

**PAN AFRICAN POSTAL UNION (PAPU)**



**REPORT OF THE 37<sup>TH</sup> ORDINARY SESSION  
OF PAPU ADMINISTRATIVE COUNCIL**

**Algiers, Algeria  
10-12 April, 2018**

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## **PRESENTATION NOTE**

The 37<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) took place from 10<sup>th</sup> to 12<sup>th</sup> April, 2018, at the **Centre International des Conférences** of Algiers, in the People's Democratic Republic of Algeria. The Session was preceded by Administrative and Technical Committees meetings, which were held from 7<sup>th</sup> to 8<sup>th</sup> April, 2018.

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

## I. INTRODUCTION

The 37<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU) was held from 10<sup>th</sup> to 12<sup>th</sup> April, 2018, at the Centre International des Conférences of Algiers, Algeria, on the invitation of the Government of the Peoples' Democratic Republic of Algeria. The Session was preceded by Administrative and Technical Committees meetings which were held from 7<sup>nd</sup> to 8<sup>th</sup> April, 2018.

## II. PARTICIPATION

The following Council Members participated in the session:

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

The following members of the Administrative Council were absent: **Cameroon, Chad, Republic of Congo, Gabon and Sudan.**

Participated as observers:

Member States: **Algeria, Angola, Benin, Burundi, Ethiopia, Morocco, Equatorial Guinea, Guinea, Libya, Malawi, South Africa.**

Partner organizations/countries and restricted unions: **Universal Postal Union (UPU), African Telecommunications Union (ATU), Communications Regulator's Association of Southern Africa (CRASA), West Africa Postal Conference (WAPCO), Central Africa Posts and Telecommunications Conference (COPTAC), East African Communications Organization (EACO), Inter Africa Express, Uniglobal, Japan Post, Swiss Post, Business France Tunis, Post Europ and the Group La Poste France.**

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

## III. PLENARY SESSION 1: OFFICIAL OPENING CEREMONY

The official opening ceremony was presided over by the Honorable Minister of Post, Telecommunications, Technologies and Digitalization of the Peoples' Democratic Republic of Algeria, Mrs. Houda Imane Faraoun. In attendance were **Mr Abdelkarim Dahmani**, Postmaster General of Algeria Post, **Mr Younouss Djibrine**, Secretary General of PAPU, **Mr Bishar A. Hussein**, Director General of the International Bureau of the UPU, **Mr Moez Chakchouk**, Chairman of the PAPU Administrative Council and CEO of Tunisia Post, as well as representatives from regional and international organizations.

The following speeches were delivered during the opening ceremony:

- **Mr. Abdelkarim Dahmani** highlighted the Algerian government's African cooperation strategy which was operationalized through bilateral and regional agreements and partnerships aimed at fostering peace and security across the continent.

He added that “by building business relations and facilitating intra-African trade, economic performance will improve at both regional and continental levels. In his opinion, this cooperation will also help to open up new markets for the benefit of Africa as a whole.

In his concluding remarks, the Postmaster General pointed out that concerning intra-African cooperation in the field of postal services, Algeria was a prominent member of PAPU and placed a premium on implementing the Union’s decisions, resolutions and recommendations with a view to developing both postal and financial services.

- **Mr. Younouss Djibrine** expressed his gratitude to the Government and people of Algeria for hosting the 37<sup>th</sup> Ordinary Session of the Administrative Council and for their unwavering support to the Union. He continued by thanking the outgoing Chairman of the Administrative Council for his accessibility and invaluable support to the General Secretariat in implementing the decisions taken during the 36<sup>th</sup> Ordinary Session of the Administrative Council held in Nairobi, Kenya, in May 2017.  
He underscored the fact that the 37<sup>th</sup> Session would be a defining moment in the life of the continent’s postal sector, looking at the crucial matters featured on its agenda, which included the consideration of proposed amendments to the Acts of the Union and harmonization of Africa’s positions on the key issues to be discussed during the upcoming Extraordinary Congress of the UPU to be held from 3<sup>rd</sup> to 7<sup>th</sup> September, 2018, in Addis Ababa, Ethiopia.
- **Mr. Bishar A. Hussein** emphasized that UPU was delighted to have such a strong partnership with member countries in this region. Furthermore, he underscored the fact that it was through this partnership that allowed the UPU to be successful in implementing its many development projects throughout Africa. He was glad to note the involvement of PAPU availed through the quality of service experts who work closely with the country project teams and facilitators within the framework of the ORE (Operational Readiness for e-Commerce) project. In addition, he was glad that PAPU was facilitating communication with countries for the smooth implementation of RDPs. He also took advantage of the opportunity to update Member States on preparations for the UPU Extraordinary Congress in Ethiopia in September, 2018.
- **Mr. Moez Chakchouk** thanked and commended the General Secretariat for the exemplary work carried out during his term of office. He noted that Africa had placed its full trust in PAPU to deliver homegrown solutions that would revive the post on the continent. He recounted that this could only be achieved if all members played their roles properly, especially in settling their contributions towards the Union’s budget in a timely manner. He added that the Union was called upon to overcome myriad challenges that would require the adoption of clear and firm positions, if Africa expects to become a frontline and play a pivotal role in the international business ecosystem.
- **Mrs Houda Imane Faraoun**, speaking on behalf of the Algerian Government, welcomed the fact that her country had been chosen to host the 37<sup>th</sup> Ordinary Session of the PAPU Administrative Council. In her own words, she said “Your presence here today is an eloquent testimony to your unwavering commitment to the development of postal services

in Africa under the stewardship of the Pan African Postal Union, an organization of which Algeria is one of its founding members”.

She also welcomed the Africa Continental Free Trade Area Agreement signed in Kigali, Rwanda by forty four (44) African countries. Mrs. Houda noted that this development was in line with the African Union’s Vision 2063, which considers the post as a key driver of social, digital and financial inclusion of the disadvantaged segments of the population, as well as a facilitator in extending basic services to citizens living in rural areas. She added by saying that this agreement was in synchrony with the United Nations Sustainable Development Goals on complementarity, social and economic integration.

She continued by calling upon on all African countries to step up their investment initiatives in the postal sector, which was not only economically viable, but also remains a key infrastructure at the very heart of the African economy.

In this regard, she acknowledged that these were massive investments involving highly prohibitive financial commitments that could not be shouldered by each African country alone, due to their financial difficulties, among others.

Based on that understanding, Algeria has opted to develop and launch a digital platform codenamed “*Smart African Post*” whose overriding objective will be to host modernized, diversified, standardized and high quality postal products and services on a shared African postal territory network.

The available opening speeches are **annexed** hereto.

#### **IV. IN CAMERA SESSION: HEADS OF DELEGATION MEETING**

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 10<sup>th</sup> April, 2018.

The conclusions of the meeting of Heads of Delegation on these two issues are reflected under sections 7 and 10 of this report below.

In addition to the above two issues, the meeting of the Heads of Delegations considered the following issues:

- a) Amendments to PAPU Acts - Details are contained in the Policy, Strategy and Governance Committee Report **annexed** hereto;
- b) UPU Reforms - details are contained in the African Support Committee report **annexed** hereto;
- c) Update on PAPU House Project - details is contained in the Finance and Administration Committee Report **annexed** hereto.

## **V. PLENARY SESSION 2**

### **1. CONFIRMATION OF QUORUM**

The Secretariat took a roll call based on which it was confirmed that fifteen (15) Council Member States were present. 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. Fifty one percent (51%) of the Member States translates into eleven (11) Member States.

### **2. OPENING REMARKS BY THE CHAIRMAN**

The Chairman of the Council 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.

### **3. ADOPTION OF THE AGENDA AND WORK PROGRAMME**

The Council adopted the draft agenda as **annexed** hereto.

### **4. ADOPTION OF THE 36<sup>TH</sup> ORDINARY ADMINISTRATIVE COUNCIL SESSION REPORT**

The Secretariat presented the draft report of the 36<sup>th</sup> Ordinary PAPU Administrative Council Session which was held from 08<sup>th</sup> to 10<sup>th</sup> May, 2017, in Nairobi, Kenya.

The Council adopted the report without any amendment.

The full report of the 36<sup>th</sup> Ordinary PAPU Administrative Council Session is posted on the PAPU website [www.upap-papu.org](http://www.upap-papu.org).

### **5. REPORT OF OUTGOING CHAIRMAN**

The outgoing Chairman presented his report, highlighting the following key areas:

- a) **Chairmanship of the 36<sup>th</sup> Ordinary PAPU Administrative Council Session, in May, 2017, in Nairobi, Kenya;**
- b) **Activities carried out during the previous financial year:**
  - i. Theme of PAPU Day Celebration 2018;
  - ii. Programme of Activities for 2017/2018 financial year;
  - iii. Budget of the Union for 2017/2018 financial year;
  - iv. Addressing and postcode systems in Africa;
  - v. Appointment of a new External Auditor - Ernest &Young;
  - vi. Led members states during UPU Committee meetings especially on the UPU Reforms;
  - vii. Coordinated African Consultative meetings during UPU CA/ POC meetings in Berne.
  - viii. Upward review of the rate of life insurance for the staff of the General Secretariat.

- ix. Guided the preparations for the upcoming PAPU Extraordinary Plenipotentiary Conference and Extra-ordinary UPU Congress

c) **Challenges**

- i. **Restructuring of the secretariat** - The newly adopted structure of the General Secretariat is yet to be fully implemented due to budget constraints. This is undermining efforts to achieve our performance targets;
- ii. **Financing of the Union and budget** - Financing of the union remains a challenge coupled with the reduction in the budget from the limit of **USD 1,719,867** approved by the 9<sup>th</sup> Plenipotentiary Conference to **USD 1,647,758**. Indeed, this is a serious setback for the full implementation of activities approved for the current cycle. Faced with increasing demands to do more with less human and financial resources, the General Secretariat has been compelled to re-prioritize the activities in its quadrennial action programme;
- iii. **Representation of Member States at UPU Committees** as well as at project teams of UPU Bodies is still low. Members elected to the CA and POC have not shown any willingness to represent the Union, particularly as chairperson or vice-chairperson of the different committees and workgroups/taskforces;
- iv. **Participation of PAPU officials at UPU meetings** to support or make up for the shortcomings of Member States is equally severely restricted due to austerity measures;
- v. **The Acts of the Union remain out of date**, hence the submission of proposed amendments to the Administrative Council for adoption and to the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference for approval. There is also an absolute need to continuously revisit these Acts for the Union to remain relevant in the modern business environment;
- vi. **The current annual billing system** and the failure of member states to pay as and when due also affect the smooth implementation of our activities;

d) **Way forward**

- i. There is need to adopt the Amendments to the Acts of the Union in July, 2018 during the upcoming Extraordinary Plenipotentiary Conference;
- ii. Strong appeal to member states who are elected to POC/CA for effective participation at UPU meetings;
- iii. Appealed for prompt payment of annual contribution.

The Council noted the report presented by outgoing Chairman.

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



## 6. 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 (1) member state, seconded by two (2) other Member States, the Council shall elect its Bureau, composed of one (1) 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 (2) rapporteurs.

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, "Administrative Council members shall elect a Chairperson and two vice-Chairpersons who must be independent 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 that 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 based on the proposal by Zambia and supported by Côte d'Ivoire, Mali, Kenya, Senegal, Tanzania and Uganda:

<b>Chairman</b>	:	Burkina Faso;
<b>1<sup>st</sup> Vice Chairman</b>	:	Egypt;
<b>2<sup>nd</sup> Vice Chairman</b>	:	Mozambique;
<b>Rapporteurs</b>	:	Tanzania and the Republic of Congo

## 7. REMARKS BY THE INCOMING CHAIRMAN

The incoming Chairman, Mr. Tontama Charles Millogo, Chairman of the Post and Telecommunications Regulatory Authority of Burkina Faso made his remarks which focused on the following main areas:

- a) Welcomed delegates to the 37<sup>th</sup> Ordinary PAPU Administrative Council session;
- b) Thanked the people and the Government of the Peoples' Democratic Republic of Algeria for the warm welcome and hospitality accorded to all delegates since their arrival in Algiers;
- c) Was grateful to the organizing team for their professionalism in organizing this event;
- d) Thanked all PAPU Member States and members of the Bureau for the confidence and trust bestowed on Burkina Faso and him personally, to lead the Union from now until next year;
- e) Was hopeful, despite the heavy agenda, that the work would be completed within the available time considering the delegates' vast knowledge, skills and experience coupled with cooperation;
- f) Thanked his predecessor, Mr. Moez Chakchouk, and his entire outgoing bureau for the unequalled stewardship for the past year and expressed the hope that he was therefore taking over from a solid foundation.

## 8. MESSAGES FROM PARTNERS

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

- a) African Telecommunications Union (ATU);
- b) West African Postal Conference (WAPCO);
- c) Communications Regulators' Association of Southern Africa (CRASA);
- d) East African Communications Organization (EACO);
- e) Central African Post and Telecommunications Conference (COPTAC);
- f) Japan Post;
- g) Swiss Post;
- h) PostEurop;
- i) La Poste France;
- j) UniGlobal;
- k) Business France Tunis;
- l) Guangzhou inter Africa Express Co. Ltd.

## 9. REPORT OF ACTIVITIES OF THE SECRETARY GENERAL FOR THE 2017/2018 PERIOD

The Secretary General presented his report for the period 2017/2018 to the Council, focusing on the following key areas:

- The business environment;
- Performance;
- Day-to-day operational issues of the Union;
- Policy, regulatory and governance matters;
- Financial management;
- Human resources;
- Key projects;
- International conferences and workshops;
- Activities of Regional Training Centers;
- Cooperation activities;
- PAPU membership;
- Relations with the host country of PAPU Headquarters;
- Challenges and actions taken/planned;
- Outlook/expectations for next financial year;
- Conclusion.

The Secretary General's Report for the period under review as well as the relevant decision was unanimously adopted.

The full report is **annexed** hereto.

## 10. THEME OF PAPU DAY CELEBRATION FOR 2019

The General Secretariat presented the theme of PAPU Day, namely, ***“Building synergies with partners to deliver diversified postal products and services for customers in the digital environment”***; which was unanimously adopted by the Council.

## 11. CONSIDERATION AND ADOPTION OF REPORT AND RECOMMENDATIONS OF TECHNICAL COMMITTEES

The Council considered the recommendations submitted by the Chairpersons of the three (3) Technical Committees, namely:

### 11.1 “Operations and Technology” Committee

The Chairperson of the “**Operations and Technology**” Committee presented the report of the Committee to the Council which was based on the deliberations of Tunis and Algeria in February and April, 2018, respectively. It focused on the following main issues:

- a) Customs Declaration System;
  - i. Presented by the General Secretariat
  - ii. Status of implementation by Member States
- b) PAPU Quality of Service Test, report presented by the General Secretariat;
- c) Outcomes of implementation at regional level of global monitoring system (GMS): report presented by the General Secretariat;
- d) Proposed African position on the Integrated Products Plan and Integrated Remuneration Plan, presented by the General Secretariat;
- e) Review of Programme of Activities for 2018-2019.

The following resolutions were adopted by the 37<sup>th</sup> Ordinary Session of the Administrative Council:

- a) Resolution on the implementation of addressing and post code systems;
- b) Resolution on compliance with S58 and S59 security standards;
- c) Draft Resolution on the implementation of the regional project on service quality improvement within the ORE framework;
- d) Resolution on the implementation of digitalization and financial inclusion projects;
- e) Resolution on the implementation of the Customs Declaration System (CDS);
- f) Resolution on the improvement of delivery standards.

The Council took note of and adopted the report of the Operations and Technology Committee subject to the following issues relating to the Nelson Mandela Stamp issue.

Based on the update provided on the Nelson Mandela Commemorative Stamp project which was scheduled to be launched on 18<sup>th</sup> July, 2018, South Africa indicated that progress was behind schedule due to low response rate to express interest in participating in the initiative from members. It was noted that despite reminders from the Secretariat only two members, namely, Kenya and Zimbabwe had so far formally indicated their willingness to participate.

Due to this development, the Council directed as follows:

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- a) Requested Member States present to indicate their willingness to do so during the session. Thus, the following five (5) additional Member States expressly indicated their willingness, by show of hands, to participate in the endeavour: Algeria, Egypt, Equatorial Guinea, Niger and Libya;
- b) Requested the Secretariat:
  - To inform the members at a) above to commence the process of producing the stamp;
  - To write to South Africa informing her of this development;
  - To continue following up with Members States to participate in this noble initiative directly as well as through sub regional postal organizations.

The full report of the **Operations and Technology Committee** is annexed hereto.

### **11.2 “Policy, Strategy and Governance” Committee (including African Support Committee)**

The Chairman of the **“Policy, Strategy and Governance”** Committee presented a report focusing on the following major issues:

- a) Proposed amendments to the Acts of the Union;
- b) Proposed amendments to the Staff Rules and Regulations;
- c) Proposed amendments to the Financial Regulations;
- d) Proposed amendments to the Rules of Procedure of the Administrative Council;
- e) Proposed Terms of Reference for the engagement of a Consultant to draft the African Postal Regulation Guidelines;
- f) Commissioning and updating of an online of the new African postal statistics database;
- g) Proposed Programme of Activities for 2018-2019 ;
- h) Establishment of a Taskforce on Regulatory Matters.

Following the foregoing presentations, the Administrative Council examined the Committee’s recommendations that focused primarily on the aspects below:

- a) Programme of activities for 2018 - 2019;
- b) Addressing challenges related to timeframes for bringing into force decisions by the Plenipotentiary Conference;
- c) Granting associate membership status to willing partners, specifying their rights and obligations and defining the “Associate Member” as follows: “entities, companies and private or public sector organizations engaged in postal activities or related to postal services, including research and training institutions” and provision for Associate Members to pay financial contributions to the Union is also made in the amended Acts of the Union;

- d) Admission requirements for Associate Members: For candidates based in PAPU Member States, the application must be submitted to the Administrative Council via the Member State concerned. For candidates based in non-member States, the request shall be made to the Plenipotentiary Conference;
- e) Maintaining the current provision on the Union's headquarters and referring the issue of opening regional offices or representatives to the Finance and Administration Committee for the latter to assess the financial incidence;
- f) Domesticating the terms of Article 25 of the Constitutive Act of the African Union, namely: *"The working languages of the Union and all its institutions shall be, if possible, African languages, Arabic, English, French and Portuguese"*. However, member states in each language group shall contribute the cost of translation and interpretation of their language;
- g) Removing Administrative and Technical Committees from the organs of the Union;
- h) Maintaining the current cycle and the 2/3 quorum required to convene the Plenipotentiary Conference. This will limit the number of times the Conference is convened in extraordinary session (unlike with the simple majority), restrict it to very crucial matters only and save on potentially high financial costs for Member States.
- i) Increasing the number of Administrative Council members from twenty (20) to twenty-five (25) Member States, elected by the Conference following the geographical distribution of the African Union;
- j) Giving the Assistant Secretary General the possibility to vie for the position of Secretary General after completing his/her two terms. This proposal was a subject of debate during the Committee's deliberations, but the Council adopted the proposal after it had been put to the vote. However, Mali maintained her objection and requested that its reservation be formally annexed to the Committee's report pursuant to Article 20 of the Rules of Procedure of the Council (see reservation annexed hereto);
- k) Transferring the responsibility for adopting the Staff Rules and Regulations from the Plenipotentiary Conference to the Administrative Council;
- l) Clarifying the Assistant Secretary General's functions;
- m) Addressing differences in the interpretation and implementation of the Acts during deliberations by introducing a vote by simple majority of Member States present with voting rights;
- n) Host countries of the Union's meetings will bear all expenses related thereto;
- o) Consideration, as far as possible, of gender balance during voting of elected officials in line with African Union policy;

- p) Referring to the Finance and Administration Committee to assess the financial incidence of the proposed amendments to the Staff Rules and Regulations in relation to the redefinition of the term “member of staff” and the benefits accruing to the latter, especially the education allowance;
- q) Amending the Financial Regulations as proposed by the General Secretariat, to transfer the chairmanship of the Tenders Board from the Secretary General to the Assistant Secretary General;
- r) The proposal whereby heads of delegation may be accompanied by their experts during Heads of Delegation meetings was rejected. Instead, each Member State was allowed to decide on the composition of its delegation to the Heads of Delegation meeting;
- s) Adopting the Terms of Reference for the engagement of a Consultant to draft the African Postal Regulation Guidelines;
- t) Calling on Member States to support the General Secretariat in populating an online Africa postal statistics database on PAPU website;
- u) Adopting the Terms of Reference of the Taskforce on Regulatory Matters chaired by Algeria and the membership thereof. So far, the following countries had expressed their interest in becoming members: Benin, Burkina Faso, Côte d’Ivoire, Kenya, Mali, Malawi, Senegal, Tanzania, Uganda and Zimbabwe.

The following Decisions, Recommendations and Resolutions were adopted by the 37<sup>th</sup> Ordinary Session of the Administrative Council:

- a) Recommendation on the presentation of a draft Decision to amend the Acts of the Union during the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference;
- b) Recommendation on the presentation of a Decision to amend the Financial Regulations during the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference;
- c) Resolution adopting the Terms of Reference for engaging a Consultant to draft the African Postal Regulation Guidelines;
- d) Resolution on commissioning and updating of the new online Africa postal statistics database;
- e) Decision approving the Programme of Activities of PAPU for the 2018/2019 financial year.

### **11.2.1 African support committee**

The Council began by acknowledging the composition of the Bureau of the African Support Committee, namely:

- Chair : Tunisia (North);
- 1<sup>st</sup> Vice-chair : South Africa (Southern);
- 2<sup>nd</sup> Vice-chair : Guinea (West);
- 1<sup>st</sup> Rapporteur : Uganda (East);
- 2<sup>nd</sup> Rapporteur : Equatorial Guinea (Central).

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The Council noted the presentations made by Ethiopia and Côte d'Ivoire that will host the UPU Extraordinary Congress in 2018 and Ordinary Congress in 2020 respectively. Recommendations by Member States on the organization of both events were also tabled to the Council.

On the harmonization of positions on key issues, the Council concurred with the recommendations by the Committee requesting Member States to provide support on the following matters as presented in the Congress document:

- a) Matters of governance
  - i. Reform of the Union – C27/2016;
  - ii. Ensuring the financial long-term viability of the Union (proposed alternative contribution model) - C29/2016;
  - iii. Long-term sustainability of the Union's Provident Scheme – C31/2016.
- b) Operational matters
  - i. Integrated Product Plan (IPP) – C15/2016;
  - ii. Integrated Remuneration Plan (IRP) - C24/2016

The Council also approved the recommendation calling on members that will be absent from the Congress to give proxy to their neighbours (1 proxy per representative) to vote on their behalf while requesting Member States with outstanding contributions to PAPU to settle them, and those with arrears to the UPU to conclude rescheduling agreements prior to the Congress by liaising with the ASC and the General Secretariat for possible assistance.

Concerning Africa's candidates for the QSF Board of Trustees of the UPU, the Council noted that four (4) Member States had expressed their interest, namely Egypt, Burkina Faso, Côte d'Ivoire and Ghana, although Côte d'Ivoire subsequently withdrew.

The Council endorsed the initiative taken by the African Support Committee to endeavour as much as possible to come up with a compromised position of the candidate that may be fielded by the continent.

The Council also received the request from Algeria and Egypt to support the Palestinian people in the allocation of terminal dues and international mail exchange with UPU Member Countries, making reference to the various resolutions passed in this regard. It also approved the recommendation to reactivate the UPU Council of Administration's 2012 Decision allowing Palestine to be remunerated for processing incoming mail, parcels/packages and express items from abroad pursuant to UPU regulations.

The Resolution on Africa's proposed reforms to the system of contributions applied to UPU Member Countries and the Union's Provident Fund was adopted by the Council subject to further collaboration with other regions to foster a consensus on the subject.

The full report of the "**Policy, Strategy and Governance**" Committee including that of the **Africa Support Committee** are attached as **Annexes**.

### 11.3 "Finance and Administration" Committee

The Chairman of the Finance and Administration Committee presented the Committee's recommendations for approval. The pertinent issues addressed in the report are as follows:

**a) Staff matters**

On proposal by the Secretary General, the Committee recommended the renewal of the fixed-term appointments of the Accounting Officer and the Translator-Interpreter (French-English) subject to satisfactory outcome of the performance and conduct appraisal report.

The Council adopted the Draft Decision presented to this effect by the Committee.

**b) Consideration of the report of the Task Force on Outstanding Contributions presented by Egypt**

The Council took note of the Committee's concerns about the accumulation of outstanding contributions, which is one of the major factors that prevent the smooth implementation of the Union's programme of activities. The Council equally acknowledged and welcomed the fact that Egypt had fully complied with the amortization plan concluded in 2008 and settled all her outstanding contributions, i.e. **USD 1,047,960** during the period 2008/2009 to 2017/2018 financial year. Equatorial Guinea was also commended for paying off her outstanding contributions from 2007/2008 to 2016/2017 (i.e. 10 financial years) with an en-bloc remittance of **USD 207,466.80**.

Furthermore, the Council recognized the effective return of Algeria, illustrated by the settlement of its contributions for the last three financial years, its effective participation in PAPU activities and the hosting of the 37<sup>th</sup> Ordinary Session of the PAPU Administrative Council. In this regard, the Council adopted her proposal to convert all its outstanding payments prior to 2015/2016 financial year into a once and for all flat-rate payment of **USD 500 000** after the end of the current Council meeting, to facilitate the financing of the PAPU House project.

In addition, the Council endorsed the Committee's recommendation and mandated the Taskforce on the Recovery of Outstanding Financial Contributions to propose incentives that would encourage willing Member States with outstanding arrears of financial contributions to resume their participation in the activities of the Union.

Accounting Provision for long outstanding Contributions: The proposal on making provision for outstanding contributions in line with the provisions of IPSAS 19 was equally adopted as indicated in the table below:

<b>Age</b>	<b>Rate</b>
0-2 years	0%
3 years	25%



4 years	50%
5 years	75%
Above 5 years	100%

**c) External Auditors report on the financial statements of the Union for the year ended 31<sup>st</sup> May 2017**

The Council noted with delight, the unqualified opinion of the External Auditor's on the financial statements for the period under review. The Committee also noted the emphasis of matter which indicates that the Union had not received financial contributions from Member States amounting to **USD 4,753,431 (USD 5,209,836 in 2016)** and appealed to Member States to pay their annual and outstanding contributions when due.

The Council also encouraged the General Secretariat to continue with the ongoing efforts towards entrusting the management of the contributory pension fund to the same company that is managing the staff pension fund of the African Union Commission (AUC).

In view of the foregoing, the Council approved the audited accounts for 2016/2017 financial year and renewed the appointment of Ernst & Young as the External Auditor for the auditing of the 2017/2018 financial year.

**d) Interim financial statements of the Union for the period 1<sup>st</sup> June 2017 to 28<sup>th</sup> February, 2018**

The Council noted the report and appreciated the General Secretariat for the unaudited operating surplus of **USD 194,826** after the first nine months of the year ended 28 February 2018.

**e) Update on PAPU House project**

The Council commended the two partners, namely PAPU and the Government of Tanzania, ably represented by TCRA, for the milestones already achieved by the project. The Council equally welcomed the return of the previously contentious parcel of PAPU land by the Tanzanian authorities.

On the request for an additional equity contribution of USD 2,000,000, the Council endorsed the amount and agreed with the proposed alternatives for mobilizing the additional USD 2,000,000. The options include:

- Giving incentives to Member States with outstanding financial contributions to enable them to pay their remaining arrears and attract them back to the Union to participate as active members;
- Inviting willing Member States without arrears of financial contributions to pay their contributions in advance with incentives;

- Scale down the total number of floors to a level that will still maintain its financial viability;
- Appealing to Member States to advance concessionary loan to the project at an interest rate of not more than 5% per annum.

Finally, the Council approved the recommendation to send an appreciation letter to the Government of the United Republic of Tanzania for their generosity to the Union in providing the additional equity funding, despite its lower 40% ownership of the project, as well as for restoring the PAPU plot to its original size.

#### **f) Update on implementation of the recommendations on the restructuring of the General Secretariat**

The Council approved the Committee's recommendation that the General Secretariat postpones the implementation of the new organization structure until when there is adequate and sustainable funding that will allow for payment of salaries/allowances and smooth implementation of the approved programmes and activities.

#### **g) Budget of the Union for 2018/2019 financial year**

The Council acknowledged the Committee's decision to cut down the budget for travel on official mission by **USD 8,180.00**, being the provision for participation in PostExpo 2018 and the SAPOA Postal Forum. The Council also instructed the General Secretariat to set its priorities in order to make further savings on travel on official mission, improve the collection of outstanding contributions with a view to reducing the projected cash inflow deficit estimated at **USD 265,512** and also restrict annual spending to only the income collected during the financial year.

The Council adopted the recommendation of the **Finance and Administration** Committee setting the overall budget for 2018/2019 at the sum of **USD 1,710,872**. This amount is below the **USD 1,721,052** limit approved by the 9<sup>th</sup> Ordinary Session of the Plenipotentiary Conference.

The following Decisions, Recommendations and Resolutions were adopted by the 37<sup>th</sup> Ordinary Session of the Administrative Council:

- a) Decision on renewal of fixed-term appointments for the two (2) persons concerned;
- b) Decision on the approval of the Accounts of PAPU for the 2016/2017 financial year;
- c) Decision on the re-appointment of Ernst & Young as the External Auditor;
- d) Decision on approval of the budget of the Union for 2018/2019 financial year;
- e) Resolution for adoption of policy on making provision on outstanding financial contributions;
- f) Resolution on construction of PAPU House building project ;
- g) Recommendation on conversion of the debt of the People's Democratic Republic of Algeria into en-bloc payment of approximately USD 500,000 to finance the PAPU House project.

The full report of the **Finance and Administration** Committee is **annexed** hereto.

## 12. POSTAL REGULATORS' FORUM

The Postal Regulators' Forum took place on the 11<sup>th</sup> of April, 2018 on the sidelines of the 37<sup>th</sup> Ordinary Session of PAPU Administrative Council.

The main topic of the Forum was: “**Regulators and regulating postal financial services**”. This broad topic was encapsulated under the following sub-topics:

- Legal, financial and institutional status;
- Regulating postal financial services;
- Sharing of experiences and presentations on best practices delivered by panellists.

At the close of deliberations, participants recommended as follows:

1. Member States to set up:
  - 1.1 Regulatory bodies in the form of independent administrative authorities with:
    - i. Organic independence: Independence from the executive and interest groups, which is reflected in a proper appointment of members, a permanent mandate, a collegiality;
    - ii. Functional independence: Legal authority to enforce decisions, financial resources like an autonomous budget;
  - 1.2 A suitable policy and regulatory framework to foster inclusive digital financial inclusion.
  - 1.3 A postal statistics database, to be updated on a regular basis.
2. To Operators:
  - 2.1 To be innovative in using ICTs to create more business opportunities to foster digital financial inclusion;
  - 2.2 Obtain licenses from ICT regulators, where available, in order to be an active player in delivering more mobile financial services in addition to their traditional postal services.
3. To Regulators:
  - 3.1 To conclude cooperation agreements with banks to foster digital financial inclusion;
  - 3.2 Establish regular meetings with financial sector regulators to ensure convergence in regulating postal financial services.
4. The Administrative Council to instruct the General Secretariat to fast-track the preparation of the African Postal Regulation Guidelines with a view to putting all Member States on the same wavelength.
5. The PAPU General Secretariat to come up with very specific topics for subsequent postal regulators fora.

In the final analysis, the forum came up with a Declaration and a Resolution which are **annexed** to this report. These documents were adopted by the Administrative Council.

## **VI. PLENARY SESSION 3**

### **1. ANY OTHER BUSINESS**

No other matter was raised.

### **2. ADOPTION OF THE REPORT OF THE 37<sup>TH</sup> ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL**

The report of the 37<sup>th</sup> Ordinary Session of the Administrative Council will be adopted by the 38<sup>th</sup> Ordinary Session of the Administrative Council. A summary of the report is contained in the final Communiqué read during the closing ceremony.

### **3. DATE AND VENUE OF THE 38<sup>TH</sup> ORDINARY ADMINISTRATIVE COUNCIL SESSION**

Burkina Faso offered to host the 38<sup>th</sup> Ordinary Session of the Administrative Council in Ouagadougou. This offer was approved by the Council. The date of this session will be availed to members by the General Secretariat following consultations with the host country.

### **4. VOTE OF THANKS AND THE FINAL COMMUNIQUÉ**

A Vote of thanks was addressed to the authorities of the People's Democratic Republic of Algeria by the Republic of Madagascar for the warm welcome, generous hospitality and high-quality accommodation facilities afforded to them during their stay in Algiers.

The Final Communiqué was read by the representative of the Republic of Kenya.

Both documents are attached as **Annexes**.

### **5. SOLIDARITY AND COMPASSION MESSAGE BY THE COUNCIL TO THE HOST COUNTRY**

Following the plane crash that killed all the 257 passengers on 11<sup>th</sup> April, 2018, at Boufarik in the Blida region of Algeria, a minute of silence was observed in memory of all the lost souls. An official letter jointly signed by the Chairman of the Administrative Council and the Secretary General of PAPU was presented to the Honourable Minister of Posts, Telecommunications and Digitalization of the People's Democratic Republic of Algeria.

### **6. CLOSING SESSION**

The closing session was presided over by the Chairman of the Administrative Council, Mr. Tontama Charles Millogo 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 Postmaster General of Algeria Post, **Mr. Abdelkarim Dahmani**;
- b) The Secretary General of PAPU, **Mr. Younouss Djibrine**;
- c) The Director General of the Universal Postal Union, **Mr. Bishar A. Hussein**;

The available closing speeches are attached as **Annexes** to this report.

Mr. Tontama Charles Millogo  
**CHAIRMAN**

Younouss Djibrine  
**SECRETARY GENERAL**

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**ANNEXES**

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73.	ALFRED MARISA	ZIMBABWE	POSTS AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE (POTRAZ)	+263 712 860 766	<a href="mailto:marisa@potraz.gov.zw">marisa@potraz.gov.zw</a>
74.	KENNEDY DEWERA	ZIMBABWE	POSTS AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE (POTRAZ)	+263 772 125 414	<a href="mailto:dewera@potraz.gov.zw">dewera@potraz.gov.zw</a>
75.	TSITSI MARIWO	ZIMBABWE	POSTS AND TELECOMMUNICATIONS REGULATORY AUTHORITY OF ZIMBABWE (POTRAZ)	+263 774 615 40	<a href="mailto:tsitsi.mariwo@potraz.gov.zw">tsitsi.mariwo@potraz.gov.zw</a>

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77.	PHILLIP WE CO LTD	CHINA	IAE EXPRESS	+86 138 027 645 45	<a href="mailto:philipw@iaexp.com">philipw@iaexp.com</a>
78.	AIME THEUBET	SWITZERLAND	LA POSTE SUISSE	+41 58 341 2225	<a href="mailto:aime.theubet@post.ch">aime.theubet@post.ch</a>
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88.	HILLARIA MAZENGE	PAPU	PAPU		<a href="mailto:gso@papu.co.tz">gso@papu.co.tz</a>
89.	AMADOU	PAPU	PAPU		<a href="mailto:cop@papu.co.tz">cop@papu.co.tz</a>
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**SPEECHES**



**PAN AFRICAN POSTAL UNION**  
**37<sup>th</sup> ORDINARY SESSION OF THE ADMINISTRATIVE COUNCIL**

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**Address by**  
**By Mr. YOUNOUSS DJIBRINE**  
**SECRETARY GENERAL OF THE PAN AFRICAN POSTAL UNION**  
**(PAPU)**  
**OFFICIAL OPENING CEREMONY OF THE 37<sup>TH</sup> ORDINARY SESSION OF THE PAPU**  
**ADMINISTRATIVE COUNCIL**

**10<sup>th</sup> April 2018, Algiers, Algeria**

- ✓ **Your Excellency Mrs. HOUDA IMANE FARAOUN**, Minister of Posts, Telecommunications and the Digital Sector of the People's Democratic Republic of Algeria;
- ✓ Ambassador **BISHAR HUSSEIN**, Director General of the International Bureau of the Universal Postal Union;
- ✓ **Mr. Moez CHAKCHOUK**, Chairman of the Administrative Council of PAPU and Chief Executive Officer of Tunisia Post;
- ✓ **Mr. KOLAWOLE ADULOJU RAHEEM**, Assistant Secretary General of PAPU;
- ✓ **Mr. Mohamed AHMED NACER**, Chairman of the Board of Directors of the Posts and Telecommunications Regulatory Authority (ARPT) of Algeria;
- ✓ **Mr. DAHMANI ABDELKARIM**, Director General of Algeria Post;
- ✓ **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 gives me great pleasure to address this august gathering today in Algiers, the capital city of Algeria, during the official opening of the 37<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU).



On behalf of the African postal fraternity, I wish to seize this opportunity to convey my heartfelt gratitude to His Excellency Abdelaziz Bouteflika, President of the People's Democratic Republic of Algeria, for kindly accepting to host this meeting in his country. This act of goodwill and generosity undoubtedly reaffirms his unwavering commitment to African solidarity as already shown by his unflagging support and Algeria's relentless contributions to the socio-economic integration of our great continent.

To the Government and the people of Algeria, I wish to express our sincere thanks for the warm welcome, generous hospitality and special attention extended to us since our arrival here in the beautiful city of Algiers.

**Honourable Ministers, our Guest of Honour,**

I also wish to express my heartfelt appreciation to you, on behalf of all Member States, for taking time of your very busy schedule to personally grace this occasion with your distinguished presence. I would like to equally thank the dynamic Organizing Committee that has been working tirelessly for several weeks under your able and distinguished leadership to make sure everything is in place for the successful hosting of our deliberations. On this note, **Your Excellency**, kindly convey our heartfelt thanks of 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 our Chairman of the PAPU Administrative Council Mr. **Moez CHAKCHOUK, CEO of Tunisia Post**, for his outstanding stewardship at the helm of this august body over the past year. Throughout his tenure, our working relationship has been excellent. I can say without fear of contradiction that the General Secretariat has benefited immensely from your support in delivering its mandate to our Member States. Mr. Chairman, THANK YOU for your exceptional leadership.

Our acknowledgments are also extended to the Director General of the International Bureau of the UPU, Ambassador **BISHAR HUSSEIN**, who has never failed to attend our Administrative Council meetings and other major gatherings organized by the Union. Permit me to recognize that, not only have we been honoured by his distinguished presence, but we have equally benefited immensely from his knowledge and expertise. In addition, Mr. Director General, kindly convey our profound gratitude to Mr. **METOKI MASAHIKO**, Chairman of the Postal Operations Council (POC), who will be with us in two days' time.

I also wish to acknowledge the presence of Mr. **CHRISTIAN MINOUNGOU**, representative of the Commissioner for Infrastructure and Energy of the African Union Commission. Your engagement by our side throughout this journey is an eloquent testimony to the parent organization's unwavering commitment and support for the postal sector in Africa.

Finally, we are profoundly encouraged by the 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, SWISS POST, JAPAN POST, ESCHER GROUP, IFAD, CHINA POST**, just to name a few.

**Your Excellency, Ladies and Gentlemen,**

**“The Post: Delivery infrastructure of choice for governments to achieve their national development goals”** is the topic chosen to commemorate this year's edition of PAPU Day. We chose this theme as one of the key areas Africa's postal sector will focus on during this year 2018.

While recognizing that the public authorities, particularly governments, can rely on a multiplicity of instruments to achieve their goals, the Post is arguably the most dependable infrastructure for a host of reasons: it offers a comprehensive platform to deliver a broad range of services to all citizens. Increasingly, following the designed one-stop-shop business model, post offices are fast becoming fully-fledged business, whereby our governments can deliver on key objectives for the ultimate benefit of our citizens.

Through the Post, our governments can easily facilitate e-commerce, social inclusion, e-government, digital inclusion, e-education, etc... In a nutshell, the post is the infrastructure par excellence for our decision-makers to realize their agenda of building a socio-economically inclusive society.

Permit me therefore to sound a clarion call to all leaders of the African postal fraternity to position the post as the central pivot of development. Already, I am pleased to note that a large number of Africa's posts have been able to harness the opportunities offered by ICTs. Today, more than ever, the achievement of growth objectives is determined by the level of digitization of production facilities and the formulation of offerings that will make us champions of innovative, inclusive, integrative, affordable, accessible and, most especially, sustainable solutions. By so doing, we will be contributing to bring about domestic growth and sustainable development in a business environment driven by fierce competition.

**Your Excellency, Ladies and gentlemen,**

You would agree with me that the theme of this year's celebration is in perfect synchrony with the African Union's **Vision 2063 and the United Nations Sustainable Development Goals in the areas of integration, socioeconomic inclusion and trade facilitation**, amongst others. This will require us to bring together our expertise and resources to achieve the much-desired socio-economic objectives that will deliver a better quality of life for the people of our beloved continent.

**Your Excellency, Ladies and Gentlemen,**

The 37<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union marks a major milestone not only in the life of the Union, but also for the postal sector as a whole. As you are fully aware, this gathering comes before two key events in our sector, namely: the 5<sup>th</sup> Extra-Ordinary Session of the Plenipotentiary Conference of PAPU slated to take place from 26<sup>th</sup> to 27<sup>th</sup> July, 2018, in Antananarivo, Madagascar and the Extraordinary Congress of the UPU in Addis Ababa, Ethiopia from 3<sup>rd</sup> to 7<sup>th</sup> September, 2018.

This 37<sup>th</sup> Session of the Administrative Council will be a quintessential rehearsal prior to these two major events. The two main items on the agenda of both meetings will be discussed here in Algiers.

These are:

- Firstly, the consideration of proposed amendments to the Acts of the Union;
- And secondly, the harmonization of Africa's positions on key content issues of the UPU Extraordinary Congress slated to take place from **3<sup>rd</sup> to 7<sup>th</sup> September, 2018**, in Addis Ababa (Ethiopia).

On the issue of amending the Acts of the Union, our **Legal Experts Taskforce met in Arusha in Tanzania from 27<sup>th</sup> to 30<sup>th</sup> November, 2017**, to look into the provisions of the Acts that were no longer relevant and practical, and make amendments in line with the realities prevailing in the current postal environment. Amongst the amendments proposed by consensus, the following can be highlighted:

- ✓ Addressing difficulties related to the effective dates of decisions taken by the Plenipotentiary Conference;
- ✓ Increasing the number of Administrative Council members prorata to the geographical distribution applied by the African Union;
- ✓ Introducing associate membership for partners willing to join the Union;
- ✓ Reviewing the schedule of our meetings;
- ✓ Etc...

On the harmonization of Africa's positions on key content issues during the Extra-Ordinary Congress of the UPU in Addis Ababa, I would like to emphasize here that major decisions will be taken that will redefine the operations of postal services for a long time to come. That is why Africa needs to act swiftly to harmonize its views on the following key issues on the agenda, namely:

- On the one hand, issues of governance underpinned by the much-desired reform of the Union, the long-term financial sustainability of the Union, continuity of the Union's provident fund, and the UPU's current and future world postal strategy; and
- On the other hand, operational issues like the Integrated Product Plan and the Integrated Remuneration Plan.

On this point in particular, there is need to emphasize that one of PAPU's overriding goals is to make sure Member States agree on a common position prior to all major events. It was on this basis that the 36<sup>th</sup> Ordinary Session of the Administrative Council took the **Decision** to establish an African Support Committee that will assist in organizing the UPU Extra-Ordinary Congress in 2018 in Ethiopia, the Ordinary Congress in 2020, in Côte d'Ivoire and look into key UPU content issues..

Under the coordination of the PAPU General Secretariat, the Committee is made up of one representative from each geographical region, namely: Equatorial Guinea for Central Africa, Uganda for East Africa, Tunisia for North Africa, Guinea for West Africa and finally, South Africa for Southern Africa. These countries will steer efforts to support Ethiopia and Côte d'Ivoire, both host countries of the aforementioned important global events. You will therefore agree with me that our Administrative Council has a tough task ahead in addressing the immense challenges.

**Your Excellency, Ladies and Gentlemen,**

Another major highlight of our meeting will be the Postal Regulators Forum. This second edition will focus on the theme: "**Status of the Regulator and regulation of postal financial services**".

Following on the heels of the maiden edition held in Nairobi, Kenya, we felt it was right and proper to carry on with themes that should be relevant to all participants, such as regulation of financial services, an area that is fiercely debated whenever the issue of financial inclusion is raised.

The overall aim of this year's Forum is to share experiences and practices related to the legal and financial statuses of Regulatory Authorities. The first step will be to explore the different kinds of regulatory authorities in Member States and answer a number of questions, namely: Are they independent bodies? Do they have their own resources or are they accommodated with the Ministry? What is their working relationship with the supervisory ministry and the operator?

The second step will zero in on regulation as applied to postal financial services. Is it different from regulation by Central Banks that are responsible for monitoring financial services in the business environment? Is there any cooperation between the two financial oversight bodies?

At the conclusion of the Forum, participants, representatives of Member States, Central Banks, donor organizations, regulators and consumer protection bodies should provide PAPU with a clear direction that will enable it to propose a standard definition of the **REGULATOR**. This will be the first step towards crafting a harmonized regulatory framework for Africa.

**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 many topical issues, as well as presentations by experts from Member States and partner organizations. Also on our desk are a series of recommendations submitted by the Administrative and Technical Committees. These will definitely keep us busy over the next two days.

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. I wish to thank you in advance for your active participation, fruitful deliberations and successful conclusion of the Session.

**God bless you!**

**God bless the postal sector!**

**God bless Algeria!**

**God bless Africa!**

**Thank you!**

شُكْرًا كَثِيرًا (Shoukran katheeran)!

**Merci beaucoup!**

**Obrigado!**

**Asante sana!**



**37<sup>TH</sup> ADMINISTRATIVE COUNCIL**

**PAPU/AC/XXXVII/2018 – Doc. No.1**

**10-12 April, 2018, Algiers, Algeria**

**DRAFT AGENDA OF THE 37<sup>TH</sup> ORDINARY SESSION OF PAPU ADMINISTRATIVE COUNCIL**

**BUREAU**

CHAIRPERSON	-	
1 <sup>ST</sup> VICE CHAIRPERSON	-	
2 <sup>ND</sup> VICE CHAIRPERSON	-	
RAPPORTEURS	-	
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

<b>ITEM No.</b>	<b>DRAFT AGENDA</b>	<b>DOCUMENT</b>
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**DAY ONE**

1. Registration of Delegates;
2. Official opening ceremony;
3. Meeting of Heads of Delegation;

*Report of the 37<sup>th</sup> Ordinary session of PAPU Administrative Council. Algiers, Algeria 10-12 April, 2018*

4. Confirmation of quorum;
5. Remarks by Chairperson;
6. Adoption of the Agenda and the Work Programme; **PAPU/AC/XXXVII/2018 - Doc No.1**
7. Adoption of the 36<sup>th</sup> Administrative Council Session Report; **PAPU/AC/XXXVII/2018 - Doc No.2**
8. Report of the Chairman of the Administrative Council; **PAPU/AC/XXXVII/2018 - Doc No.3**
9. Election and installation of the Bureau;
10. Remarks by incoming Chairperson;
11. Messages from Partners;
12. Presentation by UPU;
13. Presentation by Algeria;
14. Report of Activities of the Secretary General for the 2017/2018 period; **PAPU/AC/XXXVII/2018 - Doc No.4**
15. Theme of PAPU Day Celebration for 2019; **PAPU/AC/XXXVII/2018 - Doc No.5**
16. Reports and recommendations of Technical Committees, by Chairpersons;
  - a) Operations and Technology; **PAPU/AC/XXXVII/2018 - Doc No.6**
  - b) Policy, Strategy, Governance, including African Support Committee. **PAPU/AC/XXXVII/2018 - Doc No.7**

## DAY TWO

17. Postal Regulators Forum

## DAY THREE

18. Report of the External Auditor on the Accounts of the Union for the financial year ended 31<sup>st</sup> May, 2017; **PAPU/AC/XXXVII/2018 - Doc No.8**
19. Report and recommendations of the Finance and Administration Committee, by Chairperson; **PAPU/AC/XXXVII/2018 - Doc No.9**
20. Various presentations;
21. Any Other Business;
22. Date and venue of the 38<sup>th</sup> AC;
23. Vote of Thanks and the Final Communiqué;
24. Closing session.

## OUTGOING CHAIRMAN'S REPORT



### 37<sup>TH</sup> ADMINISTRATIVE COUNCIL SESSION, 7<sup>TH</sup> - 12<sup>TH</sup> APRIL, 2018, ALGIERS, ALGERIA DRAFT ACTIVITY REPORT FOR THE CHAIRMAN 2017-2018

#### 1. INTRODUCTION

I am pleased to present my report as an outgoing chairman and give an account of what I have accomplished during my tenure spanning the period. 2017-2018 financial year, as annotated below.

#### 2. CHAIRED THE 36<sup>TH</sup> ORDINARY PAPU ADMINISTRATIVE COUNCIL SESSION, IN APRIL, 2017, IN NAIROBI, KENYA

In accordance with the provisions of Article 5 of the Rule 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 when deemed necessary, announce the results of votes and rule on points of order in accordance with the present Rules of Procedure.

Furthermore, Article 5 of the Detailed Regulations charges the Administrative Council with the responsibility of directing, controlling and coordinating financial and administrative activities of the union, among others.

In line with these provisions, I am pleased to report that that during the year under review, I have together with the General Secretariat carried out this responsibility successfully. In this connection, permit me to express my sincere gratitude to the Member States of the Council who gave Tunisia the opportunity to lead during this period and for their cooperation in making my stewardship successful.

You will recall that at our meeting held in Nairobi, we considered and approved the under listed activities that were submitted to the Council:

- a) Theme of PAPU Day Celebration 2018;
- b) Programme of Activities for 2017/2018 financial year;
- c) Budget of the Union for 2017/2018 financial year;
- d) Update on addressing and postcode systems in Africa;
- e) Appointment of a new External Auditor.

All these matters were fully executed and are contained in the Secretary General's Report of Activities for the year 2017/2018 that you have just considered and adopted.

Dear delegates, I wish to inform you that meetings of the Operations and Technology Committee and the Legal Experts Task Force were held during my tenure, among others. My sincere appreciation and thanks



go to, Tunisia and Tanzania for having hosted the meetings. From the feedback received, it is gratifying to note that the events were executed with resounding success.

Other activities carried out during the period under review are as follows:

- a) Led members states during UPU Committee meetings especially on the UPU Reforms;
- b) Coordinated African Consultative meetings during UPU CA/ POC meetings in Berne.
- c) Implementation of the tasks assigned to me as Chairman of the Council namely appointment of new external Auditor and recommendation of upward review of the rate of life insurance for the staff of the General Secretariat.

### **3. PREPARATIONS FOR THE UPCOMING EXTRAORDINARY PLENIPOTENTIARY CONFERENCE AND EXTRAORDINARY UPU CONGRESS**

As you are aware, the Extraordinary Plenipotentiary Conference will be held in July 2018 in Madagascar. The main objectives of the Conference are twofold as follows:

- a) To consider and approve the amendments made to the Acts of the Union which were examined by the Legal Experts Task Force within the Policy, Strategy and Governance committee in November, 2017 and circulated to members for comments and input; and
- b) To come up with common positions on UPU key content issues so that Africa's interests are adequately safeguarded during the Extraordinary UPU Congress to be held in early September, 2018 in Ethiopia.

May I take advantage of this gathering to call upon you to approach the two issues and any other matter that may come up as any other business (AOB) with unity of purpose and thrash out all the grey areas before the event as well as ensure that our deliberations and resolutions are guided by our principles.

In addition and as already stated, the Extraordinary UPU Congress will be held in early September, 2018 in Ethiopia to deliberate on the following key issues:

- a) Integrated Product Plan(IPP) implementation;
- b) Draft Istanbul Business Plan- Integrated Remuneration Plan (IRP) development and implementation;
- c) Management of the work of the Union-Reform of the UPU;
- d) Reform of the system applied to contributions by Union member countries; and
- e) Future sustainability of the Union's Provident Scheme.

I wish to enjoin you again to critically study these issues to ensure that Africa comes up with a common position that will safeguard our interests as a developing continent. I therefore, encourage you to support the work of the African Support Committee which was established by a resolution taken in Nairobi Kenya last year to successfully accomplish its noble task.

#### 4. CHALLENGES

During my tenure, I encountered the following challenges:

- a) Restructuring of the secretariat - Implementation of the newly adopted structure has began and will be implemented on continuous basis subject to availability of funds;
- b) Financing of the Union and budget - financing of the union remains a challenge coupled with the reduction in the budget from the **USD 1,719,867** approved by the 9<sup>th</sup> Plenipotentiary Conference to **USD 1,647,758** after re-prioritization of activities by the General Secretariat. This no doubt is a challenge towards full implementation of the approved activities for the cycle.
- c) Representation of member states at the UPU Committees as well as at the UPU Bodies is still weak despite reminders to members. Members that were elected into the CA and POC did not express interest to represent the Union in the various committees and working groups especially as Chairman or deputy Chairman;
- d) Representation of PAPU officials at the UPU meetings remains inadequate due to austerity measures;
- e) The Acts of the Union remain out of date. In this regard, let us take advantage of the forthcoming 5<sup>th</sup> Extraordinary Plenipotentiary Conference to have the amendments approved and implemented without further delay. In addition to its approval, there is further need for continuous reviews so that the Union remains relevant to this modern business environment;
- f) The current annual billing system and the failure of member states to pay as and when due also affects the smooth implementation of our activities;
- g) The constraints on the financing of the PAPU House project considering the need to make the project viable and the consequent reversal of the equity/loan ratio, it has become very urgent for PAPU to inject additional cash contribution. The current finances do not allow progress in this endeavour. The details of this will be availed to the Council by the Chairman of the Finance and Administration Committee.

#### 5. RECOMMENDATIONS

- a) There is need to adopt the Amendments to the Acts of the Union in July, 2018 during the upcoming Extraordinary Plenipotentiary Conference;
- b) Strong appeal to member states who are elected to POC/CA for effective participation at UPU meetings;

- c) Express appreciation to the Government and people of the United Republic of Tanzania for their commitment to the PAPU House Project. We therefore urge member States to contribute financially to the realization of the project.

## **6. CONCLUSION**

In conclusion, I wish to seize this opportunity to sincerely thank all members of the outgoing bureau for their unwavering support given to me during the period under review.

I am also highly indebted to the Secretary General and the staff of the General Secretariat that have satisfactorily worked with me and given me all the support that I needed from them.

In addition, I will fail in my duty if I do not say thanks to all the member states for their cooperation with me throughout my tenure. It is on record that we have been extending this brotherly cooperation to every Member State that has been elected to chair the Administrative Council of the Union. In the same spirit, it is my wish that you extend similar gesture to the Chair and members of the incoming bureau.

As for the incoming bureau, I wish to sincerely congratulate them for the well deserved nomination as office bearers for the next one year. As I hand over the mantle of leadership to them, I am very confident that they will take over from where we have left the Union at and sincerely believe that they will take our union to greater and loftier heights. I run an open door policy and as such should you need any assistance from me during this session and afterwards, I will be more than eager and glad to render the required assistance.

Last, but not least, I wish you and the entire Union exciting and successful moments during your tenure covering the 2018/2019 period.

Thanks for your kind attention.

**Moez CHAKCHOUK**

***CEO Tunisia Post and Chairman of PAPU Administrative Council 2017-2018***



**37<sup>th</sup> Ordinary Session of the Administrative Council**  
**07-12 April 2018, Algiers, Algeria**

*Original English*  
**PAPU/AC/XXXVII/2018-Doc. No.4**

<p><b>Subject</b>          Activity Report of the PAPU Secretary General for the period 2017/2018          Report made on <b>10<sup>th</sup> April, 2018, Algiers, Algeria</b></p>	<p><b>References/paragraphs</b>          Article 9, paragraph 17 of PAPU Detailed Regulations of the Convention</p>
<p>Decision expected</p> <ul style="list-style-type: none"> <li>• Take note of the report</li> <li>• Offer any guidance deemed necessary</li> </ul>	

## 1. INTRODUCTION

Pursuant to the relevant 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 2017/2018 period.

I wish to emphasize that the 2017/2018 financial year that is drawing to a close is a very special one for the Union. Indeed, several key milestones have been achieved, foremost of which are:

- The effective commencement of the Regional Development Plan with its flagship projects of developing e-commerce and financial inclusion;
- The preparation of the Extraordinary Session of the Plenipotentiary Conference that should give birth to an updated version of the 30-year old Acts of the Union, which is in synchrony with today's realities;
- The concurrent preparation of the UPU Extraordinary Congress that will be taking place in Africa for the first time in eighty (80) years and may witness key decisions that will likely bring about a long-lasting transformation of the global postal landscape.

It is against this unique backdrop – and with very limited resources – that the General Secretariat carried out the activities presented in this report. This is broken down into fifteen (15) points as follows:

- The business environment;
- Performance;
- Day-to-day operational issues of the Union;
- Policy, regulatory and governance matters;
- Financial management;
- Human resources;
- Key projects;
- International conferences and workshops;
- Activities of Regional Training Centers;
- Cooperation activities;
- PAPU membership;
- Relations with the host country of PAPU Headquarters;
- Challenges and actions taken/planned;
- Outlook/expectations for next financial year;
- Conclusion.

## 2. BUSINESS ENVIRONMENT

Generally, the political environment remained relatively stable during the period under review as African countries were more and more adopting principles of democracy and good governance under the invaluable guidance of the African Union.

In this regard, **African Continental Free Trade Area (AfCFTA)** Agreement and the **Protocol on Free Movement of Persons** signed by the Heads of State and Government of the African Union on 21<sup>st</sup> March, 2018, is a giant step in the journey towards African integration. In the words of the project coordinator, President Mahamadou Issoufou of Niger, “this marks a turning point in the history of Africa divided 133 years ago in Berlin, dismembered and debilitated”.

Concerning our industry, the African Union’s acknowledgement of the potential role of the post in achieving the United Nation’s Sustainable Development Goals and delivering on its Agenda 2063, christened “**The Africa We Want**”, is a happy omen that the development of our sector will receive a major boost in the coming years.

In the meantime, the post continues to face myriad and complex challenges.

**Firstly, at the level of our Union,** the existing legal frameworks remain a challenge to the realization of most of its objectives in this modern and rapidly changing business environment. This has been coupled with the continued phenomenon of dwindling mail volumes, technological developments, unfair competition, liberalization/political development, new customer expectations and significant shifts in consumption patterns, among others.

**On the network development, the post in Africa** continued to maintain a reasonable growth with a total strength of over 36,000 postal outlets spread across the continent. However, some of the existing post offices remained in a dilapidated state and not connected to the internet. Although most countries are striving hard to improve their existence, in most countries the post's ability to finance its projects continued to be a serious drawback. Most reforms taking place are at best yet to meet the objective of the reform of the sector. Nevertheless, the commitment to the universal service obligations by Member States continued to be the rallying point for the post to advance its provision of inclusive services, to earn invaluable trust in the society as elucidated by myriad decisions taken at the highest level of the African Union on postal projects. Thus, the postal sector has continued to be recognized as an essential part of our Member States' socio-economic infrastructure.

**On the technological front,** since 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. In fact, technology inter-connects the various operators for exchange of electronic data in real time.

**On the socio-economic arena,** the generally stable economy of most African states with continued growth rate averaging 6% per annum coupled with the over 660,000 post offices that are inter-connected worldwide remained the unassailable advantage of the Post. Furthermore, over 91% of postal operators offer financial services directly or in partnership with other financial institutions; thus making the post the second largest contributor to financial inclusion. The network also remained the largest logistics enterprise in the world. All these combined to position the Post as a unique national infrastructure for the acceleration of socio-economic inclusion.

**Moreover, the postal services in Africa continued to face immense challenges** arising from weak financial base while at the same time confronted with lack of adequate technological infrastructure, institutional and operational frameworks. Although, various initiatives are being made by Member States, the need to step up on technology development, governance and improvement on the sector's legal and regulatory framework is very germane to build the much-needed synergy, which will usher in the desired transformational change.

Thus, smart policies and solutions, as well as reformed institutions, a well-trained and seasoned work force is critical in this direction. As we implement the Istanbul World Postal Strategy embraced in the Regional Development Plan (RDP) for Africa, which already incorporated the policy thrust of the African Union Agenda 2063 and the UN SDGs, there is a strong likelihood that the expected positive changes will ultimately be realized.

### **3. PERFORMANCE**

#### **3.1 Implementation Status of Decisions, Resolutions and Recommendations**

The Council will recall that at the 36<sup>th</sup> Ordinary Session of the Administrative Council in Nairobi, Kenya, a number of decisions, resolutions and a recommendation were made. The status of the implementation on each of the directives is herewith attached to this report as **Annex 1** for ease of reference. Chairmen of the various Technical Committees will also present them as they deliver their technical committee reports.

Furthermore, if need be, we will revisit those related to the programme of action in subsequent sections of this report.

#### **3.2 Status of implementation of the programme of Action of the Union for the Financial Year 2017-2018**

The 36<sup>th</sup> Ordinary Session of the Administrative Council in Nairobi, Kenya approved six (6) activities to be undertaken during the period 2017/2018. These activities were as follows:

##### **3.2.1 Addressing and Post Codes Sensitization Workshop**

This activity was successfully co-organized by PAPU and the African Union in December 2017. Participation at this event was sponsored by the Union with expenses covered for one participant per Member State.

During the workshop, twenty-nine (29) African Member States were represented, namely; Botswana, Burkina Faso, Burundi, Cameroon, Chad, Comoros, Cote d'Ivoire, Democratic Republic of Congo (DRC), Egypt, Ethiopia, Gabon, Guinea, Kenya, Madagascar, Malawi, Mali, Morocco, Mozambique, Namibia, Niger, Nigeria, South Africa, Sudan, Swaziland, Tanzania, Tunisia, Uganda, Zambia and Zimbabwe.

Six (6) organizations/partners equally attended the workshop, namely: African Union Commission, Universal Postal Union, What3Words, Air-Nest, Esri Global and Vokacom Ghana.

Some of the major outcomes and recommendations of this workshop were as follows:

- a) The availability of reliable addresses and post codes for everyone everywhere had been recognized as a vital need for all stakeholders and for the ultimate delivery of postal services. Hence the urgent need for the post to be at the forefront of such projects in tandem with all partners;
- b) The readiness of UPU to provide any technical support that Member States would need;
- c) The availability of some funding from France for Francophone Countries was announced and welcomed, while the development of bankable projects for World Bank support was strongly recommended;
- d) The need for all Member States to be compliant with S42 addressing standard;

*Report of the 37<sup>th</sup> Ordinary session of PAPU Administrative Council. Algiers, Algeria 10-12 April, 2018*

- e) The need for the integration of Geographical Information Systems (GIS) in the addressing development process;
- f) The free offer by Egypt Post to put at Member States' disposal, its developed platform on addressing for those who were willing;
- g) The adoption of an implementation plan by each Member State;
- h) The emphasis on the importance of including informal settlements and remote areas in the addressing development process, thereby contributing to social inclusion and postal services development.

It was appreciated that addressing / postcode systems is an important project that cuts across many sectors and calls for participation of various stakeholders to achieve inclusive socio-economic development in Africa.

Member States were invited to follow up on all the issues raised during the workshop; as well as the adopted national plans.

### **3.2.2 Workshop on Postal Financial Services**

This activity was executed in collaboration with the UPU. Two workshops were held in Grand Bassam, Côte D'Ivoire for French Speaking Countries and Harare, Zimbabwe for English speaking countries. Participants were exposed to various systems which could enable the post to effectively digitize their operations in the provision of postal financial services for survival in this competitive environment, among other things.

I wish to use this opportunity to commend the Director General of the UPU for successfully securing funding for this project from the Bill and Melinda Gates Foundation, as well as VISA Inc. to the tune of **\$1.8 million** and **\$1million**, respectively. These funds, within the framework of Financial Inclusion Technical Assistance Facility (FITAF) are now available to be accessed by Member States with bankable projects on financial inclusion. Interested Member States were urged to take advantage of this facility to expand their projects on Financial Inclusion.

### **3.2.3 Training of Trainers in E-services**

This activity was not implemented separately as planned, but rather it was incorporated into the ORE workshops for cost-effectiveness and optimal synergy. This event will therefore be implemented later in the cycle in collaboration with UPU.



### **3.2.4 Workshop on synchronization of sub-regional approach to quality of service improvement**

This activity has been synchronized within the framework of the ORE Project and it covers all operational aspects, including addressing, Customs Declaration Systems, just to mention a few. This is being implemented at every stage of the project during this cycle.

### **3.2.5 Workshop on Terminal Dues and Parcel Post Remuneration**

This activity was executed within the ORE Workshop in November, 2017, in Arusha, Tanzania during which a Terminal Dues Expert from the International Bureau of the UPU shared the insights on remuneration with participants. It provided the necessary tools to participants to ensure effective operations for the maximization of revenue.

As it will be appreciated the above three activities were absorbed into ORE rather than being undertaken separately. This is because the PAPU Quadrennial Programme of activities has hitherto been prepared and adopted by the Plenipotentiary Conference prior to the UPU Congress, specifically before the adoption of the global roadmap that happens three (3) months thereafter. We have therefore been “putting the cart before the horse” since the UPU Congress cycles contracted from 5 to 4 years.

That is why when the UPU came up with programmes for the quadrennial period 2017-2020 coupled with a changed approach from the specific subject-based (e.g. quality of service improvement) approach to the innovative-product-based approach (e.g. e-commerce), PAPU activities were subjected to a corresponding adjustment and got incorporated into the ORE project. It is our fervent hope that such inconsistencies will be eliminated in future should the Plenipotentiary Conference approve the proposed change to schedule the ordinary sessions of the Plenipotentiary Conference after the UPU Congress sessions.

### **3.2.6 Field missions to support Member States on identified areas of need including, addressing, e-services, operations at international hubs, conceptualization and development of regional projects etc**

Unfortunately, the Sub-Regional Restricted Unions contacted were unable to provide the necessary input to the implementation of this project. The letters requesting them to indicate their areas of interest and a list of their Member States that may need assistance have not been responded to till today. It is hoped, however, that this will be resolved during the next financial year, assuming the current silence will be overcome their Member States would have held prior consultations to this effect.

To forestall such situations in future, I am therefore calling upon Member States to furnish us with the information requested, so that we can work together towards building a stronger postal sector.

## **4. ACTIVITIES OF REGIONAL TRAINING CENTRES**

Further to the Resolution N°10/UPAP/CA/XXXIV/2015 on establishment of regional training centers for English and French African countries, respectively, and following the centers' formal inauguration in Cairo, Egypt and Yaoundé, Cameroon, we are pleased to confirm that the centers have been operational during the year under review. The Cairo center has hosted **the pay-for-performance** workshop and the **postal**

**payment services** workshop. It also welcomed CEOs of African and Arab postal operators on the sidelines of their working session on transformation of the postal sector and their preparatory meeting ahead of the World UPU CEOs Forum in Moscow in 2017. As for the Yaoundé Training Centre, it hosted the 2<sup>nd</sup> ORE Workshop for the French speaking African countries and is set to host the UPU Regional Workshop on postal e-payment services for francophone countries in May 2018..

## 5. PAPU MEMBERSHIP

Pursuant to the directives of the 9<sup>th</sup> Extraordinary Session of the Administrative Council held in Yaoundé, Cameroon on 25<sup>th</sup> July, 2016, whereby the Secretary General was instructed to work towards bringing on board members of the African Union that were not yet part of the PAPU family. Letters we sent to all ten (10) non-Member States, namely, Cape Verde, Djibouti, Guinea Bissau, Mauritania, Mauritius, Rwanda, Sao Tome and Principe, the Sahrawi Arab Democratic Republic, Seychelles and South Sudan.

Furthermore, in most cases, we seized the opportunity during African Union summits to meet Ministers in charge of postal services and talk directly either to the Minister of Foreign Affairs or even the Head of State or Government in person. Recent examples include our meeting with the Ministers of Foreign Affairs of Djibouti, Mauritania and Rwanda.

Additionally, we have enlisted the Commission of the African Union to join us in lobbying these countries.

We have equally gone as far as appealing to the UPU to incentivize them to join PAPU by limiting the eligibility to our joint cooperation activities only to countries that are up-to-date in their commitments to our two organizations.

Unfortunately, probably due to the economic challenges facing some of them, all efforts to bring these Member States on board have remained unrealized despite the obvious willingness some of them have displayed. We do hope that some of these countries attending our meeting as observers would update us on developments on this matter in their respective countries.

Therefore, as we speak following the admission of Namibia in 2009 and the return of Morocco last year, the membership of the Union now stands at **forty-five (45)**.

We will not relent on our current efforts to discharge this mission in the hope that someday, everyone will be brought onboard.

## 6. DAY-TO-DAY OPERATIONAL ISSUES OF THE UNION

### 6.1 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 9<sup>th</sup> to 20<sup>th</sup> October, 2017. Results of the test were circulated to Member States.

Only twenty one (21) Member States, representing 48% of the PAPU members participated in the test, as compared to thirty (30) last year. This represents a decline in participation of 20%. Out of twenty one (21) participating Member States, fifteen (15) originated control cards to the various destinations, while five (5)

were delivery administrations which only returned cards they received to the General Secretariat. Thirty four (34) links were tested compared to sixty eight (68) during a similar test last year.

Out of the thirty four (34) links (routes) tested, only nine (9) attained J+5 @ 85% (international standard) representing 26% of the total routes tested.

Twenty four (24) links, representing 71% of the total links attained average transmission time of at least ten days. The remaining ten (10) links representing 29% attained between J+11 and J+21. There was marginal improvement in total routing/transmission times compared to the year 2016 when some links had average transmission times of up to sixty (60) days. Despite this marginal improvement, overall performance still needs improvement.

I wish to commend Member States that participated in the tests, which attests their commitment to quality of service improvement in the region. We equally take this opportunity to encourage those members that did not take part in this round of tests to do so next time to ensure overall quality improvement in Africa since our region is an important link in the global supply chain.

Furthermore and as a recommendation, Member States are urged to implement the UPU Global Monitoring System (GMS) in order to continuously monitor performance, as well as obtain more reliable and objective results.

## **6.2 Quality Control Tests for EMS Mail Circulation**

The EMS test control exercise will be carried out from 16<sup>th</sup> to 27<sup>th</sup> April, 2018. Results of the test will be made available once the analysis is done.

## **6.3 PAPU/ AFRAA Contact Committee**

In furtherance of the PAPU/ AFRAA relationship and in line with the implementation of resolution No. 3/PAPU/AC/XXXVII/2017, PAPU reviewed the Memorandum of Understanding (MoU) that was drawn in 1985, taking into account developments in the mail conveyance business. The revised MoU sent to AFRAA in February 2018 for input was considered during the 4<sup>th</sup>AFRAA Air Cargo meeting held in Nairobi, Kenya in March 2018.

Initially scheduled to take place during this 37<sup>th</sup> Ordinary Session of the Council, the signing of the revised agreement was postponed to May 2018 due to a clash in the respective schedules of our two organizations.

## **6.4 Update on UPU Quality of Service programme 2017-2020**

One of the essential objectives of the Istanbul World Postal Strategy (IWPS) adopted by the 26<sup>th</sup> Universal Postal Union (UPU) Congress was to improve the interoperability of the postal network by ensuring improved quality of service, efficient and secure supply chains, development of standards and information systems, as well as streamlined operational processes and regulations, among others.

In line with that objective, the International Bureau of the UPU in collaboration with the General Secretariat of PAPU formulated the Regional Development Plan (RDP) for Africa. The flagship project of the RDP is the Operational Readiness for e-Commerce (ORE), e-commerce having been identified as a Level 1 Priority. The aims of the project are to address obstacles to online cross-border transactions for customers, help participating Designated Operators (DOs) modernize operational processes, use all available information communication technologies and end-to-end systems to implement operational solutions that meet e-commerce requirements.

As you are aware, the project was launched in May 2017 with a start-up workshop held Nairobi, Kenya, immediately after the 36<sup>th</sup> Ordinary Session of the Administrative Council. This 1<sup>st</sup> workshop was attended by Chief Executive Officers (CEOs)/Postmasters General (PMGs) of participating countries as well as the designated Country Project Managers (CPMs).

The workshop gave an overview of the project, its aims and objectives as well as main deliverables. The support and commitment of CEOs/PMGs, as well as funding of the project were also discussed. Country Project Managers were equipped with the necessary skills and information to come up with national roadmaps and action plans for the project.

Following a call for applications by the UPU for regional project experts to facilitate the implementation of the ORE project, officers from the following countries were appointed:

- a) Cameroon;
- b) Togo; and
- c) Zimbabwe.

PAPU also seconded an officer to assist with the regional facilitation and coordination of the project, in tandem with the two UPU regional project coordinators.

Subsequently, a second set of workshops were held in Arusha and Yaoundé for English speaking countries and French speaking countries, respectively. They focused mainly on the finalization and submission of National Action Plans and Roadmaps, formulation of Quality of Service Fund (QSF) projects and remuneration.

In addition to the workshops conducted, on-site evaluation missions are being carried out at some selected offices of exchange to assess preparedness of DOs for e-commerce, as well as improve operational efficiency in the supply chain. Such missions have been held in countries such as Botswana, Nigeria, Togo, Ethiopia, Senegal, Sudan and Tanzania. More missions are planned for 2018 and 2019.

Member States are urged to commit themselves to the implementation of their roadmaps and action plans by speeding up the necessary activities and ensure that there is tangible quality of service improvement in readiness for e-commerce by the end of the current cycle in 2020.

#### **6.5 Meeting N° 2018.1 of the Operations and Technology Committee (OTC)**

The Operations and Technology Committee met in Tunis (Tunisia) from 20<sup>th</sup> to 22<sup>nd</sup> February 2018. It was followed by the UPU Dot Post and AU Dot Africa Workshop on 23<sup>rd</sup> February, 2018.

During the OTC meeting the main areas of discussion were:

- a) Update on Addressing;

- b) Update on Regional Security Strategy;
- c) Operational Readiness for E-commerce project;
- d) Integrated Product Plan Implementation;
- e) Remuneration;
- f) Update on e-services development in Africa;
- g) Promotion of Philately;
- h) Financial Services update by the General Secretariat.

Draft resolutions were prepared on the following areas:

- i. Implementation of addressing and post code systems;
- ii. Compliance with S58 and S59 Security standards;
- iii. Operational Readiness for E-commerce project;
- iv. Digitization and Financial Inclusion projects.

These draft resolutions will be presented to the Council by the Committee Chairman.

The Dot Post and Dot Africa Workshop was held under the theme “the Global Digital Postal Agenda”. The Dot Post session focused on the dot Post vision and strategy, strategic digital initiatives, cyber security, e-commerce and standards, to name a few.

The Dot Africa session dwelt on presentations on the officially designated top level domain for the African continent. The domain presents an opportunity for forging a unique online identity which will associate products, services and information with the continent and people of Africa. The presentations focused on the postal industry as well as opportunities and challenges of the digital economy.

Members were encouraged to join the Dot Post to promote e-commerce and the Dot Africa for continental identity.

## **7. POLICY, STRATEGY AND GOVERNANCE MATTERS**

### **7.1 Holding of the Extra-Ordinary PAPU Plenipotentiary Conference**

In line with the recommendation of the Council and the relevant provisions of the regulations in force, the Secretariat formally consulted Member States to convince them to accede to the holding of an Extra-ordinary session. It should be emphasized that the Secretary General’s initiative was endorsed by the current Chairperson of the Plenipotentiary Conference who consulted her counterparts in Member States by sending them letters to this effect.

I am delighted to report that out of the Union's forty-five (45) Member States, thirty-two (32), representing more than the 2/3 quorum required, responded favourably to the request. Therefore, the Chairperson of the Plenipotentiary Conference has already called for an Extraordinary Session which will take place in Antananarivo, Republic of Madagascar, from 26<sup>th</sup> to 27<sup>th</sup> July, 2018. We are therefore conveying our sincere appreciation to the Government of the Republic of Madagascar for her kind offer.

To this effect, an agreement was signed on 24<sup>th</sup> March 2018 on behalf of the Government of Madagascar and PAPU by the Minister of Posts, Telecommunications and Digital Development and the Secretary General respectively.

As you aware, the agenda of this meeting will feature two issues of paramount importance for Africa's postal fraternity, namely:

- a) Consideration and adoption of proposed amendments to the Acts of PAPU

The proposed amendments to the Acts have been carefully prepared by the Legal Experts Taskforce of the Policy, Strategy and Governance Committee (PSGC), which met in Arusha, Tanzania from 27<sup>th</sup> to 30<sup>th</sup> November, 2017. The proposed amendments were circulated to Member States for input in line with the requirements of the Acts. Thanks to the vibrant members of Legal Experts Task Force and its Chairperson, Zimbabwe, for the excellent job done in this respect. Should we conduct the revision of the Acts up to their logical conclusion, I am firmly convinced that it will make a vital contribution to achievement of the objectives of the Union, a thing which we are all clamouring for.

- b) Harmonization of Africa's positions on key issues on the agenda of the UPU Extraordinary Congress scheduled to take place from 3<sup>rd</sup> to 7<sup>th</sup> September 2018, in Addis Ababa, Ethiopia

The harmonization of Africa's positions on key issues to be addressed during the UPU Extraordinary Congress will focus on the reform of the Union (governance, assessment of contributions to the budget, sustainability of the pension scheme and introduction of the Extra-ordinary Congress). Operational issues will also be discussed, such as the Integrated Product Plan (IPP), etc.

## **7.2 Continental Directive on postal regulation**

By Resolution No.18/PAPU/AC/XXXVI/2017 on postal regulation, the 36<sup>th</sup> Ordinary Session of the Administrative Council instructed the General Secretariat to draft a set of regional regulation guidelines drawn from current sub-regional models.

To implement this Resolution, the General Secretariat prepared draft Terms of Reference (ToRs) for the engagement of a consultant. This was circulated to Member States for possible amendment, via Letter No. 012/CL/PAPU/SG/CRL of 16<sup>th</sup> February, 2018. The deadline was set for 15<sup>th</sup> March, 2018. No response had been received upon expiry of the deadline. Consequently, it is hoped that the ToRs will be approved by this Council, thereby initiating the process to engage the Consultant.

## **7.3 Postal Regulators' Forum**

Building on last year's success, the Secretariat has scheduled a one (1) day **Postal Regulators Forum on 11<sup>th</sup> April, 2018**, which will focus on legal, financial and institutional issues, as well as regulation of postal financial services.

This topic was chosen to address some of the inherent challenges being faced in most Member States. There is no doubt that the regulation of postal financial services; an area that is fiercely debated whenever

the issue of postal financial services is raised, will afford us the opportunity to share experiences. In this regard, we have invited representatives of central banks, donors, regulators and consumer protection bodies to participate in the event in order to take advantage of their diverse insights.

The overall objective of the forum is to share experiences and benchmark on best practices so that at the end of this meeting the Pan-African Postal Union can develop a template for the regulation of postal services in Africa, including financial and courier services, among others.

## **8. FINANCIAL MANAGEMENT**

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, 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.

### **8.1 Revenue streams**

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

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

### **8.2 Contributions received**

The Union received a total amount of **US Dollars Six hundred and sixty seven thousand, three hundred and eighty two (US\$ 767,382)** during the current financial year. This result, though for only the first ten months of the financial year (1<sup>st</sup> June 2017 to 31<sup>st</sup> March 2018), represents **55%** of the budgeted **US\$ 1,390,691** financial contributions expected from Member States for financial year 2017/2018.

It is also equivalent to a **six percent (6%)** increase from the **US Dollars Seven hundred and twenty five thousand and seventy six (US\$ 725,076)** current year contributions received in the same period of the previous financial year. In totality the contribution received from Member States in the first ten months of 2017/2018 financial year including outstanding contributions and amortization arrears amounts to **US Dollar, One million and ninety eight thousand, two hundred and forty two (US\$ 1,098,242)**, or **73%** of the **US Dollars 1,494,258** budgeted contributions from Member States including amortization arrears and contribution arrears.

Other sources of revenue including grants/donor funds, fixed deposit reserve and sundry income yielded US Dollars One hundred and thirty six thousand, five hundred and forty nine (**US\$ 136,549**). The total

income generated from all the budgeted revenue sources as at 31<sup>st</sup> March 2018 is US Dollar One million, two hundred, thirty four thousand, seven hundred and ninety one (**US\$ 1,234,791**) or 76% of the US Dollar One million, six hundred, twenty six thousand and seventy one (**US\$ 1,626,071**) budgeted income for the financial year 2017/2018. This performance is less than what is considered ideal for sustainable financing of the Union's activities and constitutes a very big and continuing challenge on the ability of the Union to deliver on its mandate.

I would like to reiterate that late receipt of Member States annual contribution inhibits smooth implementation of the approved activities for the year. The General Secretariat has commenced the calculation of surcharge of 2% approved by the last Plenipotentiary Conference on annual contributions that remain unsettled after the first six months of the financial year. This measure, we may recall, was adopted to encourage prompt payment of annual contributions before the 30<sup>th</sup> day of every November and should not be misconstrued as punishment targeted at Member States. I sincerely hope that it will serve as an incentive to boost early collection of all the funds required to plan and implement the programmes contained in the annual budget.

It is on this note that I would like to strongly and passionately 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 31<sup>st</sup> August, to assist towards better planning and execution of all the approved programmes that are designed for the benefit of Member States.

### **8.3 Expenditure**

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

- a) Sessions of the Conference, and the Council, and meetings of the Administrative and Technical Committees;
- b) Operation of the General Secretariat;
- c) Any other activities pertaining to the objectives of the Union.

The total expenditure for the period 1<sup>st</sup> June 2017 to 28<sup>th</sup> February 2018 (nine months) amounts to US Dollars nine hundred and seventy one thousand, one hundred and forty-one only (**US\$ 971,141**) representing 80% of the US Dollars one million, two hundred and twenty thousand, eight hundred and fifty six (**US\$ 1,220,856**), appropriated for the nine-month period. The expenditure has obviously been kept at this level due to late receipt of budgeted funds.

### **8.4 Financial Performance**

The overall financial performance indicates an interim operating surplus amounting to United States Dollars one hundred and ninety four thousand, eight hundred and twenty-six (**US\$ 194, 826**). This being a temporary and unaudited result for the first nine-months of the financial year 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 the gratuity of elected officers, external audit fees and the cost of organizing the Administrative Council meetings are fully taken into account. However, I am optimistic that there will be a



significant improvement on the **US Dollars 168,370** deficit performance recorded the 2016/2017 financial year.

## **9. HUMAN RESOURCES**

### **9.1 Renewal of contract appointments:**

The fixed term appointments of two officers were renewed based on satisfactory performance. Considering that the next session of the Administrative Council will not be held when the renewal of the appointments shall become due, I have submitted a recommendation through the Finance and Administration Committee for further renewal of contract appointments of the two Officers in 2018/2019 year, subject to satisfactory performance on the due dates.

### **9.2 Recruitment**

A driver was recruited to replace the exited staff during the period. The temporary appointment is for the period 4<sup>th</sup> September 2017 to 3<sup>rd</sup> September 2018. Further renewal by the Secretary General shall be subject to satisfactory performance, written application for renewal and a recommendation by the Advisory Committee of the General Secretariat.

### **9.3 Staff training and capacity building**

Overall, eleven (11) staff members were trained in various areas during the year under review.

#### **9.3.1 French Language training**

The basic French language learning programme for English-speaking staff complemented by an online e-learning platform was sustained within the year. The English language training, however, could not be carried out due to the exit of the facilitation institution.

#### **9.3.2 Other training**

Three (3) members of staff were also exposed to Driving Safety Awareness Workshop within the period. Furthermore, another staff was exposed to an advanced Office Management and Administration Course while two other officers were trained on course of protecting and defending network systems from attacks and Advanced Strategic Communications, Crisis, Management and public relations, including brand communication, respectively. The details on the training programs are associated to this report as **Annex II**.

### **9.1 Exchange programmes**

As part of the strategic objective of enhancing the capacity building of our officials as well as minimizing cost, we are collaborating with our sister organizations based in Arusha in the area of Translation and Interpretation. The collaboration includes, but is not limited to mutual support during meetings and

exchange programmes. This is also to establish networking between officials in other possible areas of collaboration.

With this approach, we sincerely believe that our interpreters/translators' knowledge and skills will be enhanced and subsequently translate into reduced operating costs to the benefits of the collaborating organizations. It is our plan to sustain this initiative in the coming years.

## 9.2 Retirement

A Driver of the Union, **Mr. Ndewario Jackson Manang**, who has been in the services of PAPU since 28<sup>th</sup> September 2009, retired on 20<sup>th</sup> January, 2018, after attaining the mandatory retirement age of 60 years. A befitting disengagement ceremony was held for him on 19<sup>th</sup> January, 2018, by the Staff Association of the Union.

## 9.3 PAPU Staff Pension

The pension fund Manager of the PAPU Staff Contributory Pension Scheme notified the General Secretariat of its intention to discontinue pensions fund management and returned the sum of USD 194,619.18 on 25<sup>th</sup> August, 2017, being repatriation of all contributions of staff members.

In the mean time and pending the finalization of the efforts being made to enlist the services of the AUC staff pension fund manager, the repatriated funds and the monthly contributions for the month of July, August and September 2017, totaling USD 210,000.00 have been invested in a secured fixed deposit reserve with the Union's banker and this will for the first time in the past five years, earn a total interest of USD 4,299.75 for the contributors by 12<sup>th</sup> April 2018, without any related expenditure.

## 9.4 PAPU Staff Association

The PAPU Staff Association continued to operate within the guidelines established by the Union. The General Assembly held its first meeting on 19<sup>th</sup> January, 2018, during which the annual activity report, plan of action, financial report, internal Auditors report, official logo and election of an Executive Secretary to replace the exited staff were presented and adopted.

## 9.5 Implementation of the new Organization Structure

Due to budgetary constraints, the newly adopted organizational structure for the General Secretariat is being implemented in phases, firstly through internal re-adjustments. In this regard, some staff members have been assigned as Coordinators of the following duties and departments:

- i. **Mr. Nathan Mkandawire** (formerly Head Quality of service and Customer Care Department) - Coordinator, Department of Operations and Technology;
- ii. **Mr. Abdourahamane Oumarou** (Legal Officer) - Coordinator, Department of Regulation and Legal Affairs

- iii. **Mr. Amadou Amadou** (Senior Communication Officer) - Coordinator, Executive office, which oversees Communications, Strategy, and IT.

The Secretary General has also already adopted detailed job descriptions for each position in the organizational structure.

The detailed staff distribution is attached as **Annex III** to this report.

## 10 COOPERATION ACTIVITIES

### 10.1 Cooperation

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

- a) We continued collaboration with the Regional Commonwealth in the Field of Communications (RCC). This collaboration has been very rewarding in building a consensus on all issues that are germane to Africa's interest at the UPU. We look forward to renewing our MoU during the upcoming Extraordinary Congress of the UPU;
- b) In the same vein, we are currently holding talks with the European Conference of Postal and Telecommunications Administrations (CEPT) to establish a cooperation framework. A draft agreement has already been submitted for review prior to further consideration during the annual gathering scheduled for June 2018;
- c) Under the sponsorship of the PAPU General Secretariat, **Business France Tunisia** (the trading arm of the French Embassy in Tunisia), supported by Tunisia Post, held the 2<sup>nd</sup> edition of the CEO meeting, which brought together over a dozen African postal operators and as many French businesses to propose innovative solutions for postal transformation;
- d) In partnership with the Pan-African Postal Union (PAPU) the Post of Côte d'Ivoire organized the 8<sup>th</sup> edition of the Africa Postal Forum from 7<sup>th</sup> - 8<sup>th</sup> December, 2017, in Abidjan, Côte d'Ivoire. The 2017 edition of the Africa Postal Forum brought together 400 participants from 40 countries, among them 31 Directors General and CEOs, opening its doors to all linguistic groups on the continent, a development which is in line with our mission, namely, to foster African integration. At the end of the forum, the PMG/CEO of Nigeria Post Services (NIPOST), Mr. Adegbuyi Adebisi, was appointed as Chairman for the next two years.
- e) We also maintained our regular contact with all other **Sub-Regional Restricted Unions** of Africa while further deepening our relationship with other continents of the world.

### 10.2 Establishment of the African Support Committee for UPU Extra ordinary Congresses of 2018 and 27<sup>th</sup> Congress 2020.

Pursuant to Resolution No.07/PAPU/AC/XXXVI/2017 on establishment of an African Support Committee for the organization of the UPU Extraordinary Congress in 2018, in Addis Ababa, the 27<sup>th</sup> Congress in

2020 in Abidjan, Côte d'Ivoire and monitoring of pending UPU matters taken by the 36<sup>th</sup> AC in Nairobi, 2017. The Committee was established as follows:

- a) Coordination: PAPU General Secretariat;
- b) Regional representatives:
  - i. **Central** : Equatorial Guinea;
  - ii. **East** : Uganda;
  - iii. **North** : Tunisia;
  - iv. **South** : South Africa;
  - v. **West** : Guinea (Conakry).

The Committee held its meeting on 9<sup>th</sup> April, 2018, and the outcomes of the meeting will be submitted to you by the Chairman of the Policy, Security and Governance Committee for necessary consideration and directives.

### **10.3 PAPU Post Day 2018 celebration**

As we are all aware, the theme of the event is: ***“The Post: A delivery infrastructure of choice for governments to meet their national development goals”***.

The message of the day was circulated and given prominence in most Member States print media.

At the invitation of the Algerian authorities, the Secretary General attended the celebration in Algiers during which he presented a paper on the theme on behalf of the Union. The event was graced by the Minister of Posts, Telecommunications, Technology and the Digital Sector of the People's Democratic Republic of Algeria, Mrs. Houda-Imane FARAOUN.

In addition, the ceremony was marked by the issuance of a special postage stamp in the presence of the PAPU Secretary General to celebrate the National Councils Day.

The signing of the Memorandum of Understanding (MoU) between PAPU and the People's Democratic Republic of Algeria for hosting the 37<sup>th</sup> Ordinary Session of the Administrative Council in Algiers from 7<sup>th</sup> to 12<sup>th</sup> April, 2017 at the ultra-modern Algiers International Conference Centre was also one of the key highlights of the event.

### **10.4 International Organizations “Open Day” in Arusha**

As part of the promotion of the image of our institution in the host country, PAPU actively participated during the "Open Day" of the international organizations present in Arusha organized by the Mechanism for International Criminal Tribunal (MICT). The event allowed the participating international organizations, especially PAPU, to interact with the people in the vicinity on what the postal sector can do for them in their day to day living. At the end of the "Open Day", their perception vis-à-vis the postal sector was notably very positive. During the next event next year, PAPU will once again take part in it with much more enthusiasm.

## **10.5 Launch of .AFRICA PROJECT**

On behalf of Her Excellency Dr Amani Abou-zeid the AU Commissioner for Infrastructure and Energy, PAPU delivered a speech on 16<sup>th</sup> January, 2018 during the launch of the **.Africa** Road Show which culminated in climbing the highest mountain in Africa, Mount Kilimanjaro the following day. Thereafter, the **.Africa** flag was proudly mounted on Africa's highest point of Mount Kilimanjaro.

The origins of the **.Africa** endeavour date back to 2010 when an AU Assembly Declaration on Domain Names and African Union Executive Council Decisions on **.Africa** were taken. The project was ably led by the Information Society Division within the AU Infrastructure and Energy Department in collaboration with a team from the South African Central Registry responsible for registration of second-level domains (SLDs). It was successfully completed in February, 2017, as an iconic symbol of the integration of the African continent.

I wish to inform you that the project was finally adopted on 28<sup>th</sup> January, 2018, by African Heads of State and Government Summit, in Addis Ababa during which PAPU was also present.

## **10.6 Towards "paperless meetings"**

In line with the Union policy to reduce cost, sustained improved environment and adapt to the current best practices, most of our meetings have since continued with the minimum utilization of paper. It is our plan to gradually continue to phase out the use of paper and adopt technology. We therefore, enjoin Member States to adjust to this new dispensation in the interest of all by visiting our website on a regular basis to check their emails and download any documents or information that may be of interest to them. As part of the existing infrastructure, we will continue to improve on the accessibility of our website, provide soft copies of document in flash discs to ensure a smooth process of meetings.

## **10.7 Social media**

There is no doubt that the social media has become a critical and very effective means of communication in the present age. To this end, two of our staff participated in workshops on **Social Media and its use**. The purpose is for the Secretariat to come up with a social media policy (a Social Networking Policy) which will be a corporate code of conduct that provides guidelines for employees who post information on the internet either as part of their job or as private persons. The overarching goal is to set appropriate behavior and ensure that an employee's post will not expose the company to legal or public embarrassment. Generally, such policies include directives on when an employee should identify himself as a representative of the organization on a social networking website, as well as set of rules regarding the type of information to be shared. The policy will also include restrictions on disclosing confidential or proprietary business secrets.

## **10.8 Information and sensitization activities**

As part of efforts to improve internal communication 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 the Head Physician of the AAR Clinic in Arusha.

## 10.9 Communication with Members States

It is common knowledge that the response rate to inquiries on crucial issues has remained abysmally poor. Therefore, in order to better exchange with our Member States, the General Secretariat has created a new channel of the social media, namely WHATSAPP with respective designated contact officers in Member States for prompt responses. The links have since been established for Addressing and post code Systems, EMS, Legal Experts, as well as the Administration and Finance group. Apart from these links, the UPAP-PAPU WhatsApp Group features very prominently when it comes to discussing issues on the UPU agenda.

Undoubtedly, since the creation of these various groups, communication between the General Secretariat and the Member States on the one hand, and between the Member States themselves on the other, has been enhanced and resulted into professionals in various fields exchange of experiences as well as finding permanent solutions to their problems. We therefore invite our colleagues who are not yet registered to do so in the groups of their choice. They will just have to get closer to the General Secretariat for their registration. I also urge Member States to promptly report on any changes in their staff deployment to enable us regularly update these platforms.

## 11 KEY PROJECTS

### 11.1 Electrification and Connectivity Project

Thirteen (13) countries, namely, Burkina Faso, Burundi, Chad, Ghana, Guinea, Kenya, Madagascar, Malawi, Nigeria, South Africa, South Sudan, Tanzania and Uganda were identified to participate in pilot project.

Based on the responses received, countries such as, Burundi, Chad, Kenya, Madagascar, South Africa and Uganda have shown remarkable progress in the implementation of the project. It is worth mentioning however that most recently (March, 2018) it is only Tanzania and Uganda who formally updated the Secretariat about the status of implementation of the project. Unfortunately, it must be said, they were merely responding to a request by the new Commissioner for Infrastructure and Energy who wanted to seek financing.

**In the case of Tanzania**, it was reported that the Karatu Post Office has now been connected to the Internet, using Airtel Tanzania's GPRS technology. However power supply is still not reliable. As a result of this, a tender has been floated to source solar power for back up purposes. Evaluation for the tender has already been done. The power backup will cover two offices, namely, Mahenge and Muheza.

In summary, all Tanzanian offices in the pilot are connected to the internet and all postal services are being offered through postal electronic application. As a result of these developments, the following services were introduced:

- a) Pension payments for National Social Security Fund (NSSF)
- b) Payment of examination fees for Government Secondary Schools;

c) Offer of banking services as an agent of one bank called ERDB at Monduli post office.

**As for Uganda**, the project is progressing under the name "ICT Public Access Facilities Project". At the moment a memorandum of understanding has been signed between the operator and the regulator for funding of four (4) offices, namely, Kitgum, Moroto, Mubende and Kasese. The funding is up to the tune of the equivalence of **USD160,000** and will go a long way in procuring solar panels, hardware, photocopying and scanning machines, furniture, carrying out civil works, as well as improvement of the ambience of the offices.

I wish to commend the countries that submitted their progress reports for their commitment to the successful implementation of the project. For those that have not yet submitted their updates despite reminders, they are urged 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.

## **11.2 PAPU Building Project**

As a continuation from my last year's report, I wish to inform the distinguished members of the Council that progress is being made on this long-standing project thanks to support from the Tanzanian authorities at the highest level of Government.

### **11.2.1 Restoration of Plot No. 113/2**

You may recall that last year I informed the house that we were in the process of getting back our land which was inadvertently allocated to a private developer. Today, I am delighted to report that His Excellency the President of the United Republic of Tanzania, Dr. John Pombe Magufuli kindly intervened into the matter through the Ministry of Land, Housing and Settlement Development to have the plot restored back to PAPU. We have since taken possession of the land after securing government waiver on payment of premium initially demanded by the Arusha City Council.

I will therefore sincerely fail in my duty if I do not ask you to join me in applauding our host country, Tanzania, for this wonderful collaboration and support.

### **11.2.2 Provision of Access Road to PAPU House**

On the alternative access road to the project site, I wish to confirm that we are still awaiting positive response considering that it will ensure that the free flow of traffic on the busy Arusha-Moshi road is not disrupted during the construction of the PAPU House. The alternative access road will also remain useful after the construction in aid of both tenants and other occupants of the building, particularly as an emergency exit.

### **11.2.3 Vat Exemption**

On this matter, we are talking to the Ministry of Foreign Affairs for the consideration and facilitation of the issuance of VAT Exemption Certificate for the total cost of PAPU House project. The matter is receiving

due consideration by the competent authorities and we are hopeful for a happy outcome within a reasonable timeframe.

#### **11.2.4 Update on the Building Project**

It is pleasing to report that despite all the challenges, this project is now at the award stage. Contractors have been issued with BID documents.

However, I wish to further report that a re-evaluation of the financing structure of 30/70 equity/loan ratio revealed that the project will not be viable unless additional equity cash contribution is made by the partners to the project. Presently, PAPU is financially constrained but it is estimated that an additional Two million US Dollars would be an ideal further minimum equity cash contribution by PAPU. Similarly the Government of Tanzania, ably represented by TCRA, has also agreed to provide the proportion of the new contribution of PAPU, with regard to her 40% share in the project. If these new cash injections are achieved, the resultant equity/debt ratio funding of the project will not exceed the preferred 70/30% that will ensure the viability of the PAPU House project.

This issue has been referred to the Finance and Administration Committee and it is expected that appropriate recommendation(s) will be made to the Council for further consideration.

### **12 INTERNATIONAL CONFERENCES AND WORKSHOPS**

The Secretariat attended a number of conferences and workshops that are critical to enhancing performance of the Union, contribute to the debate on critical issues as part of its mandate to improve knowledge as well as advance postal development with the Africa content. Some of the Conferences attended and the outcomes formed the basis of some of the presentations you have already been availed to during technical meetings or you will all be availed to during this plenary. They include: PAPU/AFRAA Contact Committee meeting, Meeting of Ministers in Charge of the Posts, the World Custom Forum on e-commerce, SAPOA Forum, African Heads of State and Government Summit and EMS Pay for Performance and Electronic Postal Payment Services Workshops for English Speaking Countries in Africa and Arab Region. Most of the outcomes are now part of our studies and advancement for the betterment of our sector.

#### **12.1 PAPU/AFRAA Contact Committee meeting**

PAPU participated in the 2<sup>nd</sup> AFRAA Air Cargo Task Force meeting which was held in Casablanca, Morocco in June, 2017. During the meeting PAPU made a presentation on the history of the PAPU/AFRAA Contact Committee, its importance as well as the need to resuscitate it. The meeting appreciated the presentation and agreed to review the MoU to reflect current realities.

#### **12.2 Second ICAO Air Cargo Development Meeting**

The Pan African Postal Union participated in the Second ICAO Meeting on Air Cargo Development in Africa from 27<sup>th</sup> -29<sup>th</sup> June, 2017 in Addis Ababa, Ethiopia. The meeting was based on the Declaration (the "Lomé Declaration") on the Development of Air Cargo in Africa, adopted in Lomé, Togo, on 7<sup>th</sup> August,



2014. Through this strategic document, participants from 22 States, international organizations and aviation stakeholders, decided to take action for the sustainable development of air cargo in Africa in several key areas including: liberalization of market access and air carrier ownership and control, cooperation throughout the cargo supply chain, security and facilitation, funding for infrastructure and intermodal integration, support to remote or peripheral destinations, taxes and user charges, capacity-building for personnel, fleet modernization and adherence to international instruments.

The Second Air cargo meeting allowed policy-makers, air transport regulators, representatives from the aviation industry and other stakeholders, to review progress towards implementation of the Lomé Declaration, identify challenges and opportunities, and agree on a Roadmap for priority actions. Its aim was also to contribute to the cooperation activities between ICAO, the World Customs Organization (WCO) and the International Air Cargo Association (TIACA).

As you will appreciate, our areas of concern were market access, cooperation throughout the cargo supply chain, security and adherence to international instruments, just to name a few.

### **12.3 Meeting of Ministers in Charge of the Posts [2<sup>nd</sup> Ordinary Session of the African Union Specialized Technical Committee on Information, Communication and ICT (CCICT-2)]**

The Union was represented during this meeting and made a presentation on Addressing and Post Code Systems Project. At the end of the meeting the role of the post as a contributor to inclusive socio economic development was appreciated. In that connection, Ministers adopted a Declaration No. AU/CCICT-2/MIN/Dec. (2), committing themselves to the implementation of the Action Plan for the Sustainable Development of the postal Sector in Africa including the implementation of projects on Addressing and Post Code Systems, Electrification and Connectivity of Post Offices in rural areas, Financial Inclusion of the low-income population and e-commerce development in Africa. Furthermore the declaration requested the African Union Commission to coordinate with PAPU for the implementation of ICT programmes and projects in Africa.

### **12.4 World Customs Forum for E-commerce**

PAPU along with over 2,000 high-level policy and decision makers, as well as operational experts, from customs administrations, other government agencies, e-commerce operators, international organizations, regional economic communities, civil society, academia and other stakeholders deliberated on various aspects of cross-border e-commerce with a view to adopting new strategies and approaches that should be beneficial to all, particularly to micro, small and medium enterprises and consumers.

Under the overall theme: “An Innovative, Inclusive, Strategic and Collaborative Approach to Sustainable Cross-Border E-Commerce”, participants discussed trends in the development of cross-border e-commerce and explored innovative solutions and regulatory procedures.

The Conference emphasized the need for an international standard and supported the expeditious development of the World Customs Organization (WCO) Framework of Standards on Cross-Border

e-commerce, the first guiding document on how the world customs community and relevant border agencies can better regulate and provide enhanced facilitation to cross-border e-commerce.

In addition, the conference called for setting out a standardized and harmonized regulatory framework for cross-border e-commerce, establishing mechanisms for the exchange of advance electronic data with appropriate data privacy and security safeguards, enhancing connectivity to bridge the digital divide, building capacities and infrastructures and promoting inclusivity.

The conference acknowledged the work already done by the UPU in the areas of exchange of advance electronic data. I therefore wish to use this opportunity to invite Member States to accelerate the implementation of the regional project in this area as a matter of priority.

### **12.5 WAPCO Regional Workshop on Ownership and Implementation of the Postal Services Master Plan and Regional Directive on Postal Reform and Regulation in West Africa, held on 16<sup>th</sup> and 17<sup>th</sup> November, 2017, in Conakry, Guinea**

The main issue discussed during the workshop focused on the key objectives of the following ECOWAS directive principles common to the regional postal sector:

- a. The definition of the universal postal service at Community level.
- b. The criteria for reserving certain postal services to universal service providers.
- c. Principles for the definition and establishment of possible mechanisms for financing the universal postal service.
- d. Principles for harmonized regional training policy for designated operators.

Based on these principles the Ownership and implementation of the Postal Services Master Plan workshop deliberated and came up with the following outcomes:

#### ***On the implementation of national projects***

- ✓ Participants committed themselves to Implement identified national projects, pooling their efforts and implementing innovative projects and sharing their experiences.
- ✓ Due to low response to the questionnaire by 7 out of 15 countries, it was agreed that the process be continued and that the Executive Secretariat of WAPCO should provide a comprehensive overview of the implementation of the Master Plan projects. An appeal was made to the Member States to reply to the questionnaire while the countries that had already responded and expressed their wish to complete their responses were invited to do so.
- ✓ Participants agreed on the need to develop the national and regional postal networks and ensure their effectiveness, such as to guarantee the quality of service, promote the digitalization of the postal activities and strengthen the public-private partnership (PPP).
- ✓ Participants agreed on the need to start the process of transposing the provisions of the Directive into the relevant legislative, regulatory and administrative texts of the Member States. In this regard, the assistance of ECOWAS Commission and the Executive Secretariat of the WAPCO were solicited to

quicken the process of transposition of the directive particularly through rapid implementation of the monitoring and evaluation mechanism for the transposition process.

### ***On the regional projects***

- ✓ Participants noted progress made in the Knowledge Management and Information Centre (SIGPOSTEL) whose postal part will become operational from January 2018 and validated its design. They pledged to respond as quickly as possible to the request for the designation of national correspondents for indicators (NCIs) to be made by ECOWAS and WAPCO.

### ***On the Land Mail Route***

- ✓ The participants noted with satisfaction the implementation of the directives of the Council of Ministers of WAPCO concerning this project. They validated the recommendations of the consultant's mission for the rationalization and revitalization of the project. They also took note of the ways in which the project could be extended to other WAPCO countries and emphasized that the costs of running the pilot project should now be shared among all project Member States. Scenarios for this cost-sharing will have to be presented at the next session of the CA on 2018 in Ghana.
- ✓ Participants also agreed that the positive impact of both national and regional projects will only be achieved through:
  - Reinforcement of the financial and technical capacities of the designated operators;
  - Development of innovative and customer oriented postal products;
  - Development of national and regional e-commerce based on the synergy of all the stakeholders and benchmarking on best practices. In this regard, the KAOMINI national e-commerce product of Niger Poste was recommended for adoption by other Designated Operators of WAPCO Member States.

## **12.6 Heads of State and Government Summit**

Continuing High level advocacy for the postal sector during the 30<sup>th</sup> AU Heads of Government Summit resulted in the adoption of the Executive Council Decision No. 987 requesting AUC to organize in collaboration with Pan-African Postal Union (PAPU) meetings to discuss Universal Postal Union (UPU) Reform and UPU key content issues. The General Secretariat also used the opportunity to meet with Ministers of Foreign Affairs of Djibouti, Mauritania and Rwanda to appeal to them to join the Union. Pledges were made in this regard by the authorities consulted.

## **12.7 SAPOA Forum**

PAPU participated in the above mentioned forum in Durban in February, 2018, where the main thrust of the event centered on e-commerce and financial inclusion. PAPU's representative made a presentation on the role of the post in financial inclusion in Africa as well as participated as panelist on the same topics and the future of the post in Africa in General.

Sponsors/ Exhibitors of the Forum were approached to showcase their products to our future Administrative Council sessions.

## **12.8 EMS Pay for Performance and Electronic Postal Payment Services Workshops for English Speaking Countries in Africa and Arab Region**

The EMS Pay for Performance workshop was held from 18<sup>th</sup> to 22<sup>nd</sup> February while the E Postal Payment Services was held on the 21<sup>st</sup> and 22<sup>nd</sup> February, 2018.

The following Member States attended the EMS Workshop: Ethiopia, Ghana, Malawi, Nigeria, Sierra Leone, Tanzania, Uganda, Zambia and Egypt.

The E-Payment Services was sponsored by IB of UPU. The attendance was also impressive.

The following were some of the key outcomes of the workshops:

- a. There is a need to sensitize some members to join the EMS Cooperative;
- b. Member States who had not migrated and are not compliant to the EMS Version 3 (EMSEVT3) should do so as soon as possible because it has a lot of new beneficial features;
- c. That the advent of EMSEVT3 had ushered in new changes entailing that in-depth understanding was necessary- it was therefore emphasized that there was need for the acceleration of the development of the Train post courses on EMS so that majority of our Member States who would not be able to train their staff in one location could take advantage of the platform;
- d. There was a general complaint that some Designated Operators (DOs) do not do enough to promote the e-postal payment services. Worse still, allegations were that member of staff in some of the administrations were unaware of the service and most often send away customers or delay payment. Hence the low level of patronage by customers.

Member State operators are urged to give adequate publicity to the IFS product to both their staff and the general public.

Permit me to commend Egypt Post for the overall organization of the two workshops and urge them to sustain this momentum.

## **13 RELATIONS WITH THE HOST COUNTRY OF PAPU HEADQUARTERS**

During the year under review, a number of consultation meetings were held with the host member state to review pending issues affecting the operations and working conditions of the General Secretariat. I wish to start by confirming that most of the issues have been resolved. However, some are still under consideration by the competent authorities, either because they require a lengthier process or because they involve inputs from a chain of several internal and external stakeholders. Permit me to highlight the issue of Entry VISA for some Member States (Chad, Equatorial Guinea, Eritrea, Ethiopia, Mali, Niger, Senegal, Sierra Leone and Somalia) during organized events in Tanzania. Fortunately, in this matter like in a host of others, we have always been privileged to find a listening ear at all levels. We wish to seize this opportunity to convey our heartfelt appreciation.

## 14 CHALLENGES AND ACTIONS TAKEN/PLANNED

During the year under review the following challenges were encountered:

- h) **Restructuring of the secretariat**–Despite the urgent need to fill the vacancies to optimize performance of the General Secretariat for the benefit of the Member States, implementation of the newly adopted structure will only be completed in phases subject to availability of funds;
- i) **Representation of Member States at the UPU Committees, Ad hoc Groups and other UPU Bodies** is still weak despite reminders and appeals to members. Member States that were elected into the CA and POC are still not showing sufficient presence during POC and CA meetings thus not impacting on the discussion that could benefit African Member States. Worse still, the constant changes of members of delegation gives rise to situations whereby some delegates have little or no knowledge of the issues at stake. This is obvious from their rather detached demeanor during meetings;
- j) **Representation of PAPU officials at the UPU meetings:** With the absence or low representation of Member States, the General Secretariat has been obliged to fill the void by speaking on behalf of Africa during these fora. Here too, the lack of resources prevents us from optimizing our participation;
- k) **The Acts of the Union:** These were prepared 30 years ago and are therefore outdated. In this regard, we are hopeful that with the help of each and every one, the forthcoming 5<sup>th</sup> Extraordinary Plenipotentiary Conference will approve the proposed amendments for implementation without further delay. To forestall any future bottlenecks, it is strongly recommended that the provisions for amending the Acts be made as flexible as possible to allow for continuous reviews. This will enable the Union to remain relevant to the ever-changing modern business environment;
- l) **The Financing of the budget and the failure of Member States to pay contributions as and when due** seriously affects the smooth implementation of our activities;

In view of the foregoing, the following recommendations are proposed:

- d) Adopt the proposed amendments to the Acts of the Union in July 2018 during the upcoming Extraordinary Plenipotentiary Conference;
- e) Call for effective and active participation of Member States elected to POC/CA in all UPU meetings
- f) Other Member States with well-established expertise need to participate in UPU Committee deliberations, so that Africa's strategic interests can be advanced when making decisions;
- g) The need for prompt payment of annual contribution by Member States, latest 3 months into the new financial year to allow the General Secretariat to embark on implementation of its annual action programme in due time.

## **15 OUTLOOK/ EXPECTATIONS FOR NEXT FINANCIAL YEAR**

The future, particularly for next year, looks promising considering that it is envisaged that the political, economic and social outlook in the African continent will remain stable, if not improve.

Furthermore, members who were hitherto not active in the Union have since returned while more members are expected to come on board during the coming year. This will no doubt, result into improvement in the Union's Finances as envisaged in the Strategy and Financial Plan. Besides, it is hoped that Associate Members will be roped in to improve Finances of the Union, among other things.

The proposed revised Acts will also hopefully be adopted to enhance and improve on the operational modalities of the Union for effectiveness. I therefore use this opportunity to call on Member States to continue supporting the Union to ensure that our overall objective is realized, namely playing a pivotal role in fast-tracking inclusive socioeconomic development on our beloved continent.

## **16 CONCLUSION**

Allow me to conclude my report by saying that a lot has been achieved during the year in question as almost all of our strategic projects are receiving the support of Member States. This includes the Addressing Project, Postal Financial Services development, Electricity and Connectivity Project, e-commerce project, just to mention a few. However, more is still required in the areas of good governance and implementation of standards/targets as well as relevant and efficient regulation of Africa's postal market. I therefore use this occasion to call on Member States to give priority attention to our "Cash Cows" to be able to support and sustain our Universal Service Obligation.

By extension, I am also expressing my profound gratitude to all PAPU Member States who generally continue to actively participate in our Union's activities. All these have undoubtedly contributed to enhance the positive image of the Union.

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

At this juncture, I would like to express my sincere thanks to our parent organization, the African Union, to the Universal Postal Union, Regional Economic Communities, the sub regional postal organizations, other countries and partners of the Union for their continued and unwavering support to our noble cause. Many thanks also go to all countries that hosted activities which are dear to our hearts, namely, Algeria, Cameroon, Egypt, Cote d'Ivoire, Nigeria, Tanzania, Tunisia and Zimbabwe.

Let me reiterate my sincere appreciation to Tanzania, for hosting PAPU Headquarters as well as the continued assistance and cooperation rendered to us in many areas.

Last but not least, I wish to convey our deep gratitude to our Administrative Council Chairman, Mr. Moez Chakchouk for his unfailing guidance and support to the General Secretariat, as well as his close working relationship with us.

This report is therefore submitted to the Honourable members of the Council for consideration and adoption. A draft decision is attached herewith to this effect.

**TABLE FOR THE FOLLOW UP ON THE IMPLEMENTATION OF 36<sup>TH</sup> PAPU AC DECISIONS, RESOLUTIONS AND RECOMMENDATIONS - MAY 2017,  
NAIROBI**

Reference	Description	Directives	Deadline	Executed	In progress	Pending	Remarks
<b>DECISIONS</b>							
<b>No.01/PAPU/AC/XXXVI/2017</b>	On permanent appointment of the Legal Officer of the Union	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.	June 2017	✓			The permanent appointment of the Legal Officer was implemented with effect from 22 <sup>nd</sup> June 2017
<b>No.02/PAPU/AC/XXXVI/2017</b>	On renewal of fixed term appointments	<ul style="list-style-type: none"> <li>- Approves the renewal of the fixed term appointment of Mr. Yonna Fred Singogo as the Accounts Officer of the Union, for one year from 5<sup>th</sup> January 2018 to 4<sup>th</sup> January 2019;</li> <li>- Approves the renewal of the fixed term appointment of Mr. Jude Ferdinand ASU TARH as the Translator/Interpreter (French to English) for one year from 6<sup>th</sup> January 2018 to 5<sup>th</sup> January 2019.</li> </ul>	January 2018	✓			The renewal of fixed term appointments of the concerned staff were implemented on 5 <sup>th</sup> and 6 <sup>th</sup> January 2018 for Mr. Singogo and Mr. Asu Tarh respectively
<b>N°03/PAPU/AC/XXVI/2017</b>	On the approval of the Accounts of the Pan African Postal Union for the 2015/2016	To approve the financial statements of the Union for the financial years 2014/2015 and 2015/2016		✓			The adopted financial statements for the two years were signed by PricewaterhouseCoopers on 19 <sup>th</sup> January 2018. They were circulated to Member States on 12 <sup>th</sup> February 2018.



	financial year						
<b>No.04/PAPU/AC/XXXV/2017</b>	On Appointment of the External Auditors	<ul style="list-style-type: none"> <li>- Decides to fix the audit fee for 2016/2017 financial year at USD 10,400 excluding withholding tax;</li> <li>- 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;</li> <li>- Mandates the Chairman of the Council to appoint a new External Auditor based on the recommendation of the Secretary General.</li> </ul>	After completion of the procurement process and approval of the Council Chairman	✓			Following the approval of the Chairman of PAPU Administrative Council, Ernst & Young were appointed as the External Auditors of PAPU on 16th January 2018.
<b>No.05/PAPU/AC/XXXVI/2017</b>	On the approval of the Budget of the Union for the 2017/2018 Financial Year	<ul style="list-style-type: none"> <li>- Decides 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;</li> <li>- Decides 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</li> </ul>	Continuous implementation throughout the financial year	✓			The approved budget totaling USD 1,647,658.00 is being implemented throughout the 2017/2018 financial year. As at 16 <sup>th</sup> February 2018, only 16 Members States have paid their current year annual contributions totaling USD 529,815.15. However previous years arrears collected during the current financial year is USD 405,347.70 bring the total income from Member States to USD USD 935,162.85. The shortfall of USD 712,495.15 from the budgeted income of USD

							1,647,658.00 is hampering smooth implementation of the annual programmes contained in the budget.
<b>No.06/PAPU/AC/XXXVI/2017</b>	Adopting the organization chart of the General Secretariat of the Pan African Postal Union (PAPU)	<ul style="list-style-type: none"> <li>- Adopts the new organizational structure of the General Secretariat of the Union as appended hereto.</li> <li>- Instructs the General Secretariat to implement the new structure.</li> </ul>	Continuous implementation throughout the quadrennial cycle		✓		The approved organization structure shall be implemented in phases subject to availability of sustainable financing. Interim coordinators of departments have already been appointed.
<b>No.07/PAPU/AC/XXXVI/2017</b>	On the establishment of an African Support Committee for the organization of the UPU Extra-Ordinary Congress in 2018, the 27 <sup>th</sup> Congress in 2020 and monitoring of pending UPU matters.	<ul style="list-style-type: none"> <li>- Decides to establish an African Support Committee to assist the Republic of Ethiopia and the Republic of Côte d'Ivoire in organizing the UPU Extra-Ordinary Congress in 2018 and the Congress in 2020, while equally looking into pending issues at the UPU;</li> <li>- Decides the African Support Committee equally tasked with UPU issues will be composed of one representative per geographical region and coordinated by the General Secretariat.</li> <li>- Instructs the General Secretariat to implement this decision, including drafting Terms of Reference for the Committee.</li> </ul>	Before the next Administrative Council				<p>The African Support Committee has been constituted with its membership drawn from the sub-regions as follows:</p> <ol style="list-style-type: none"> <li>1. Central - Equatorial Guinea;</li> <li>2. East - Uganda</li> <li>3. North - Tunisia</li> <li>4. South - South Africa</li> <li>5. West - Guinea</li> </ol> <p>The Committee shall deliberate on support for the two African countries that are scheduled to host UPU Extraordinary and Ordinary Congresses (Ethiopia and Côte d'Ivoire) as well as on key UPU thematic issues.</p> <p>The inaugural meeting of the ASC was held on 23<sup>rd</sup> March 2018 and the next one will be held on 9<sup>th</sup> April 2018 in Algiers.</p>

<b>N°08/PAPU/CA/X XXVI/2017</b>	On the approval of the Programme of Activities of the Pan African Postal Union for the 2017/2018 financial year	<ul style="list-style-type: none"> <li>- Approves all the annual programme of activities for the 2017/2018 financial year as set out in the Annex hereto;</li> <li>- Instructs the Secretary General to ensure implementation of the approved activities taking into account the vision, mission and strategic objectives of the Union</li> </ul>	Continuous implementation throughout the financial year		✓		The following approved programmes have been implemented: 1. Addressing and postcode systems - Sensitization workshop on addressing and postcode systems; 2. Technical workshops on quality of service improvement in collaboration with UPU within the framework of ORE; 3. Operational readiness for e-commerce and workshop on Remuneration within the framework of ORE.
<b>No.09/PAPU/AC/ XXXVI/2017</b>	On the adoption of the annual activity report of Secretary General for 2016-2017	<ul style="list-style-type: none"> <li>- Decides to express its satisfaction of the annual activity report presented by the Secretary General during the 36<sup>th</sup> Ordinary Session of the Administrative Council;</li> <li>- Decides to adopt the above-mentioned report.</li> </ul>	Immediate	✓			
<b>RESOLUTIONS</b>							
<b>No.01/PAPU/AC/ XXXVI/2017</b>	Approving the Terms of Reference (ToRs) of the Operations and Technology Committee of the Pan African Postal	i) To deliberate on all issues relating to the Quality of Service, Supply Chain (Transportation, Security, Customs) and Remuneration	Immediate	✓			Continuous implementation

	Union (PAPU)	<p>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:</p> <ul style="list-style-type: none"> <li>• African Airlines Association (AFRAA);</li> <li>• World Customs Organization (WCO);</li> <li>• World Trade Organization (WTO) etc.</li> </ul> <p>iii) Identification of effective and efficient transport models for mail distribution per region e.g. Post Bus, Road Transport Network, Airline Networks etc.;</p> <p>iv) Development of support plans for National Addressing and Postcode Systems per region per member country;</p> <p>v) Development of plans for security of the postal service and the integrity of the postal network in line with the</p>					
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		<p>regional security strategy;</p> <p>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;</p> <p>vii) Identification of new technologies for revenue protection, improvement of quality of service and diversification of products and services;</p> <p>viii) Development of plans to increase postal revenue by optimizing on the following postal products:</p> <ul style="list-style-type: none"> <li>a. Parcels/ Small Packets;</li> <li>b. Bulk mail;</li> <li>c. Mail/Passenger Transportation;</li> <li>d. Direct Mail;</li> <li>e. Philately etc.;</li> <li>f. PO Boxes/Private Bags.</li> <li>g. Other postal services as may be developed from</li> </ul>					
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		<p>time to time</p> <p>ix) Taking initiatives to identify areas, programmes and institutions for training in the interest of member countries to ensure operational efficiency;</p> <p>x) Identification of developmental needs on e-services for the continent and development of a framework for the implementation;</p> <p>xi) Development and promotion of E- Commerce in Africa;</p> <p>xii) Development and diversification into new product and service portfolios that promote the use of e-services.</p>					
<b>No.02/PAPU/AC/XXXVI/2017</b>	On Implementation of the Regional Security Strategy for Africa	- 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	2020		✓		<p>The activity cuts across the whole cycle.</p> <p>Workshops for English and French speaking countries will be held during Q3 2018 in collaboration with UPU.</p>

		<p>security experts and participating in the training workshops, among others;</p> <ul style="list-style-type: none"> <li>- Urges Designated Operators to improve their compliance levels and ensure certification by the end of the cycle.</li> <li>- Instructs PAPU General Secretariat to coordinate the implementation process of the regional strategy and report progress to the Administrative Council.</li> </ul>				
<b>No.03/PAPU/AC/XXXVI/2017</b>	On revival of the Pan African Postal Union/African Airlines Association (PAPU/AFRAA) Contact committee	<ul style="list-style-type: none"> <li>- 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.</li> </ul>	May, 2018	✓		The reviewed Memorandum of Understanding was vetted by AFRAA and will be subjected to a signing ceremony here in Algiers.
<b>No.04/PAPU/AC/XXXVI/2017</b>	On implementation of the Integrated Product Plan (IPP)	<ul style="list-style-type: none"> <li>- Resolves that designated Operators take necessary measures and be ready to implement IPP step 1 by January, 2018;</li> <li>- Resolves that Member countries to follow the developments of the work of the POC on IPP including remuneration, quality</li> </ul>	January, 2018	✓		<p>Majority of Member States (over 80%) have implemented IPP Step 1</p> <p>The General Secretariat is making the necessary follow ups with other members</p>

		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.					
<b>No.05/PAPU/AC/XXXVI/2017</b>	On maximizing parcel post remuneration through increase in Inward Land Rates (ILRs)	- 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.	On going		✓		The activity cuts across the cycle.  Analysis of inward land rates show improvement in the region.
<b>No.06/PAPU/AC/XXXVI/2017</b>	On creation of a Sub-committee to develop and disseminate a common theme for a Pan African postage stamp	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.	May, 2018	✓			A sub-committee was formed to coordinate the issuance of a joint regional stamp on commemoration of Nelson Mandela.
<b>No.07/PAPU/AC/XXXVI/2017</b>	On e-commerce as key to the sustainability of postal services in Africa	- Urges Member States to benchmark and share experiences on e-commerce developments; - Instructs the General	2020		✓		The activity cuts across the whole cycle  Members are participating in ORE project in readiness for e-commerce



		Secretariat to monitor progress and report to the Administrative Council.					implementation The Operational Readiness for E-commerce (ORE) project was launched in Nairobi in May 2017. A second set of workshops have since been held where Member States finalized their roadmaps and action plans. Evaluation missions at offices of exchange are also being done to ensure operational readiness for members. Evaluation missions have been conducted for Botswana, Ethiopia, Nigeria, Senegal, Togo and Tanzania.
<b>No.08/PAPU/AC/XXXVI/2017</b>	On adoption of .post to promote e-commerce and product diversification	<ul style="list-style-type: none"> <li>- Resolves that Designated Operators adopt .post to promote e-commerce growth, e-services and diversification;</li> <li>- Resolves that Member States to benchmark and share experiences on .post and other e-commerce initiatives for the benefit of others;</li> </ul>	2020		✓		The activity cuts across the whole cycle. Twenty-six (26) African countries are now members of the .post group. Two representatives from Africa are on the Board of the .POST Group, steering its development as follows: <ul style="list-style-type: none"> <li>- Mr. Moez Chakchouk – Tunisia Post</li> <li>- Mr Ahmed Kada – Morocco Post</li> </ul>
<b>No.09/PAPU/AC/XXXVI/2017</b>	On development of postal financial services in Africa	<ul style="list-style-type: none"> <li>- Urges Member States to benchmark and share experiences on financial and payment services;</li> <li>- Instructs The General Secretariat to monitor progress</li> </ul>	2020		✓		The activity cuts across the whole cycle  Financial services workshops were held in Tunisia, Zimbabwe and Côte d'Ivoire for Arabic, English and

		and report to the Administrative Council					French speaking countries, respectively  Call for project proposals to be financed within the framework of FITAF has been circulated by UPU.
<b>N°10/PAPU/AC/X XXIV/2015</b>	On the Terms of Reference of the Finance and Administration Committee	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	Continuous	✓			Continuous implementation throughout 2017-2020 cycle

		<p>management of financial and human resources;</p> <p>vi. To continuously adapt and recommend better and more effective staff management policies and practices;</p> <p>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;</p> <p>viii. To examine the Staff Rules and Regulations, the Financial Regulations and recommend necessary amendments;</p> <p>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;</p> <p>x. To make appropriate recommendations to the Administrative Council on all matters deliberated by the</p>					
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		<p>committee;</p> <p>xi. To deliberate on any other matter that is referred to the Committee by the Administrative Council.</p> <p>xii. To examine and regularly review strategies to ensure the collection of contributions from Member States</p>					
<b>No.11/PAPU/AC/XXXVI/2017</b>	On creation of a Task Force on the recovery of outstanding financial contribution of Member States	<p>Approves terms of reference for the task force</p> <p>i. To investigate the problems and causes of the non-payment of Union Dues;</p> <p>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;</p> <p>iii. To design strategies that will improve the recovery process for arrears of contribution by Member States;</p> <p>iv. To recommend appropriate measures to sanction defaulters with huge arrears taking into account the</p>	Continuous	✓			The task Force has its inaugural meeting and will continue online meetings throughout 2017-2020 cycle

		<p>Union's Convention;</p> <p>v. To propose other measures that it deems appropriate to make the Union financially sound;</p> <p>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;</p> <p>vii. To assess and report on the outstanding contribution of the Union.</p>					
<b>No.12/PAPU/AC/XXXVI/2017</b>	On enforcement of handing over between all incoming and outgoing officials/staff of the Union	<ul style="list-style-type: none"> <li>- 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;</li> <li>- 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;</li> <li>- Failure to observe these procedures shall render outgoing officials liable for any loss arising from non-</li> </ul>	Continuous		✓		To be implemented on continuous basis as need arises

		<p>compliance with these directives;</p> <ul style="list-style-type: none"> <li>- The terminal benefits of outgoing officials shall not be settled pending the completion of handing over of office;</li> <li>- 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.</li> </ul>					
<b>No.13/PAPU/AC/XXXVI/2017</b>	Approving the Terms of Reference (ToRs) of the Policy, Strategy and Governance Committee of the Pan African Postal Union (PAPU)	Approves the Terms of Reference (ToRs) of the Policy, Strategy and Governance Committee for the period 2017-2020 as appended to the report.	Continuous		✓		Continuous implementation throughout 2017-2020 cycle
<b>No.14/PAPU/AC/XXXVI/2017</b>	Adopting the Action Plan of the Policy, Strategy and Governance Committee of the Pan African Postal Union	- Adopts the Action Plan of the Policy, Strategy and Governance Committee for the four-year period 2017-2020 as appended to the report.	Continuous				Continuous implementation throughout 2017-2020 cycle
<b>No.15/PAPU/AC/XXXVI/2017</b>	Adopting the Strategic Plan of	- Adopts the Strategic Plan of the Pan African Postal Union	Continuous		✓		To be implemented throughout the 2017-2020 quadrennial cycle

	the Pan African Postal Union (PAPU)	for the four-year period 2017-2020 as appended hereto. - Instructs the General Secretariat to implement same.					
<b>No.16/PAPU/AC/XXXVI/2017</b>	On recommendations of the report on the study on the reform and improvement of finances of the Union	- The Committees to implement this decision and present their reports for consideration by the Administrative Council; - The General Secretariat to facilitate implementation of this decision.	2018		✓		The General Secretariat facilitated the meeting of Legal Experts that was hosted in Arusha on 27-30 November 2017. The outcome of the meeting was circulated for input by the Secretary General with a deadline of 15 <sup>th</sup> January 2018. The Chair of the Council also extended the deadline to 6 <sup>th</sup> march, 2018. No input has since been received so far. The meeting of the Policy, Strategy and Governance Committee (PSGC) held here on 7-8 April, 2018 deliberated on the outcome of the legal experts meeting after which the document will be submitted to the Council for adoption. After the adoption by Council, the document will be submitted to the Extra-Ordinary Plenipotentiary Conference for consideration and approval.
<b>No.17/PAPU/AC/XXXVI/2017</b>	Convening an Extraordinary Session of the Plenipotentiary Conference	- Requests the convening of an Extraordinary Session of the Plenipotentiary Conference prior to the UPU Mid-Term Evaluation Congress	2018		✓		As a result of the concurrence of statutorily required two-thirds of Member States of the Union, the 5 <sup>th</sup> Extra-Ordinary session of the Plenipotentiary Conference will be

		<p>scheduled to take place in Addis Ababa (Ethiopia) in 2018;</p> <ul style="list-style-type: none"> <li>- Calls on PAPU Member States to massively endorse this proposal, so that the 2/3 quorum can be attained as soon as possible.</li> <li>- Instructs the General Secretariat to implement this Resolution</li> </ul>					held in Madagascar on 26 <sup>th</sup> and 27 <sup>th</sup> July 2018.
<b>No.18/PAPU/AC/XXXVI/2017</b>	On postal regulation	<ul style="list-style-type: none"> <li>- Decides to institute an annual Postal Regulators' Forum to be held on the sidelines of the PAPU Administrative Council meeting;</li> <li>- Directs the Policy, Strategy and Governance Committee to set up a Working Group in charge of regulatory matters;</li> <li>- The General Secretariat to: <ul style="list-style-type: none"> <li>o Outline regional regulatory guidelines on the basis of sub-regional models; and</li> <li>o Implement this Resolution.</li> </ul> </li> </ul>	Continuous		✓		<p>Members of the PSGC were urged to join the Group. Due to absence of registration, the Group will be set up during the meeting of the Committee in Algiers.</p> <p>The TOR for the recruitment of the consultant were developed and sent to Member States for amendments. They will be considered during the next meeting PSGC in Algiers before being submitted to the AC for approval.</p> <p>The next session of the Postal Regulators Forum will be held on 11<sup>th</sup> April 2018 in Algiers.</p>



**RECOMMENDATIONS**

<p><b>No.01/PAPU/AC/XXXVI/2017</b></p>	<p>On enhancement of the maximum premium payable for staff life insurance</p>	<p>- 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</p>	<p>2017/2018 financial year</p>			<p>✓</p>	<p>The Chairman of the Plenipotentiary Conference approved the recommendation of the Council; thus increasing the premium rate from 5% to 7.5% of the basic salary. The life insurance will be procured with effect from 2017/2018 financial year.</p>
<p><b>No.02/PAPU/AC/XXXVI/2017</b></p>	<p>Calling on the Universal Postal Union to abide by the principles governing regional identity</p>	<p><b>Recommends to the PAPU General Secretariat:</b></p> <ul style="list-style-type: none"> <li>- Closely collaborate with the UPU to ensure the flawless implementation of this decision</li> <li>- 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.</li> </ul>	<p>2018</p>		<p>✓</p>		<p>The General Secretariat engaged with IB of the UPU on the matter. The IB considered the recommendation and agreed in principle to its contents. However, the IB advised that its implementation would only be possible during the next quadrennial period.</p>

**Details of Staff Training and capacity development**

<b>S/N</b>	<b>Name of Staff</b>	<b>Designation</b>	<b>Description of training programme</b>
1	Michael Onyezewe	Head, Administration & Finance	French language conversation Course
2	Nathan Mkandawire	Coordinator, Operations & Technology	French language conversation Course
3	Hillaria Mazenge	Quality of Service Officer	French language conversation Course
4	Amadou Amadou	Coordinator, Executive Office	Media and Public relations management workshop
5	Itesi Taguaba	Bilingual Secretary	Advanced dynamic Office management and Administration for Secretaries and office managers
6	Yonna Singogo	Accounts Officer	French language conversation Course Road Safety Awareness Training Workshop
7	Armogast Mallya	Information Technology Technician	French language conversation Course Protecting and defending network systems from ICT attacks
8	Mohamed Muhoji	Office Assistant	French language conversation Course
9	David Joseph	Senior Driver	French language conversation Course Road Safety awareness Training Workshop
10	Joseph Zelothe	Driver	French language conversation Course Road Safety Awareness Training Workshop
11	Ndewario Manang	Driver	French language conversation Course

**Summary Staff Distribution by region, language and gender including elected officers**

N°	Staff category	Sub-region					Language		Gender	
		East	Central	North	South	West	English	French	Male	Female
1	Secretary General	-	1	-	-	-	-	1	1	-
2	Assistant Secretary General	-	-	-	-	1	1	-	1	-
3	Heads of department	-	-	-	1	1	2	-	2	-
4	Professional category (P1-P3)	1	2	-	1	2	2	4	5	1
5	General Services A	2	-	-	-	-	2	-	1	1
6	General Services B	3	-	-	-	-	3	-	3	-
	<b>Total</b>	<b>6</b>	<b>3</b>	<b>-</b>	<b>2</b>	<b>4</b>	<b>10</b>	<b>5</b>	<b>13</b>	<b>2</b>

There is no change in the total number of staff (15) between the previous and the current financial years.

**PAN AFRICAN POSTAL UNION  
(PAPU)  
ADMINISTRATIVE COUNCIL  
(10-12 April, 2018)  
ALGIERS, ALGERIA**

<p><b>VOTE OF THANKS TO THE AUTHORITIES OF THE PEOPLE'S DEMOCRATIC REPUBLIC OF ALGERIA</b></p> <p><b>READ BY THE REPUBLIC OF MADAGASCAR</b></p>
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The **Administrative Council of the Pan African Postal Union (PAPU)**, during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria from 10<sup>th</sup> to 12<sup>th</sup> April, 2018;

**HAVING NOTED** with gratitude and satisfaction the great solidarity of the Authorities of the Peoples' Democratic Republic of Algeria by accepting to host the 37<sup>th</sup> Ordinary Session of the Council;

**CONSIDERING** the exemplary commitment of the Peoples' Democratic Republic of Algeria 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 the Committee, Postal Regulators' Forum and Council meetings;

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

**FURTHER APPRECIATING** the effectiveness, cordiality and the spirit of conviviality which characterized the 37<sup>th</sup> Ordinary Session of the Administrative Council;

**NOTING** with great satisfaction the commitment of the President of the Peoples' Democratic Republic of Algeria, His Excellency **Abdelaziz Bouteflika**, to promote, encourage and support regional cooperation;

**CONGRATULATING** the management and staff of Algeria Post for their efficient contribution;

**HEREBY** conveys its profound gratitude to the Government and the people of Algeria for their warm and fraternal welcome, as well as the kind gesture extended to all delegates throughout their stay in Algiers.

***Done in Algiers, Algeria on 12<sup>th</sup> April, 2018***

**PAN AFRICAN POSTAL UNION  
(PAPU)  
ADMINISTRATIVE COUNCIL  
(10-12 April, 2018)  
ALGIERS, ALGERIA**

**FINAL COMMUNIQUE**  
Read by the Republic of Kenya

The 37<sup>th</sup> Ordinary Session of the PAPU Administrative Council was held from 10<sup>th</sup> to 12<sup>th</sup> April, 2018, in Algiers, the People's Democratic Republic of Algeria.

The Council was presided over by the incoming Chairman Mr. Tontama Charles Millogo, the Chairman of the Board of the Posts and Telecommunications Regulatory Authority of Burkina Faso.

The official opening ceremony was presided over by the Minister of Post, Telecommunications, Technologies and Digitalization of Algeria, Mrs Houda Imane Faraoun.

#### **I. Participation**

The following Administrative Council members participated in the session:

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

The following members of the Administrative Council were absent: **Cameroon, Chad, Republic of Congo, Gabon and Sudan.**

The following countries and organizations also participated as observers:

**Algeria, Angola, Benin, Burundi, Ethiopia, Morocco, Equatorial Guinea, Guinea, Libya, Malawi, South Africa, Universal Postal Union (UPU), African Telecommunications Union (ATU), Communications Regulator's Association of Southern Africa (CRASA), West Africa Postal Conference (WAPCO), Central Africa Posts and Telecommunications Conference (COPTAC), East African Communications Organization (EACO), Inter Africa Express, Uniglobal, Japan Post, Swiss Post, Business France Tunis, Post Europ and the Group La Poste France.**

#### **II. Election and Installation of the Bureau**

The bureau was installed as follows:

<b>Chairman</b>	:	Burkina Faso
<b>1<sup>st</sup> Vice-Chairman</b>	:	Egypt
<b>2<sup>nd</sup> Vice-Chairman</b>	:	Mozambique
<b>Rapporteurs</b>	:	Tanzania and Congo Republic

### **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) Adoption of the 36<sup>th</sup> Administrative Council Session Report;
- e) Report of the Chairman of the Administrative Council;
- f) Election and installation of the bureau;
- g) Messages from partners;
- h) Report of Activities of the Secretary General for the 2017/2018 period;
- i) Theme of PAPU Day Celebration for 2019;
- j) Reports and recommendations of :
  - i. Operations and Technology Committee;
  - ii. Policy, Strategy and Governance Committee including African Support Committee;
- k) Postal Regulators Forum;
- l) Report of the External Auditor on the Accounts of the Union for the financial year ended 31st May, 2017;
- m) Report and recommendations of Finance and Administration Committee;
- n) Date and venue of the 38<sup>th</sup> AC.

### **IV. Report of activities of the Secretary General**

The Secretary Generals presentation covered the following areas:

- The business environment;
- Performance;
- Day-to-day operational issues of the Union;
- Policy, regulatory and governance matters;
- Financial management;
- Human resources;
- Key projects;
- International conferences and workshops;
- Activities of Regional Training Centers;
- Cooperation activities;
- PAPU membership;
- Relations with the host country of PAPU Headquarters;
- Challenges and actions taken/planned;
- Outlook/expectations for next financial year;
- Conclusion.

### **V. Reports of the Committees**

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

- a) Operations and Technology Committee;
- b) Policy, Strategy and Governance Committee (including African Support Committee);
- c) Finance and Administration Committee.

## VI. Postal Regulators' Forum

The Postal Regulators' Forum took place on the 11<sup>th</sup> of April, 2018 on the sidelines of the 37<sup>th</sup> Ordinary Session of the Administrative Council of the Pan African Postal Union (PAPU).

The main topic of the Forum was: **“Regulators and regulating postal financial services”**. This broad topic was encapsulated under the following sub-topics:

- Legal, financial and institutional status;
- Regulating postal financial services;
- Sharing of experiences and presentations on best practices delivered by panellists.

At the close of deliberations, participants recommended:

### 1. Member States to set up:

#### 1.1 Regulatory bodies in the form of independent administrative authorities with:

- i. Organic independence: Independence from the executive and interest groups, which is reflected in a proper appointment of members, a permanent mandate, a collegiality;
- ii. Functional independence: Legal authority to enforce decisions, financial resources like an autonomous budget;

#### 1.2A flexible policy and regulatory framework to foster inclusive digital financial inclusion.

#### 1.3A postal statistics database, to be updated on a regular basis.

### 2. To Operators:

#### 2.3 To be innovative in using ICTs to create more business opportunities to foster digital financial inclusion;

#### 2.4 Obtain licenses from ICT regulators, where available, in order to be an active player in delivering more mobile financial services in addition to their traditional postal services.

### 3. To Regulators:

#### 3.3 To conclude cooperation agreements with banks to foster digital financial inclusion;

#### 3.4 Establish regular meetings with financial sector regulators to ensure convergence in regulating postal financial services.

### 4. The Administrative Council to instruct the General Secretariat to fast-track the preparation of the African Postal Regulation Guidelines with a view to putting all Member States on the same wavelength.

5. The PAPU General Secretariat to come up with very specific topics for subsequent postal regulators fora.

## **VII. External Auditors Report**

The External Auditors report was presented by Ernst & Young and adopted.

## **VIII. Date and venue of the 38<sup>th</sup> Administrative Council Session**

The Administrative Council approved the hosting of its next meeting in Burkina Faso. The date of the 38<sup>th</sup> Ordinary session of the Administrative Council will be availed to members by the General Secretariat after consultations with the host country.

## **IX. Adoption of decisions, resolutions and recommendations**

At the end of the proceedings, the 37<sup>th</sup> Administrative Council approved and adopted a number of decisions, resolutions as well as recommendations.

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

## **X. Vote of Thanks**

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

## **XI. Solidarity and compassion of the participants to the host country**

Following the plane crash that killed 257 passengers on board on 11<sup>th</sup> April, 2018, at Boufarik in the Blida region, a minute of silence was observed in memory of the departed.

***Done in Algiers, Algeria, 12<sup>th</sup> April, 2018***



S/N	INSTRUMENT	DIRECTIVE
1.	<b>Decision No.1/PAPU/AC/XXXVII/2018</b>	On adoption of the annual activity report of Secretary General for 2017-2018
2.	<b>Decision No.2/PAPU/AC/XXXVII/2018</b>	On the approval of the Programme of Activities of the Pan African Postal Union for the 2018/2019 financial year
3.	<b>Decision No.3/PAPU/AC/XXXVII/2018</b>	On renewal of fixed term appointments
4.	<b>Decision No.4/PAPU/AC/XXXVII/2018</b>	On approval of the Accounts of the Pan African Postal Union for the 2016/2017 financial year
5.	<b>Decision No.5/PAPU/AC/XXXVII/2018</b>	On Appointment of the External Auditor
6.	<b>Decision No.6/PAPU/AC/XXXVII/2018</b>	On approval of the Budget of the Union for the 2018/2019 Financial Year
7.	<b>Resolution No.1/PAPU/AC/XXXVII/2018</b>	On implementation of Addressing and Post Code Systems
8.	<b>Resolution No.2/PAPU/AC/XXXVII/2018</b>	On compliance with the S58 and S59 security standards
9.	<b>Resolution No.3/PAPU/AC/XXXVII/2018</b>	On implementation of the regional quality of service project - Operational Readiness for e-commerce (ORE)
10.	<b>Resolution No.4/PAPU/AC/XXXVII/2018</b>	On implementation of Digitization and Financial Inclusion Projects
11.	<b>Resolution No.5/PAPU/AC/XXXVII/2018</b>	On implementation of the Customs Declaration System (CDS)
12.	<b>Resolution No.6/PAPU/AC/XXXVII/2018</b>	On improvement of delivery standards
13.	<b>Resolution No.7/PAPU/AC/XXXVII/2018</b>	Adopting Terms of Reference (ToRs) for the engagement of a consultant to an African Postal Directive
14.	<b>Resolution No.8/PAPU/AC/XXXVII/2018</b>	On the commissioning and updating of the new online Africa postal statistics database

15.	<b>Resolution No.9/PAPU/AC/XXXVII/2018</b>	On postal regulation
16.	<b>Resolution No.10/PAPU/AC/XXXVII/2018</b>	On Adoption of a Policy on Provision on Outstanding Financial Contributions
17.	<b>Resolution No.11/PAPU/AC/XXXVII/2018</b>	On Construction of PAPU House building Project
18.	<b>Recommendation No.1/PAPU/AC/XXXVII/2018</b>	On submission of a Decision to amend the Acts of the Union during the 5 <sup>th</sup> Extraordinary Session of the Plenipotentiary Conference
19.	<b>Recommendation No.2/PAPU/AC/XXXVII/2018</b>	On submission of a Decision to amend the Financial Regulations during the 5 <sup>th</sup> Extraordinary Session of the Plenipotentiary Conference
20.	<b>Recommendation No.3/PAPU/AC/XXXVII/2018</b>	On an African proposal for reform of the contribution system applied to UPU Member Countries and the Provident Scheme of the Union
21.	<b>Recommendation No.4/PAPU/AC/XXXVII/2018</b>	On conversion of the debt of the People's Democratic Republic of Algeria into en-bloc payment of approximately USD 500 000 to finance the PAPU House project
22.	<b>Recommendation No.5/PAPU/AC/XXXVII/2018</b>	On support to Palestine for payment of terminal dues and exchange of international mail with Member Countries of the Universal Postal Union
23.	<b>Recommendation No.6/PAPU/AC/XXXVII/2018</b>	On submission of African proposal for reform of the UPU and other related matters to the 5 <sup>th</sup> Extra-Ordinary session of the Plenipotentiary Conference

**DECISIONS, RESOLUTIONS AND RECOMMANDATIONS OF THE 37<sup>TH</sup> ORDINARY SESSION OF THE  
ADMINISTRATIVE COUNCIL**

*Original: English*

**Decision No.1/PAPU/AC/XXXVII/2018**

**On adoption of the annual activity report of Secretary General for 2017-2018**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10<sup>th</sup> to 12<sup>th</sup> April, 2018;**

**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 37<sup>th</sup> 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 37<sup>th</sup> Ordinary Session of the Administrative Council;
- b) To adopt the above-mentioned report.

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

**Decision No.2/PAPU/AC/XXXVII/2018**

**On approval of the Programme of Activities of the Pan African Postal Union for the 2018/2019 financial year**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 37<sup>th</sup> Ordinary Session from 10<sup>th</sup> to 12<sup>th</sup> April 2018 in Algiers, Algeria;**

**Mindful** of Articles 10(2) of the Convention, 5(2-3) of the Detailed Regulations of the Convention and Regulation 10(1) of the Financial Regulations of the Union;

**Having reviewed** the draft programme of activities for the 2018/2019 financial year submitted by the General Secretariat;

**HEREBY DECIDES AS FOLLOWS:**

Approves the annual programme of activities for the 2018/2019 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 Algiers, Algeria, on 12<sup>th</sup> April 2018***

## **Decision No.3/PAPU/AC/XXXVII/2018**

### **On renewal of fixed term appointments**

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10-12 April, 2018;

**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 17 paragraph 1 of the Staff Rules and Regulations of PAPU which stipulates that all contracts for renewal of fixed term positions shall be subject to review by the Administrative Council on the recommendation of the Secretary General;

**Noting** that the requested renewals will be due before the next ordinary session of the Administrative Council;

**Approves in principle**, the renewal of the following appointments subject to satisfactory outcome of the performance and conduct appraisal report:

1. Renewal of the fixed term appointment of Mr. Yonna Fred Singogo as the Accounts Officer of the Union, for one year from 6<sup>th</sup> January 2019 to 4<sup>th</sup> January 2020
2. Renewal of the fixed term appointment of Mr. Jude Ferdinand ASU TARH as the Translator/Interpreter (French to English) for one year from 6<sup>th</sup> January 2019 to 5<sup>th</sup> January 2020.

***Done in Algiers, Algeria, on 12<sup>th</sup> April 2018***

**Decision No.4/PAPU/AC/XXXVII/2018**

**On approval of the Accounts of the Pan African Postal Union for the 2016/2017 financial year**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10-12 April, 2018;**

**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 Rule 39 of the Financial Regulations of the Union;

**Having examined** the financial statements of the Union for the year ended 31<sup>st</sup> May 2017, and the opinion of the External Auditor on the accounts for the same period;

**Having** been further considered and recommended for approval by the Finance and Administration Committee of the Union;

**Mandated by** Regulation 39 paragraph 8 of the Financial Regulations of the Union;

**DECIDES AS FOLLOWS:**

To approve the audited financial statements of the Union for 2016/2017 financial year;

***Done in Algiers, Algeria on 12<sup>th</sup> April, 2018***

**Decision No.5/PAPU/AC/XXXVII/2018**

**On appointment of the External Auditor**

**The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10<sup>th</sup>-12<sup>th</sup> April, 2018;**

**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 39, paragraph 1 of the Financial Regulations of the Union;

**Aware** that the one year tenure of the current external auditors, **Ernst & Young** will expire after the conclusion of the 2016/2017 financial year audit;

**Cognizant** of the provision of Rule 39 paragraph 1 of the Financial Regulations of the Union which stipulates that the mandate of the External Auditors shall run for one year renewable;

**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.

**DECIDES AS FOLLOWS:**

To re-appoint Ernst & Young as the External Auditor of the Union at an annual fee of USD 10,400 for the auditing of the 2017/2018 financial year

***Done in Algiers, Algeria on 12<sup>th</sup> April 2018***



**Decision No.6/PAPU/AC/XXXVII/2018**

**On approval of the Budget of the Union for the 2018/2019 Financial Year**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria from 10-12 April, 2018;**

**Cognizant** of the budget ceiling totaling USD 1,721,052 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 2018/2019 financial year;

**Recognizing** the need for effective implementation of the Resolutions of the 9<sup>th</sup> 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 USD 1,710,872 only being the total annual budget of the Union for 2018/2019 financial year on the prevailing scale of assessment for the current quadrennial cycle;
- ii. To retain and use the same scale of assessment used for the 2016/2017 and 2017/2018 financial years for Member States contribution to the annual budget for 2018/2019 financial year.

**INSTRUCTS AS FOLLOWS:**

- i. That the Secretary General further reviews the approved budget for travel on official missions, and prioritises with a view to embarking only on most important and beneficial ones;
- ii. That the Secretary General ensures that only the funds generated during the financial year are utilised for funding the approved programmes and activities.

***Done in Algiers, Algeria on 12<sup>th</sup> April, 2018***

## **Resolution No.1/PAPU/AC/XXXVII/2018**

### **On implementation of Addressing and Post Code Systems**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 37<sup>th</sup> Ordinary session in Algiers, Algeria from 7<sup>th</sup> to 12<sup>th</sup> April , 2018;**

**Recalling** that a study was commissioned by the Africa Union Commission (AUC) in 2012 to establish Guidelines on Addressing and Postcode Systems in Africa with the ultimate goal of providing an address for everyone;

**Further recalling** that a Validation Workshop adopting the study report was held in Arusha, Tanzania in December, 2014;

**Noting** that Ministers in Charge of Communications and Posts adopted Declaration STC CICT 1 calling upon Member states to incorporate and prioritize addressing and postcode systems project in national development plans, Heads of State and Governments endorsed the project vide Decision EX.CL/Dec.900 (XXVIII) in Addis Ababa in January 2016, while Ministers of Finance, Economic Planning and Integration adopted Resolution No.AUC-L10 urging governments to prioritize the project and include it in national development plans, among other things;

**Acknowledging** that a workshop whose objectives were to sensitize members on addressing and postcode systems, the decisions made on the project by AUC as well as possible sources of funding, was held in Arusha in December 2017;

**Further acknowledging** that during the said workshop the final report on the addressing and post code system guidelines was formally distributed;

**Aware** that a number of addressing solutions were presented during the workshop and are available on the market;

**Considering** that the UPU is available to provide technical support to Member States;

**Mindful** that the growth in e-commerce volumes in Africa at an average rate of 25% against a world average of 16% calls upon all African countries to expedite implementation of addressing and postcode projects to be able to deliver e-commerce items to the door step.

**RESOLVES** that:

Member States should expedite the implementation of addressing and post code systems in line with the study report guidelines;

**URGES:**

Member States to:

- Prioritize the project in national development plans;
- Explore multiple sources of funding for the implementation of the project;
- Select a suitable solution from the various ones available on the market;
- Consider the offer made by Egypt Post for free hosting of addressing and post code systems for members on its platform/infrastructure;
- Comply with the S42 addressing standards.

**INSTRUCTS:**

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

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

## **Resolution No.2/PAPU/AC/XXXVII/2018**

### **On compliance with the S58 and S59 security standards**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 37<sup>th</sup> Ordinary session in Algiers, Algeria from 7<sup>th</sup> to 12<sup>th</sup> April , 2018;**

**Recalling** Resolution No. 05/PAPU/AC/XXXVI/2016 and Resolution No.02/PAPU/AC/XXXVI/2017 made by the 35<sup>th</sup> and 36<sup>th</sup> Administrative Councils on the implementation of regional postal security strategy;

**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** the importance of security in fostering the integrity of the postal network and the need by member states to comply with the set security standards, namely, S58 and S59;

**Noting** that compliance with S58 and S59 standards is one of the milestones of the Operational Readiness for E-commerce (ORE) project;

#### **RESOLVES** that:

Member states expedite the necessary security initiatives and activities to ensure compliance with the standards;

#### **URGES:**

Designated Operators to:

- Establish security units within their organizations;
- Designate security experts to ensure compliance with the set standards;
- Update national lists of prohibited items;
- Ensure security certification by the end of 2019.

#### **INSTRUCTS:**

**PAPU General Secretariat to coordinate implementation of the regional postal security strategy and report progress to the Administrative Council**

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

## **Resolution No.3/PAPU/AC/XXXVII/2018**

### **On implementation of the regional quality of service project - Operational Readiness for e-commerce (ORE)**

The Administrative Council of the Pan African Postal Union (PAPU), during its 37<sup>th</sup> Ordinary session in Algiers, Algeria, from 7<sup>th</sup> to 12<sup>th</sup> April, 2018;

**Cognizant** that the key objective of the Istanbul World Postal Strategy (IWPS) adopted by the 26<sup>th</sup> Universal Postal Union (UPU) Congress was to improve the interoperability of the postal network by ensuring improved quality of service, efficient and secure supply chains, development of standards and information systems, as well as streamlined operational processes and regulations, among others.

Acknowledging **Africa's priority level one for the period 2017-2020, namely: 'Improvement of operational efficiency and e-commerce development'**;

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"**;

**Bearing in mind** the importance of quality of service and efficient supply chain in operational readiness for e-commerce;

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

Aware of the finalization of national roadmaps and action plans by participating member states;

### **RESOLVES as follows**

Designated Operators to:

- Actively participate in the ORE project to fully prepare the region for e-commerce;
- Commit to implementation of national roadmaps and action plans;
- Fully participate in all activities that maybe organized by both PAPU and UPU.

### **URGES**

Postal Regulators to monitor and evaluate progress, as well as assist where necessary to ensure full funding of activities related to the project;

### **INSTRUCTS**

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

***Done in Algiers, Algeria on 12<sup>th</sup> April, 2018***

*Report of the 37<sup>th</sup> Ordinary session of PAPU Administrative Council. Algiers, Algeria 10-12 April, 2018*

## **Resolution No.4/PAPU/AC/XXXVII/2018**

### **On implementation of Digitization and Financial Inclusion Projects**

The Administrative Council of the Pan African Postal Union (PAPU), during its 37<sup>th</sup> Ordinary session in Algiers, Algeria from 7<sup>th</sup> to 12<sup>th</sup> April , 2018;

**Recalling** Resolution L-12 made by the Joint African Union and the United Nations Economic Commission for Africa Ministers of Finance on Postal Financial Services in 2014, especially on the need for development partners such as the Bill and Melinda Gates Foundation and others to assist the poor;

**Further recalling** Resolution No.09/PAPU/AC/XXXVI/2017 made by the 36<sup>th</sup> Administrative Council on the development of postal financial services in Africa;

**Mindful that** Financial Inclusion was identified as level two priority by the Istanbul World Postal Strategy (IWPS) and that it is in line with the United Nations Sustainable Development Goal 6 as well as Aspiration 1 of the African Union Agenda 2063;

**Acknowledging** that the Universal Postal Union (UPU) International Bureau launched a Financial Inclusion Technical Assistance facility to be funded by the Bill & Melinda Gates Foundation as well as VISA;

**Further acknowledging** that the UPU will provide technical and financial assistance to members for implementation of Digitization and Financial Inclusion projects under the Facility;

#### **RESOLVES** that:

Member states should embrace financial inclusion initiatives to facilitate the provision of efficient and cost effective financial services;

#### **URGES:**

Designated Operators to formulate project proposals within the scope of the Facility as well as its objectives and submit to the UPU International Bureau for consideration;

#### **INSTRUCTS:**

PAPU General Secretariat to monitor the developments and report to the Administrative Council

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

## **Resolution No.5/PAPU/AC/XXXVII/2018**

### **On implementation of the Customs Declaration System (CDS)**

**The Administrative Council of the Pan African Postal Union (PAPU), during its 37<sup>th</sup> Ordinary session in Algiers, Algeria from 10<sup>th</sup> to 12<sup>th</sup> April , 2018;**

**Aware** that the Customs Declaration System (CDS) developed by the UPU's Postal Technology Centre (PTC) is a standard IT system used for the exchange of electronic customs declaration pre-advise messages;

**Acknowledging** that CDS facilitates postal customs clearing and addresses security issues through the exchange of Electronic Advance Data (EAD);

**Cognizant** of the fact that Africa has not been spared in the increase in e-commerce volumes particularly inbound small packets containing goods that need customs clearance;

**Conscious** of the fact that currently DOs are processing of inbound items manually where customs officials have to open over 70% of items, which negatively affects the processing and delivery timelines;

**Mindful** of the fact that due to the security requirements in many advanced economies, there will be more and more legal enforcements to provide electronic advance data on postal items containing goods;

**Further acknowledging** that implementation of CDS will enable participating designated operators to exchange EDI messages on items with goods (small packets and parcels), Exchange Electronic Advance data, check security alerts or other feedback information from destination customs and thereby speeding customs clearance;

**Considering** that implementation of CDS is one of the milestones of the Operational Readiness for E-commerce (ORE) project and is therefore included in all participating countries' roadmaps for the project to ensure readiness for e-commerce;

#### **RESOLVES** that:

Member states take the necessary measures to implement CDS and ensure exchange of Electronic Advance Data (EAD) with customs;

#### **INSTRUCTS:**

**PAPU General Secretariat to coordinate implementation and report progress to the Administrative Council**

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

## **Resolution No.6/PAPU/AC/XXXVII/2018**

### **On improvement of delivery standards**

The Administrative Council of the Pan African Postal Union (PAPU), during its 37<sup>th</sup> Ordinary session in Algiers, Algeria from 10<sup>th</sup> to 12<sup>th</sup> April , 2018;

**Bearing in mind** the importance of quality of service in the global postal network and the inevitable developments in the remuneration systems for international postal products;

**Aware** that Africa is lagging behind in quality of service performance and meeting the end to end target of J+5 @ 85%, with an average transmission of 11.5 days during the last cycle;

**Acknowledging** that the Quality of Service Group under Committee 2 (Physical Services and e- commerce Integration) of POC is in the process of reviewing the E2E performance target since most countries across different regions could not meet the target of J+5 @85% during the last UPU congress cycle;

**Further acknowledging** that pilot tests to validate the proposed regional E2E standards will be conducted by the Quality of Service Group in the near future;

**Noting** the decline in participation in quality of service control tests organized by the PAPU Secretariat year in and year out, as well as the unreliability of manual tests;

**Cognizant** of the fact that Global Monitoring System (GMS) gives member countries access to state-of-the-art technologies and more objective means of monitoring and improving their quality of service;

#### **RESOLVES** that:

Member States implement GMS to ensure objective quality of service measurement;

#### **URGES:**

Designated Operators to:

- Participate in the pilot tests to ensure that realistic standards are set;
- Take appropriate measures to improve on mail transmission times to ensure that the revised targets can be met.

#### **INSTRUCTS:**

PAPU General Secretariat to report progress to the Administrative Council

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***



**Resolution No.7/PAPU/AC/XXXVII/2018**

**Adopting Terms of Reference (ToRs) for the engagement of a consultant to an African Postal Directive**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10 to 12 April 2018;**

**Mindful** of PAPU's mission to harmonize policies and regulations in Africa's postal sector;

**Mindful** of Resolution No. 18/PAPU/AC/XXXVI/2017 by the 36<sup>th</sup> Ordinary Session of the Administrative Council on Postal Regulation;

**Considering** the Terms of Reference (ToRs) for the engagement of a consultant to draft the African Postal Guidelines;

**Desirous** of bringing all Member States to the same level in terms of postal regulation;

**HEREBY RESOLVES AS FOLLOWS:**

- Adopts the Terms of Reference (ToRs) for the engagement of a consultant to draft the African Postal Guidelines, as set out in the Annex hereto;

**INSTRUCTS**

- The General Secretariat to implement this resolution

***Done in Algiers, Algeria, on 12<sup>th</sup> April 2018***

**Resolution No.8/PAPU/AC/XXXVII/2018**

**On the commissioning and updating of the new online Africa postal statistics database**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10 to 12 April 2018;**

**Considering** the paramount importance of statistics for the economy as a whole and the postal sector in particular;

**Aware** that they provide information on the trends and strengths of the sector and inform decisions made by the organs of the Union;

**Taking note** that most African posts lack updated statistical data;

**Desirous** of enabling the organs of the Union to effectively set out objectives and activities, while monitoring same;

**HEREBY RESOLVES AS FOLLOWS:**

- The commissioning and updating of the new online Africa postal statistics database at the PAPU General Secretariat;

**URGES**

- Member States to support the General Secretariat in populating the online Africa postal statistics database on PAPU website;

**INSTRUCTS**

The General Secretariat to implement this resolution

***Done in Algiers, Algeria, on 12<sup>th</sup> April 2018***

**Resolution No.9/PAPU/AC/XXXVII/2018**

**On postal regulation**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 37<sup>th</sup> Ordinary Session from 10<sup>th</sup> to 12<sup>th</sup> April 2018 in Algiers, Algeria;**

**Mindful** of Resolution No.18/PAPU/AC/XXXVI/2017 on postal regulation;

**Mindful** of the Declaration of the 2<sup>nd</sup> Postal Regulators Forum held on 11<sup>th</sup> April 2018 in Algiers, Algeria;

**Acknowledging** the fact that the regulatory function entails proper legal and financial autonomy;

**Having noted** the inception of the process to come up with harmonized regulatory guidelines for the African continent;

**Aware** of the need to put all Member States on the same wavelength in this area;

**HEREBY RESOLVES AS FOLLOWS:**

Urges Member States to set up:

- Regulatory bodies in the form of independent administrative authorities with organic and functional independence;
- A policy and regulatory framework that fosters digital financial inclusion and clearly circumscribes the scope of postal financial regulation.

**INSTRUCTS:**

- The General Secretariat to fast-track the process to come up with harmonized regulatory guidelines for the African continent pursuant to Resolution No.18/PAPU/AC/XXXVI/2017;
- The General Secretariat to implement this Resolution.

***Done in Algiers, Algeria, on 12<sup>th</sup> April 2018***

## Resolution No.10/PAPU/AC/XXXVII/2018

### On Adoption of a Policy on Provision on Outstanding Financial Contributions

The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria from 10-12 April, 2018;

**Mandated** by Article 10 paragraph 2 of the Convention of the Pan African Postal Union;

**Considering** also Regulation 24 of the Financial Regulations of the Pan African Postal Union;

**Recalling** the recommendation of the External Auditors of PAPU in their report to the 36<sup>th</sup> ordinary Administrative Council on the 2014/2015 and 2015/2016 financial statements on the need for adoption of a policy for provision on outstanding financial contributions;

**Having examined** the advice of the African Union Commission on the Union's request for assistance to establish a policy on making provision on outstanding sovereign debts;

#### RESOLVES AS FOLLOWS:

- i. For accounting purposes only, to establish a policy for making provision on outstanding contributions;
- ii. To adopt the following rates for making provision on outstanding financial contributions:

<b>Age</b>	<b>Rate</b>
0-2 years	0%
3 years	25%
4 years	50%
5 years	75%
Above 5 years	100%

**Instructs the Secretary General to implement the new policy with effect from 2017/2018 financial year**

***Done in Algiers, Algeria on 12<sup>th</sup> April 2018***

## **Resolution No.11/PAPU/AC/XXXVII/2018**

### **On Construction of PAPU House building Project**

The Administrative Council of the Pan African Postal Union (PAPU) meeting, during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria from 10-12 April 2018;

**Considering** the mandate given by the 32<sup>nd</sup> Ordinary Sessions of PAPU Administrative Council authorizing the contribution of USD 2,000,000 towards the financing of the PAPU House;

**Further considering** the subsequent approval of the Plenipotentiary Conference instructing the Secretary General to pursue all other sundry matters related to the realization of the project;

**Having examined** the report of the Secretary General on the project emphasizing the need for an additional equity contribution to balance the equity and debt funding of the project;

**Desirous** of realizing the goal and objectives of the project as approved by the Plenipotentiary Conference;

#### **RESOLVES AS FOLLOWS:**

- 1) To authorize an increase in the equity cash contribution of the Union to PAPU House project from USD 2 million to USD 4 million;
- 2) To source for USD 1 million from the Reserve Fund as part of equity contribution to the project;
- 3) To request for additional USD 1 million contributions from willing Member States and Partners in form of voluntary contributions, advances to the projects and soft loans at not more than 5% interest rate per annum, towards financing the project;
- 4) To issue a commendation letter to the Government of the United Republic of Tanzania for their additional financial support towards equity funding of the project and also for restoring the original land that was allocated to PAPU for its headquarters building.

***Done in Algiers, Algeria on 12<sup>th</sup> April 2018***

## **Recommendation No.1/PAPU/AC/XXXVII/2018**

**On submission of a Decision to amend the Acts of the Union during the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10 to 12 April 2018;**

**Mindful** of Article 5 (8) of the Detailed Regulations of the Convention;

**Cognizant** of the fact that the Acts of the Union are outdated and need to be revised to meet the demands of the current dispensation;

**Having reviewed** the proposed amendments to the Convention and its Detailed Regulations;

**Persuaded** that the proposed amendments should align the Acts to the current dispensation;

**Noting** that authority to consider these amendments lies with the Plenipotentiary Conference;

### **RECOMMENDS**

- The referral of the item on the opening of offices and regional representations, to the Administration and Finance Committee to assess the costs of the proposal;
- The validation of the provision relating to the possibility for the Assistant Secretary General to vie for the position of Secretary General after serving his two mandates, following a large vote in its favor by the Council;
- The introduction of new working languages subject to support of interpreting and translation costs by the relevant language groups;

### **RECOMMENDS THEREFORE**

The adoption of the amendments to the Acts, namely the Convention of the Union and the Detailed Regulations thereof, as set out in the Annex hereto;

### **INSTRUCTS**

The General Secretariat to submit the related Draft Decision during the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference for adoption

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

**Recommendation No.2/PAPU/AC/XXXVII/2018**

**On submission of a Decision to amend the Financial Regulations during the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 37<sup>th</sup> Ordinary Session in Algiers, Algeria, from 10 to 12 April 2018;**

**Mindful** of Article 5(8) of the Detailed Regulations of the Convention;

**Mindful** of Regulation 38 of the Financial Regulations of the Union;

**Considering** that the Tenders Committee is a vital in the Union's procurement process;

**Considering** that good governance principles require a segregation of tender selection functions from tender award functions;

**Aware** of the fact that the Secretary General of the Union signs the letters of award and equally sits on the Tenders Committee;

**Mindful** of the need to remedy the situation by clearly identifying and separating the different functions;

**HEREBY RECOMMENDS AS FOLLOWS:**

The Plenipotentiary Conference should amend the Financial Regulations of the Union as follows:

*"All contracts relating to the purchase of goods and provision of service shall be concluded on behalf of the Union by the Secretary General. They shall be subject to the procedures of direct purchase, consultation or tender according to levels fixed by the Council. A Tenders Committee is set up within the General Secretariat. It comprises the Assistant Secretary General and Heads of Department. The Secretary General shall sign the letters of award."*

**INSTRUCTS**

The General Secretariat to submit these proposals during the 5<sup>th</sup> Extraordinary Session of the Plenipotentiary Conference for adoption

***Done in Algiers, Algeria, on 12<sup>th</sup> April 2018***

## **Recommendation No.3/PAPU/AC/XXXVII/2018**

### **On an African proposal for reform of the contribution system applied to UPU Member Countries and the Provident Scheme of the Union**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 37<sup>th</sup> Ordinary Session from 10<sup>th</sup> to 12<sup>th</sup> April 2018 in Algiers, Algeria;**

**Mindful** of Decision No.07/PAPU/AC/XXXVI/2017 on the establishment of an African Support Committee for the organization of the UPU Extra Ordinary Congress in 2018 and the 27<sup>th</sup> Congress in 2020, and monitoring of key pending UPU matters;

**Cognizant** of Africa's role in finding solutions to the key issues pending at the UPU;

**Aware** of the risk of a further decline in the financial situation of the Provident Scheme;

**Mindful** of Resolution C 31/2016 passed by the 26<sup>th</sup> UPU Congress to ensure sustainability of the Union's Provident Scheme;

**Recognizing** the fact that the establishment of a sustainable contribution system based on fair criteria is not only a priority but equally a fundamental factor in reforming the Union;

**Mindful** of Resolution C 29/2016 passed by the 26<sup>th</sup> UPU Congress to reform the contribution system applied to UPU Member Countries;

**Bearing in mind** the principle of solidarity among all regions;

#### **RECOMMENDS AS FOLLOWS:**

- Retain, for the 2020-2024 cycle, the same level of financial contribution set out during the Istanbul Congress cycle;
- Recapitalize the Union's Provident Scheme by contributing the difference between the current contribution level and the level to be set out;

#### **INSTRUCTS:**

PAPU General Secretariat to work with Tunisia towards the presentation of this Recommendation to the Council of Administration of the UPU

***Done in Algiers, Algeria, on 12<sup>th</sup> April 2018***



**Recommendation No.4/PAPU/AC/XXXVII/2018**

**On conversion of the debt of the People's Democratic Republic of Algeria into en-bloc payment of approximately USD 500 000 to finance the PAPU House project**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 37<sup>th</sup> Ordinary Session in Algiers, Algeria from 10-12 April, 2018;**

**Mindful** of the provisions of article 17 of the Detailed Regulations of the Convention on the sanctions that may be imposed on Member States whose contribution is in arrears for two consecutive years;

**Considering** the reactivation of Algeria's membership of PAPU and continuing active participation in the activities of the Union since 2015/2016 financial year;

**Noting** that Algeria has already commenced and continues to settle her annual financial contributions from 2015/2016;

**Having examined** Algeria's offer to donate USD 500,000 to make up the Union's additional equity contribution to the PAPU House project;

**Recognizing** Algeria's offer to pay this amount at once after the current session of the Administrative Council;

**Desirous** of bringing together all the willing Member States of the African Union under the Pan African Postal Union for a more coherent development of postal services on the continent;

**Conscious** of past gestures extended to other Member States that showed strong willingness and commitment to pay their annual contributions and settle part of their outstanding contributions;

**HEREBY RECOMMENDS AS FOLLOWS:**

- i. Converts all the outstanding contributions of Algeria to en-bloc contribution of USD 500,000 to finance the construction of PAPU House;
- ii. Commends Algeria for its renewed commitment towards participation in the Union's activities.

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

## **Recommendation No.5/PAPU/AC/XXXVII/2018**

**On support to Palestine for payment of terminal dues and exchange of international mail with Member Countries of the Universal Postal Union**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting in its 37<sup>th</sup> Ordinary Session in Algiers, Algeria from 10<sup>th</sup> to 12<sup>th</sup> April, 2018;**

**Acknowledging** the request submitted by Algeria and Egypt through the African Support Committee calling on PAPU members to support Palestine's claim of its entitlement to revenues for processing incoming international letter post, parcels and express items, pursuant to UPU rules;

**Affirming** that it is the inalienable right of every member country of the Universal Postal Union to receive payment for services rendered to other member countries as enunciated in Article 28 of the Convention of the Universal Postal Union;

**Noting** that Palestine has continued to receive and process mail for delivery within the confines of its territory;

**Recalling** Congress Resolution C115/1999 of the Beijing Congress, conferring upon Palestine in her capacity as an observer the rights of directly exchanging postal services with Union member countries;

**Further recalling** that in 2008 the UPU Council of Administration passed Resolution CA 4/2008.3, decided that Palestine shall be classified for terminal dues and Quality of Service Fund purposes;

**Cognizant** of the fact that in 2012 the UPU Council of Administration passed Resolution CA 1/2012.1 on the matter and decided that Union member countries and their designated operators need to:

- Take all necessary steps, and make use of all necessary documents, to enable the Palestine Post to recover terminal dues and other remunerations relating to the handling of parcels and EMS items on the basis of the UPU Acts;
- Settle the sums due to the Palestine Post.

**Mindful of the fact** that the African postal fraternity has always recognized that Palestine's claim is legitimate and should be respected;

### **HEREBY RECOMMENDS AS FOLLOWS:**

That PAPU Member States should implement Universal Postal Union resolutions on the entitlement of the Palestine that fulfill the ultimate goals of the Union as contained in the Acts;

### **URGE**

Member States of the Pan Africa Postal Union to give all the necessary support to the realization of this objective;

### **INSTRUCTS:**

The General Secretariat to escalate this Recommendation to the Plenipotentiary Conference for approval

***Done in Algiers, Algeria, on 12<sup>th</sup> April 2018***

## **Recommendation No.06/PAPU/AC/XXXVII/2018**

On submission of African proposal for reform of the UPU and other related matters to the 5<sup>th</sup> Extra-Ordinary session of the Plenipotentiary Conference

**The Administrative Council of the Pan African Postal Union (PAPU), during its 37<sup>th</sup> Ordinary session in Algiers, Algeria from 10<sup>th</sup> to 12<sup>th</sup> April , 2018;**

**Considering** Decision No.07/PAPU/AC/XXXVI/2017 on the establishment of an African Support Committee for the organization of the UPU Extraordinary Congress in 2018, the 27<sup>th</sup> Congress in 2020 and monitoring of pending UPU matters;

**Considering** Article 5 paragraph 4 of the Convention which mandates the Union to harmonize, as far as possible the position of Member States during international meetings in the field of postal services and in particular at UPU meetings;

**Conscious** of the need to harmonize African positions on key content issues in preparation of the UPU 2018 Extra-Ordinary Congress to be held in Addis Ababa, Ethiopia in September 2018;

**Noting** that the African Support Committee report focused on key thematic issues of the UPU as tabulated in the attached annex;

**Bearing in mind** the principle of maintaining solidarity among the different regions of the global postal community;

### **RECOMMENDS:**

The adoption of the African Support Committee report attached to the recommendations;

### **INSTRUCTS:**

PAPU General Secretariat to coordinate the implementation of these recommendations

***Done in Algiers, Algeria, on 12<sup>th</sup> April, 2018***

## PROPOSALS ON HARMONIZATION OF POSITIONS

Subject	Congress Proposal	Reasons/ Key Elements	Regional Position
Reform of the Union	Resolution C27/2016 on Management of the work of the Union – Reform of the UPU	<ul style="list-style-type: none"> <li>- Make decisions more swiftly and enhance efficiency;</li> <li>- Manage resources more effectively;</li> <li>- Enhance the role and relevance of the Union.</li> </ul>	To be supported
Proposal for a model of alternative contribution in order to ensure the long term financial viability of the Union	Resolution C29/2016 on Reform of the system applied to contributions by Union member countries	To achieve a fair minimum contribution as well as additional criteria for the proposed future contribution model	To be supported since no African country is negatively affected.
Future sustainability of the Union's Provident Scheme	Resolution C31/2016 on Future sustainability of the Union's Provident Scheme	Actuarial valuation of the Fund revealed a deficit and that it will not be sustainable in the long run	To be supported since the proposal does not involve extra contribution by Member States.
Integrated Product Plan (IPP)	Resolution C15/2016 on implementation of the Integrated Product Plan	<p>Classification based on content (goods and documents)</p> <p>An updated modernized and differentiated portfolio of physical products</p> <p>Opportunities for e-commerce</p> <p>Elimination of overlaps</p>	<p>POC proposal to be supported</p> <p>Not to support any alternative proposal that will have a negative impact on terminal dues and QSF contributions</p>
Integrated Remuneration Plan (IRP) turned towards the future, with a view to streamline, modernize and integrate UPU remuneration systems	Resolution C24/2016 on Istanbul Business Plan	<p>Revised remuneration systems in response to IPP product matrix</p> <p>Study of gaps and relationship between remuneration systems</p> <p>Development of an integrated remuneration system for submission to 2020 Congress</p>	To support POC IRP proposal of a general nature to enable continuation of work and studies before submitting a fully integrated remuneration system to 2020 congress.