REPORT OF THE EACO WORKING GROUP 4 ON POSTAL SERVICE DEVELOPMENT & REGULATIONS

1. Introduction

During the period 2019 – 2021, the EACO WG4 on Postal Service Development & Regulations held a total of 9 meetings. Representatives from Postal Corporation of Kenya (PCK), Communications Authority of Kenya (CA), Uganda Post Limited (UPL), Uganda Communications Commission (UCC), National Post Office of Rwanda (NPO), Rwanda Utilities Regulatory Authority (RURA), Tanzania Posts Corporation (TPC), Tanzania Communications Regulatory Authority (TCRA), Regie Nationale des Postes du Burundi (Burundi National Post) and South Sudan Post participated in the meetings.

2. Progress report

The WG4 had to work on the items below:

S/N	Item	Progress
1	Guidelines on Postal Remuneration System	• The 3rd UPU Extraordinary Congress held in Geneva, Switzerland, in September 2019, among the options (A, B, C) which were under discussion, had opted for a solution of consensus: option V (Victory) for remuneration on delivery of mail items (Terminal dues).

		• Member countries are now implementing the new UPU remuneration guidelines.
2	Development of Model for financing Universal Postal Services	This is work in progress - data collection is being done on universal service obligations (USO). Kenya, Rwanda, South Sudan and Uganda have provided their data. A follow up is being done in order to collect data from Burundi and Tanzania and then commence the drafting of the model.
3	Development of a Harmonized Regional Addressing and Postcodes System	• Under WG4, On 18th November 2020, in order to ensure that postal actors are aware of the need of developing and implementing a good addressing and post code system, a virtual workshop on addressing and postcodes system was held, organized by EACO in collaboration with the Pan African Postal Union (PAPU). Participants were from Regulatory Authorities and Postal Operators from East Africa, PAPU and African Union Commission (AUC). • An ad hoc team under WG4 was assigned to engage further on behalf of member countries and report to the Group. • During a meeting held on 25th May 2021, on report of the ad hoc team, members found in their discussions that the process of harmonization of the NAS must take into account the two reports on the subjects namely: the AUC report providing guidelines on Addressing and Postcodes in Africa, and the Consultant's report on The Development of

		harmonized National Postcode Systems in EAC, and then based on them prepare a proposal to obtain funding from selected donors.
4	Development of a Strategy on Modernization and Transformation of the Postal Sector	An ad hoc Committee was set up to develop the strategy and this is WIP.
5	Development of Joint Inspection Guidelines on Postal Operations	Postal Operators used to hold physical joint checks and inspections of each member state's postal operations; but due to budget constraints coupled with the COVID-19 Pandemic, this could not be done.
6	Development of a Framework for Cross Border Mail Transportation System	Members agreed to hire a Consultant to do this.
7	Coordinate Automated Quality Performance Tests	The Quality of Service Measurements are still done manually. Members countries were encouraged to adopt the UPU QOS measurement system known as the GMS (Global Monitoring System) that uses RFIDs to check quality improvement.

3. Challenges

The following are the challenges the postal sector faced:
- Budget constraints which impacted the physical meetings and affected some activities e.g., Joint inspection guidelines on postal operations centers.
- COVID-19 pandemic which brought lockdown and most of the members were working from home.
- Lack of commitment of members.
- Inconsistence of participation in WG's meetings by members.
- Delay in providing data by some members.

- Internet connectivity: Due to poor internet connection, some countries were not able to attend the meetings (Burundi & South Sudan).

4. Recommendations

a. There is need to measure Quality of Service improvement: We must review processes towards improvement of customer services through regular customer satisfaction surveys.
b. Develop interactive websites where customer information, complaints and compliments are received and responded to.
c. Implementation of Digital National Addressing is paramount as this opens up space for Postal Operators and Couriers to deliver the last mile service efficiently and effectively.
d. Each country must officially designate a permanent member of the WG4 to ensure continuity of participation in the works of the Group.

5. Conclusion

a) The Assembly is invited to note, consider and adopt the Working Group 4 report for the period July 2019 to June 2021.
b) Provide guidance on the Working Groups activities as it may deem fit.

Chairperson

Jessica Uwera Ssengooba