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REPORT OF THE 20TH EACO POSTAL ASSEMBLY HELD IN NAIROBI, KENYA ON 24TH – 26TH JUNE 2013

1.0 INTRODUCTION

The 20th Postal Assembly in the East African Region was held from 24th to 28th June 2013. It was opened by the CEO of the host country, Dr. Enock O. Kinara, Postmaster General Postal Corporation of Kenya.

This report highlights areas that require the attention of the regulators, governments and other stakeholders.

1.1 Attendance

The meeting was attended by members from Postal Corporation of Kenya (PCK), National Post of Burundi, Tanzania Posts Corporation (TPC), Posta Uganda, Rwanda Utilities Regulatory Agency (RURA), Tanzania Communications Regulatory Authority (TCRA), Communications Commission of Kenya (CCK) and AFRALTI.

1.2 Election of The Bureau

The following were elected on the bureau**:**

Chairman: Kenya

1st Rapporteur: Tanzania.

2nd Rapporteur: Kenya.

1.3 Adoption of The Agenda

The agenda was adopted with a few amendments. *(Amended agenda attached in **Annex I**).*

The outgoing Chairman presented a report on the status of implementation of the Report of the 19th Postal Operators Assembly. *(Report attached in **Annex II**)*

2.0 MATTERS ARISING FROM THE 19th EACO MEETING

2.1 Status Implementation of the 19th EACO Action Matrix

The Designated Operators of Kenya, Burundi, Tanzania and Uganda presented the status of the implementation of the action matrix in their respective operations.

The following issues were extensively discussed:

2.1.1 Active participation in Meetings

It was noted that Rwanda was represented in the assembly by the regulator.

2.1.2 Scanning Machines

Members reported that scanning machines or detectors had neither been purchased nor installed at the borders. However, alternative internal screening systems in offices of exchange such as sniffer dogs have been put in place by member countries.

The assembly recommended that;

a) The purchase and installation of scanning machines should be done by the regulators due to the high cost of acquisition.

2.1.4 Joint Inspection of Airports and Offices of Exchange

b) Uganda, Burundi and Rwanda hosted joint inspections in 2012 and 2013 and the regulators were involved.

2.1.5 IFS Tests between Burundi and Uganda

It was reported that technical hitches still exist during testing as one could not view sent money from Dar es Salam to a rural office.

The Committee discussed the above item and made the following recommendations:

a) There is need for a contact person in the five member countries.

b) There is also need for coordinated communication, training on the project.

2.1.6 Quality of Service

The assembly discussed the above item and made the following recommendations:

a) There is need to improve Quality of service processes.

b) Member countries should put in place their own security systems instead of relying on the airport security which is not sufficient.

c) Regional quality of service through QSF should be developed.

2.2 PRESENTATIONS BY MEMBER COUNTRIES

The Assembly held presentations and discussions were conducted. The following is a summary of what was noted and agreed upon as a way forward for the Postal Assembly.

2.2.1 Presentation on Courier Opportunities And Challenges – Tanzania and Kenya Experience

The presentation was noted and members observed that for business survival, there is need to offer quality service and meet customer expectations.

Kenya also shared that focus should be on leverage on technological advancement to enhance speed and efficiency in service delivery, marketing and branding, visibility of domestic consignments (Track and Trace), Public Private Partnerships and improving logistics.

2.2.2 Presentation on Hype on Home Deliveries – AFRALTI

The presentation was noted, and focus was based on developing policies to govern and regulate new areas, contribution from all stakeholders for numbering, infrastructure development, improved security, having the will to

venture in to such areas, and taking the first step to implement innovative products.

The Assembly discussed the above items (2.2.1 & 2.2.2) and made the following recommendations for consideration by member countries:

a) Align and formulate policies for the industry.
b) Amend the Act to regulate illegal operators by imposing heavy penalties. This is currently in practice and CCK reported having taken over 100 offenders to court.
c) There is need to have a level playing field on the charges and weights of the courier items.
d) The governments should be lobbied to invest in infrastructure and develop the National Addressing System as a driver for courier business.
e) The Track & Trace system and data capture should be improved.
f) Security should be observed on the items being handled in the home delivery front.
g) Operators should train and use the developed curriculum already existing at AFRALTI. They should also use internal resources to formulate a training mechanism borrowing from the Burundi Model.
h) The Universal Service Fund to cater for the needy operators based on their approved proposals. It should also be used for capacity building.
i) Encourage collaborations with competitors and other Public-Private Partners to improve efficiency in service provision.

2.2.3 Presentation on The National Addressing System Standards For EACO Region – Tanzania and Kenya Experience

The presentations were noted. Member countries (Rwanda, Burundi and Uganda) also shared the status of implementation of the National Addressing System.

The assembly discussed the above item and made the following recommendations:

a) Governments should drive sourcing of funding the NAS projects.

b) Stakeholders to educate the public to appreciate the need for a National Addressing System.

c) UPU to assist the member countries with technical expertise in implementing the National Addressing System project.

d) National Addressing System to be made a top priority project in the region since the infrastructure will support growth of postal and courier business.

2.2.4 Training and Development For Post & Courier – Kenya Experience

The presentation was noted. Kenya shared with members its experience in the Training and Development for Posts. Member countries shared their experiences as well. The assembly discussed the above item and made the following recommendations:

a) There is need to emulate the Kenyan training model (in-house training).

b) Members to take advantage of the UPU Trainpost programme.

2.2.5 Presentation on The Postal Courier Curriculum - CCK

The presentation was noted. It was suggested that members undertake actions towards development of postal training programs in their countries.

The assembly discussed the above item and recommended that;

a) Members to take advantage of the Postal-Courier curriculum developed by AFRALTI.

2.2.6 Financial Inclusion – Kenya Experience

The presentation was noted. Kenya shared with members its experience in the provision of Financial Services to the unbanked populace.

Member countries also shared their status in the implementation of financial inclusion. They also shared their experience about using the IFS platform to further improve financial inclusion by reaching the unbanked sectors of the economy.

The assembly made the following recommendations:

a) IFS should have universal branding for proper recognition.

b) Market and promote use of the IFS platform among the member countries.

c) Automation of outlets is required.

d) The region to take full advantage of financial inclusion opportunities as IFS system is practical and viable since it has recorded excellent business in the CIS countries and French speaking countries in Africa.

2.2.7 Drivers and Trends in Postal and Courier Innovations

The presentation was noted. Kenya shared its status on a financial solution that will drive e-commerce in the postal network.

Member countries appreciated that the financial solution is able to link postal operators in the region through integration with IFS solution.

2.2.8 Quality of Service Projects

Members noted the status of implementation of IBIS, Global Monitoring System and Pay for Performance in the region.

The assembly recommended that;

a) Members take advantage of the new quality monitoring system developed by UPU (GMS Light).

b) There is need to take advantage of the UPU organized workshops to build capacity by hosting a workshop in the region on GMS.

c) Joint inspections to continue and Kenya to host the next inspection.

d) Quality of Service task force meetings to continue and to involve regulators.

2.2.9 Account Settlement Between Designated Operators

Presentation from Kenya was noted. Members recommended the following;

a) Members to join UPU clearing system for account settlement by emulating Uganda.

2.2.10 Regional QSF Projects

Members discussed the need to have a regional QSF project guided by the Regional Development Plan developed by PAPU.

It was recommended that;

a) Members should consult Chief Executive Officers and come up with proposals within the next one month.

2.2.11 Road Transport Project

Members received an update from Uganda, Burundi and Kenya. After the discussions it was clear from the preliminary report that the project was not viable due to low mail volumes in the region.

It was recommended that;

a) Members explore on bilateral basis how to exchange cross-border mails.

b) Project be dropped from the matrix.

2.2.12 Implementation of The Doha Postal Strategy

Background

Lessons learnt from the NPS implementation were as follows;

a) Need to involve all stakeholders in its implementation i.e. Governments, Regulators and Operators.

b) Need to build on the existing strengths.

c) Assessment of the impact of the Postal Strategies is not easy to measure at the country or regional level.

Kenya presented the briefing to the members on the DOHA Postal Strategy outcomes. Below is a summary of the major outcomes;

a) The EACO member countries in Group 4 & 5 are expected to migrate to the new target system in the next cycle.

b) UPU will conduct studies on impacts of the countries movement to the target system, issues of using domestic tariffs to pay terminal dues and Items per Kilogram (IPK) between countries.

c) The minimum amounts of the QSF fund raised from 12,000 to 20,000 USD and the fund continue up to the year 2020.

Members recommended that the region needs to prepare adequately for the next cycle of negotiations and the secretariat coordinates the EACO position.

2.2.13 Marketing and Branding of IEMO

Members discussed the matter and agreed to aggressively market the product in the region.

The branding is being handled by the UPU and members will adopt the brand.

3. CONCLUSION

The Assembly of Postal Operators requests that the above concerns and recommendations in this report be considered and approved by the 20th EACO Congress for the improvement of Postal Services in the EACO region.

Dr. ENOCK KINARA
Chairperson

ASSEMBLY OF POSTAL OPERATORS

ANNEX I

AMENDED AGENDA

ASSEMBLY OF POSTAL OPERATORS

24th – 26th June 2013.

A G E N D A

1. Opening of the Meeting
2. Election of the Bureau
3. Adoption of the Agenda
4. Report of the outgoing Chairman
5. Matters arising from the Report of the OC
6. Drivers and Trends in Postal and Courier Innovations
7. Report on Quality of service task force
8. International Express Money Order Project (IFS)
9. Status on the Quality of Service Project (IBIS, GMS, QCS, Pay for Performance...)
10. Regional Postal Cooperation on Common Projects through Quality of Service Fund
11. Report on joint inspection
12. Progress on Road Transport Project
13. Feasibility on the Account settlement between Designated Operators in EACO region
14. Report of the Postal Regulations and Development Task Force
15. Courier Opportunities and Challenges
16. Status of IEMO Projects within EACO region
17. Train development for Post and Courier
18. Implementation status of DOHA Postal strategy
19. Feasible and Implementable National Addressing System Standards for the EACO Region
20. Postal and Courier: Hype on Home deliveries
21. Presentation of Postal Courier Curriculum
22. Financial Inclusion
23. Status of Marketing and branding of Interstate Money Orders and way forward
24. AOB
25. Preparations of the Report
26. Adoption of the Report
27. Closing of the Meeting

20th EACO CONGRESS – POSTAL ASSEMBLY ATTENDANCE LIST 24th-28th JUNE 2013

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