



RWANDA NATIONAL  
POST OFFICE

# THE INCLUSION OF RURAL COMMUNITIES IN THE MAINSTREAM OF THE POSTAL SECTOR IN RWANDA

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# Agenda

INTRODUCTION 1

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UNDERSTANDING RWANDA  
RURAL LANDSCAPE 2

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CONCLUSION 3

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[Back to Agenda](#)

# INTRODUCTION

I am truly honored to stand before you today at the EACO Postal Logistics Forum to discuss a topic of utmost importance: **"The Inclusion of Rural Communities in the Mainstream of the Postal Sector in Rwanda."**

Drag and drop your photo or video! Click the sample photo or video and delete. Select yours from the uploads tab, drag, and then drop inside the frame!

[Back to Agenda](#)

The postal sector plays a pivotal role in the socioeconomic development of any nation, and Rwanda is no exception. However, it is imperative that we ensure that the benefits of this sector reach every corner of our beautiful country, including our rural communities

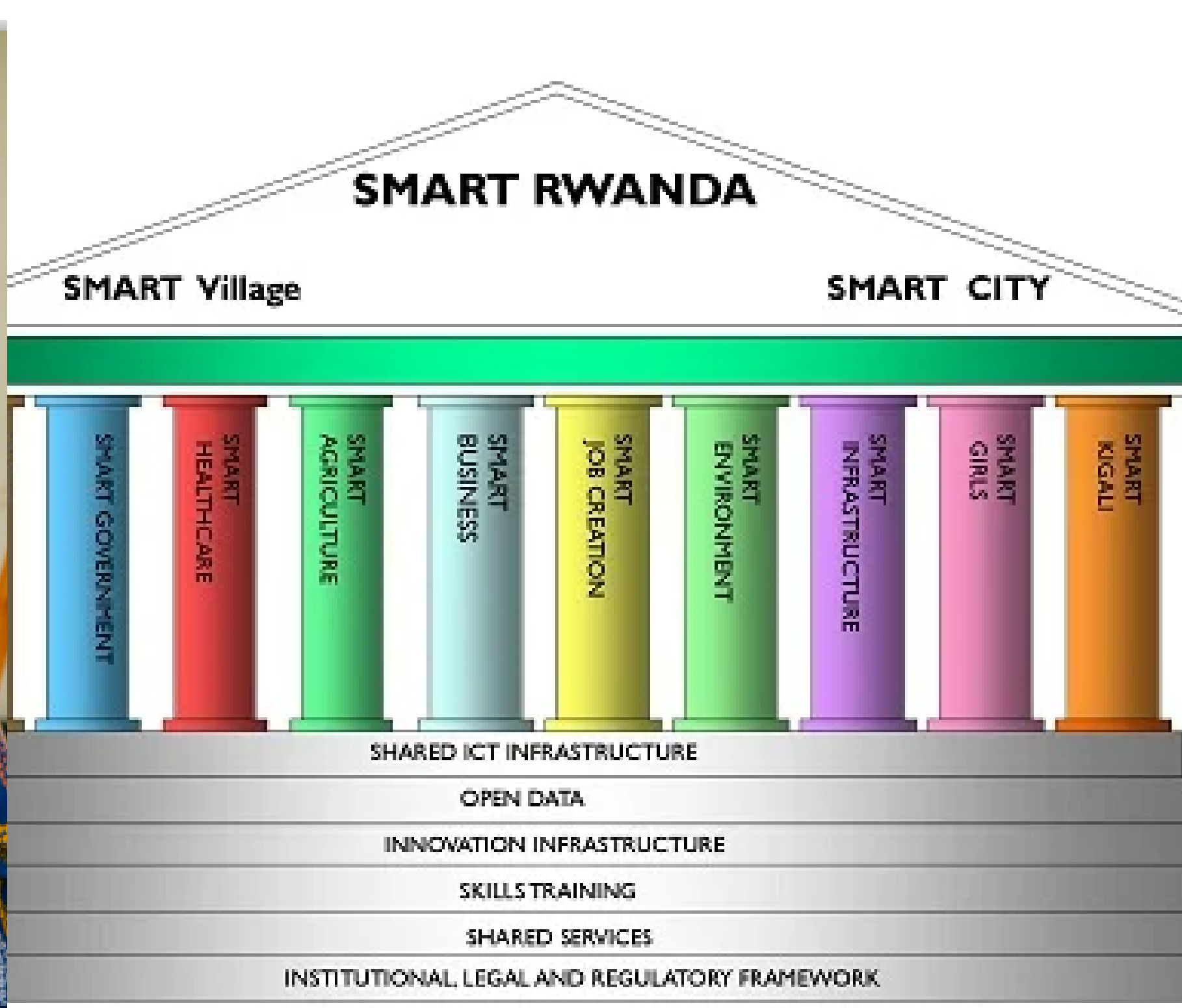




Rwanda has made remarkable strides in recent years in various sectors, and the development of our postal services is a crucial component of our journey towards progress and inclusivity.

The postal sector in Rwanda has undergone significant transformation, modernization, and expansion, all aimed at meeting the evolving needs of our citizens and businesses.

Yet, there remains a pressing need to bridge the digital divide and address the postal inequalities that persist in our rural areas



**Key Points regarding the inclusion of rural communities in the mainstream of the postal sector in Rwanda**



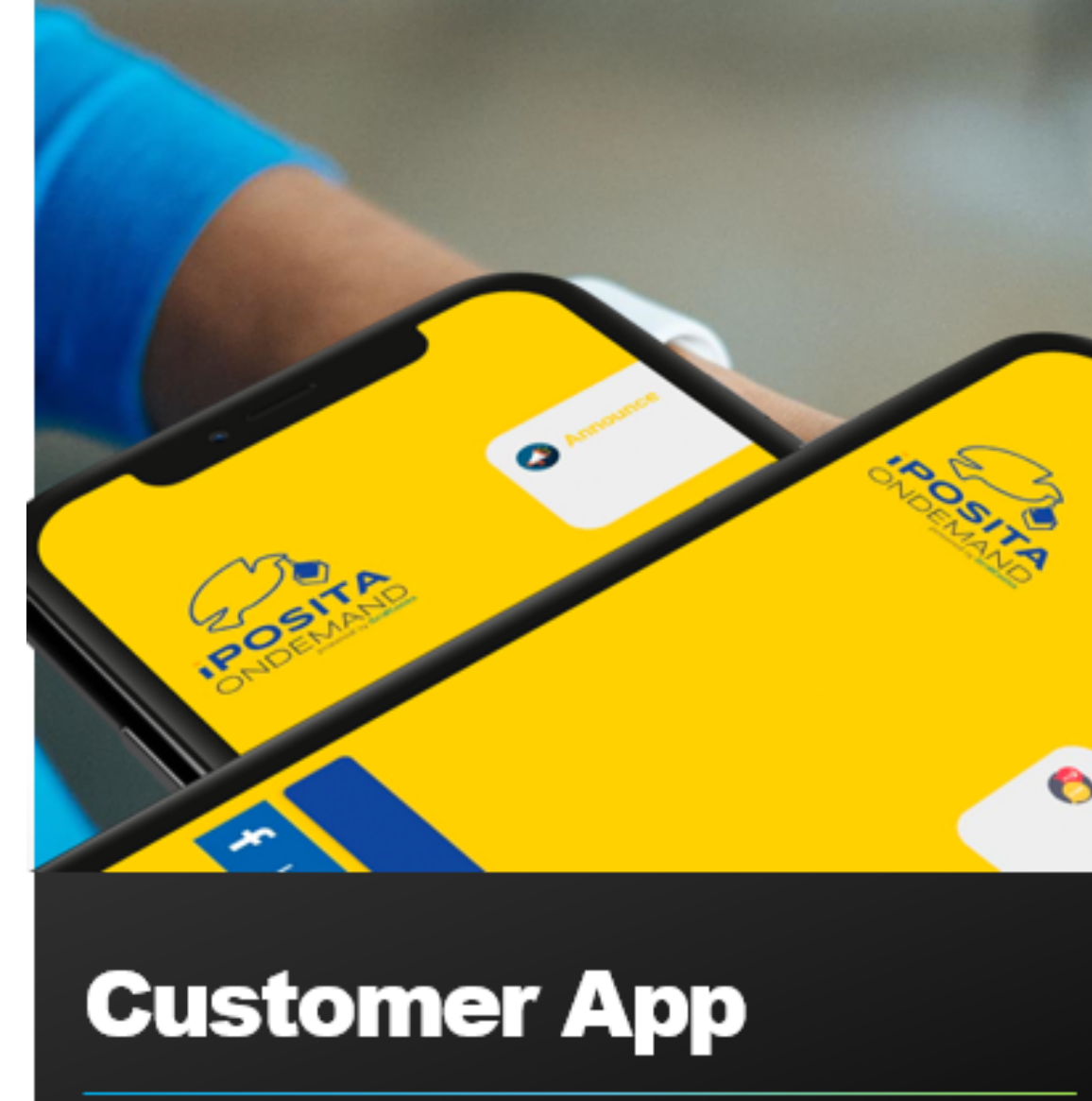
Rwanda's rural areas are diverse, with varying levels of infrastructure and accessibility. To ensure inclusion, we must first understand the unique challenges faced by these communities, such as limited road networks, electricity, and internet connectivity. Rwanda National Post Office has 17 branches and all these branches serve 30 districts of Rwanda for courier pick up and distribution.



**Infrastructure Development:** One of the critical steps towards inclusion is the development of postal infrastructure in rural areas. This includes establishing post offices, postal agencies, Postal kiosks, and service points that are accessible to all, even in the most remote areas.

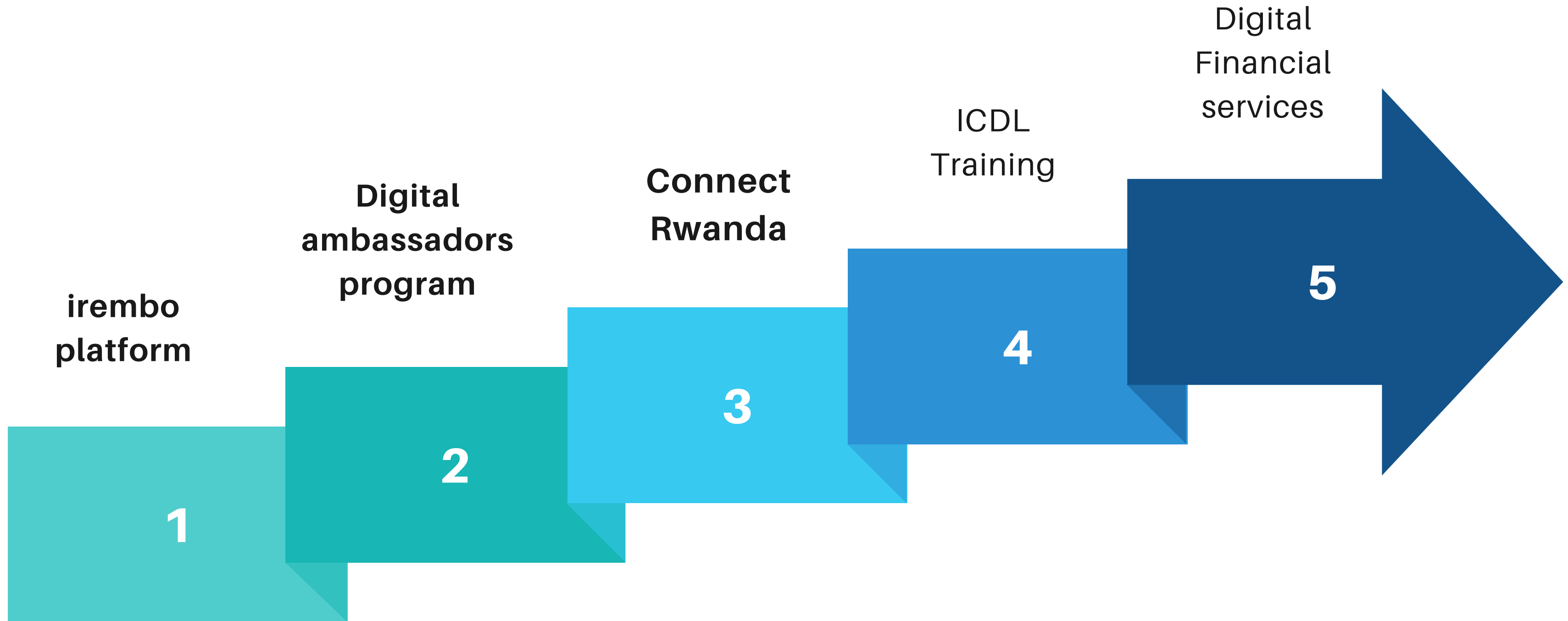


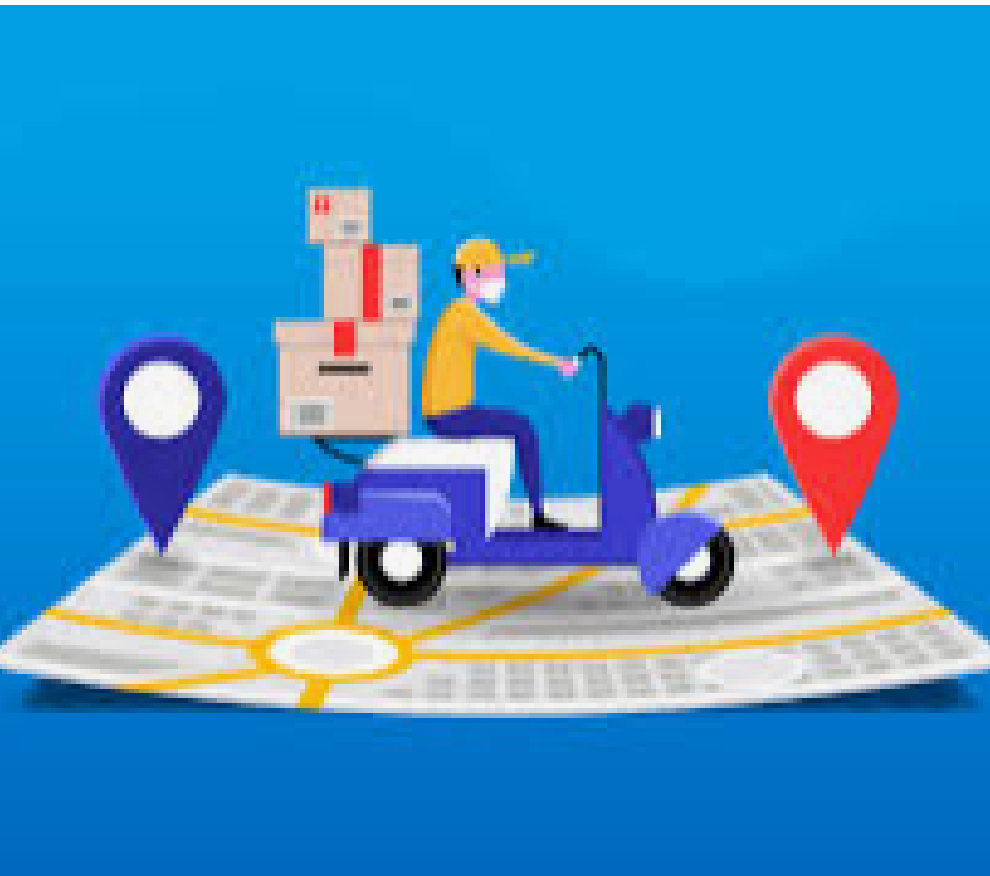
It also involves investing in reliable transportation systems to facilitate the flow of mail and packages. Within our e-commerce to the implementation plan, the Rwanda National Post office plans to have a Postal Kiosk in six satellite cities, six secondary cities, and in strategic areas like Rwanda borders whereby these postal kiosks will facilitate all citizens to get access to Postal services as well as e-commerce services.



# DIGITAL LITERACY AND ACCESS

In the digital age, it is essential to equip rural communities with the necessary skills and tools to access postal services online





**Last-Mile Delivery:** Last-mile delivery is a significant challenge in rural areas. Innovative solutions, including drones and mobile post offices, can be explored to overcome these logistical hurdles and ensure the timely delivery of mail and parcels.

Rwanda National Post Office has partnered with a company called Akutari to develop ***iposita on-demand logistics and Gridcode smart addressing*** that facilitates our end-to-end delivery with live tracking and SMS notification to customers

**Environmental Sustainability:** As we expand postal services, we must also prioritize environmental sustainability. Adopting eco-friendly practices, such as electric vehicles and renewable energy sources, can help reduce our carbon footprint in rural communities. Rwanda National Post Office has implemented e-logistics by introducing e-bikes as the solution for reducing carbon footprint

**Community Engagement:** Community participation and feedback are invaluable in tailoring postal services to the specific needs of rural areas. Local partnerships and community-driven initiatives enhance the effectiveness of postal inclusion efforts.

**In conclusion, the inclusion of rural communities in the mainstream of the postal sector in Rwanda is not just a matter of expanding services but also a commitment to equal opportunity and inclusive growth. By addressing the unique challenges faced by our rural citizens and leveraging innovation and collaboration, we can truly make our postal sector a driving force for development across the nation.**

**At our National Post Office, we are committed to ensuring that no Rwandan, regardless of their location, is left behind in the digital age. We believe that together, we can build a stronger, more inclusive postal sector that contributes to the overall prosperity and well-being of our beloved Rwanda**