REPORT OF THE 27TH EACO POSTAL ASSEMBLY HELD ON 7TH JULY, 2021

1.0   Introduction

The East African Communications Organisation (EACO) held virtually its Postal Assembly meeting on 7th July, 2021. The meeting had participants from 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), National Post Office of Rwanda, the Universal Postal Union (UPU) Regional Coordinator in Southern and East African English-speaking countries, and Representatives of SAPOA participated in the meeting.

2.0   Opening of the meeting

The meeting was opened by the outgoing Chairman of EACO Postal Assembly Mr. Elia Madulesi, Tanzania Post Corporation (TPC).
He thanked members on the work done since the previous meeting in July 2019, in Mwanza, Tanzania, during which he was elected Chair of the Assembly.

3.0   Election of the Bureau

The meeting elected the Bureau as follow:

Chairperson   : Celestin Kayitare – Rwanda
1st Rapporteur   : Fulgence Kabudenge - Rwanda
2nd Rapporteur   : Christophe Karorero - Burundi

4.0   Adoption of the agenda

The agenda proposed was adopted and is contained in **Annex 3.**

Postal Assembly 7th
July 2021 - Agenda &

5.0 Workshop on promoting e-commerce in postal sector

The workshop intended to aware industries of the sector on the need of promoting e-commerce in postal activities and operations. The objective was to discuss on the strategy of "promoting e-commerce in postal sector" in East Africa region. Participants were both from East African Postal Operators & National ICT Regulators, and EACO partners.

The following presentation have been made:

i.   Key Notes in ecommerce in Postal Sector in East African Postal Sector, by Mr. KAYITARE Célestin, Director General of National Post Office of Rwanda,
Herein attached

KEY NOTE
ADDRESS_by DGNPO

ii.   How postal networks can compete in the age of e-commerce, by Mr. Molefe Mathibe, CEO, JMAT Business Advisory Services.

Herewith attached

JMAT
presentation-Transfor

iii.   The Status of Tanzania Posts Corporation in the implementation of e-commerce, by Ms. Amina Salum Mohamed, Manager Electronic Business, TPC.

Herein attached

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n kigali ruanda 07072

iv. GridCode Addressing Technology for Last Mile Delivery in e-Commerce, Logistics and National Mail Operations, by Mr. Adefola Amoo, Gridcode Technology.

The presentation is herein attached

GridCode EACO
Address Workshop2 J

v. New vision and necessary change, by Dr. Ahmed Kada, Director for International Relations and Cooperation, Post Maroc and Vice-Chair of the UPU Postal Operations Council.

The presentation herewith attached

KADA Presentation -
Workshop on promot

Below are the highlights from the workshop:

i. Consider ecommerce as a new era of opportunity.
ii. Develop and implement relevant legislation to create an enabling environment for growth of postal sector.
iii. Consider capacity building as key to the growth of the sector. Postal sector personnel need to be trained in emerging technologies to ensure that the sector is always ready to be part of the digital economy.
iv. Improve the way of doing publicity by increasing marketing and branding activities to create more awareness of their products and services.
v. Invest in human resource and new technology in order to benefit from the e-commerce.
vi. Promote partnership especially in the area of infrastructure sharing
vii. Consider putting in place prerequisites that would enable a real participation in cross-border ecommerce such as supporting regulatory framework, electronic payment…
viii. Accelerate implementation of digital solutions.

6.0 Report of the outgoing Chairman of the Postal Assembly

The report highlights the key achievements and challenges in implementations of different actions.

The report of outgoing Postal Assembly Chairman is attached as annex.

Report of Chairman
of Postal Assembly-Ju

7.0   Matters arising from the outgoing Chairman's communication

In term of matters arising the following have to be considered:

- Development of a Postal Universal Service model
- Development of a Postal modernization Strategy
- Development of a Project proposal on Harmonized Addressing System (NAS) and Postcodes.

The teams dedicated to the development of these studies must continue their work in order to complete their tasks.

8.0 Consideration of report of WG04 - Postal Service Development and Regulation

The WG4 was presented by the Chair of the Group Mrs. Jessica Uwera.
The entire report is herein attached.

EACO
WG4-Report-to-Asser

9.0 Discussion and Way forward for the Postal Assembly

Through the discussion both workshop on e-commerce in postal sector and the WG4 reports, recommendations have been made, and crosscutting issues identified.

9.1 Recommendations

a. Consider ecommerce as a new era of opportunity
b. Postal organisations need to invest in human resource, new technology in order to benefit from the e-commerce.
c. Consider putting in place prerequisites that would enable a real participation in cross-border ecommerce such as supporting regulatory framework, electronic payment…
d. Accelerate implementation of digital solutions.

e. Measure Quality of Service improvement: We must review processes towards improvement of customer services through regular customer satisfaction surveys.
f. Develop interactive websites where customer information, complaints and compliments are received and responded to.
g. Continue the process of Implementation of a harmonized national addressing and postcodes systems in East African region
h. Implement Digital National Addressing, which is paramount as this opens up space for Postal Operators and Couriers to deliver the last mile delivery efficiently and effectively. Countries will consider exploring the alternative solution on addressing such as "Patented Digital Coding Technology" proposed by GRIDCODE Technology, which looks smarter, effective and efficient (less time and resource consuming).
i. Encourage infrastructure sharing by promoting partnership.
j. Consider capacity building as key element to the growth of the sector.
k. Consider training for postal sector staff in emerging technologies to ensure that the sector is always ready for to be part of the digital economy.
l. WG4 Members to regularly attend WG meetings.

9.2 Consideration of cross-cutting issues for submission to the Joint Committee

It was agreed that the following cross – cutting issues be forwarded to the Joint Committee:

i. Put in place ecommerce policies, laws and regulatory frameworks to provide an enabling environment for ecommerce development.
ii. Implementation of Harmonized national addressing system in EAC Region

10.0   Conclusion

The Postal Assembly:
      a. Adopted the report of outgoing chairman of the Assembly.
      b. Noted and adopted the progress report of WG4 on Courier Service Development and Regulation.

11.0 Closing

The Chairman of the Postal Assembly thanked all for their achievements and encouraged them to continue improving. He thanked them also for their contributions during the Assembly meeting.

Chairman: **Celestin Kayitare**

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1St Rapporteur: Fulgence Kabundege

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2nd Rapporteur : Christophe Karorero

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