentiary Conference of PAPU and the Istanbul World Postal Strategy;

Taking account of the recommendation of the Finance and Administration Committee on the budget proposed by the General Secretariat;

DECIDES AS FOLLOWS:

- i. To approve US\$ 1,647,758 only being the total annual budget of the Union for 2017/2018 financial year on the prevailing scale of assessment for the current quadrennial cycle;
- ii. To retain and use the scale of assessment for the 2016/2017 financial year for Member States contribution to the annual budget of 2017/2018 financial year.

INSTRUCTS:

The Secretary General to ensure prudent execution of the approved activities

Done in Nairobi, Kenya on 10th May, 2017

Decision No.06/PAPU/AC/XXXVI/2017

Adopting the organization chart of the General Secretariat of the Pan African Postal Union (PAPU)

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi Kenya;

Mindful of Article 2-5 of the Detailed Regulations of the Convention;

Mindful of Resolution No. 20/PAPU/PC/IX/2016 giving the Administrative Council the mandate to review and consider the study on reform and improvement of the finances of the Pan African Postal Union;

Convinced that the General Secretariat must meet the expectations of Member States in terms of assistance, regulatory support and playing a more decisive role in relations with development partners;

Noting that the General Secretariat is not equipped with an organization chart that has been adopted in a formal and comprehensive manner;

Considering the need to equip the General Secretariat with an organizational structure that will enable it to contribute effectively to achieving the objectives of the Union;

Mindful of the Strategic Plan of the Union;

Having reviewed and considered the study on reform and improvement of the finances of the Union;

HEREBY DECIDES AS FOLLOWS:

Adopts the new organizational structure of the General Secretariat of the Union as appended hereto.

INSTRUCTS

The General Secretariat to implement the new structure.

Done in Nairobi on 10th May, 2017

Decision No.07/PAPU/AC/XXXVI/2017

On the establishment of an African Support Committee for the organization of the UPU Mini-Congress in 2018, the 27th Congress in 2020 and monitoring of pending UPU matters.

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya);

Mindful of Resolution No.03/PAPU/AC/XXXV/2016 whereby PAPU Member States declare their support for the Republic of Côte d'Ivoire's offer to host the UPU Congress in 2020;

Mindful of Resolution No. 16/PAPU/PC/IX/2016 whereby PAPU Member States declare their support for the Republic of Ethiopia's offer to host the UPU Mini-Congress in 2018;

Considering that the 26th Congress of the UPU awarded the hosting of both meetings to Africa's candidates;

Aware that the successful organization of these events will be a success for the entire African postal fraternity;

Considering that the preparation of these key events will require the unwavering support of all within the framework of a formal arrangement;

Further mindful that the pending issues at the UPU call for a harmonization of Africa's positions;

HEREBY DECIDES TO:

- Establish an African Support Committee to assist the Republic of Ethiopia and the Republic of Côte d'Ivoire in organizing the UPU Mini-Congress in 2018 and the Congress in 2020, while equally looking into pending issues at the UPU;
- The African Support Committee equally tasked with UPU issues will be composed of one representative per geographical region and coordinated by the General Secretariat.

INSTRUCTS

The General Secretariat to implement this decision, including drafting Terms of Reference for the Committee.

Done in Nairobi, on 10th May 2017

Decision N°08/PAPU/CA/XXXVII/2017

On the approval of the Programme of Activities of the Pan African Postal Union for the 2017/2018 financial year

The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 36th Ordinary Session in Nairobi (Kenya) from 8th to 10th May 2017;

Considering Article 10 paragraph 2 of the PAPU Convention, Article 5 paragraphs 2 and 3 of the Detailed Regulations of the said Convention and Regulation 10 paragraph 1 of the Financial Regulations of the Union;

Having examined the draft Programme of Activities for 2017/2018 financial year submitted by the General Secretariat;

DECIDES AS FOLLOWS:

Approves all the annual programme of activities for the 2017/2018 financial year as set out in the Annex hereto.

INSTRUCTS

The Secretary General to ensure implementation of the approved activities taking into account the vision, mission and strategic objectives of the Union

Done in Nairobi, on 10th May 2017

Decision No.09/PAPU/AC/XXXVI/2017

On the adoption of the annual activity report of Secretary General for 2016-2017

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya, from 8th to 10th May, 2017;

Mindful of Article 5 Paragraph 5 of the Detailed Regulations of the Convention of PAPU;

Having examined the Secretary General's activity report presented during the 36th Ordinary Session of the Administrative Council;

Having noted the significant improvements made in the presentation of the above-mentioned report, in both, form and content;

DECIDES

- a) To express its satisfaction of the annual activity report presented by the Secretary General during the 36th Ordinary Session of the Administrative Council;
- b) To adopt the above-mentioned report.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.01/PAPU/AC/XXXVII/2017

Approving the Terms of Reference (ToRs) of the Operations and Technology Committee of the Pan African Postal Union (PAPU)

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 36th Ordinary Session from 8th to 10th May 2017, in Nairobi (Kenya);

Mandated by Resolution No.03/PAPU/AC/EXTRA/IX/2016, on the composition of Administrative and Technical Committees of the Pan African Postal Union;

Mindful of the terms of Rule 16-1 of the Detailed Regulations of the Convention, which stipulates that: “*The Conference or the Council shall define the terms of reference of the studies entrusted to these Committees and determine the conditions of their implementation*”;

Considering that each Committee shall develop and organize its work to attain the strategic objectives of the Union and submit its Terms of Reference to the Administrative Council for approval;

Desirous to guarantee the efficiency and efficacy of the deliberations of this Committee;

RESOLVES:

To approve the Terms of Reference for the Operations and Technology Committee for the period 2017-2020 as follows:

- i) To deliberate on all issues relating to the Quality of Service, Supply Chain (Transportation, Security, Customs) and Remuneration
- ii) Establishment of fora to identify areas of common interest and cooperation, and development of Service Level Agreements (SLAs) so as to improve services, with the following stakeholders:
 - African Airlines Association (AFRAA);
 - World Customs Organization (WCO);
 - World Trade Organization (WTO) etc.
- iii) Identification of effective and efficient transport models for mail distribution per region e.g. Post Bus, Road Transport Network, Airline Networks etc.;
- iv) Development of support plans for National Addressing and Postcode Systems per region per member country;
- v) Development of plans for security of the postal service and the integrity of the postal network in line with the regional security strategy;
- vi) Information sharing and promotion of best practices in the use of UPU's postal technology solutions to help ease their penetration into Member States;
- vii) Identification of new technologies for revenue protection, improvement of quality of service and diversification of products and services;
- viii) Development of plans to increase postal revenue by optimizing on the following postal products:

- a. Parcels/ Small Packets;
 - b. Bulk mail;
 - c. Mail/Passenger Transportation;
 - d. Direct Mail;
 - e. Philately etc.;
 - f. PO Boxes/Private Bags.
 - g. Other postal services as may be developed from time to time
-
- ix) Taking initiatives to identify areas, programmes and institutions for training in the interest of member countries to ensure operational efficiency;
 - x) Identification of developmental needs on e-services for the continent and development of a framework for the implementation;
 - xi) Development and promotion of E- Commerce in Africa;
 - xii) Development and diversification into new product and service portfolios that promote the use of e-services.

Done in Nairobi, Kenya, on 10th May 2017

Resolution No.02/PAPU/AC/XXXVI/2017
On Implementation of the Regional Security Strategy for Africa

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Acknowledging the amendments made to the UPU Convention Article 9 on Postal Security during the Doha Congress and the granting of status 2 approval to S58 and S59 standards in February, 2016, by the UPU Postal Operations Council (POC);

Further acknowledging the subsequent approval of the S58 and S59 standards certification process by the POC in March, 2017;

Recognizing that the USPS has pledged its support to the African Region in its efforts to implement the security strategy, particularly compliance with the security standards S58 and S59 by promising training of postal security experts and conducting security reviews, among others;

RESOLVES that:

Member states forge ahead with initiatives that will culminate in the successful implementation of the regional security strategy, especially by identifying qualified postal security experts and participating in the training workshops, among others.

URGES:

Designated Operators to improve their compliance levels and ensure certification by the end of the cycle.

INSTRUCTS:

PAPU General Secretariat to coordinate the implementation process of the regional strategy and report progress to the Administrative Council.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.03/PAPU/AC/XXXVI/2017

On revival of the Pan African Postal Union/African Airlines Association (PAPU/AFRAA) Contact committee

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Acknowledging the need for collaboration between designated operators in Africa through (PAPU) and African Airlines;

Noting the various areas of cooperation and collaboration, among them:

- Quality of service improvement in the international postal network;
- Safety and mail security issues;
- Handling of prohibited and dangerous goods;
- Sharing information on developments at Universal Postal Union/International Air Transport Association (UPU/ IATA), as well as UPU/ International Civil Aviation Organization (ICAO);
- Sharing information on up to date flight schedules;
- Conducting joint staff training on mail handling;
- Settlement of airline mail conveyance bills;
- Liability for loss, damage or late delivery of mail items;
- Exchange of EDI messages between airlines and postal operators, etc

Aware that the Memorandum of Understanding signed between PAPU and AFRAA in 1985 on collaboration between the two parties requires updating;

RESOLVES

To revive the PAPU/AFRAA Contact committee to ensure collaboration and cooperation for the benefit of both parties;

INSTRUCTS

The General Secretariat to review the MOU with AFRAA taking into account developments in the mail conveyance business in line with the UPU/IATA and UPU/ICAO, as well as UPU/ WCO MOUs.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.04/PAPU/AC/XXXVI/2017
On implementation of the Integrated Product Plan (IPP)

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Fully aware of the work carried out so far by the Postal Operations Council Committee on Physical Services to develop the IPP in response to directives given by the 2012 Congress to modernize and integrate the UPU's international postal network in line with a market-oriented and customer-driven approach.;

Supporting the recommendations passed by the Istanbul Congress contained in the IPP presented in Congress Doc-39;

Taking note of Universal Postal Union Congress Resolution C 15/2016 on the Integrated Product Plan;

Recognizing that step 1 of the IPP will be implemented from 1 January 2018, with a target of transitioning to step 2 from January, 2020;

Taking note of the following operational issues of the IPP to be effective from 1st January, 2018:

- Definitions of both documents and goods to apply to the Convention and its Regulations;
- Classification of letter post items by content;
- Mandatory use of S10 bar codes for small packets containing goods;

Acknowledging that the African region needs to be prepared for the implementation of IPP before the implementation date;

RESOLVES as follows

- Designated Operators take necessary measures and be ready to implement IPP step 1 by January, 2018;
- Member countries to follow the developments of the work of the POC on IPP including remuneration, quality improvement, standards, accounting and operations to ensure that Africa's interests are safeguarded;

INSTRUCTS

The General Secretariat to monitor progress and report to the Administrative Council.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.05/PAPU/AC/XXXVI/2017

On maximizing parcel post remuneration through increase in Inward Land Rates (ILRs)

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Aware that parcel inward land rates are country specific based, among others, on the number of service features provided by designated operators (DOs) and achievement of performance targets, where relevant;

Acknowledging the need by DOs to guarantee maximum revenue inflow from parcel post remuneration;

Observing that ILRs for DOs in Africa are among the lowest;

Noting that the track and trace service feature attracts a bonus payment of up to 25%;

Aware that most African members are failing to qualify for RESDES/PREDES, as well as the EMH/I over EMD bonuses;

Considering that only 5 DOs from PAPU Member States are currently entitled to home delivery bonus of 5% of the basic ILR;

RESOLVES

that Designated Operators adopt a comprehensive and coordinated approach to ensure that operational performance targets are met to enable them to attain the maximum possible bonus for the parcel post service remuneration;

URGES

Designated Operators to actively participate in POC work on Integrated Product Remuneration during the cycle and ensure that Africa's interests are taken into consideration;

INSTRUCTS

The General Secretariat to monitor progress and report to the Administrative Council, from time to time.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.06/PAPU/AC/XXXVI/2017

On creation of a Sub-committee to develop and disseminate a common theme for a Pan African postage stamp

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Recognizing the important role played by the postage stamp as ambassador of a country and prominent factor of the heritage of mankind;

Mindful of the need to safeguard the integrity of the postage stamp and restore the image of the post and the cultural identity of Africa through postage stamps;

Recognizing also that ensuring the development and promotion of Philately in Africa represents an essential factor of postal development;

Having noted the importance of issuing common postage stamps not only as a factor for bringing people together but also for increasing postal revenues for each postal operator;

Considering the need to create a permanent organ made up of Member States to ensure the implementation and monitoring the issuing of Pan African postage stamps under a common theme to be called "Africa Stamps";

Considering the proposal of South Africa to issue a commemorative stamp in honour of Nelson Mandela, on the occasion of the centenary anniversary of the birth of this African and World Icon;

URGES

Member States to:

- enjoin the organ to develop and disseminate a common theme for a Pan African postage stamp;
- dedicate the first issuance of this Pan African postage stamp to honour Nelson Mandela, the son of Africa;

INSTRUCTS

The General Secretariat of the Pan African Postal Union (PAPU) to coordinate with South Africa and other Member States and to develop legal provisions as well as and logistics needed to launch the project.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.07/PAPU/AC/XXXVI/2017

On e-commerce as key to the sustainability of postal services in Africa

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Acknowledging that the post should move along with global business trends and changing customer needs in order to ensure sustainable sources of revenue;

Recognising that e-commerce as a catalyst for business growth has created opportunities for increase in market share;

Aware of UPU Congress Resolution C6/2016 making the four-year cycle ending 2020 by highlighting the theme: **'E-commerce services as key to a vibrant and effective postal service'**;

Acknowledging the initiatives so far done by UPU towards development of e-commerce which include:

- UPU E-commerce Guide ;
- UPU E-Commerce Programme – ECOMPRO ;
- UPU Cloud Solutions for E-commerce;
- Ecom@Africa project;

Considering that six countries from the Africa region are in the e-commerce pilot project;

Taking note of the launch of the UPU key project on Operational readiness for E-commerce (ORE) to be implemented during the cycle;

RESOLVES

- that Designated Operators adopt e-commerce and implement activities aimed at introducing new innovative e-services based on customer expectations;
- that Designated Operators foster a culture of making e-commerce solutions in all aspects of their operations;

URGES

Member states to benchmark and share experiences on e-commerce developments;

INSTRUCTS

The General Secretariat to monitor progress and report to the Administrative Council.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.08/PAPU/AC/XXXVI/2017

On adoption of .post to promote e-commerce and product diversification

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Acknowledging the growth opportunities brought about by e-commerce and the need for post to adapt to global business trends:

Taking note of the three pillars of the Istanbul World Postal Strategy; innovation, integration and inclusion;

Recognising the need to secure the post on the internet and provide customers with reliable and secure internet based postal services;

Aware that **.post** is a secure and trusted electronic infrastructure on the internet, managed by the UPU to serve the needs of the global postal community in cyberspace;

Also aware that **.post** aims to integrate the physical, financial, and electronic dimensions of postal services to enable and facilitate e-post, e-finance, e-commerce and e-government services;

Acknowledging Africa's priorities for the period 2017-2020, namely:

- **Priority level one:** Improvement of operational efficiency and e-commerce development;
- **Priority level two:** E-services and diversification;

RESOLVES as follows

- Designated Operators adopt **.post** to promote e-commerce growth, e-services and diversification;
- Member states to benchmark and share experiences on **.post** and other e-commerce initiatives for the benefit of others;

INSTRUCTS

The General Secretariat to monitor progress and report to the Administrative Council.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.09/PAPU/AC/XXXVI/2017

On development of postal financial services in Africa

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary session in Nairobi, Kenya from 08th to 10th May, 2017;

Noting that the provision of basic postal financial services contributes significantly to global economic and social development and plays an important role in improving living standards through financial inclusion;

Mindful that the postal sector, through its worldwide network coverage and the combination of electronic, financial and physical dimensions, ensures that all citizens have access to efficient, reliable, secure and affordable financial services;

Acknowledging that the African Diaspora is one of the most active communities of citizens outside of their countries, contributing to the development of the continent through remittances;

Acknowledging also the exponential growth of e-commerce and the need for secure and reliable payment system for the products;

Aware that nearly 100 million adult Africans use the existing post offices and postal agents across Africa to access basic financial services, including picking up remittances;

Noting that the majority of rural and semi-urban population (80% of adult population) in Africa is excluded from accessing and using quality financial services;

Considering that financial services/ financial inclusion falls under level two of Africa's priorities for the cycle and Aspiration 1 of AU Agenda 2063;

RESOLVES that:

- Member states should embrace financial inclusion initiatives in their strategic plans;
- Designated operators should implement the International Financial System (IFS) or other inter-operable technological tools, that can facilitate the provision of efficient and cost effective money transfer and other financial services;

URGES

Member states to benchmark and share experiences on financial and payment services

INSTRUCTS

The General Secretariat to monitor progress and report to the Administrative Council

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.10/PAPU/AC/XXXVI/2017

On the Terms of Reference of the Finance and Administration Committee

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya from 08th-10th May, 2017;

Mandated by Resolution No.03/PAPU/AC/EXTRA/IX/2016, on the composition of Administrative and Technical Committees of the Pan African Postal Union;

Considering that each Committee shall develop and organize its work to attain the strategic objectives of the Union and submit its Terms of Reference to the Administrative Council for approval;

Recognizing the adoption of the of the Finance and Administration Committee as one of the Administrative and technical Committee of the Union by the 9th Extra-Ordinary Session of the Administrative Council;

Further Considering Article 5 paragraph 5 of the Detailed Regulations of the Convention on the adoption of the annual management report and audited accounts of the Union;

Desirous of devolving deliberations requiring technical competencies to the Administrative and Technical Committees for more efficient deliberation;

Having Examined the recommendation of the Technical Committee held in Dakar, Senegal held, on 07-09 March, 2017;

RESOLVES AS FOLLOWS:

To approve the following Terms of Reference for the Finance and Administration Committee:

- i. To receive the External Auditors report on the Financial Report of the Secretary General and make appropriate recommendations to the Council;
- ii. To receive and deliberate on the Interim Financial Report of the Secretary General;
- iii. To examine and consider the General Secretariat report on staff matters and other administrative issues;
- iv. To consider the draft budget and make appropriate recommendations;
- v. To review the existing financial and personnel management practices and recommend for possible adoption, policies that will enhance more efficient management of financial and human resources;
- vi. To continuously adapt and recommend better and more effective staff management policies and practices;
- vii. To deliberate on the scale of assessment and advise on the most equitable and appropriate scale of assessment for Member States contributions to PAPU annual budgets;
- viii. To examine the Staff Rules and Regulations, the Financial Regulations and recommend necessary amendments;
- ix. To consider any other matters incidental or connected to the financial and human resources management, rules and regulations and make recommendations that add value to the continuous existence of the Union;
- x. To make appropriate recommendations to the Administrative Council on all matters deliberated by the committee;
- xi. To deliberate on any other matter that is referred to the Committee by the Administrative Council.
- xii. To examine and regularly review strategies to ensure the collection of contributions from Member States

Done in Nairobi, Kenya on 10th May, 2017

Resolution No.11/PAPU/AC/XXXVI/2017

On creation of a Task Force on the recovery of outstanding financial contribution of Member States

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya from 08th-10th May, 2017;

Mandated by Resolution No.03/PAPU/AC/EXTRA/IX/2016, on the composition of Administrative and Technical Committees of the Pan African Postal Union;

Considering that the said resolution mandates the Committees to consider and if deemed appropriate decide to set up Task Forces to address specific issues arising from specific work programmes;

Aware of the need to provide the Union with the necessary financial resources for smooth implementation of the approved programme of activities;

Desirous of enhancing the rate of collection/recovery of arrears of annual contributions due from Member States;

Conscious of the fact that the ever-increasing arrears of contribution payable by Member-States constitutes serious impediment to the accomplishment of the Union's mission as well as attainment of the strategic objectives;

Noting that regular payment of contributions to the budget of the Union constitutes a fundamental obligation of each Member State;

RESOLVES

To create a Task Force on the recovery of outstanding financial contribution of Member States with Egypt as the Chairman of the Task Force

APPROVES

The following terms of reference for the task force:

- i. To investigate the problems and causes of the non-payment of Union Dues;
- ii. To suggest measures or plans to enable member countries pay up the arrears without putting too much strain on them while at the same time urging such Member States to start paying their current dues immediately;
- iii. To design strategies that will improve the recovery process for arrears of contribution by Member States;
- iv. To recommend appropriate measures to sanction defaulters with huge arrears taking into account the Union's Convention;
- v. To propose other measures that it deems appropriate to make the Union financially sound;
- vi. To propose all measures likely to accelerate the recovery of outstanding arrears especially through joint missions with the Secretary General to debtor Member States;
- vii. To assess and report on the outstanding contribution of the Union.

Done in Nairobi, Kenya on 10th May, 2017

Resolution No.12/PAPU/AC/XXXVI/2017

On enforcement of handing over between all incoming and outgoing officials/staff of the Union

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya from 08th-10th May, 2017;

Considering Article 10 paragraph 2 of the Convention of the Pan African Postal Union mandating it as the decision-making organ of the Union in between the sessions of the Plenipotentiary Conference within the limits of the powers delegated by the Conference;

Noting that there is no mandatory provision in the statutes of the Union to ensure smooth handing over between outgoing and incoming officials/staff of the Union;

Recognizing that the Union can function more transparently and effectively if documented handing over notes are prepared by all outgoing officials/staff all outgoing and duly verified and accepted by incoming officials/staff;

Resolves as follows:

- i. That it is incumbent on outgoing officials/staff to hand over the Union's assets and liabilities in their custody prior to their departure from the Secretariat;
- ii. A comprehensive handing over notes shall be prepared by all outgoing officials/staff detailing duties, assets and expectations of the Union from the incoming officials/staff;
- iii. Failure to observe these procedures shall render outgoing officials liable for any loss arising from non-compliance with these directives;
- iv. The terminal benefits of outgoing officials shall not be settled pending the completion of handing over of office;
- v. A copy of all handing over noted shall be deposited in the Administration and Finance department as part of the record to be kept for the maximum period allowed for storage of official documents.

Done in Nairobi, Kenya on 10th May, 2017

Resolution No.13/PAPU/AC/XXXVI/2017

Approving the Terms of Reference (ToRs) of the Policy, Strategy and Governance Committee of the Pan African Postal Union (PAPU)

The Administrative Council of the Pan African Postal Union (PAPU, meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya);

Mindful of the terms of Rule 16-1 of the Detailed Regulations of the Convention, which stipulates that: “*The Conference or the Council shall define the terms of reference of the studies entrusted to these Committees and determine the conditions of their implementation*”;

Having considered the formal presentation of the ToRs by the Policy, Strategy and Governance Committee;

Desirous to guarantee the efficiency and efficacy of the deliberations of this Committee;

HEREBY RESOLVES AS FOLLOWS:

Approves the Terms of Reference (ToRs) of the Policy, Strategy and Governance Committee for the period 2017-2020 as appended hereto.

Done in Nairobi, Kenya, on 10th May, 2017.

Resolution No.14/PAPU/AC/XXXVI/2017

Adopting the Action Plan of the Policy, Strategy and Governance Committee of the Pan African Postal Union

The Administrative Council of the Pan African Postal Union (PAPU, meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya);

Mindful of the terms of Rule 16-1 of the Detailed Regulations of the Convention, which stipulate that: *“The Conference or the Council shall define the terms of reference of the studies entrusted to these Committees and determine the conditions of their implementation”;*

Having considered the Action Plan submitted by the Policy, Strategy and Governance Committee;

Desirous to guarantee the efficiency and efficacy of the Committee's deliberations;

HEREBY RESOLVES AS FOLLOWS:

Adopts the Action Plan of the Policy, Strategy and Governance Committee for the four-year period 2017-2020 as appended hereto.

Done in Nairobi, Kenya, on 10th May, 2017.

Resolution No.15/PAPU/AC/XXXVI/2017

Adopting the Strategic Plan of the Pan African Postal Union (PAPU)

The Administrative Council of the Pan African Postal Union (PAPU, meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya);

Considering the importance of a Strategic Plan in the life of any organization;

Mindful of the fact the Union has none;

Convinced of the need to equip the Union with a Strategic Plan to serve as a roadmap to achieve its objectives;

HEREBY RESOLVES AS FOLLOWS:

Adopts the Strategic Plan of the Pan African Postal Union for the four-year period 2017-2020 as appended hereto.

INSTRUCTS

The General Secretariat to implement same.

Done in Nairobi, Kenya, on 10th May 2017.

Resolution No.16/PAPU/AC/XXXVI/2017

**On recommendations of the report on the study on the reform and improvement of finances of the Union
The Administrative Council of the Pan African Postal Union (PAPU, meeting in its 36th Ordinary Session
from 8th to 10th May 2017 in Nairobi (Kenya);**

Mindful of the terms of Rule 16-2 of the Detailed Regulations of the Convention, which stipulate that: "*The results of the studies carried out by the Administrative and Technical Committees shall be submitted to the Conference or the Council for adoption before their implementation*";

Having reviewed and considered the recommendations from the report on the study for the reform and improvement of finances of the Union;

Desirous to continuously consider and implement the most relevant recommendations that facilitates prudent management of the Union;

Noting the need to continue reflecting on the recommendations of the Consultant;

HEREBY RESOLVES AS FOLLOWS:

The Administrative and Technical Committees to further study the Report and consider pertinent recommendations by the Consultant in line with their mandates.

INSTRUCTS

1. The Committees to implement this decision and present their reports for consideration by the Administrative Council;
2. The General Secretariat to facilitate implementation of this decision.

Done in Nairobi, on 10th May 2017

Resolution No.17/PAPU/AC/XXXVI/2017

Convening an Extraordinary Session of the Plenipotentiary Conference

The Administrative Council of the Pan African Postal Union (PAPU, meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya);

Mindful of the need for African countries to harmonize their positions on the key issues to be discussed during the Mid-Term Evaluation Congress scheduled to take place in Addis Ababa (Ethiopia) in 2018;

Concerned about the continuing non-entry into force of the 2009 Acts;

Desirous, if the need arises, to look for an alternative solution to bring the Acts into effect;

Considering the circular issued by the General Secretariat requesting the convening of an Extraordinary Session of the Plenipotentiary Conference;

Mindful of Article 9.4 of the Convention, which provides that:

"At the request of one or more Member-States, the Administrative Council or the General Secretariat and subject to the agreement of two-thirds of the Member-States, the Conference shall convene in an extraordinary session."

HEREBY RESOLVES AS FOLLOWS:

- Requests the convening of an Extraordinary Session of the Plenipotentiary Conference prior to the UPU Mid-Term Evaluation Congress scheduled to take place in Addis Ababa (Ethiopia) in 2018;
- Calls on PAPU Member States to massively endorse this proposal, so that the 2/3 quorum can be attained as soon as possible.

INSTRUCTS

The General Secretariat to implement this Resolution.

Done in Nairobi, Kenya, on 10th May, 2017

Resolution No.18/PAPU/AC/XXXVI/2017

On postal regulation

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya);

Mindful of the Declaration of the Postal Regulators' Forum held on 9th May 2017 in Nairobi (Kenya);

Considering the need to create an enabling environment for the growth of the postal market through fair competition and for the satisfaction of one of the basic needs of Africa's citizens;

Recognizing the importance of the postal regulatory function which requires the establishment of a dedicated platform for regular consultations;

Having noted that Africa's postal sector lacks a model policy;

HEREBY DECIDES AS FOLLOWS:

1. To institute an annual Postal Regulators' Forum to be held on the sidelines of the PAPU Administrative Council meeting;

DIRECTS:

2. The Policy, Strategy and Governance Committee to set up a Working Group in charge of regulatory matters;

INSTRUCTS:

3. The General Secretariat to:
 - i. Outline regional regulatory guidelines on the basis of sub-regional models; and
 - ii. Implement this Resolution.

Done in Nairobi (Kenya), on 10th May 2017

Recommendation No.01/PAPU/AC/XXXVI/2017

On enhancement of the maximum premium payable for staff life insurance

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 36th Ordinary Session in Nairobi, Kenya from 08-10 May, 2017;

Considering Rule 53 paragraph 5 which stipulates that the insurance premium payable by the Union for life insurance against injury or death of staff before disengagement from the Union, shall not exceed 5% of the total annual basic salary of the staff;

Aware that the non-procurement of life insurance for staff of the Union has been a continuous observation by the External Auditors of the Union since 2001/2002 financial year, without solution;

Noting that several attempts by the General Secretariat to procure life insurance for staff has been continuously inhibited by the 5% maximum limit placed on the insurance premium;

Mandated by Article 10 paragraph 2 of the Convention of the Pan African Postal Union to act as the decision-making organ of the Union in between the sessions of the Plenipotentiary Conference within the limits of the powers delegated by the Conference;

Desirous of ensuring that all staff of the Union are insured against injury or death before their disengagement from the Union;

RECOMMENDS:

To the Chairman of the Plenipotentiary Conference of PAPU for approval, the upward review of the maximum premium payable on staff life insurance, from 5% to 7.5% to facilitate procurement of the same from a reputable and trusted life insurance service provider;

Done in Nairobi, Kenya on 10th May, 2017

Recommendation No.02/PAPU/AC/XXXVI/2017

Calling on the Universal Postal Union to abide by the principles governing regional identity

The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 36th Ordinary Session from 8th to 10th May 2017 in Nairobi (Kenya);

Considering that development cooperation at the UPU is aimed inter alia at:

- Fostering collaboration between Member Countries;
- Facilitating technical assistance as well as socio-economic integration and inclusion;
- Ensure alignment with relevant global, regional and national strategies;

Cognizant of the fact that the regional approach as materialized in regional development plans and projects, is a vital instrument to implement the UPU's development cooperation policy in line with the Istanbul World Postal Strategy;

Aware that development cooperation programmes have beneficial impacts on postal services;

Also aware that the regional development plans in each regions of the world should cover all the member countries in each regions of the world as defined in UPU documents;

Conscious of the fact that the implementation of the regional plans entails the partial use of resources contributed by Member States of each region for their benefit;

Also conscious of the fact that the current classification by the International Bureau of the UPU, though meaningful to some extent; but contradicts the philosophy of Unity of Regions and denied some of these countries the fair share of the benefit of their contribution to our Union;

Observing also that all the economic studies conducted and the statistics published by the UPU are minimizing the weight of Africa, reducing her at "non-Arab countries" level only;

Noting that Africa as a region is fragmented by the present approach to regional development plan implementation arrangements, thus negating the unity and aspirations of Africa and the Africa Union;

Concerned about the need to observe the regional configuration as enshrined in the laws of the UPU and the Africa Union;

HEREBY RECOMMENDS AS FOLLOWS:

To the UPU:

- Consider its official regional configuration in implementing development cooperation activities;
- Consider the objectives of the African Union with regard to building unity, bringing its peoples closer and fostering intra-African trade;
- Avoid overlapping/duplication in development cooperation activities;
- Draw on the example of the geographical distribution of the Postal Operations Council and Council of Administration seats, design Regional Development Plans (RDPs) and other strategic activities considering Africa as an indivisible entity composed of its 54 member countries;

- Re-structure the International Bureau to reflect this position (Department of Development Cooperation & EMS Unit etc...) accordingly;
- Review indicators on the website and in physical publications to reflect the data relating to the **entire Africa as a single region**.

To the PAPU General Secretariat

- Closely collaborate with the UPU to ensure the flawless implementation of this decision
- Monitor and continuously evaluate the implementation of all development cooperation projects with a view to enhancing its impact on all Member States of the Union.

Done in Nairobi, on 10th May 2017

POSTAL REGULATORS FORUM (Nairobi, 9th May 2017)

Declaration of the Forum

The Postal Regulators' Forum took place on the 9th of May 2017 on the sidelines of the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU).

The Forum took note of the fact that:

- Owing to the need to create an enabling environment for the growth of the postal market through fair competition and for the satisfaction of one of the basic needs of Africa's citizens, the Executive Council of the African Union, through Decision EX.CL/Dec.435 (XIII), had endorsed the Declaration of the Conference of the African Ministers in charge of Communication and ICT on the Sustainable Development of the Postal Sector in Africa whereby they made the commitment to establish a regulatory body in each of their respective countries.
- At the request of several Member States, the 9th Plenipotentiary Conference of PAPU had decided to institute the organization of a Regulators' Forum in its Plan of Action.

Participants listened with keen interest to presentations on:

- The challenges of regulation in Africa;
- Bi-sector (Telecommunications/ICT and Post) regulation and the issue of financial services regulation in the era of electronic transactions;
- The ECOWAS Directive on Postal Regulation and Reform in West Africa delivered by WAPCO;
- The harmonization of policies on postal Regulations in the SADC region delivered by CRASA;
- Experiences were also shared and presentations on best practices delivered by panelists.

. At the close of deliberations, participants were convinced that:

1. There was a need to make a recommendation to the authorities of PAPU, especially its Administrative Council, requesting them to instruct the General Secretariat to furnish Member States with a sample sector policy directive and a sample regulatory directive, drawing from existing similar instruments in African sub-regional postal bodies and some Member States.
2. As part of continental integration efforts, there is a need to establish a cooperation framework between national regulatory authorities with a view to harmonizing monitoring and regulatory policies for the sector.

The Forum conveys its sincere thanks to the Republic of Kenya, represented by the Ministerial Authority, to the General Secretariat of PAPU, to the Regulator and to the Operator for the warm welcome and the successful organization of the meeting.

It also extends its heartfelt gratitude to the Director General and Deputy Director General of the UPU for their unwavering commitment to the development of postal services in Africa, which commitment is once more demonstrated by their presence.

Done in Nairobi (Kenya), on 9th May 2017

Annex
PAN AFRICAN POSTAL UNION
(PAPU)
ADMINISTRATIVE COUNCIL
(02-10 MAY, 2017)
NAIROBI, KENYA

VOTE OF THANKS TO THE AUTHORITIES OF THE REPUBLIC OF KENYA

Read by the Republic of Madagascar

The Administrative Council of the Pan African Postal Union (PAPU), during its 36th Ordinary Session in Nairobi, Kenya from 02nd to 10th May, 2017;

HAVING NOTED with gratitude and satisfaction the great solidarity of the Authorities of the Republic of Kenya by accepting to host the 36th Ordinary Session of the Council;

CONSIDERING the exemplary commitment of the Republic of Kenya to the continuous promotion of PAPU ideals and brand image, as well as to the development and modernization of African posts;

ACKNOWLEDGING the perfect organization and conducive environment created for both the Committee and Council meetings;

APPRECIATING the particularly warm welcome extended to all delegations, as well as the kind attention paid to them throughout their stay on the Kenyan soil;

FURTHER APPRECIATING the effectiveness, cordiality and the spirit of conviviality which characterized the 36th Ordinary Session of the Administrative Council;

NOTING with great satisfaction the commitment of the President of the Republic of Kenya, His **Excellency Uhuru Kenyatta**, to promote, encourage and support regional cooperation;

CONGRATULATING the management and staff of the Communications Authority of Kenya for their efficient contribution;

Hereby conveys its profound gratitude to the Government and the people of Kenya for their warm and fraternal welcome, as well as the kind gesture extended to all delegates throughout their stay in Nairobi.

Done in Nairobi, 10 May, 2017

**PAN AFRICAN POSTAL UNION
(PAPU)
ADMINISTRATIVE COUNCIL
(08-10 May, 2017)
NAIROBI – KENYA**

<p>FINAL COMMUNIQUE Read by the Republic of Nigeria</p>

The 36th Ordinary Session of the PAPU Administrative Council was held on 08-10 May, 2017, in Nairobi, the Republic of Kenya.

The Council was presided over by the incoming Chairman **Mr. Moez Chakchouk**, the CEO of the Post of Tunisia.

I. Participation

The following Administrative Council members participated in the session:

Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Egypt, Gabon, Kenya, Madagascar, Mozambique, Niger, Nigeria, Senegal, Sudan, Swaziland, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

The following member of the Administrative Council was absent: **Republic of Congo.**

The following countries and organizations also participated as observers:

Algeria, Angola, Benin, Botswana, Burundi, Ethiopia, Gambia, Ghana, Guinea, Lesotho, Morocco, Malawi, Namibia, Democratic Republic of Congo, Sierra Leone, South Africa, Universal Postal Union (UPU), AUC, ATU, EAC AFRAA, CRASA, WAPCO, ESCHER GROUP, FRDPA, JAPAN POST, LA POSTE FRANCE, LA POSTE SUISSE, RASCOMSTARQAF and GSMA.

II. Election and Installation of the Bureau

The bureau was installed as follows:

Chairman	:	Tunisia
1st Vice-Chairman	:	Nigeria
2nd Vice-Chairman	:	Zambia
Rapporteurs	:	Chad and Uganda

III. Agenda

During the session, the Council examined all the agenda items under the following broad topics:

- a) General matters;
- b) Confirmation of the quorum;
- c) Adoption of the agenda and work programme;
- d) Election and installation of the bureau;
- e) Messages from partners;
- f) Report of Activities of the Secretary General for the 2016/2017 period;
- g) Theme of PAPU Day Celebration for 2018;
- h) Reports and recommendations of Technical Committees;
 - i. Operations and Technology, Strategy Policy;
 - ii. Finance and Administration and
 - iii. Policy, Strategy and Governance;
- i) Postal Regulators Forum;
- j) Session with Partners;
- k) Report of the External Auditor on the Accounts of the Union for the financial year ended 31st May, 2016;
- l) Adoption of the report of the 36th Ordinary session of the Administrative Council.

IV. Reports of the Committees

Chairpersons of the Committees presented their reports covering the following key broad areas:

- Update on implementation of the 35th Administrative Council Decisions, resolutions and recommendations;
- Update on PAPU Headquarters project;
- Update on Electrification and Connectivity Project for Post Offices in Africa;
- Update on Addressing and Postcode project;
- Draft PAPU Programme of Activities 2017/2018;
- Strategic plan of PAPU;
- Review of the current structure of general secretariat and consideration of the proposed structure;
- Issue relating to the convening of an extraordinary session of the plenipotentiaries
- Etc.

V. Postal Regulators' Forum

The Postal Regulators' Forum took place on the 9th of May, 2017 on the side lines of the 36th Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU).

Participants listened with keen interest to presentations on:

- The challenges of regulation in Africa;
- Bi-sector (Telecommunications/ICT and Post) regulation and the issue of financial services regulation in the era of electronic transactions;
- The CRASA and ECOWAS Directives on Postal Regulation and Reform in West Africa.

Experiences were also shared and presentations on best practices delivered by panelists.

At the close of deliberations, participants were convinced that:

1. There was a need to make a recommendation to the authorities of PAPU, especially its Administrative Council, requesting them to instruct the General Secretariat to furnish Member States with a sample sector policy directive and a sample regulatory directive, drawing from existing similar instruments in African sub-regional postal bodies and some Member States.
2. As part of continental integration efforts, there is a need to establish a body within the Administrative Council bringing together national regulatory authorities with a view to harmonizing monitoring and regulatory policies for the sector.

VI. Report of activities of the Secretary General

The Secretary Generals presentation covered the following areas:

- Activities relating to the daily functioning of the General Secretariat;
- Status of implementation of the decisions, resolutions and recommendations of the 35th Ordinary session of the Administrative Council;
- Operational issues (Quality control tests for LC/AO/EMS mail items circulation, PAPU/AFRAA contact committee, update on UPU quality of service programme 2017-2020);
- PAPU post day celebration;
- Projects;
- PAPU building project;
- Universal Postal Union activities
- Cooperation activities;
- Administrative and Financial matters.
- Challenges and actions taken/way forward
- Projected outlook/ expectations for next year

VII. External Auditors Report

The External Auditors report was presented by PricewaterhouseCoopers and adopted after discussions.

VIII. Date and venue of the 37th Administrative Council Session

The Administrative Council approved the hosting of its next meeting in Algeria. The exact venue and date of the 37th Administrative Council Session will be availed to members by the General Secretariat after consultations with the host country.

IX. Adoption of the Final documents

At the end of the proceedings, the 36th Administrative Council approved a number of decisions, resolutions as well as the recommendations and adopted the Final Report.

Delegates commended the seriousness, determination that characterized the session as well as the quality of documents presented and the outcomes of the deliberations.

X. Vote of Thanks

A Vote of thanks was addressed to the authorities of the Republic of Kenya by the Republic of Madagascar.

Done in Nairobi, Kenya, 10th May, 2017