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

PROGRESS REPORT ON THE PROGRAMME OF ACTIVITIES OF THE OPERATIONS AND TECHNOLOGY COMMITTEE (2022/23)

1. Subject	References/Paragraphs
Progress Report on Programme of Activities of the Operations and Technology Committee	**PAPU Action Plan 2022-2025**
2. Decisions Expected • Take note of Progress made; • Apprise the Administrative Council (AC)	

1.0 INTRODUCTION

The Administrative Council, during its 40th ordinary session, approved a consolidated Action Plan for the Union for the period 2022-2025. During the 2022/2023 financial year, the Operations and Technology Committee undertook a number of activities in the implementation of the Programme of Activities through its Working Groups and Task Force namely:

    i.   Remuneration Working Group

ii.   Digitalization and Innovation Working Group
iii.   Promotion of Philately Working Group
iv.   Supply Chain Working Group;
   a.   PAPU-AFRAA Task Force.

2.0 STATUS OF IMPLEMENTATION OF ACTIVITIES

The progress made in implementing the Operations and Technology activities is presented in Annex 1.

3.0 CONCLUSION

The Committee is requested to note the progress made in implementing the Action Plan and apprise the Administrative Council accordingly.

				COMMITTEE 1: OPERATIONS & TECHNOLOGIES COMMITTEE (OTC) 2022-2023		
S/N	KEY RESULT AREA		MILESTONE	BY WHEN	Done	In progress	Not Done
REMUNERATION WORKING GROUP							
1.	Letter Post Remuneration System	i)	Unpack the Remuneration model	Q3 2022	✅		
		ii)	Outline rates for different letter post services, including value-added and supplementary services	Q3 2022	✅		
		iii)	Enumerate implications of the Remuneration System in Africa	Q4 2022	✅		
		iv)	Organize a Remuneration Working Group Meeting	Q4 2022	✅		
		v)	Solicit feedback from Member States (Questionnaire)	Q1 2023	✅		
2.	Parcel Post Remuneration	i)	Expound the Parcel Post Remuneration Model	Q2 2023	✅		
		ii)	Explain the Quality Performance system of the Parcel Post Remuneration system	Q2 2023	✅		
3.	Integrated Product Plan	i)	Integrated Product Plan Model	Q4 2022		🟧	

#		Activity	Timeline			
		ii) Integrated Remuneration Plan	Q4 2022		🟧	
		iii) Organize a Remuneration Working Group Meeting	Q1 2023	🟩		
		iv) Seek feedback from Member States (Questionnaire)	Q1 2023	🟩		

		DIGITALIZATION AND INNOVATION WORKING GROUP				
4.	**Model Digital Post Office**	i) Develop a Digital Post Office Model benchmarked from other regions and industries; ii) Develop a Digital Transformation Framework and roadmap for the Posts of Africa; iii) Adopt a streamlined postal digital transformation program iv) Pursue coordinated implementation by Member States' DOs	Q1 2023		🟧	
5.	**Digital Infrastructure and modernization of operations**	i) Provision of digitization environment and infrastructure within Member States to cover the following: • Electrification and alternative power sources • Internet connectivity • Networking of offices • Cloud computing	Q2 2023		🟧	
		i) Participation in the Digitalization and Innovation projects in partnership with relevant industry stakeholders	Q4 2022	🟩		
6.	**Postal home-grown digital innovations**	i) Develop own digital solutions: • Software • Applications	Q2 2023		🟧	
		ii) Participate in Innovation exhibitions and competitions like the World Summit on the Information Society (WSIS)	Q3 2022	🟩		
		i) Organize a workshop on Digital Transformation and Financial Inclusion	Q4 2022		🟧	

#	Activity		Description	Timeline				
7.	**Communication and Feedback on Digitalization and Innovation Progress**	i)	Members' active participation in the different projects • Regional/Global Meetings on Innovation and Product Development • Digitization implementation initiatives ii) Information feedback from Member States on the implementation of the projects	Annually	🟩			
			PHILATELY WORKING GROUP					
8.	**New trends and innovations in philately business**	i)	Share information on the latest global trends and innovations in philately	Q1 2023	🟩			
		ii)	Share information on new philatelic products on the market and information on the World Association for Development of Philately (WADP)	Q1 2023	🟩			
		iii)	Explore new markets for African philatelic products in partnership with other stakeholders	On-going		🟧		
		iv)	Philately information feedback from Member States (Questionnaire)	Q2 2023				🟥
9.	**Digitizing the Philately Business**	i)	Share information on current digitalization trends in the industry	Q1 2022	🟩			
		ii)	Explore digital stamp products on the market	On-going		🟧		
10.	**Promotion of philatelic products**	iii)	Promote philatelic products and activities on different platforms.	On-going		🟧		
		iv)	Participate in joint stamp issues to promote African heritage and events	2024	🟩			
		v)	Organize stamp design competitions	Q3 2022		🟧		
		vi)	Participation, by Member States, in philatelic activities organized by PAPU, UPU, fellow Members and other Organizations. (meetings/workshops/conferences/exhibitions)	On-going	🟩			
11.	**Illegal and counterfeit stamp issues**	i)	Share information on illegal and counterfeit issues	Q2 2023	🟩			
		ii)	Craft strategies to eradicate illegal and counterfeit issues of African stamps	Q2 2023	🟩			

No.	Activity		Description	Timeframe			
12.	Sharing of best practices on Philately	i)	Identify Member States exceling in the philately business to share experiences during workshops/ Committee meetings	Q2 2023	🟩		
13.	Reviving Philately Business in Africa	i)	Participation of more countries in the Working Group	Q 4 2022	🟩		
SUPPLY CHAIN WORKING GROUP							
14.	Transport Matters	i)	Provide guidelines for Service Level Agreements with airlines	Q4 2022	🟩		
		ii)	Exchange of Electronic Advance Data (CARDIT, RESDIT) with airlines and maintenance of up-to-date EAD Compendium	Q1 2023	🟩		
		iii)	Constitute National Contact Committees with transport stakeholders (Airlines, Aviation, Handling Agents etc.)	Q2 2023		🟧	
		iv)	Consolidate reports on participation and feedback from PAPU /AFRAA Taskforce	Bi-annually	🟩		
15.	Customs Matters	i)	Share with DOs the streamlined international mail processing procedures for Customs	Q4 2022	🟩		
		ii)	Member DOs to exchange Electronic Advance Data with partner DOs and Customs for items containing goods - ITMATT	Q4 2022	🟩		
		iii)	Maintain an updated Customs Compendium by the Member States	Q1 2023		🟧	
16.	Security Matters	i)	High Cyber Security awareness by Members	Q2 2023		🟧	
		ii)	Member participation in Regional/Global Meetings on Security matters	Q3 2023	🟩		
		iii)	Security information feedback from Members (Questionnaire)	Q1 2023			🟥
17.	Quality of Service for Mail	i)	Member Participation in Quality of Service link to terminal dues	Q1 2023		🟧	
18.	E-commerce	i)	Participation in ORE 3 Project	Q4 2022	🟩		