



THE POSTAL SECTOR IN 50 YEARS OF INDEPENDENCE: POLICY AND REGULATIONS– REGULATORY PERSPECTIVE

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AGENDA

1.HISTORICAL PERSPECTIVE

Liberalization of the communications sector

2.LEGAL AND REGULATORY FRAMEWORK

3.STRUCTURE OF THE POSTAL MARKET

- ▶ Postal and Courier Networks

4.REGULATORY FUNCTIONS

- ▶ Licensing Operators
- ▶ Growth of the Sector
- ▶ The Post and ICT's

5.ACHEIVEMENT WITHIN 50 YEARS OF INDEPENDENCE

6.CHALENGES FOR THE POSTAL SECTOR

7.THE POST AN INVALUABLE PUBLIC SERVICE WORLD WIDE

8.WAY FORWARD AND CONCLUSION



HISTORICAL PERSPECTIVE

- ▶ 1961–1967 After independence the Post and Telecommunications Services and Post office Saving Banks were provided by the East African Common Services Organization (EACSO).
- ▶ 1967–1977 Post and Telecoms services were jointly provided by the East African Post and Telecommunications organization under East African Community countries.
- ▶ 1977–1993 After the defunct of EAC, Tanzania Post and Telecommunications Co. formed – As a Public entity owned and its services regulated by the Tanzania Government, (monopoly operated)
- ▶ 1993 Policy Reforms liberalized communications sector; the Post and Telecommunications services separated.



HISTORICAL PERSPECTIVE

LIBERALIZATIONS OBJECTIVES

- **Unbundling of Telecommunications and postal sectors focusing on core business to facilitate growth through regulatory framework; Policy and Regulatory reforms**
- **Creating enabling environment, promoting investment and competition among Postal Service providers**



HISTORICAL PERSPECTIVE

1993 Legislations enacted to define the role of the Government, the Regulator and Operators among others established

- ▶ Tanzania Communications Commission – Regulatory Body
- ▶ Tanzania Posts Corporation – A Public Postal Operator

2003 Establishment of Tanzania Communications Regulatory Authority –merged TCC and Tanzania Broadcasting corporation

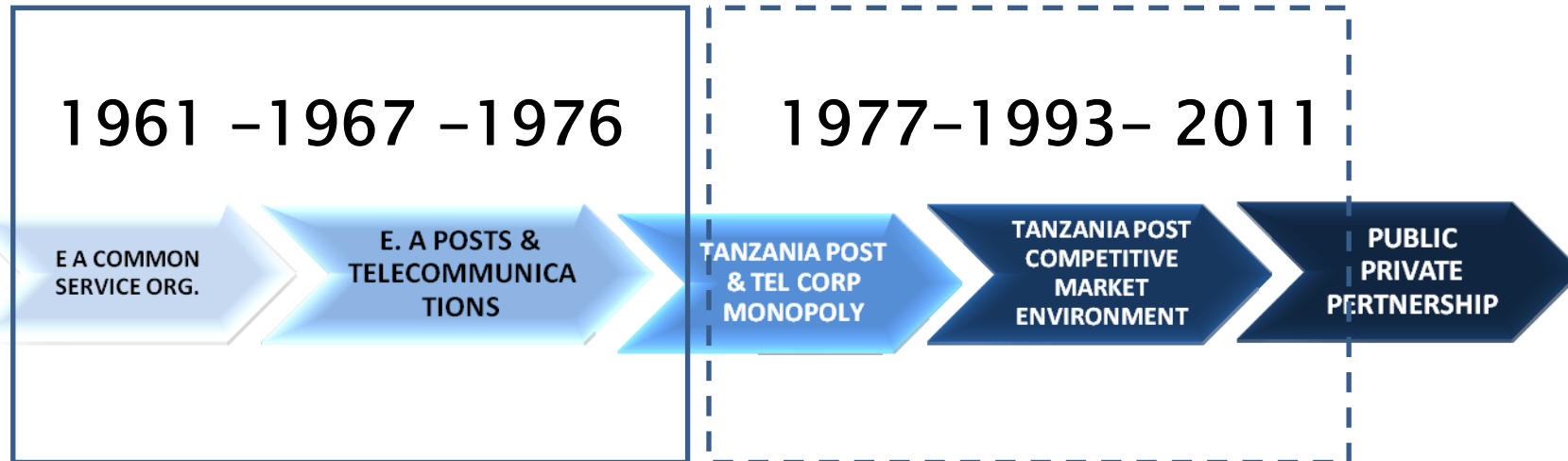
2003 Postal Sector policy released



HISTORICAL PERSPECTIVE

AFTER INDEPENDENCE

CURRENT AND FUTURE





TCRA LEGAL & REGULATORY FRAMEWORK



Tanzania Communications Regulatory Authority (TCRA) is an independent body for regulating Postal, Broadcasting and Electronic Communications sector in the United Republic of Tanzania.

mandate emanates from

Tanzania Communications Regulatory Authority Act no 12 2003

▶ **Electronic Postal and Communications Act EPOCA 2010**

2006 The Universal Communications Service Access Fund established for Universal service provision



LEGAL & REGULATORY FRAMEWORK continued.....

Regulations

- ▶ **The Tanzania Postal Regulations 2005**
- ▶ **The Tanzania Communications (Consumer Protection) Regulations 2005**
- ▶ **The Tanzania Communications (Quality of Service) Regulations 2005**



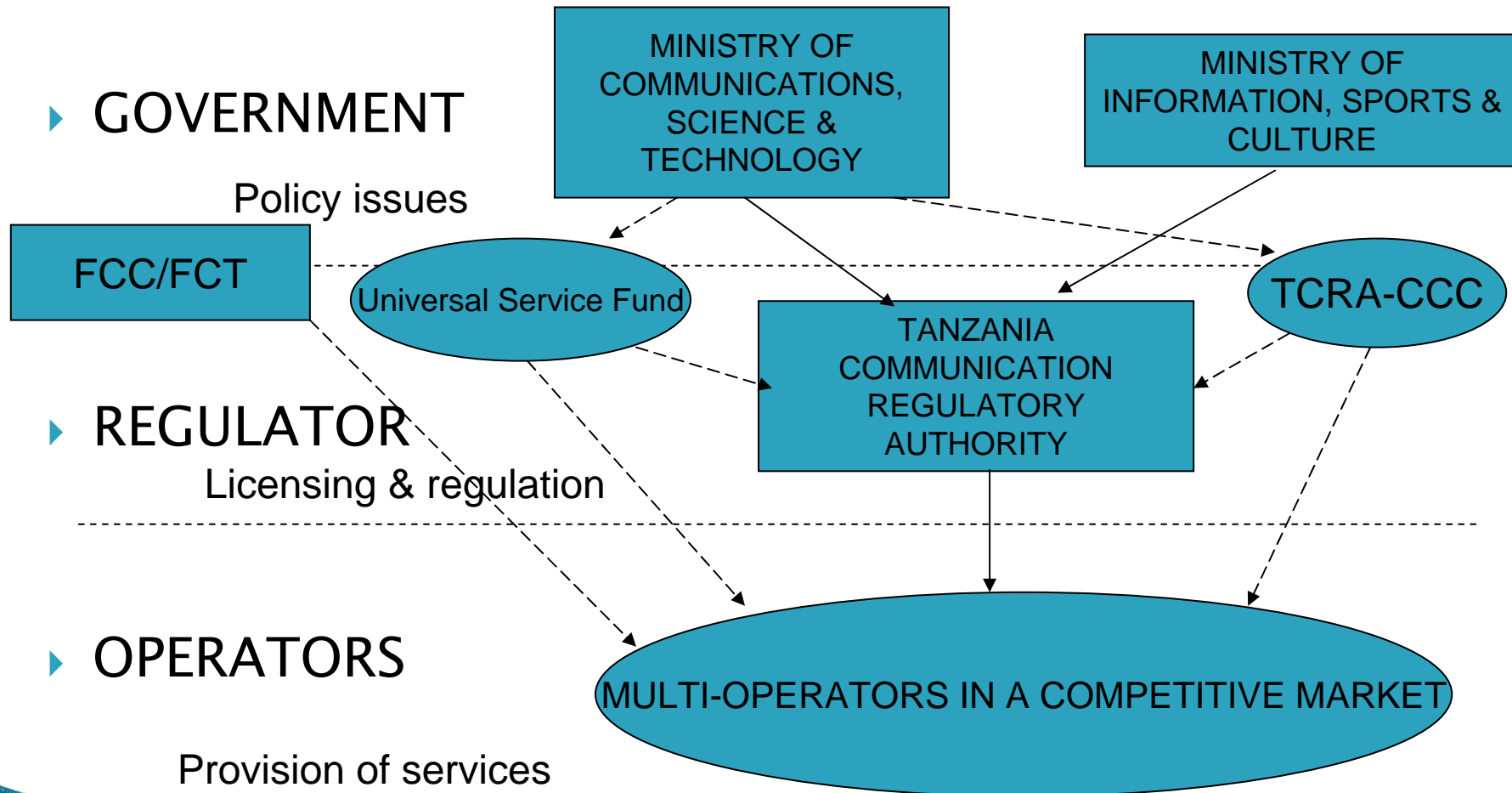
POSTAL POLICY & OBJECTIVES

National Postal Policy (2003)

1. Universal Postal Service– Postal Services to all people and locations
2. Expansion and Modernization of the Postal Network
3. To have a comprehensive address System that facilitate physical delivery
4. Postal Security and Safety– Optimum Security and safety in the provision of postal services
 - ▶ Capacity Building– skilled and efficient HR to deliver effectively postal services in changing environment



INSTITUTIONAL ARRANGEMENTS





STRUCTURE OF THE POSTAL MARKET

- ▶ **Public Postal Operator – Mandated for provision of Universal Postal Services, Conveyance and delivery of Mails, Parcels, EMS national and international, provision of financial Services**
- ▶ **Courier Operators – Classified in 5 categories providing courier services**
- ▶ **With exception of Universal service all services are provided in a more liberalized and competitive market environment under Regulatory Framework**



POSTAL AND COURIER NETWORK



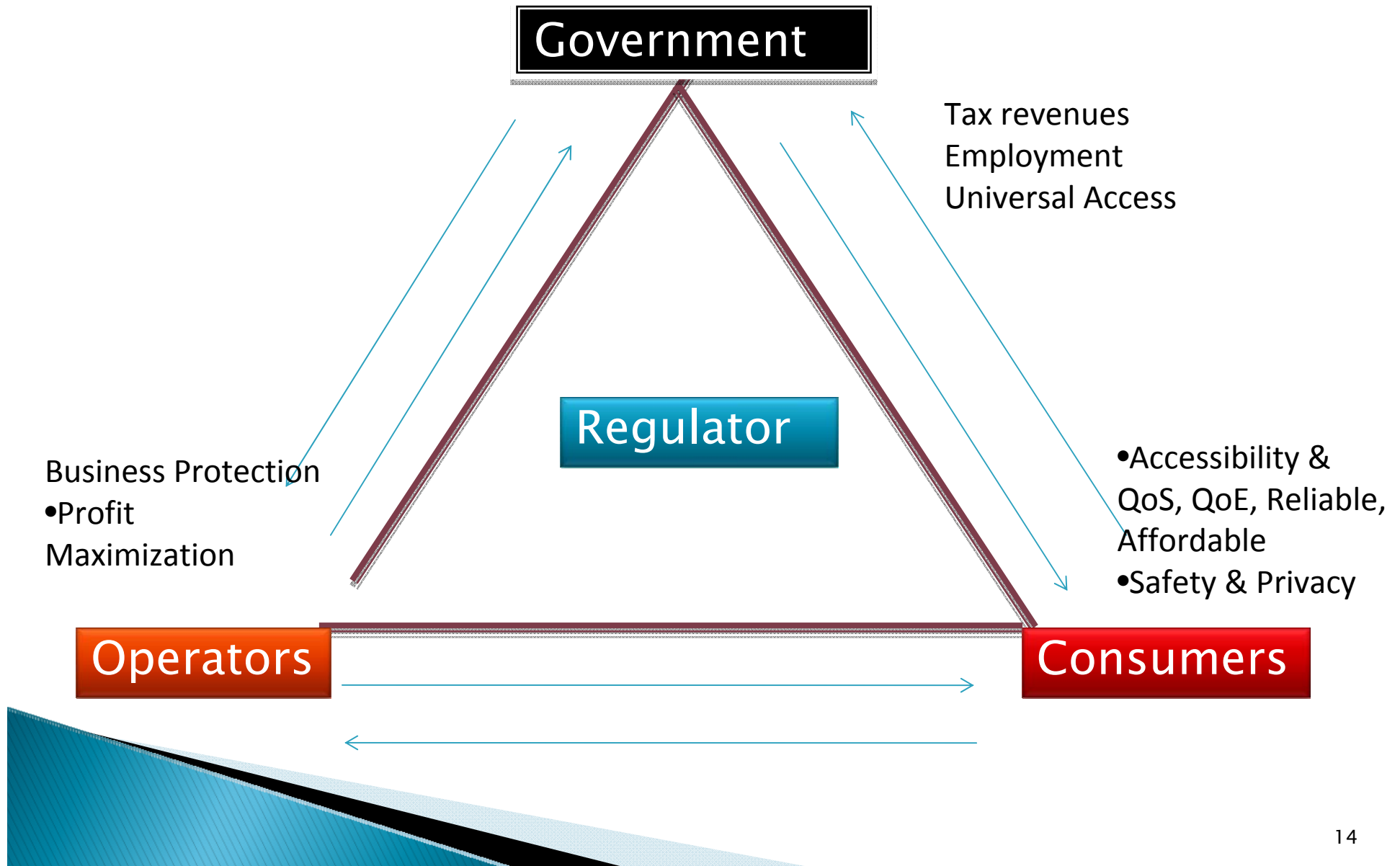
Public Postal Operator 2008(EBL)	1	Courier Operators 2011	
Departmental PO	172	International	5
Sub PO	112	East Africa	8
Franchised PO	87	Domestic	5
Post Office Boxes	173 209 in a population of 40 m	Intracity	4
		Intercity	29



REGULATORY FUNCTIONS

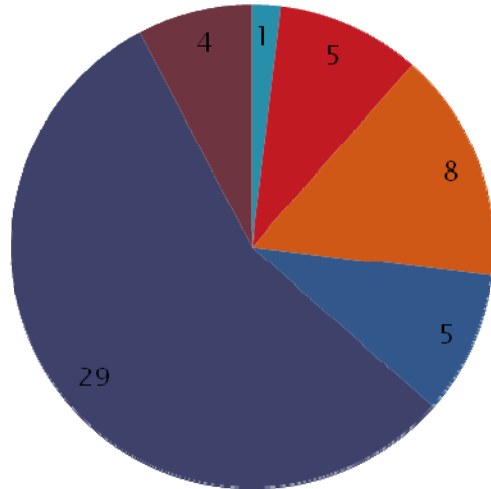
- ▶ Promoting effective competition and economic efficiency;
- ▶ Licensing and enforcing license conditions of, postal operators;
- ▶ Establishing standards for regulated services;
- ▶ Regulating rates and charges (tariffs);
- ▶ Protecting the interest of Consumers;
- ▶ Monitoring the performance of the sector;
- ▶ Promoting the use of ICT application in the sector;

REGULATION IN PERSPECTIVE





LICENSED OPEATORS BY CATEGORIES



- PPO
- INT
- EA
- DOM
- INTER
- INTRA

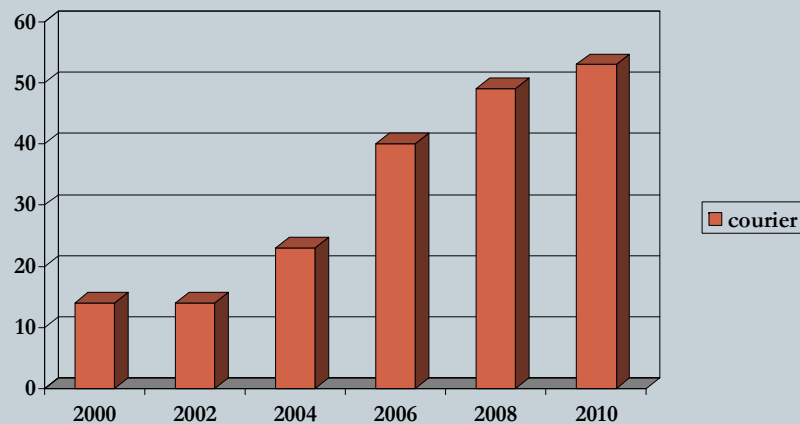




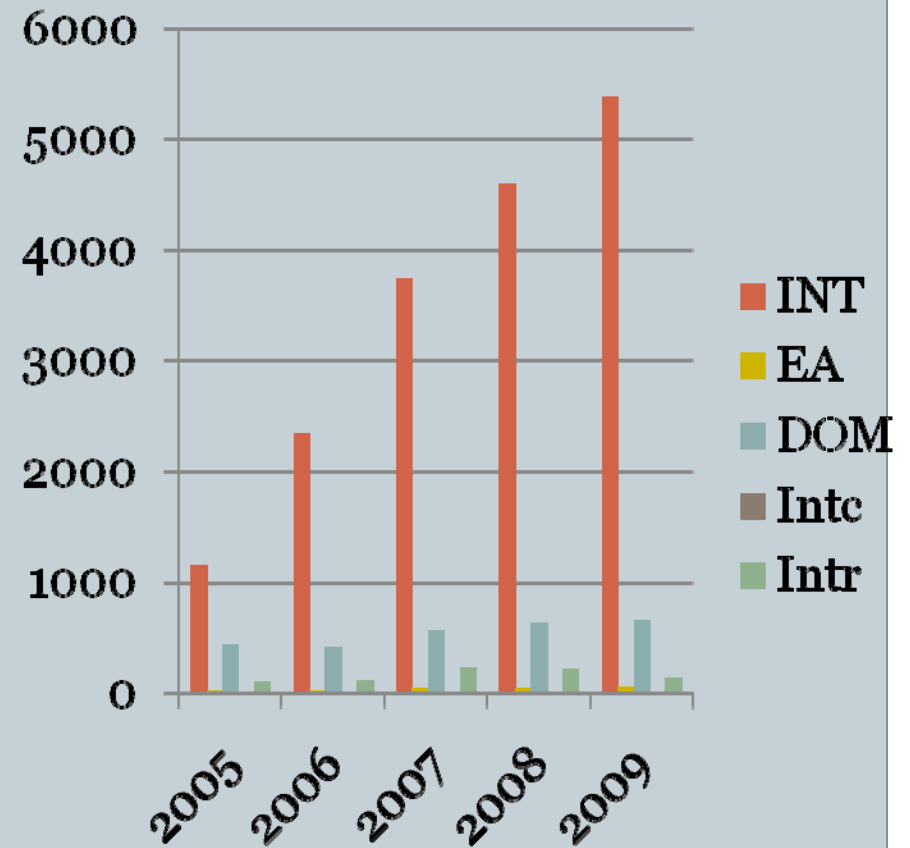
GROWTH OF THE POSTAL SECTOR

16

NUMBER OF COURIER LICENSEES



COURIER - GROWTH OF REVENUE Tshs (000)





THE POST AND ICT's



THREAT OR OPPORTUNITY?

- ▶ On one hand technological changes in ICTs have had a substitution effect on private letter mail...
- ▶ On the Other hand e- commerce has had a positive effect on Parcels and small packets
- ▶ ICTs as a compliment - Improving the postal processes and adding value to postal services- Track & Trace, AMQM IFS/IPS, computerized system at counter/Sorting - efficiency
- ▶ ICT Lead to better, cheaper and more customer oriented B2B Solutions for direct mailers/Hybrid Mail



THE NEW TECHNOLOGICAL ENVIRONMENT



ICTs are essential elements of postal development;

- ▶ Integration between the Web, the Internet, postal items, and customers
- ▶ Closer cooperation and more information exchange between posts and customers
- ▶ Greater use of mobile phones to extract value from the postal network
- ▶ Narrow the digital divide; .post and e-post e-payment e-business generate a greater share of postal revenue



NETWORK EXPANSION & WORKFORCE IMPROVEMENT



- ▶ **Network expansion to the less disadvantage areas/Universal Postal service through the use of UCAF**
- ▶ **Capacity building and Recruitment of workforce with requisite knowledge, skills committed in serving customers efficiently**



POSTAL SECTOR ACHEIVEMENT WITHIN 50 YEARS OF INDEPENDNCE



- ▶ **Policy, Legislations, Licensing/ Regulatory Frameworks and appropriate institutional arrangements in place which are essential pillars to the postal sector transformation**
- ▶ **Successful transformation from monopoly to liberalized/competitive market environment enabling the postal sector development and growth**



POSTAL SECTOR ACHEIVEMENT WITHIN 50 YEARS OF INDEPENDNCE



- ▶ Increase growth of Service providers (Licensees) and revenue led to economic growth – enabling wider consumer choice.
- ▶ Increase consumer awareness – Continue protecting, educating consumers' rights
- ▶ Improved Quality of service delivery – Quality monitoring of mail transmissions – AMQM



ACHIEVEMENT WITHIN 50 YEARS OF INDEPENDENCE cont.....



- ▶ **Development of Post code and address system to facilitate physical delivery of mail and other socio economic benefits**
- ▶ **Formation of Tanzania Courier Association of Postal operators, Registered also as Associate member of EACO(East Africa communications Organisations)**



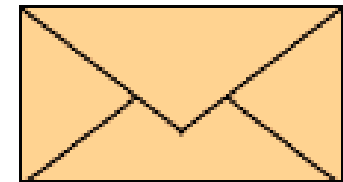
“THE POST AN INVALUABLE PUBLIC SERVICE WORLD WIDE”



SOME FACTS

- ▶ More than 96% of the world's population are served by the post .
- ▶ More than 660,000 permanent post offices worldwide make the post one of the extensive networks in the world.
- ▶ Postal services employ more than five million people making the post one of the largest employer in the world.
- ▶ Some 1.2 billion letter post items are posted each day for delivery within national borders

SOURCE UPU



CHALLENGES FOR THE POSTAL SECTOR



- ADOPTION OF NEW TECHNOLOGIES
- DEVELOPMENT OF FINANCIAL AND LOGISTICAL SOLUTIONS
- POSTAL INFRASTRUCTURE DEVELOPMENT
- IMPLEMENTATION OF POST CODE AND NEW ADDRESSING SYSTEM
- ▶ VIABLE USE OF POSTAL NETWORK
- ▶ MAKING USE OF PRIVATE SECTOR
- ▶ ENSURING QUALITY OF SERVICE DELIVERY
- ▶ EXPANDING THE SCOPE OF POSTAL SERVICES
- ▶ DELIVERING APPROPRIATE SERVICE TO THE POOR



WAY FORWARD

- ▶ Optimization - Maximizing the efficiency and effectiveness of existing processes, systems, and networks to improve capital base to enable operating commercially.
- ▶ Innovation - The introduction of new products and services designed to respond to the needs of a demanding market
- ▶ Diversification - Entering new lines of businesses through investment in new capabilities, partnerships and acquisitions
- ▶ Internationalization - Expanding and capturing business opportunities beyond domestic Markets



WAY FORWARD- TCRA -CREATING A LEVEL PLAYING FIELD





CONCLUSION



- ▶ Every citizen throughout the world has the right to communicate using postal services. It is the obligation of the Key players to enable provision of high quality postal services which will meet the needs of the population and support socio economic development of the country



**THANK YOU FOR YOUR
ATTENTION!**

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