



MINISTERIAL ROUND TABLE AND POSTAL BUSINESS DIALOGUE

PAPU TOWER: Inspiring the African Postal Sector Transformation to Anchor Digital and Smart Economies

**PAPU HQ
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VISION

To be a Single Postal network for Africa that efficiently connects the African citizens to domestic and global markets, seamlessly, through high quality physical and digital products and services”

MISSION

To spearhead development of the postal sector in Africa and encourage cooperation among stakeholders, through promoting digital reforms in physical, electronic and financial postal services.

PAPU STRATEGIC GOALS : 2021-2025	
GOAL 1: SENSITIZE	Encourage Governments to create an environment more conducive to development of an inclusive postal sector
GOAL 2: SUPPORT	Support Africa’s postal sector for it to develop a harmonized policy, legal, Regulatory, standardization and technological framework
GOAL 3: BUILD	Build the capacities of designated operators for them to successfully implement transformation agenda
GOAL 4: CONSOLIDATE	Consolidate the performance of the General Secretariat

ACTS OF THE PAN AFRICAN POSTAL UNION: ARTICLE 9 – OBJECTIVES OF THE UNION	
The objectives of the Union shall be to:	
1. Foster Development Cooperation in postal services among Member States	6. Promote Research & Development in the Postal Sector
2. Promote and facilitate Access to quality Universal Postal Services	7. Promote Regional Projects for developing the African Postal Network
3. Promote and facilitate Reform of the postal sector	8. Promote the Development of New Postal products & services
4. Promote and facilitate Technical Assistance in the Postal Sector	9. Promote the Sustainable Development of the Postal sector
5. Promote and advance common positions of Member States on Postal Issues	10. Promote Affirmative Action in the development of the postal sector

1.0 PAPU MANDATE AND PURPOSE

The Pan African Postal Union (PAPU) is a specialized agency of the African Union (AU) charged with spearheading and coordinating the development of postal services in Africa. PAPU’s core mandate includes enabling the postal sector to become an essential component of the digital economy; sensitizing African leaders to prioritize and include the postal sector in National Development Plans; supporting the development of a Regional ‘universal service model’; and strengthening Africa’s voice in global postal dialogues.

Based on the overarching aim of promoting socio-economic development and contributing to the achievement of the African Union Agenda 2063 and the UN SDGs, the Postal Sector in Africa is pursuing digitalization of services and modernization of postal infrastructure in order to focus on the four key areas indicated below which are in harmony with the UPU Vision:

- Governments should decrease gaps in postal development through increased investments and focused policies, and promote various ways to utilize the postal network for socio-economic development;
- Regulators should harmonize and enhance the sector's regulatory framework;
- Operators should seek to enhance their performance by implementing diversified strategies and operational improvements; and
- Other stakeholders from the private sector and public institutions should pursue Partnerships with the postal sector by engaging with Designated Operators.

2.0 THE ROLE OF POSTAL SERVICES IN AFRICA

The postal service is a “platform that connects people through exchanges and flows of information, money and goods’

- i) The Post provides logistics and distribution of goods, financial services, and mail matter
- ii) The Post is a developmental institution that can be utilised to roll out Government programs and projects as well as bridge the digital divide.
- iii) E-Government: provision of Government services through the digital channels e.g. national documents like passports, birth certificates, various licences.
- iv) Financial Inclusion – In some instances Post Offices are the sole outlets left in the community providing access to cash, remittances and banking services.
- v) Trade Facilitation: promoting cross-border trade and provision of E-commerce to support Small and Medium-sized Enterprises that lack access to global markets.
- vi) Essential services provider e.g. delivery of medicines, personal Protection Equipment (PPEs), Vaccines, food hampers, financial remittances etc during COVID 19 induced National Lockdown periods.
- vii) Contribution to Regional and Global integration by playing a leading logistics role in the African Union's African Continental Free Trade Area (AfCFTA)
- viii) Linking with the African citizens and their loved ones in the Diaspora.

3.0 POSTAL SECTOR DYNAMICS

The following forces have changed and shaped the Postal Models in the past decade:

1. Changing customer needs;
 - ✓ Global access to supply of goods
 - ✓ On-line shopping
2. Globalization of postal markets:
 - ✓ No geographic boundaries for buyers and suppliers.
3. Increased competition;
 - ✓ Distribution services – local and international players
 - ✓ Financial services- banks, Money transfer agents, Mobile money operators
 - ✓
4. Deregulation and commercialization;
 - ✓ Opening up of the sector to other players
 - ✓ Transformation of DOs to commercial corporate entities
5. Emergence of Regulatory environment;
 - ✓ Licensing and enforcement
 - ✓ Quality and performance standards

6. ICT Revolution and the digital convergence of services due to the rapid growth in technological developments;
 - ✓ Digitalization – utilization of electronic internet-based solutions and mobile solutions
 - ✓ Convergence: Fourth Industrial revolution: Combination of cyber-physical systems, the Internet of Things, and the Internet of Systems.
 - ✓ Internet of Postal Things (IPOT)
 - ✓ Drone Deliveries
 - ✓ Big Data Analytics
 - ✓ Block Chain technology – the underlying technology of cryptocurrencies.
 - ✓ Crypto Currencies and their workhorses (the bit coin)
 - ✓ Twitter-Crypto or Tweet Coin
 - ✓ Artificial Intelligence and Robotics

4.0 THE DIGITAL POST: REAPING OPPORTUNITIES FROM THE DIGITAL ECONOMIES.

‘The Post can be at the centre of a whole new world connecting the flowing streams of information, goods and currencies that hold the world together as an enabler of sustainable development and of happiness of individuals and communities it serves’ Author Unknown

- ✓ Extension of the old core of the post into the next century technology by building platforms which are opened to others to achieve business growth and to participate as service and technology partners. The Post must offer services that are technology - inspired and supported by robust technology applications that are interoperable and scalable.
- ✓ The digitization of the Post should reposition the sector so that it plays a pivotal role in digital economies as a successful platform for the two economies – the virtual and real world.

In this connection, it is necessary to establish the following:

- a) Necessary infrastructure, hardware, and software:
 - ✓ Electrification & Connectivity;
 - ✓ Digital systems and tools
- b) Digital Post Capabilities (Smart Post Office):
 - ✓ Smart Cities; Smart Agriculture; Smart Tourism
 - ✓ E-Health; E-Mining; E-Education

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