

**REPORT OF THE
25th EACO WG 4 :
POSTAL AND COURIER
SERVICE DEVELOPMENT
& REGULATIONS
MEETING HELD ON

11TH - 12TH JUNE 2018

AT SAFARI PARK HOTEL
IN NAIROBI, KENYA**

1.0 Opening of the meeting

The East African Communications Organisation (EACO) held its working group 4 meeting in Nairobi, Kenya 11 and 12 June, 2018. The meeting had participants from: National Post of Burundi (NPB), Postal Corporation of Kenya (PCK), Communications Authority of Kenya (CA), Uganda Post Ltd (UPL), Uganda Communications Commission (UCC), Tanzania Posts Corporation (TPC), Rwanda Utilities Regulatory Authority (RURA). Representative from Pan African Postal Union (PAPU), Representative from Universal Postal Union (UPU), and Communication Regulators Association of Southern Africa (CRASA) also participated in the meeting.

The list of participants is contained in **Annex 1**.

2 Introduction of members

The meeting was opened by Ms. Jessica Uwera the Chairperson of EACO Working group 4 meeting. She started by welcoming members to the meeting after which self-introductions were done.

3 Adoption of the Agenda

Members were taken through the agenda and it was adopted with minor amendments as contained in **Annex 2**.

4 Communication from the EACO Liaison Manager

The EACO liaison Manager Mr. Godelieve kesi commended the team for the active participation in the EACO meetings. He noted that, WG4 had developed new terms of reference to be implemented in the 3rd cycle. The EACO congress has a cycle of two (2) years.

5 WG4 Plenary Presentation

a) WG4 TORs implementation

Members reviewed and made amendments to the TORs as follows

- i. To recommend a mechanism for implementation of the various Postal Strategies i.e EAC, PAPU and UPU within the region ;
- ii. To recommend strategies for modernization and transformation of the Postal sector in the region;
- iii. To recommend strategies for development and harmonization of the National Addressing and Postcode Systems in the region;
- iv. To co-ordinate and follow-up the works of the relevant EAC, PAPU, AUC & UPU Committee(s) or Council(s) recommendations or contributions relating to the work of WG4.
- v. To review and recommend ammendments to the National Policies, Legal and Regulatory frameworks to support a competitive postal sector ; and

- vi. To review and recommend strategies to position the postal sector as a contributor to socio-economic development.

b) Challenges experienced to date

- Delay in the implementation of some of the agreed tasks
- Some member countries were not able to attend the meeting due to lack of government clearance. It was recommended that EACO secretariat to send invitations 2 months in advance.
- Some members experienced technical challenges in participating in the online meeting. Regulators to facilitate online meetings by putting in place necessary and appropriate infrastructure.

c) Prospects till the 23rd Congress

- Implementation of the 3rd cycle action plan.

6. Workshop on digitized postal an all inclusive agent for national development

WG4 held a workshop on postal regulation in the digital economy on the 11th June 2018. The presentations made were as follows-:

- 1) Understanding the digital economy and regulatory challenges by Dr. L Abrahams - link centre WITS University South Africa
- 2) Status on implementation of UPU Regional Project on Operational Readiness in E-Commerce (ORE) in Eastern and Southern Africa – Ms. Gladys Mutyavaviri - UPU
- 3) Back to the future – Mr. G. Lee - Sunflower Associates, UK

Following the presentations that were made at the workshop WG4 endorsed the following recommendations.

POLICY ISSUES

- Develop/update National postal sector policies with a clear vision
- Clearly define universal postal service
- Put in place an enabling environment to support Ecommerce development and E-services encompassing the following areas among others.
 - Digital literacy
 - Financial literacy
 - Consumer education
 - Cyber and consumer protection

REGULATORY ISSUES

- Regulatory framework to be set up so as to ensure equal playing field;
- For Digital transition to be successful regulators need to be proactive and independent decision makers.
- Ensure regulatory independence is recognized, acknowledged and respected.
- Ensure collaboration between postal regulators and financial service regulators at national level to support E-commerce development.
- Undertake regulatory studies in the following areas, to inform policy formulations , practises of the regulatory authorities, identify priority areas for attention and clarify the roles of various regulators and any areas of possible concurrent jurisdiction and Provide clarity for market players:
 - Postal sector transformation(changing nature of postal market ad service in the region i.e E-commerce, digital government, service centres, technical development hubs etc)
 - Understand the extent to which existing legislation provides the foundation for conducting reviews and guiding regulatory decisions.

OPERATIONAL ISSUES

- Designated operators to build the required capacity to support e-commerce devt through investment in
 - the required systems and IT tools
 - Customer centric strategies
 - Skills development
- Enter into partnerships with the Private sector

7 Recommendation from the previous working group 4 meeting

- i. Take advantage of E-Commerce opportunities;
- ii. Implement step 1 of the Integrated Product Plan (IPP);
- iii. Develop security policies where none exist e.g. put in place appropriate firewalls to prevent cyber-crimes, physical security of the system - **EACO secretariat to forward liaison statement to WG1 for action**
- iv. Develop the necessary infrastructure e.g. broadband connectivity, roads, airports, power and the National Addressing Postcode System as a business driver - **EACO secretariat to forward liaison statement to WG2 for action**
- v. Put in place policies on Private and Public Partnerships;
- vi. Enter into bilateral agreements on mail transfers across borders;
- vii. Take advantage of the developed curriculum by AFRALTI for training;
- viii. Participate in the National Addressing & Post code System training to be conducted by EACO in conjunction with AFRALTI;
- ix. Implement the recommendations of the Report on the Study on Harmonization of the NAS in the EAC region as carried out by the UPU Consultant;
- xi. Timely settle accounts for airlines, Terminal Dues and interstate;
- xii. Validate the EAC Postal Strategy in collaboration with line ministries and stakeholders;

- xiii. Adopt the use of teleconference facilities to fast track the implementation of recommendations of the different working group meetings;
- x. EACO to coordinate and fast track the harmonization of the EACO National Addressing and Postcode System project with EAC and seek funding for implementation of the project in the region;
- xi. EACO to consider adopting the training approach where the facilitators conduct trainings within member countries with a view to increasing the attendance and reducing cost of participation and to communicate the same as soon as possible;
- xii. EACO in collaboration with PAPU to study the evolution of the UPU Remuneration Systems and prepare a common position for the region;

8. PRESENTATION ON UPU THEMATIC ISSUES

PAPU made a presentation on the following UPU thematic issues to be considered by the UPU extra ordinary congress to be held in Addis Ababa from 3rd – 7th September 2018 and urged EACO member countries to support Africa's common position:

- Reform of the union
- Sustainable contribution to the UPU budget(Reform of the system applied to contributions by union member countries)
- Stability and sustainability of the UPU provident scheme
- Integrated Product Plan(IPP)
- Integrated Remuneration Plan(IRP)

Annexed are the detailed PAPU recommendations.

9. GENERAL RECOMMENDATIONS

- Expert teams to benchmark with CRASA and WAPCO through PAPU on the harmonization.
- Regulators and Operators to implement the agreed action plan and submit status reports to EACO secretariat on quarterly basis.
- EACO to support the African common position on UPU thematic issues.

10. Date and venue of the 2nd working group 4 physical meeting

To be communicated by the EACO secretariat

11. AOB

- EACO to take advantage of field mission support by PAPU in accordance with the PAPU 2018-2019 program of action.

- EACO member countries are encouraged to participate in the following UPU/PAPU projects
 - Regional QSF project Customs Declaration Systems(CDS)
 - Nelson Mandela Stamp issue

Chairperson: Uganda

1st Rapporteur: Kenya

Ms Jessica Uwera Ssenooba

Ms Regina Chero

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2nd Rapporteur: Tanzania

EACO Secretariat

Mr David Mtake

Mr Godliving Kessy

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ANNEX 1**LIST OF PARTICIPANTS**

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1	Brian Mwasa	CRASA	Head – Postal	bmwans@crasa.org
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	Mukeni			
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ANNEX 2

WORKING GROUP 4–POSTAL & COURIER SERVICE DEVELOPMENT & REGULATIONS FINAL PREPARATIONS

1.0. TENTATIVE AGENDA:

1. **Opening** of the meeting
2. **Introduction** of members
3. **Adoption** of the Agenda
4. **Communications** from the Chairperson & EACO Liaison Manager
5. **WG4: Plenary:** Assembly Presentations:
 - a. **WG4 ToRs Implementation;**
 - b. **Accomplishments and challenges to-date**
 - c. **Prospects till 25th Congress.**
6. **WG4: Recommendations from the workshop**
7. **Adoption of the Presentation**
8. **Proposal** on Date and Venue for the **2nd WG4 Physical Meeting.**
9. **Any Other Business**
10. **Closure** of the Meeting