



**PAPU/AC/ATC/PRC/04/2024 - Doc No.03b and Annex**  
*Original: French*

## **WORKING GROUP ON REGULATION DEVELOPMENT (WGRD)**

18<sup>th</sup> March, 2024; online

### **IMPLEMENTATION STATUS OF THE WORKING GROUP REGULATION DEVELOPPEMENT'S WORK PLAN**

Agenda item N°4.2

<b>1. Subject</b> Implementation Status of the WGRD Programme of Activities	<b>2. References/paragraphs</b> Policy and Regulation Committee Action Plan, 2022-2025
<b>3. Decision expected</b> <ul style="list-style-type: none"><li>• Examen and adopt the related report;</li><li>• Make any relevant comments, observations and recommendations</li></ul>	

#### **I. INTRODUCTION**

Since it was adopted, the Working Group on Regulation Development's Work Plan has been implemented steadily. This document provides an update on activities carried out.

#### **II. DECISION EXPECTED.**

The Policy and Regulation Committee is requested to adopt the document and make any relevant comments and/or observations

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## IMPLEMENTATION STATUS OF THE WGRD WORK PLAN

No.	Deliverables	Activity	Due date		Responsible	Status
			Starting date	Ending date		
1.	Committee Terms of Reference (ToRs)	Take ownership of Committee ToRs	February 2022	July 2022	Working Group on Regulation Development	<b>Completed:</b> ToRs adopted by the AC during its 40th Ordinary Session held from 12-14 July 2022 in Kinshasa (DRC)
		Implement the ToRs				<b>Completed:</b> They are steadily implemented throughout the cycle
2.	Supervise the implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference (PC) and Administrative Council and the Administrative Council (AC) on the matters of regulation	General Secretariat to establish a framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.	February 2022	May 2025	Working Group on Policy and Legal Harmonization	<b>Completed:</b> The two (02) organs have a monitoring and evaluating (M&E) framework for resolutions and recommendations

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		Consider the proposed framework for monitoring/evaluation of implementation of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council.				<b>Completed:</b> The M&E framework for decisions, resolutions and recommendations was examined by the Policy and Regulation Committee in July 2022.
		Present the monitoring and evaluation framework for adoption				<b>Completed:</b> The M&E framework for decisions, resolutions and recommendations taken by the Conference and the Council was adopted by the Council during its 40th Ordinary Session held from 12 to 14 July 2022 in Kinshasa.

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		Draw up the status of implementation of decisions, resolutions and recommendations of the Conference and the Council				<b>Completed:</b> The implementation status of decisions, resolutions and recommendations is drawn up annually for submission to the Conference and/or the Council.
		Consider implementation statuses of decisions, resolutions and recommendations of the Plenipotentiary Conference and Administrative Council at the agreed frequency.				<b>Completed:</b> The M&E framework for decisions, resolutions and recommendations taken by the Conference and Council is updated annually;

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3.	Participate in organizing the Postal Regulators Forum	Approve the theme of the Postal Regulators Forum proposed by the Secretariat	February 2022	May 2025	Working Group on Regulation Development	<b>Completed:</b> The theme of the African Postal Regulators Forum to be held during the 42nd Ordinary Session of the Council has been approved
		Assist in selecting panelists				<b>Completed:</b> The list of panelists was assembled.
4.	Develop a consumer protection policy	Ensure that the consumer is the main focus of products/services offered by the operator	February 2022	May 2025	Working Group on Regulation Development	<b>Pending:</b> In a letter dated 8th February 2023, the General Secretariat requested Member States and Restricted Unions to provide models for the preparation of strategic documents. However, only the Communication Regulators Association of Southern Africa (CRASA) and the Southern Africa
		Ensure the development of proper communication and claims management mechanisms by the regulator (hot lines, claims management...)				

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						Postal Operators Association (SAPOA) had submitted their models. During its 41st Ordinary Session, the Council therefore instructed the General Secretariat to contact Member States and Restricted Unions that have such models to avail them. In this regard, a follow-up letter was sent. Consumer protection policy to be developed in 2025
5.	Design a cooperation framework for regulatory bodies;	Identify areas of cooperation	May 2023	May 2025	Working Group on Regulation Development	<b>Pending:</b> In a letter dated 8th February 2023, the General Secretariat requested Member States

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		Submit them to Council for adoption				<p>and Restricted Unions to provide models for the preparation of strategic documents. However, only the Communication Regulators Association of Southern Africa (CRASA) and the Southern Africa Postal Operators Association (SAPOA) had submitted their models. During its 41st Ordinary Session, the Council therefore instructed the General Secretariat to contact Member States and Restricted Unions that have such models to avail them.</p> <p>In this regard, a follow-up letter was sent.</p> <p>Latest trends in postal regulation to be submitted in 2025</p>

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6.	Propose a regulatory framework for postal financial activities	Develop a framework to promote financial inclusion Determine how to deal with new entrants (banks, telecommunications operators, savings and loans scheme, etc...)	May 2023	May 2025	Working Group on Regulation Development	<b>Pending:</b> In a letter dated 8th February 2023, the General Secretariat requested Member States and Restricted Unions to provide models for the preparation of strategic documents. However, only the Communication Regulators Association of Southern Africa (CRASA) and the Southern Africa Postal Operators Association (SAPOA) had submitted their models. During its 41st Ordinary Session, the Council therefore instructed the General Secretariat to contact Member States and

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						<p>Restricted Unions that have such models to avail them.</p> <p>In this regard, a follow-up letter was sent.</p> <p>The framework for financial inclusion and identification of attitudes to new entrants will be in place by 2025</p>
7.	Develop policy and legal frameworks for postal regulation, particularly in the following areas: logistics, electronic postal financial services, electronic services, e-commerce and e-government.	<p>Specify the scope of the project</p> <p>Request proposals from Member States</p> <p>Develop draft policy and legal frameworks</p> <p>Consider and adopt the draft policy and legal</p>	May 2023	May 2025	Working Group on Regulation Development	<p><b>Pending:</b> In a letter dated 8th February 2023, the General Secretariat requested Member States and Restricted Unions to provide models for the preparation of strategic documents. However, only the Communication Regulators Association of Southern Africa (CRASA) and the Southern Africa</p>

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		frameworks				Postal Operators Association (SAPOA) had submitted their models. During its 41st Ordinary Session, the Council therefore instructed the General Secretariat to contact Member States and Restricted Unions that have such models to avail them. In this regard, a follow-up letter was sent. Policy and legal frameworks for postal regulation to be submitted in 2025
8.	Setting standards and goals for quality of services expected by operators;	Specify the scope of the project Request proposals from Member States on service quality standards	December 2023	May 2025	Working Group on Regulation Development	<b>Pending:</b> This activity will be carried out at the same time as the regulatory frameworks in 2025.

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		Set standards and objectives				
		Consider and adopt service quality standards and objectives				
9.	Human capital development	Enhance a system that fosters development and capacity building of Regulatory staff	December 2022	March 2025	Working Group on Regulation Development	<b>Pending:</b> In a letter dated 8th February 2023, the General Secretariat requested Member States and Restricted Unions to provide models for the preparation of strategic documents. However, only the Communication Regulators Association of Southern Africa (CRASA) and the Southern Africa Postal Operators Association (SAPOA) had submitted their models. During its 41st Ordinary Session,
		Identify areas of training				
		Benchmarking on industry trends and developments				
		General Secretariat to play a coordinative role in implementing Human Capital Development programmes.				

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						<p>the Council therefore instructed the General Secretariat to contact Member States and Restricted Unions that have such models to avail them.</p> <p>In this regard, a follow-up letter was sent.</p> <p>Performance and service quality evaluation frameworks to be in place by 2025</p>
10.	Introducing systems for assessing performance and quality;	Specify the scope of the project	December 2023	May 2025	Working Group on Regulation Development	<p><b>Pending:</b> In a letter dated 8th February 2023, the General Secretariat requested Member States and Restricted Unions to provide models for the preparation of strategic documents. However, only the Communication Regulators Association of</p>
		Request proposals from Member States on how to assess service quality standards				
		Develop a framework for assessing service quality				

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		management Consider and adopt service quality standards and objectives				<p>Southern Africa (CRASA) and the Southern Africa Postal Operators Association (SAPOA) had submitted their models. During its 41st Ordinary Session, the Council therefore instructed the General Secretariat to contact Member States and Restricted Unions that have such models to avail them.</p> <p>In this regard, a follow-up letter was sent.</p> <p>Performance and service quality evaluation frameworks to be in place by 2025</p>

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