



PAPU/AC/XLI/2023 – Doc. No 08.

**REPORT OF THE POLICY AND REGULATION COMMITTEE (PRC) HYBRID MEETING HELD IN  
ARUSHA, TANZANIA, 24<sup>th</sup>, 28<sup>th</sup> AUGUST 2023**

<b>1. Subject</b>	<b>References/Paragraphs</b>
<b>2. Decision Expected</b> <ul style="list-style-type: none"><li>• Consideration and adoption of the Committee Report;</li><li>• Adoption of the Draft Resolution attached thereto.</li></ul>	

**1. INTRODUCTION**

This document is presented to the 41<sup>st</sup> Administrative Council for consideration.

**2. SUBMISSION OF THE REPORT**

The report together with a draft Resolutions are herewith attached.

**3. CONCLUSION**

The 41<sup>st</sup> Administrative Council is requested to:

- i) Consider and adopt the Report;
- ii) Adopt the Draft Resolutions.

## **1.0 Introduction**

The Policy and Regulation Committee held its first meeting of the year 2023 at the Arusha International Conference Centre (AICC) in Arusha, United Republic of Tanzania, on 24th and 28th August 2023, to deliberate on the agenda items in line with its Terms of Reference. More specifically, its mandate is to draw up a roadmap and propose postal reform guidelines, develop standards for the various segments of postal operations, coordinate the harmonization of policy and regulatory frameworks across Africa, and deal with any issues related to the Acts of the Union.

The PRC Committee was set up by virtue of Decision No. 04/PAPU/PC/X/2021 of the Plenipotentiary Conference, creating two Administrative and Technical Committees, namely the Policy and Regulation Committee, and the Strategy Committee, pursuant to Article 14 of the Union's Convention.

Mr. Matano Ndaro, from Kenya, chaired the proceedings.

## **2.0 Committee Member States**

The PRC Committee membership is as follows: Algeria, Burkina Faso, Chad, Côte d'Ivoire, Egypt, Kenya, Malawi, Namibia, Niger, Nigeria, Senegal, South Africa, Tanzania, Uganda, Zambia and Zimbabwe.

## **3.0 Participants**

In attendance were the following Member States: Algeria, Angola, Botswana, Côte d'Ivoire, Democratic Republic of Congo, Egypt, Kenya, Malawi, Mali, Mozambique, Namibia, South Africa, Tanzania, Uganda and Zimbabwe.

The following organizations also participated as observers: EACO and CRASA.

The detailed attendance list is contained in **Annex 1**.

## **4.0 Introductory remarks**

### **4.1 By Chairman**

The Chairman called the meeting to order at 8:45 a.m. (GMT), welcomed the participants and thanked the Government of the United Republic of Tanzania for its warm hospitality and the successful hosting of the meeting. He went on to offer his heartfelt appreciation to the PAPU General Secretariat for the superior quality documents provided to participants, and for the fruitful outcomes of meetings of the two working groups and the Legal Experts Task Team held in July and August 2023.

The Chairman underscored the onerous task facing the Committee, which must underpin and advise the committees responsible for operational issues.

Lastly, he requested all delegates to participate actively in the proceedings in order to help shape clear guidelines for the Union and its Member States.

#### **4.2 By the PAPU Assistant Secretary General**

The PAPU Assistant Secretary General, who was delighted to note the massive participation of the delegates, welcomed them to Arusha.

She also thanked the Government, the people and the postal authorities of the United Republic of Tanzania for the warm welcome, hospitality and attention extended to all delegates since their arrival in the country.

#### **5.0 Confirmation of Bureau members**

The bureau membership is as follows:

- Chair - Kenya
- 1<sup>st</sup> Vice-Chair - Senegal
- 2<sup>nd</sup> Vice-Chair - Algeria
- Rapporteurs - Malawi and Mali
- Secretariat - PAPU General Secretariat

#### **6.0 Adoption of Agenda**

The adopted agenda is attached as **Annex 2**.

#### **7.0 Presentation of Policy and Legal Harmonization Working Group Report**

In the absence of Zimbabwe, the working group Chairman, the PAPU General Secretariat presented the Working Group's report, reference number **PAPU/ATC/PRC/03/2023 -Doc no.02**.

##### **7.1 The Committee considered the following points in the report:**

- i. Approval of Harmonized Committee Rules of Procedure;
- ii. Approval of PAPU Staff Pension Fund Rules;
- iii. Membership of PAPU Administrative Council;
- iv. Revision of PAPU Acts on decision-making between the Administrative Council and the Plenipotentiary Conference;
- v. Revision of PAPU Acts to introduce online meetings and voting;
  
- vi. Approval of Terms of Reference of the Postal Regulators and CEOs Fora;
- vii. Adoption of Working Group report;

##### **7.2 The Committee took note of the following points in the Working Group's report:**

- i. Benin, Morocco and the DRC are members of the Administrative Council for the rest of the 2021/2022-2024/2025 cycle;
- ii. Two (2) seats remain vacant and the General Secretariat is requested to continue efforts to fill them;
- iii. Presentation to the Administrative Council of proposed amendments to the Acts;
- iv. Satisfactory implementation of the action plan, for which the presentation needs to be improved.

The Working Group's report is attached as **Annex 3**.

### **8.0 Presentation of Report of Working Group on Regulation Development**

The report of the Working Group on Regulation Development contained in document **PAPU/ATC/PRC/03/2023-Doc No.3** was presented by the Chair, Côte d'Ivoire. The following points were highlighted:

- i. General Secretariat's memo on establishment of thematic teams to work on regulation documents;
- ii. The African Postal Regulators Conference, followed by the UPU Capacity-Building Workshop, from 23 to 24 May 2023 in Dakar (Senegal);
- iii. Adoption of the Working Group report.

#### **8.1 The Committee noted its satisfaction with the following:**

- Broad participation of Member States in the four thematic regulatory groups proposed by the General Secretariat;
- CRASA's participation in all the thematic groups and its support for PAPU by providing it with regulatory models to guide studies;
- The General Secretariat's appeal to all the sub-regional postal organizations to draw on their expertise; the committee requested that those that have not yet done so be contacted again to obtain their models, as the documents to be drawn up are intended for the continent;
- Smooth running of the African Postal Regulators' Conference and the highly relevant recommendations that emerged therefrom. The Committee invited all regulators to consider them carefully with a view to possible implementation.

The Working Group's report is attached as **Annex 4**.

### **9. Status of implementation of Committee Action Plan**

The General Secretariat presented document **PAPU/AC/PCR/03/2023 - Doc no.05** on the above agenda item. The Committee took note of the status of implementation of the action plan, albeit with the following observations:

- For ongoing activities, the completion date should be clearly stated;
- For activities not started, the starting date should be stated for effective monitoring;

- Draw up an annual performance plan to better monitor the implementation of the action plan as a whole.

The status of implementation is attached as **Annex 5**.

## **10. Recommendations**

The Committee made the following recommendations:

- i. Forward the harmonized Rules of Procedure of the Committees to the Administrative Council for adoption;
- ii. Forward the Staff Pension Fund Rules to the Finance and Administration Committee for further action;
- iii. Forward the proposed amendments to the Acts of the Union to the Administrative Council for approval. The following aspects were addressed:
  - Add “online meeting and voting”, clearly explaining that meetings may be held in-person, online or in hybrid format;
  - Along the same lines, redefine the terms “session” and “seating”;
  - The principle of in-person meetings for proceedings of the Plenipotentiary Conference and the Administrative Council.
  - The principle of in-person, online or hybrid meetings for proceedings of Committees and Working Groups, depending on the circumstances, left to the discretion of the General Secretariat.
- iv. Membership of PAPU Administrative Council;
  - Take note of admission of Benin, DRC and Morocco as members of the PAPU Administrative Council, representing West, Central and North sub-regions respectively, for the remainder of the 2021/2022-2024/2025 cycle.
- v. Forward ToRs for the postal regulators' and postal CEOs forums to the Administrative Council for adoption.

## **11. Adoption of Committee Report**

The Committee adopted the report by acclamation at the end of deliberations. The Draft Resolutions are contained in **Annex 6**.

## **12. Date and venue of next meeting**

The date and venue of the next meeting will be set subsequently and duly notified to the Committee members by the General Secretariat following consultations.

## **13. Closing remarks**

### **13.1 By PAPU Secretary General**

In his closing remarks, the Secretary General thanked the Chairman for the smooth and orderly conduct of the deliberations, and the participants for their valuable contributions.

### **13.2 By Chairman**

In his closing remarks, the Chairman expressed his satisfaction at the smooth running of the proceedings and thanked all participants for their active participation and valuable contributions. He reiterated the pivotal role played by the Committee.

The Chairperson declared the meeting closed at XXX GMT on 28th August 2023.

**Annex 1**

<p style="text-align: center;"><b>POLICY AND REGULATION COMMITTEE</b>  <b>COMMISSION POLITIQUE ET RÉGULATION</b>  <b>24 August and 28 August 2023</b>  <b>ARUSHA, UNITED REPUBLIC OF TANZANIA</b></p>				
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43.				
44.				

**AGENDA**



*Original: French*  
**PAPU/ATC/PRC/01/2023 - Doc no.01**

**POLICY AND REGULATION COMMITTEE (PRC)**  
**24 & 28 August 2023, Arusha (United Republic of Tanzania)**

**AGENDA**

**BUREAU**

Chair	-	KENYA
1 <sup>st</sup> Vice-Chair	-	Senegal
2 <sup>nd</sup> Vice-Chair	-	Algeria
Rapporteurs	-	Malawi and Mali
Secretariat	-	PAPU General Secretariat

## **WORKING HOURS**

Morning:                               **06:00 - 9:00 GMT**  
Lunch break:                       **9:00 AM - 10:00 AM GMT**  
Afternoon                           **:10:00 AM - 1:00 PM GMT**

<b>Day 1 - 24/08/2023</b>		
1.	Introductory remarks by the - Chairperson - Secretary General	
2.	Adoption of Agenda	<b>PAPU/ATC/PRC/01/2023 - Doc no.01</b>
3.	<b>Report of Working Group on Policy and Legal Harmonization</b>  • Presentation of report by Chairman (Zimbabwe);	<b>PAPU/ATC/PRC/01/2023 - Doc no.02</b>
4.	<b>Report of Working Group on Regulation Development</b>  a) Presentation of report by Chairman (Côte d'Ivoire); b) Presentation of Report of the African Postal Regulators Conference by Chairman (Senegal);	<b>PAPU/ATC/PRC/01/2023 - Doc no.03</b>
5.	Draft resolutions	

6.	Status of implementation of Committee Action Plan	<b>PAPU/ATC/PRC/01/2023 - Doc no.04</b>
<b>Day 2 - 28/08/2023</b>		
7.	Opening remarks by Chairman	
8.	Adoption of Committee report including recommendations to be submitted to the Administrative Council.	
9.	Date and venue of next meeting	



**POLICY AND REGULATION COMMITTEE (PRC)**

<b>1. Subject</b> Working Group on Policy and Legal Harmonization	<b>References/paragraphs</b> <b>Record of proceedings</b>
<b>2. Decision expected</b> <ul style="list-style-type: none"><li>• Adoption of Working Group report</li><li>• Consider the Working Group's recommendations.</li></ul>	

**1.0 Introduction**

The Policy and Regulation Committee's Working Group on Policy and Legal Harmonization held its second meeting virtually on 16 May 2023. Discussions were articulated around the items on the agenda. The record of proceedings is captured in the minutes annexed hereto.

## **2.0 Main issues discussed**

The following main points were discussed:

- Harmonized Committee Rules of Procedure;
- The PAPU Pension Fund Rules;
- Membership of the PAPU Administrative Council;
- Revision of PAPU Acts to introduce online meetings and voting;
- Terms of Reference of the Postal Regulators and CEOs Fora.

## **3.0 Presentation of report**

The detailed report of proceedings is annexed to this document.

## **4.0 Decisions expected**

The Committee is requested to:

- Adopt the report;
- Consider the Working Group's recommendations.



## **REPORT OF MEETING OF THE WORKING GROUP ON POLICY AND LEGAL HARMONIZATION WORKING HELD VIRTUALLY ON 16 MAY 2023**

### **1.0 Introduction**

The Working Group on Policy and Legal Harmonization held its meeting remotely on 16 May 2023 from 9:00 am GMT.

### **2.0 Opening Remarks**

#### **2.1 Chairperson**

In her capacity as Acting Chairperson, Ms. Funmilayo Esiri of NIPOST (Nigeria) welcomed all the participants and thanked them for the honour accorded her by electing her as Acting Chairperson. She invited participants to engage actively involved in the proceedings in order to debates and to enhance the documents presented.

#### **2.2 PAPU Secretary General**

The PAPU Secretary General, Dr. Sifundo Chief Moyo, thanked the Chairperson for her insightful introductory remarks before expressing his satisfaction to the delegates for their impressive participation, and reminding them that this Working Group is one of the key structures of the Union's governance bodies. He then proceeded to outline the Working Group's broad mandate, which encompasses a wide range of activities and seeks to provide the Union and its Member States with appropriate policies and laws geared towards tackling emerging challenges in the postal landscape. Lastly, while wishing participants every success in the deliberations, he reassured the Group that the General Secretariat would be at its disposal to provide all the necessary support to help the recommendations be adopted by the higher bodies and subsequently implemented.

### **3.0 Confirmation of Bureau members**

The Bureau is currently composed as follows:

- Chairperson: Zimbabwe;
- 1<sup>st</sup> Vice-Chair: Eswatini;
- 2<sup>nd</sup> Vice-Chair: Benin;
- Rapporteurs: Tanzania and Burkina Faso;
- Secretary: PAPU General Secretariat.

Participants noted the absence of the Chair and the two Vice-Chairs at the start of proceedings, whereupon, in accordance with Article 5 of the Committee's Rules of Procedure, the Group had to designate an acting Chairperson. Nigeria volunteered and was endorsed by Burkina Faso.

Accordingly, the Bureau was confirmed to conduct the proceedings, comprising the Acting Chair and the two rapporteurs.

### **4.0 Participants**

#### **4.1 Member States**

In attendance were the following Member States: Algeria, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Egypt, Eswatini, Guinea, Lesotho, Nigeria, Tanzania and Uganda.

The detailed attendance list is contained in **Annex 1**.

#### **4.2 PAPU General Secretariat.**

Also in attendance were PAPU Secretary General Sifundo Chief Moyo, Assistant Secretary General Jessica Hope Ssengooba and the Working Group Secretary Oumarou Abdourahamane Ly.

### **5.0 Adoption of Agenda**

Before presenting the draft agenda, the General Secretariat withdrew Document No. PAPU/PRC/WGPL/02/2023 - Doc no. 04, for it to be polished up and presented during another meeting. Thereafter, the Working Group Secretary presented the draft agenda, which was adopted without amendments.

The adopted agenda is attached as **Annex 2**.

### **6.0 Harmonized Committee Rules of Procedure**

The General Secretariat read out the proposed amendments made by the following committees:

- **Strategy:**  
Article 18 (3): The proposal to send the meeting notice one (1) month in advance instead of two weeks was adopted;  
Article 20 (3): The proposal to leave the discretion for assessing “special cases” to the Chairperson was not adopted, as the Group wanted the definition of such cases to be left to the Bureau members as a whole.
- **Operations and Technology:**  
Article 2: On the proposal aims to provide for “hybrid format” in holding meetings, this is already catered for in this provision.
- **Finance and Administration**

The broad view of this Committee is that, having been drawn up before COVID-broke out, 19 the Rules of Procedure do not accommodate online participation and voting.

This concern is consistent with the previous proposal, but will be thoroughly scrutinized by the ad hoc task force.

Article 18 (1): The proposal is to delete the reference that the Committee is not a decision-making body.

The Group considered this amendment to be appropriate, and also deemed it appropriate to delete the word “decisions” after “decision-making body” and replace it with “recommendations”.

The amended Rules of Procedure are attached as **Annex 3**.

## **7.0 Rules of Procedure of PAPU Pension Fund**

The General Secretariat presented Document **No. PAPU/PRC/WGPL/02/2023 - Doc No.03 and the annex** to the Staff Pension Fund Rules.

Given the importance of this document and its volume, the Group decided to entrust it to the ad hoc Task Force for a thorough review, with a two-weeks deadline to finalize it. It also requested Member States to send their comments on the document to the General Secretariat as soon as possible.

## **8.0 Requests for clarification by Finance and Administration Committee**

The two requests for clarification submitted by the Finance and Administration Committee were as follows:

- On the Committee not being a decision-making body;
- Failure to consider online participation and voting in the pre-COVID-19 Rules of Procedure.

As in the previous point, the importance of these issues prompted the Group to refer them to the ad hoc Task Force for thorough consideration.

## **9.0 General Secretariat's Memo on Administrative Council Membership**

**9.1.** By Resolution No. 07/PAPU/AC/XL/2022 on Policy and Regulation passed during its 40th Ordinary Session held from 12 to 14 July 2022 in Kinshasa (Democratic Republic of Congo), the Administrative Council adopted the recommendations of the Policy and Regulation Committee with respect to the seats that remained vacant at the end of the 10th Ordinary Session of the Plenipotentiary Conference held in June 2021 in Victoria Falls (Zimbabwe).

Concurrently, the Council instructed the General Secretariat to oversee all policy and regulation activities and report to the Administrative Council. Accordingly, the various cases were reviewed:

### **9.2. The case of Benin**

Benin indeed fulfilled all the eligibility criteria for admission to the PAPU Administrative Council, but its application was received after the deadline, i.e. after the 10<sup>th</sup> ordinary session of the Plenipotentiary Conference.

Its situations merely needed to be formalized.

### **9.3. The case of the Democratic Republic of the Congo (DRC)**

The DRC cleared its outstanding financial contributions to the PAPU budget by transferring the sum of US\$ 224,814.28 on 19 July 2022 to the Union's account, thereby removing the last obstacle to its admission.

### **9.4. The case of the Kingdom of Morocco**

By letter No.78 22/DP/SP, Morocco pledged to settle its arrears amounting to US\$ 206,943.63 in four installments from 2023 to 2026. The Union agreed to this arrangement. The first instalment was paid on 31 March 2023.

### **9.5 Decision formally admitting Member States that have regularized their status**

In order to formally admit these Member States, the Chairman of the Administrative Council wrote to the Chairman of the Plenipotentiary Conference for endorsement of the Council's resolution.

In his letter received on 5 January 2023, the Chairman of the Plenipotentiary Conference approved the resolution submitted to him and signed **Decision No.01/PAPU/CPC/2022** formally admitting new members to the PAPU Administrative Council for the remainder of the 2021/2022-2024/2025 cycle.

Accordingly, Benin, the Democratic Republic of Congo and the Kingdom of Morocco are now members of the PAPU Administrative Council, representing the West, Central and North regions respectively.

#### **9.6. Way forward**

Pursuant to the aforementioned Decision, upon expiry of the allotted six-month period, the General Secretariat has been instructed to take the necessary steps to fill the two vacant seats on the Council. A circular letter was issued to Member States in the relevant geographical regions (Central and West) to express interest in filling the vacancies.

The document presented is attached as **Annex 4**.

#### **10.0 Revision of PAPU Acts on decision-making between the Administrative Council and the Plenipotentiary Conference**

Following the General Secretariat's presentation of Document **No. PAPU/PRC/WGPL/02/2023 - Doc No. 07** on the above-mentioned subject, the Group decided that this matter also needed to be thoroughly examined and decided that it should also be referred to the ad hoc Task Force. If necessary, it should consider the matter in light of current practices in other international organizations.

#### **11.0. Revision of PAPU Acts to introduce online meetings and voting**

Following the General Secretariat's presentation of Document **No. PAPU/PRC/WGPL/02/2023 - Doc No. 08** and along the same lines as the previous legal questions raised, the Group referred it to the ad hoc Task Force for analysis.

#### **12.0 Framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council, and Status of implementation of Working Group Action Plan**

Following the General Secretariat's presentation of Document **No. PAPU/PRC/WGRD/02/2023 - Doc No.02** on the aforementioned subject, the Group expressed its satisfaction that the activities of the action plan were being implemented as planned.

The document presented is attached as **Annex 5**.

#### **14.0 Terms of Reference of the Postal Regulators and CEOs Fora.**

Following the General Secretariat's presentation of Document **No. PAPU/PRC/WGPL/02/2023 - Doc No. 10 and the related annexes**, it was agreed to refer it to the ad hoc Task Force.

The Report of the Legal Experts meeting followed the presentation.

#### **15.0. Date and venue of next meeting**

The date and venue of the next meeting will be set subsequently and duly notified to the Working Group members.

## **16.0 Any other business**

Under this agenda item, Eswatini, First Vice-Chair of the Group, took the floor to apologize to participants for joining the meeting late, and reaffirmed the country's commitment to playing his role both within the Group and generally within PAPU.

The ad hoc Task Force membership was also recalled as follows: Algeria, Benin, Burkina Faso, Eswatini, Uganda and Tanzania.

## **17.0 Adoption of report**

Once finalized, the draft report will be sent to the Chair for validation, before being circulated to all members of the Group.

## **18.0 Closing**

**18.1** In conclusion, the PAPU Secretary General pointed out such interactions and engagements during Group meetings will largely contribute to building a solid Union. He also specially acknowledged the Group's Acting Chairperson for conducting the proceedings with consummate skill and tact, before concluding by thanking participants for their valuable contributions, as well as all the PAPU staff.

**18.2** The Acting Chairperson thanked all the participants before adjourning the meeting at 12:05 pm GMT.



## **POLICY AND REGULATION COMMITTEE (PRC)**

<b>3. Subject</b> Report of Working Group on Regulation Development	<b>References/paragraphs</b> <b>Record of proceedings</b>
<b>4. Decision expected</b> <ul style="list-style-type: none"><li>• Adoption of Working Group report</li><li>• Consideration of Working Group recommendations</li></ul>	

### **5.0 Introduction**

The Policy and Regulation Committee's Working Group on Regulation Development held its second meeting virtually on 18 May 2023. Discussions were articulated around the items on the agenda. The record of proceedings is captured in the minutes annexed hereto.

### **6.0 Main issues discussed**

The following main points were discussed:

- Proposed theme for the 2023 Postal Regulators' Forum;
- Organization of the African Postal Regulators Conference, followed by the UPU Capacity-Building Workshop, from 23 to 24 May 2023 in Dakar (Senegal);
- Establishment of thematic teams to work on regulatory documents.

## **7.0 Presentation of report**

The detailed report of proceedings is annexed to this document.

## **8.0 Decisions expected**

The Committee is requested to:

- Adopt the report;
- Consider the Working Group's recommendations.



**REPORT OF MEETING OF THE WORKING GROUP ON REGULATION DEVELOPMENT  
HELD VIRTUALLY ON 18 MAY 2023**

**10.0 Introduction**

The Working Group on Regulation Development held its meeting remotely on 18 May 2023 from 9:00 am GMT.

**11.0 Opening Remarks**

**11.1 Chairperson**

Ms. Hadjaratou Bamba of the Telecommunications/ICT Regulatory Authority of Côte d'Ivoire, in her capacity as Chairperson of the Working Group, expressed her great pleasure at being back in session for the first time in 2023. She then thanked all the participants and urged them to participate actively in the work of the meeting. The Chairperson then called the meeting to order.

**11.2 PAPU Secretary General**

Dr. Sifundo Chief Moyo, the PAPU Secretary General, welcomed the Group members before recalling its mandate, namely to develop postal regulation in Member States.

He noted that this meeting is being held a few days ahead of the African Postal Regulators Conference, which Senegal has kindly offered to host on 23 May 2023, in the city of Dakar. An additional framework for interactions and meetings between regulators will not be redundant to better equip them to deal with the opening up of the market to competition and the guarantee of access and quality of service.

Dr. Moyo pointed out that although the session's agenda was not a heavy one, it still included items that were no less important, particularly the establishment of thematic teams responsible for preparing various documents in the field of postal regulation.

The Secretary General concluded by wishing the participants fruitful discussions and assuring them of the unfailing support of the PAPU General Secretariat.

## **12.0 Confirmation of Bureau members**

The Bureau is currently composed as follows:

- Chairperson : Côte d'Ivoire;
- 1<sup>st</sup> Vice-Chair : Tanzania;
- 2<sup>nd</sup> Vice-Chair : Cameroon;
- Rapporteurs : Tunisia and Uganda;
- Secretary : PAPU General Secretariat.

## **13.0 Participants:**

### **13.1 Member States and organization in attendance**

In attendance were the following Member States and organization: Angola, Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Egypt, Eswatini, Niger, Nigeria, Somalia, South Africa, Tanzania, Tunisia, Zimbabwe and CRASA.

The detailed attendance list is contained in **Annex 1**.

### **13.2 PAPU General Secretariat.**

Equally in attendance was the PAPU Secretary General, Dr. Sifundo Chief Moyo, Assistant Secretary General Jessica Hope Ssenooba and the Working Group Secretary Oumarou Abdourahamane Ly.

## **14.0 Adoption of Agenda**

Before presenting the draft agenda, the General Secretariat proposed that items 7 and 8 be combined, while item 10 on adopting the report during the meeting should be dropped, and indicated that it would be circulated to all members as soon as it had been validated by the Chairman. The meeting agenda was thereafter adopted following these amendments.

The final agenda is attached as **Annex 2**.

## 15.0 Proposed theme for the Postal Regulators Forum

The General Secretariat presented Document **No. PAPU/PRC/WGRD/02/2023 - Doc No.02\_New** on the proposed theme of the African Postal Regulators Forum, held annually on the sidelines of the Administrative Council meeting.

Like all sectors, the postal sector's carbon footprint has an impact on the environment, and it must be aware of this in order to take steps to reduce it, by switching to renewable energy sources, planning smarter delivery routes and developing environmentally-friendly and reusable postal packaging.

Participants unanimously welcomed the relevance of the adopted theme, which speaks to the issue of sustainable development. According to information received, related proposals will be examined during the 4<sup>th</sup> Extraordinary Congress of the UPU in October 2023 in Riyadh, Saudi Arabia. Furthermore, while inviting Member States to develop national strategies, they stressed the need to fully involve environmental and sustainable development experts in the Forum proceedings.

Accordingly, the following theme was approved by the Working Group: *“Role of regulation in sustainable development strategy”*.

However, owing to the very exceptional character of the 41<sup>st</sup> Ordinary Session of the Administrative Council, specifically considering the fact that it will be followed by a postal business dialogue between regulators, operators and partners of the sector, which will culminate in the inauguration of the new PAPU Headquarters building, held under the core theme “The PAPU Tower: Inspiring the African Postal Sector Transformation to Anchor Digital and Smart Economies”. This core theme will be explored to exceptionally unpack the theme of the Forum.

The document **No. PAPU/PRC/WGRD/02/2023** is attached as **Annex 3**.

### **7.0 General Secretariat's memo on the African Postal Regulators Forum and the Capacity-Building Workshop on Postal Regulation to be held in Dakar (Senegal) from 23 to 25 May 2023.**

The General Secretariat presented Document No. **PAPU/PRC/WGRD/02/2023 - Doc No. 03\_New** dealing with the abovementioned subject. The aim of the document is to inform or remind participants of the organization of the Conference of African Postal Regulators and the Regulatory Capacity-Building Workshop to be held in Dakar, Senegal, from 23 to 25 May 2023.

The overarching objective of the Conference and Workshop is to provide a forum for exchange of experiences, expertise and perspectives on postal policy and regulation in Africa, as well as capacity building on key issues in postal regulation.

The Conference will be organized around the core theme: ***Regulation in the digital era for a sustainable postal sector***” with the following sub-themes:

- “Postal development prospects in the digital era: Securing Universal Access and levelling the playing field”.
- “Leveraging technology to build a Postal Ecosystem accommodating private players and securing financial viability for designated operators”.
- “Unpacking emerging regulatory challenges in an evolving postal industry”.

As far as the UPU workshop is concerned, it will focus on the basic theories of postal sector regulation.

The report of proceedings will be presented by Senegal in its capacity as Chair of the Conference.

The document **No. PAPU/PRC/WGRD/02/2023** is attached as **Annex 4**.

### **8.0 General Secretariat’s memo on the establishment of thematic teams to work on postal regulatory documents.**

The General Secretariat presented Document **No. PAPU/PRC/WGRD/02/2023 - Doc No. 04**, explaining the instruments to be drawn up and for which thematic teams need to be established. These include the following:

- Theme 1: Cooperation framework for regulatory bodies;
- Theme 2: Postal regulation policy and legal frameworks;
- Theme 3: Capacity-building mechanisms for regulation officers;
- Theme 4: Regulatory framework for postal financial activities.

The aforementioned documents will serve as a basis for effective regulation informed by shared and harmonized principles, as well as a quest for high quality.

The General Secretariat requested sub-regional postal organizations, which are the custodians of information from the countries of their sub-region, to avail it with models, if they have them. CRASA promptly responded favourably to this request.

Following the presentation, the following teams were formed:

- Theme 1: Chad (pending confirmation), Côte d’Ivoire, Eswatini, Lesotho, Niger, Senegal, CRASA;
- Theme 2: Benin, Cameroon, Comoros, Congo, Ivory Coast, Madagascar, Mali, Niger, Nigeria, Sao Tome and Principe, Zimbabwe and CRASA;
- Theme 3: Cameroon, Congo, Ivory Coast, Egypt, Madagascar, Malawi, Nigeria, Senegal, Somalia, Tunisia and CRASA;
- Theme 4: Burkina Faso, Cameroon, CRASA.

The document **No. PAPU/PRC/WGRD/02/2023 - Doc No. 04** is attached as **Annex 5**.

### **9.0 Date and venue of next meeting**

The date and venue of the next meeting will be set subsequently and duly notified to the Working Group members.

### **10.0 Closing**

The PAPU Secretary General expressed his appreciation to all the Working Group members, thanked the Chairperson in particular for her excellent leadership and willingness to conduct the meeting on a public holiday in her country. He also expressed his thanks to his staff, with special thanks to the interpreters. He pointed out that he was deeply persuaded such exchanges and interactions, which enjoy the full support of the Union, are placing the Group on the right trajectory. The General Secretariat will spare no effort to facilitate capacity building for regulators.

In conclusion, the Chairperson thanked all the participants and encouraged them to register in their numbers for the Dakar Conference and Workshop.

She closed the meeting at 10:45 am GMT.

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**IMPLEMENTATION FRAMEWORK FOR DECISIONS AND RESOLUTIONS OF THE POLICY AND REGULATION COMMITTEE AT END OF JANUARY 2023**

ACTIVITIES AND DELIVERABLES		DEADLINE	STATUS
1.	<b>Terms of Reference (ToRs) of the Committee</b>	<b>2021/2022 to 2024/2025</b>	
	Take ownership of the Committee's ToRs		Completed
	Implement the ToRs		Ongoing
2.	<b>Equip the Committee with Rules of Procedure</b>	<b>February to June 2022</b>	
	Consider the Draft Rules of Procedure		Completed
	Adopt the Rules of Procedure internally		Completed
	Present the Rules of Procedure to the Administrative Council for adoption		In process
	Implement the Rules of Procedure		Ongoing

<b>3.</b>	<b>Propose amendment to the Acts of the Union</b>	<b>2021/2022 to 2024/2025</b>
	Consider proposed amendments to the Acts of the Union	Where necessary
	Consider proposed amendments of the Financial Regulations, the Staff Rules and Regulations, and Rules of Procedure of the Plenipotentiary Conference and the Administrative Council.	Where necessary
	Present recommendations to the Administrative Council and/or Plenipotentiary Conference for consideration.	Where necessary
<b>4.</b>	<b>Supervise the implementation of decisions, resolutions and recommendations of the Conference and the Council</b>	<b>2021/2022 to 2024/2025</b>
	Establishment by the General Secretariat of a monitoring and evaluation framework for the implementation of decisions, resolutions and recommendations of the Conference and the Council	Completed
	Consider the proposed implementation monitoring and evaluation framework for decisions, resolutions and recommendations of the Conference and the Council	In process
	Present the monitoring and evaluation framework for adoption	To be started
	Prepare implementation status of decisions, resolutions and Recommendations of the Conference and the Council	Ongoing
	Consider the implementation status of decisions, resolutions and recommendations of the Conference and the Council according to the specified timeframes	Ongoing
<b>5.</b>	<b>Design a policy framework for operations and governance</b>	<b>February to June 2022</b>
	Submit for consideration and approval the latest trends in postal regulation	Completed
	Consider and make recommendations on the most appropriate directives to be developed	Completed
<b>6.</b>	<b>Implement and monitor the African Postal Guidelines</b>	<b>2021/2022 to 2024/2025</b>
	In partnership with the General Secretariat, monitor the process for approval of the Postal Guidelines by the competent body of the African Union	In process
	Identify in order of priority, the areas to be harmonized as highlighted in the Guidelines	Pending
	Monitor implementation of the Guidelines	Pending
	Identify bottlenecks and propose appropriate actions to Council Proposed instruments to operationalize the African Postal Guidelines	Pending
	Consider the report analyzing Africa's postal market as proposed in the Guidelines	Pending
<b>7.</b>	<b>Participate in organizing the Postal Regulators Forum</b>	<b>2021/2022 to 2024/2025</b>

	Approve the theme of the Postal Regulators Forum	Ongoing
	Participate in selecting panelists	Ongoing
<b>8.</b>	<b>Develop a customer protection policy</b> <b>2021/2022 to 2024/2025</b>	
	Ensure that the consumer is the main focus of products/services offered by the operator	Not started
	Ensure the development of proper communication and claims management mechanisms by the regulator (hot lines, claims management...)	Not started
<b>9.</b>	<b>Harmonized and established Rules of Procedures</b> <b>December 2022</b>	
	Rules of Procedure of the Administrative and Technical Committees (harmonization);	Completed
<b>10.</b>	<b>Develop a framework for cooperation among regulators</b> <b>May 2023</b>	
	Identify areas of cooperation	-----
	Submit them to Council for adoption	-----
<b>11.</b>	<b>Consider amendments to the UPU Acts and Regulations</b> <b>2021/2022 to 2024/2025</b>	
	Make appropriate recommendations to the amendments proposed by Member States	<b>Where necessary</b>
	Ensure that the interests of Member States are safeguarded	<b>Where necessary</b>
<b>12.</b>	<b>Propose a framework for regulation of postal financial activities</b> <b>May 2023</b>	
	Develop a framework to promote financial inclusion	----
	Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...)	-----
<b>13.</b>	<b>Develop postal regulation policy and legal frameworks</b> <b>May 2023</b> <b>including in the following areas: logistics, digitized postal financial services,</b>	Send requests for model

	<b>e-services, e-commerce and e-government services</b>	frameworks to Subregional Postal Organizations
	Specify the scope of the project	---
	Request proposals from Member States	---
	Develop draft policy and legal frameworks	----
	Consider and adopt the draft policy and legal frameworks	In process
14.	<b>Set standards and goals for quality of services expected by operators</b> <b>December 2023</b>	
	Specify the scope of the project	Not started
	Request proposals from Member States on service quality standards	Not started
	Set standards and objectives	Not started
	Consider and adopt service quality standards and objectives	Not started
15.	<b>Introduce systems for assessing service performance and quality</b> <b>December 2023</b>	
	Specify the scope of the project	Not started
	Request proposals from Member States on service performance and quality assessment	Not started
	Develop the proposed service quality assessment systems	Not started
	Consider and adopt service quality standards and objectives	Not started
16.	<b>Develop human capital</b> <b>December 2022</b>	Send requests for model frameworks to Subregional Postal Organizations
	Promote a supportive system for developing and building the capacity of regulation officers	----
	Identify training areas	

		-----
	Perform comparative analyses on trends and developments in the postal industry	-----
17.	<b>Handover/takeover procedures</b> <b>March 2024</b>	Not started
	Handover/takeover procedures between incoming and outgoing officials	Not started



**Resolution No. XX/PAPU/AC/XLI/2023**

**Adopting the Harmonized Rules of Procedure of the Administrative and Technical Committees (ATCs) of the Pan African Postal Union (PAPU) Administrative Council**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 41<sup>st</sup> Ordinary Session from 29 to 30 August 2023 in Arusha, United Republic of Tanzania;**

**Mindful** of Decision No. 11/PAPU/AC/X/XXV/2016, restructuring the Administrative and Technical Committees and establishing the Finance and Administration Committee (FAC) and the Operations and Technology Committee (OTC);

**Further mindful** of Decision no.04/PAPU/PC/X/202 establishing the “Policy and Regulation” and the “Strategy” Committees;

**Desirous** of setting forth Harmonized Rules of Procedure for all Administrative and Technical Committees, with a view to enhancing the efficiency and effectiveness of deliberations;

**Cognizant** of the recommendation tabled by the Policy and Regulation Committee;

**HEREBY DECIDES AS FOLLOWS:**

- Adopts the Harmonized Rules of Procedure of the Administrative and Technical Committees as annexed hereto.

**INSTRUCTS:**

- The General Secretariat to implement this Resolution.

***Done in Arusha, United Republic of Tanzania, on 30 August 2023***

**Resolution No. XX/PAPU/AC/XLI/2023**

**Adopting the Terms of Reference (ToRs) of the Postal CEOs Forum and the Postal Regulators Forum.**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 41<sup>st</sup> Ordinary Session from 29 to 30 August 2023 in Arusha, United Republic of Tanzania;**

**Considering** the PAPU Administrative Council's Resolution No. 18/PAPU/AC/XXXVI/2017 of 10 May 2017, establishing an annual African Postal Regulators Forum;

**Further considering** the Council's Resolution No. 06/PAPU/AC/XXXVIII/2019 of 19 June 2019, establishing an annual African Postal CEOs Forum;

**Mindful** of the need for improved coordination in organizing both fora, particularly by drafting harmonized ToRs, aligning the makeup of the Bureaus with those of the Union's organs;

**Cognizant** of the recommendation tabled by the Policy and Regulation Committee;

**HEREBY DECIDES AS FOLLOWS:**

- Adopts the Terms of Reference (ToRs) as annexed hereto for the Postal CEOs Forum and the Postal Regulators Forum;

**INSTRUCTS:**

- The General Secretariat to implement this Resolution.

***Done in Arusha, United Republic of Tanzania, on 30 August 2023***

**Resolution No. XX/PAPU/AC/XLI/2023**

**Submitting a Resolution during the next Ordinary Session of the PAPU Plenipotentiary Conference to amend the Acts of the Union by introducing online meetings and voting.**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 41<sup>st</sup> Ordinary Session from 29 to 30 August 2023 in Arusha, United Republic of Tanzania;**

**Aware** of the current lacuna in the Acts with regard to online meetings and voting;

**Mindful** of the amendments to the Acts of the Union proposed by Member States represented in the Legal Experts Task Force of the Policy and Regulation Committee;

**Considering** the relevance of the said proposals in addressing the aforementioned lacuna;

**Cognizant** of the recommendation tabled by the Policy and Regulation Committee;

**HEREBY RESOLVES AS FOLLOWS:**

- Approves the principle of having a Resolution tabled during the next session of the Plenipotentiary Conference to amend the Acts of the Union by introducing online meetings and voting;

**INSTRUCTS:**

- The General Secretariat to present the proposed amendments, annexed hereto, during the next session of the PAPU Plenipotentiary Conference;

***Done in Arusha, United Republic of Tanzania, on 30 August 2023***

**Resolution No. XX/PAPU/AC/XLI/2023**

**Formally establishing the African Postal Regulators Conference of the Pan African Postal Union (PAPU).**

**The Administrative Council of the Pan African Postal Union (PAPU), meeting during its 41<sup>st</sup> Ordinary Session from 29 to 30 August 2023 in Arusha, United Republic of Tanzania;**

**Considering** the importance of postal regulation in meeting one of the essential needs of Africa's populace;

**Mindful** of the enthusiasm inspired by the African Postal Regulators Conference held from May 23 to 24, 2023 in Dakar, Senegal;

**Cognizant** of the clarion call from Member States that participated in the said Conference;

**Desirous** of creating a permanent platform for high-level interaction and experience-sharing between Africa's postal regulators;

**Cognizant** of the recommendation tabled by the Policy and Regulation Committee;

**HEREBY DECIDES AS FOLLOWS:**

- To organize an annual African Postal Regulators Conference, to be hosted on a rotating basis by PAPU Member States;

**INSTRUCTS:**

- The General Secretariat to implement this Resolution.

***Done in Arusha, United Republic of Tanzania, on 30 August 2023***

## **a) Terms of Reference of Postal Regulators Forum**

### **1. BACKGROUND AND RATIONALE**

By Resolution No.18/PAPU/AC/XXXVI/2017, the PAPU Administrative Council, meeting during its 36th Ordinary Session held from 8th to 10th May 2017 in Nairobi (Kenya), established an annual Postal Regulators Forum to be held on the sidelines of its deliberations. Since then, the Forum has been a prominent item on its agenda.

However, the Forum is not equipped with Terms of Reference (ToRs) to clarify its objectives and the means to achieve same. Consequently, there is need to come up with such an instrument.

### **2. OBJECTIVES**

#### **2.1- Overall objective:**

The overarching objective is to provide a formal and dependable platform for sharing ideas and experiences on postal regulation, as well as building new partnerships.

#### **2.2- Specific objectives:**

More specifically, postal regulators will be able to:

- Conduct a situational analysis of the operating environment of the African post in general and the regulatory authority in particular;
- Share information and studies conducted in the field of regulation;
- Discuss matters relating to harmonization of postal regulation policies and regulatory frameworks; ...
- Craft strategies to address current challenges and capitalize on opportunities to develop regulation;
- Analyze new customer needs and expectations, especially with respect to ICTs;
- Specify their expectations from international postal bodies, notably PAPU;
- Build working relationships and forge partnerships with other stakeholders in the sector.

### **3. EXPECTED RESULTS**

The following outcomes are expected from each forum:

- Challenges facing postal regulation and possible shared solutions;
- More motivated postal regulators with regard to PAPU activities;
- Greater understanding of thematic issues debated;

- Partnerships created.

#### **4. THEMES**

The rich array of potential themes for the event include:

- Global and regional trends in regulation;
- Sharing of information and studies on regulation;
- Opportunities opened up by digitization;
- Adaptation of the regulatory Framework;
- Relations with government authorities;
- Status of postal financial services;
- Competition;
- Relations between postal regulators, postal operators and financial regulators;
- Clear specification of roles and responsibilities between government, operators and regulators;
- Consumer rights protection;
- Standards and goals for quality of services expected by operators;
- Role of postal regulation in socioeconomic development;
- How regulators can support designated operators in driving innovation;
- Fostering financial inclusion via the postal network;
- Implementing UPS;
- Etc...

#### **5. PARTICIPANTS**

In a bid to bring together as many African postal regulators as possible, the Forum will equally be open to non-PAPU member countries.

The Forum is open to associate members, private operators, associations or companies that will participate as observers, subject to being registered before the Forum;

#### **6. MEETING FORMAT**

The Postal Regulators Forum will be held during the Ordinary Session of the PAPU Administrative Council:

- Either annually as a half-day event;
- Or biennially (every two years) as a one-day event, alternating with the CEOs Forum.

The Forum may be held in any other venue outside the AC session.

## **7. ORGANIZATION**

The Chair of the Forum shall rotate among PAPU Member States, considering the African Union's geographical distribution. The Chair shall be assisted by a Vice-Chair who shall act in his/her place in case of unavoidable absence. The Vice-Chair shall take over the Chair the end of the incumbent's term of office.

Where the country serving as Vice-Chair does not fulfil the requirements to hold the office of chairperson, a new chairperson shall be appointed.

The term of office of the Chair and Vice-Chair shall be two (2) years.

The Forum shall designate two rapporteurs among its members.

The PAPU General Secretariat shall serve as the rapporteur of the Forum.

## **8. FINANCING**

Organizing the Forum does not require any additional or specific financial resources besides the regular budget of the Union. However, it is worth noting that:

- a) Observers may decide to contribute towards financing the event in partnership with PAPU or its Member States;
- b) Where the Forum is not held in conjunction with the Administrative Council's Ordinary Sessions, the host country shall bear the related operating costs.

The Chair of the Forum shall finance the operating costs of the Chair, if any.  
Members shall finance their participation in the Forum.

## **b) Terms of Reference of Postal CEOs Forum**

### **1. BACKGROUND AND RATIONALE**

By Resolution No. 06/PAPU/AC/XXXVIII/2019, the Administrative Council (AC) of the Pan African Postal Union (PAPU), meeting during its 38th Ordinary Session from 17th to 19th June in Ouagadougou (Burkina Faso), established an annual Postal CEOs Forum to be held on the sidelines of its deliberations. Since then, the Forum has been a prominent item on its agenda.

Having organized several editions, it has become clear that there are gaps in the Forum's ToRs, which hinder full achievement of the Forum's original objectives.

Hence the need to take corrective measures.

### **2. OBJECTIVES**

#### **2.1- Overall objective:**

The overarching objective is to provide a formal and dependable platform for African Postal CEOs to engage among themselves in order to share ideas and experiences.

#### **2- Specific objectives:**

More specifically, postal CEOs will be able to:

- Conduct a situational analysis of the environment in which the African post operates;
- Craft strategies to address current challenges and capitalize on opportunities to develop the sector;
- Design potentially operational business models;
- Analyze new customer needs and expectations, especially with respect to ICTs;
- Specify their expectations from international postal bodies, notably PAPU and the UPU;
- Build working relationships and forge partnerships with other stakeholders in the sector.

### **3. EXPECTED RESULTS**

The following outcomes are expected from each forum:

- Challenges facing the sector and possible solutions clearly identified;
- More motivated postal leaders with regard to PAPU activities;

- Greater understanding of thematic issues debated;
- Partnerships created.

#### **4. THEMES**

The rich array of potential themes for the event include:

- Global and regional trends;
- Customer needs and new services;
- Opportunities opened up by digitization;
- Role of public postal services and rethinking of universal service;
- Relations with government authorities;
- Status of postal financial services;
- Competition;
- Relations between postal operators, postal regulators and financial regulators;
- Consumer rights;
- Quality standards;
- Etc...

#### **5. PARTICIPANTS**

In a bid to bring together as many African postal CEOs as possible, the Forum will equally be open to non-PAPU member countries.

- Depending on the issues on the agenda, the Forum to associate members, private operators, associations or companies that will participate as observers, subject to being registered before the Forum;
- Observers will only receive non-confidential information and documents circulated by the Forum Secretariat.

#### **6. MEETING TIMING AND VENUE**

The Postal CEOs Forum will be held on the sidelines of the PAPU Administrative Council meeting:

- Either annually as a half-day event;

- Or biennially (every two years) as a one-day event, alternating with the CEOs Forum.

The Forum may be held in any other venue outside the AC session.

## **7. ORGANIZATION**

The Chair of the Forum shall rotate among PAPU Member States, considering the African Union's geographical distribution. The Chair shall be assisted by a Vice-Chair who shall act in his/her place in case of unavoidable absence. The Vice-Chair shall take over the Chair the end of the incumbent's term of office.

Where the country serving as Vice-Chair does not fulfil the requirements to hold the office of chairperson, a new chairperson shall be appointed.

The term of office of the Chair and Vice-Chair shall be two (2) years.

The Forum shall designate two rapporteurs among its members.

The PAPU General Secretariat shall serve as the rapporteur of the Forum.

## **8. FINANCING**

Organizing the Forum does not require any additional or specific financial resources besides the regular budget of the Union. However, it is worth noting that:

- a) Observers, partners and sponsors may contribute to financing of all or part of the Forum;
- b) Where the Forum is not held in conjunction with the Administrative Council's Ordinary Sessions, the host country shall bear the operating costs of the Forum.

The Chair of the Forum shall finance the operating costs of the Chair, if any.

Members shall finance their participation in the Forum.

