OPERATIONS AND TECHNOLOGY COMMITTEE (OTC)
24th, 28th AUGUST 2023 ARUSHA, TANZANIA

STATUS REPORT ON POSTAL DIGITALIZATION IN AFRICA

1. Subject	References/Paragraphs
Status Report on Postal Digitalization in Africa	• PAPU Action Plan 2022-2025 • Questionnaire on Implementation of Digitalization of Postal Services in Africa
2. Decision expected • Note the Status Report • Guide possible interventions	

1.0 INTRODUCTION

Following the adoption of the Operations and Technology Action Plan during the 40th Ordinary Session of the PAPU Administrative Council held in Kinshasa, Democratic Republic of Congo (DRC), the PAPU Digitalization and Innovation (DIG) Working Group is undertaking a number of activities to implement the Plan.

One main activity being implemented on digitalization is the Project on Improvement of Digitalization of Postal Services in Africa. The African Union Commission (AUC) in collaboration with PAPU and UPU, commissioned a study funded by the French Government to assess the level of digitalization in the African Post and came up with recommendations to be implemented across the continent.

A Questionnaire on the **Status of Implementation of Digitalization of Postal Services in Africa,** mainly stemming from the study's recommendations, was approved by the Digitalization and Innovation Working Group during its meeting on 25th April 2023. The objective of the questionnaire was to elicit and collect information on the Digitalization of Postal Services in Africa with a view to establishing the status in the Member States and using the information obtained as a baseline for interventions.

2.0 QUESTIONNAIRE ON THE STATUS OF IMPLEMENTATION OF DIGITALIZATION OF POSTAL SERVICES IN AFRICA

The questionnaire covered five (5) main pillars with different milestones on the digitalization of Postal Services as follows:

i.   Financial and Postal Payments Services;
ii.   Mail Services;
iii.   Supply Chain Integration;
iv.   Infrastructure and Mobile Applications;
v.   Support Functions.

It was circulated to Member States on 4th May 2023 with a deadline for the submission of the completed questionnaires of 26th May 2023. Due to the few responses received, the General Secretariat sent a reminder on 17th July 2023 to ensure that more Designated Operators submit their responses. The ultimate objective is to get all Member States to respond to help establish their baseline position.

3.0 STATUS OF IMPLEMENTATION

At the time of the analysis, twenty-six (26) responses had been received, representing 58% of PAPU Member States. These were: Angola, Botswana, Burkina Faso, Burundi, Comoros, Democratic Republic of Congo, Egypt, Ethiopia, Eswatini, Ghana, Guinea, Kenya, Lesotho, Madagascar, Malawi, Mali, Morocco, Namibia, Nigeria, Sierra Leone, Senegal, South Africa, Tanzania, Uganda, Zambia and Zimbabwe.

The status of the Member States is presented in Annex 1 of this document.

4.0 DECISION EXPECTED

The Committee is requested to note the status of the report and recommend further action on the interventions on identified gaps.