

**MESSAGE BY THE DIRECTOR GENERAL OF THE TANZANIA COMMUNICATIONS REGULATORY AUTHORITY, PROF. JOHN S. NKOMA ON ANNIVERSARY OF THE UNIVERSAL POSTAL UNION (WORLD POST DAY) 9<sup>TH</sup> OCTOBER 2008**

**Postal sector resolutely looking towards the future**

Today, Tanzania is joining the postal world in celebrating the anniversary of the Universal Postal Union. On behalf of the Board of Directors of the Tanzania Communications Regulatory Authority (TCRA), I would like to take this opportunity to congratulate the postal sector on this anniversary.

The theme for this year is **“Postal sector resolutely looking towards the future”** The Universal Postal Union (UPU) adopted new world postal strategy in its 24<sup>th</sup> Congress held in Geneva mid of this year. The World postal strategy gives the road map towards the future development of the postal sector. Stakeholders in Postal sector worldwide are encouraged to promote sustainable development, interconnection of postal networks and promote tighter governance in the postal sector.

The institutional framework of the postal sector in Tanzania comprises the Government, Regulator, Postal operators and Customers. The Government is responsible for issuance of sector policy and in year 2003 adopted the National postal policy. The Tanzania Communications Regulatory Authority (TCRA) regulates and monitors development of postal sector in the country. On the other hand the Tanzania Posts Corporation and other private courier operators have the obligation to provide postal services within and outside the country through International postal network, and these give the customers a broader choice to postal services.

The National Postal Policy provides for increased competition in the unreserved services area as the best means of ensuring that postal services are provided as efficiently as possible and at a competitive prices.

In order to enhance competition in the Courier Postal markets, TCRA has currently issued the following license categories:-

- 5 International Courier Services,
- 2 East Africa Courier Services
- 8 Domestic Courier Services
- 2 Intracity Courier Services
- 37 Intercity Courier Services

To ensure the existence of a level playing field in the postal sector, the Government issued licensing and Postal Regulations in 2005.

By legislation the Government reserved the provision of the universal postal services to the designated public postal operator which is the Tanzania Posts Corporation (TPC). TPC was given this mandate, and among other services it is obliged to provide postal services up to the rural areas.

### **Looking towards the future**

- TPC is expected to extend the use of Information and Communication Technology (ICT) to the rural postal offices, introduce hybrid mail services and make the postal office as one stop shop for communication services. This will accelerate social economic development, minimize digital divide, prepare the infrastructure for the e-Government services and hence create sustainable future development.

- TCRA is spearheading the implementation of a new addressing and postcode system in Tanzania, where all Tanzanians will have recognizable addresses.

*A postcode* is an identifier with several numeric or alphanumeric characters. It is a primary piece of information identifying the locality of the addressee of a mail item.

*An address* is a code and abstract concept expressing the fixed location of a home, business or other building in the country. Tanzania does not have an addressing system that identifies streets, individual houses and buildings as a result mails are delivered through post office boxes.

Introduction of new addressing and postcode system in Tanzania is expected to improve quality of mail services, by providing door to door delivery. Mails will be delivered easily and quickly. Volume of undelivered mails will be minimized and hence the cost of returned mails will be eliminated.

The use of the new addressing and postcode system is not limited to postal services only, but the following stakeholders are expected to benefit from the new system:-

- Public services dealing with citizens eg (Municipalities, census offices, statistical offices, real estate register, tax authorities)
- National Identity card project
- Utility companies like water, gas and electricity
- Financial institutions
- Rescue services and fire brigades
- Health care organizations

To commemorate the world post day this year, TCRA together with other stakeholders in the postal sector are jointly holding an exhibition and one

day workshop to discuss this year's theme and other related issues in the postal sector in Tanzania.

I would like to encourage you all to continue using postal services, in your day to day activities. Be reminded that postal services are not replaced by the electronic communications, but create an opportunity for the introduction of the new products and services. Postal operators are advised to be more innovative and creative in order to meet the pace of technological and business environment changes in the world. Customers on the other hand, expect postal operators to provide better, reliable, affordable and efficient postal services.