



WORLD POST DAY AND 50TH ANNIVERSARY OF INDEPENDENCE OF TANZANIA MAINLAND

THE ROLE AND IMPACT OF POSTAL SERVICES IN DEVELOPMENT

**PRESENTATION BY MRS. RODAH A. MASAVIRU, PAPU
SECRETARY GENERAL**

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About PAPU

- ▣ The Pan African Postal Union (PAPU) is one of the largest Restricted Unions of the UPU, with 44 member countries
- ▣ Established in 1980 by African Heads of State and Government, PAPU is a specialized agency of the African Union
- ▣ Mandate: To spearhead development of the postal sector in Africa
- ▣ Located in Arusha, United Republic of Tanzania



About PAPU (Cont.)

- **Vision**

To be one Postal network in Africa, as part of the global postal network that guarantees modern quality products and services for customer satisfaction.

- **Mission**

To promote reforms in the development of physical, electronic and financial postal network in all member countries, and encourage cooperation among stakeholders



About PAPU Cont. 2

Strategic Objectives

- Establish adequate and efficient postal outlets, and intra-African Mail Transmission Networks.
- Create new ICT products and services and development of postal financial services in Africa to meet the changing customer needs.
- Improve efficiency and capacity building in the postal sector in Africa.
- Have a single postal territory with guaranteed end-to-end quality of service.
- Promote responsible and positive contribution to the community and environment



Pertinent statistics



AREA

30,221,532 sq.kms

POPULATION

1.1 billion inhabitants out of 6.5 billion in the world. (16.9%)

NUMBER OF POSTAL OUTLETS

33,000 out of nearly 660,000 in the world

POSTAL PENETRATION

One post office per 35,000 inhabitants compared to world average of one to 10,000 inhabitants



Tanzania – Our host country

Tanzania did not hesitate to host PAPU, thus taking on the associated host country responsibilities;

- Following this, Host Country Agreement was executed, giving the organization diplomatic status.
- The United Republic of Tanzania has played an exemplary role as an excellent host country through close consultations with the General Secretariat and active participation in the Union's activities.
- In January 2010, Tanzania, in collaboration with PAPU Secretariat, organized one of the most memorable occasions marking PAPU's 30th anniversary in Arusha, attended by a record number of ministers who made key resolutions towards sustainable development of postal services.



Tanzania - our host country

- **Highlights of Tanzania's Participation in PAPU Activities:**
 - Active participation in the key organs of the Union, the Plenipotentiary Conference and the Administrative Council as well as Technical Committees.
 - The host country has a permanent seat on the Administrative Council
 - A member of the Secretariat Management Board that runs the affairs of the Union in between the Council sessions
 - Chairs the Credentials Committee, that is responsible for Finances of the Union and eligibility of members
 - An active member of the Technical Committee responsible for key UPU content issues
 - Regularly presents papers on best practices during PAPU and UPU meetings



Tanzania – our host

- ▣ Hosting comes with certain benefits, including employment and stimulation of economic growth.



Progressive Development of Postal services

At the time of establishment of the Union 31 years ago, most posts in Africa were government departments, enjoying monopoly status and offering the following basic services:

- Letter post**
- Parcels**
- Express items**
- Telegrams**
- paper based money orders**
- Savings bank transactions**



Progressive Development of Postal services

- ▣ With liberalisation, globalization, advent of new information and communication Technologies, and changing customer needs and expectations, key stakeholders have had to respond as follows :
- ▣ - Restructuring to separate Telecoms from posts and establish a regulatory Authority. Tanzania was one of the Pioneer countries from whom other countries in Africa have been benchmarking;
- ▣ -Development appropriate policies , legislation and regulation;
- ▣ - Introduction of new products and services in line market demands, including, Electronic Money Transfers, Hybrid mail, E-mails and internet browsing, E-commerce, Management of third party accounts, Postal Giro



AU Study on Harmonisation of postal Policies and Regulations and Strategies to strengthen the postal sector in Africa

- ▣ The AU commissioned the study which was carried in 2007 and came up with recommendations, key among them:
- ▣ Adopt a flexible postal sector policy to guide postal reform and modernization;
- ▣ Governments to give priority to postal development programmes within National Development Plans given the posts grass-root reach and significant role in socio-economic development;
- ▣ Governments to ensure that appropriate national “ICT” infrastructures are in place, for efficient delivery of services and to bridge the digital divide;



AU Study Recommendations (Cont)

- ▣ Sufficient management autonomy
- ▣ Recapitalisation of the public postal operator and the ability to have long term financial planning;
- ▣ Establish a well-defined universal service obligation and the implementation of its financing mechanism
- ▣ The need for postal operators to significantly improve the organization of mail processing and delivery systems



AU Study Recommendations (Cont.)

- ▣ An efficient electronic money transfer service to serve migrant populations who contribute significantly to their national economies
- ▣ Improve and modernize the national addressing system to facilitate door-to-door delivery services



CIT Ministerial Declaration

- In 2008, Ministers in charge of CITs adopted the AU study recommendations through a Ministerial Declaration that was endorsed by AU Executive Council and approved by the Summit in January/February 2009 in Addis Ababa, Ethiopia
- Sub-regional steering committees have been set up to spearhead the implementation of the CIT Declaration and Plan of Action.



Regional Development Plan for Africa

- ▣ Following the 2008 UPU Congress decision on regional approach to postal development, PAPU and the UPU identified priority areas within the Regional Development Plan for Africa, 2009-2012, with the involvement of other stakeholders
- ▣ The identified priorities are:
 - ▣ - Reform of the postal sector
 - ▣ -Harmonisation of postal policies and Regulations
 - ▣ - Improvement of the quality of services
 - ▣ - Development of electronic and Financial networks and diversification of products and services
- ▣ Development of human resources



Regional Development plan (cont.)

- ▣ There are on-going regional and country projects to move forward these priorities, especially with regard to improvement of the quality of service, electronic financial services and capacity building.



Entry of ICTs and the future of the post

The advent of new innovations through ICTs presents posts with both threats and abundant opportunities for re-invention:

- ▣ There is increased use of ICTs to modernize and improve efficiency of postal services, counter automation, MIS, track and trace, post giro accounts, hybrid mail, among others
- ▣ PAPU, the AUC, RASCOM and other partners seeking to pilot the E-Post Africa project to electronically link all postal outlets to offer ICT-based products and services, including financial services, through use of African satellite system that has the capability to use solar as alternative source of energy



ICTs and the future of the post (cont.)

Promotion of SMEs:

- ▣ The transformation of the post in ICT driven business environment has had a positive impact on customers, particularly young people who normally have limited access to credit with established banking and financial institutions, which at any rate are located in major cities, far from their homes. They now have easy access to virtual markets, suppliers of products and services, as well as possibilities for online/electronic payments, brought to their door step by the local post office



ICTs and the future of posts (cont. 2)

- ▣ The post has capacity to nurture the entrepreneurial spirit of young people who can use the network to receive information on the market demand for agricultural produce, for example, and respond to satisfy the need by using the postal parcel/courier services. They can also receive payments electronically via the post for services rendered and for servicing orders
- ▣ The greatest potential for posts' increased role in socio-economic development is in tapping into the huge remittances from the Diaspora. Using its vast network with grass-root reach, the post is in a better position to ensure financial inclusion for rural residents and marginalized populations



Role of Key stakeholders

The AU Study, PAPU and the UPU, identified the following as key players in the development of the postal sector:

- ▣ Governments
- ▣ Regulators
- ▣ Operators
- ▣ The UPU and Regional postal organisations such as PAPU
- ▣ Regional Economic Communities



Role of Key stakeholders (cont.)

- ▣ PAPU is the focal point in Africa for coordination of harmonized implementation of postal development programmes, policies and regulations
- ▣ Sensitizing Governments and Regulatory authorities to establish appropriate policies and regulations to fast track postal reforms, introduce ICTs to enhance efficiency and customer satisfaction levels
- ▣ Using annual programme of action as a key tool for effective implementation of new initiatives in reforms, policies and regulations



Role of key stakeholders (cont.)

- ▣ The role of Governments as the main player is critical:
- ▣ Governments are better placed to support posts to provide quality, sustainable, reliable, affordable and accessible universal service
- ▣ Develop infrastructure including reliable power supply and high-speed internet connectivity, to support provision of ICT based products and services
- ▣ support the post as a key national heritage/asset and infrastructure by prioritizing postal projects in national development plans in recognition of the sector's strategic position and wide reach



conclusion

- All stakeholders have an important responsibility to coordinate implementation efforts to ensure that postal projects are successfully concluded and that they benefit the intended target groups, the citizens.
- I wish to urge all PAPU member countries to sustain momentum and not to allow a few challenges on the way to undermine our resolve to develop the postal sector in Africa



Asante sana

Thank you very much

sg@papu.co.tz