



# **JOURNERY OF THE POSTAL SECTOR IN FIFTY (50) YEARS OF INDEPENDENCE – OPERATOR PERSPECTIVE**

**Presenter :**

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# **1.0 INTRODUCTION**

- The presentation attempts to assess the past, present and future of the Incumbent Postal Operator.

# THE HISTORICAL BACKGROUND OF THE POSTAL SECTOR

- ✓ Primitive postal system (6<sup>th</sup> Century Bc).
- ✓ Monopoly postal system (Kings & Queens).
- ✓ Eventually inclusion of merchants and private individuals.
- ✓ The advent of printing and education pressurized further postal developments.
- ✓ In the 16<sup>th</sup> century European states established cross- border postal services (Inter. Postal Operations).
- ✓ In 1874 the UPU was created.

# **POSTAL OPERATIONS IN COLONIAL TANGANYIKA**

- ✓ The Germany which governed jointly Tanganyika, Rwanda and Burundi, in 1893 established Postal, Telegraph and Telephone (PTT) – the headquarters were based at the current Sokoine Drive Post Office.
- ✓ In 1933 the British Colonial created a single Postal and Telecomms entity (EAP&T) for the three East African countries (Tanganyika, Kenya and Uganda) headquarters was in Nairobi, Kenya.

# POSTAL OPERATIONS IN COLONIAL TANGANYIKA

- ✓ Postal services dominated communications media in the three East African countries between 1940's to 1950's.
- ✓ Morse Code technology was used as the mode of transmitting urgent and confidential messages.
- ✓ Apart from conventional Post Offices, there were also Train Post Office (Mail Train) operating within railway lines.

# **POSTAL OPERATIONS IN COLONIAL TANGANYIKA**

- ✓ The main mail carriers were ship for international mail and train for inland conveyance.
- ✓ Government relied entirely on the postal services and business community made extensive use of the Post.

## **POSTAL OPERATION AFTER INDEPENDENCE OF TANGANYIKA**

- ✓ In 1961 the East African Common Services Organization (EACSO) was established.
- ✓ In 1967 “EACSO” was restructured and East African Community was created of which the “EAP&TC” was one of its institutions with its headquarters in Kampala, Uganda.

## **COLLAPSE OF “EAC” AND ESTABLISHMENT OF “TP&TC”**

- ✓ In 1977 the “EAC” collapsed and in 1978 the TP&TC was established mandated to be a public operator with the universal service obligation.
- ✓ TP &TC has a complete control (monopoly) of postal and telecomms services with limited efficiency and innovations.

# POSTAL REFORMS IN THE WORLD

- ✓ In the mid 1980's and early 1990's increasing competition, new customer expectations, technological advances and globalization of business created enormous challenges for postal sector forms.
- ✓ The world-wide wind of change brought public sector reform in Tanzania which motivated reorganization of TP&TC.

## **ESTABLISHMENT OF “TPC”**

- ✓ The Tanzania Posts Corporation (TPC) was therefore established by the Act of Parliament No.19 of 1993 and became operational on 1<sup>st</sup> January 1994.
- ✓ The intervention of the World Bank and East African Development Bank provided significant support and guidance for reform of the TPC.
- ✓ However, the key elements in this process were TPC management initiatives and strong government support for reform.
- ✓ The new TPC adopted strategic direction that focused on three broad corporate objectives:-  
Commercialization, Modernization, and Diversification.

# **THE ROLE OF THE INCUMNENT POSTAL OPERATOR**

In summary, role of the postal sector in national socio-economic development encompasses:-

- Facilitate communication within the country and with the rest of the world.
- Movement of parcels and other goods within and outside the country.
- Provision of postal financial services – Post as a financial infrastructure.
- Rural development and poverty alleviation – The ability to send and receive information, payments and goods is a key utility.
- Foreign currency generation and inflows into the country, and
- Bridging the digital divide, through provision of Information Communication Technology (ICT) services within the postal network.

## APPRECIATION

- ✓ Before I conclude my presentation, I would like to sincerely thank the Government of the United Republic of Tanzania through the Ministry of Communications, Science and Technology and all other stakeholders for their continued positive support and guidance in the transformation process of the Designated Postal Operator in the country, and indeed I see the future of the Post Office in the United Republic of Tanzania quite healthy and bright.
- ✓ Given TPC's wide physical outlets nationally and its greater global connectivity, I believe that Post Office has the capacity to provide unified communication services that will play a leading role in bridging the digital divide and poverty alleviation.

## Appreciation contd.

- ✓ Given the unwavering support of all the stakeholders of the postal sector as well as our esteemed customers and guided by its Strategic Business Plan – a three year road map (2011-2013), I'm optimistic that Tanzania Posts Corporation will be able to effectively meet the expectations of the Government and Citizens of Tanzania in provision of one stop centre for modern unified communication and multi-agent services.

## **CONCLUSION**

- ✓ This presentation has attempted to depict the origin of the Post, the history of incumbent postal operator in Tanzania, before and after independence, as well as the current state of the Tanzania Posts Corporation and the likely future evolution.
- ✓ It is evident that the Post Office is a unique institution capable of adapting the national and global dynamics.

## Conclusion (Contd.)

- ✓ Last but not least, TPC management is dreaming of a Tanzania where all Post Office outlets are on line connected with state-of-the-art technology and offer cross-cutting agency services together with all ICT based products to the general public.
- ✓ For Tanzania Posts Corporation, the past 50 years of independence has been a challenging, enthusiastic and continuing journey.

End:

THANK YOU FOR YOUR KIND  
ATTENTION AND LOOK FORWARD  
TO HEARING AND RECEIVING YOUR  
COMMENTS.

*Presented by::*

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