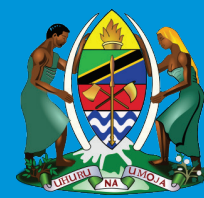




THE PAN AFRICAN POSTAL UNION DAY 18th JANUARY 2022

THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF INFORMATION, COMMUNICATION AND INFORMATION TECHNOLOGY



STATEMENT OF HON. NAPE NNAUYE (MP), THE MINISTER FOR INFORMATION, COMMUNICATIONS AND INFORMATION TECHNOLOGY, ON THE OCCASION OF PAN AFRICAN POSTAL UNION DAY 18th JANUARY, 2022

THEME "Harnessing synergies with players of the wider postal sector in Africa"



HON. NAPE NNAUYE (MP)
THE MINISTER FOR INFORMATION,
COMMUNICATION AND INFORMATION TECHNOLOGY

It gives me great pleasure to deliver this statement and warm greetings to the African postal fraternity as we continue to celebrate the Pan African Postal Union (PAPU) anniversaries. I am pleased to join other Postal Sector Ministers in the African Continent to contribute to this important economic sector. The main theme of this year's celebrations is 'Harnessing synergies with players of the wider Postal Sector in Africa'.

I am grateful that the PAPU continues to be a natural partner to governments to meet development objectives in our African Countries. The post office has been one of the most reliable instruments for the transportation and exchange of written documents and parcels all the way through history. Postal services continue to play an important role today in the transmission of knowledge and information; contributing to education and distance learning; facilitate trade, businesses, research innovation and development. It has a significant contribution to the implementation of National, Regional and Global Strategies.

Postal and courier service providers, being global players, emerge to enable the smooth, safe and cost-efficient movement of goods and resources along the supply chain. With the advancement of Information and Communication Technologies (ICT) in the recent decades, businesses have been creatively extended to be conducted over the Internet or transferred to be the so-called e-service which has been promising new avenues for the wealth creation with its fast growing and robust momentum characteristics. The postal and courier services have completely changed the processes and standards of

operating procedures in order to cope with technology.

The potentials provided by technological advancement has made Tanzania to be one of the leading countries in Africa using information technology in postal operations including counter automation; track and trace system; electronic mail; electronic money transfer as well as the use of diagnostic quality of service measurement systems. It is visualized that full use and application of ICTs in the post will meet the growing demand for reliable, affordable and quality services with technological added value. Hybrid mail which combines electronic transmission and a physical delivery, and other ranges of diversified on-line services based on Internet can be given as examples.

This year's theme is Harnessing synergies with players of the wider postal sector in Africa originates from the debate on the opening up the UPU to wider postal sector players which was held at the 27th UPU Congress in Abidjan, Ivory Coast, August, 2020. It was agreed that, the need for opening up follows the transformation of the postal sector, which has seen wide scale liberalization, privatization and a surge in e-commerce activity. It is important to note that wider postal sector players also include Customs Authorities, Postal Suppliers and Supply Chain Service Providers. The major benefits for member countries of the UPU for opening up to wider postal sector player include strengthening the postal services provision and catalyse e-commerce development.

We all know that letter mail has been increasingly replaced by electronic communication, while e-commerce has led to significant growth in packets and parcels delivery services. Collaboration among stakeholders is the

key to upholding and adapting essential postal infrastructure on a continental scale. While in recent years' regulatory intervention has focused on letter mail services, the postal digital transformation and the growth of e-commerce, have made the delivery of parcels, packets, goods and merchandise the key focus of attention for postal and courier operators in our countries. The use of common standards and technology increases clarity and legal certainty and may lead to lower costs and fewer interoperability issues. This is the work of postal regulators and we need to strengthen and harmonize regulatory frameworks in Africa.

The Government of URT is committed to creating conducive environment for efficient operations of the Postal Sector. In view of the above, the reviewed National Postal Policy, will pave way for harnessing synergies with all players in the wider postal sector. Being a Ministry responsible for technological development, we will strengthen ICT awareness programs throughout the country so that the postal operators and others can make optimal use of ICTs in service delivery. In this context, the postal and courier services will continue to play a significant role in the Tanzanian economy and in Tanzania's information society. I believe that the physical postal network will remain a viable alternative and a reliable means of exchanging information for a long time to come.

I look forward to an exciting future in the African Postal Sector.

Happy New Year 2022, KAZI IENDELEE

I THANK YOU FOR YOUR ATTENTION



THE UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
ISO 9001:2015 CERTIFIED



STATEMENT BY THE DIRECTOR-GENERAL OF THE TANZANIA COMMUNICATIONS REGULATORY AUTHORITY (TCRA), DR. JABIRI K. BAKARI ON THE 42ND ANNIVERSARY OF THE PAN AFRICAN POSTAL UNION (PAPU), 18 JANUARY 2022

THEME "Harnessing synergies with players of the wider postal sector in Africa"



DR. JABIRI K. BAKARI
DIRECTOR GENERAL TCRA

It is

with great pleasure that today Tanzania joins other African member states in celebrating the 42nd anniversary of the Pan African Postal Union (PAPU). On behalf of the Board of Directors of the Tanzania Communications Regulatory Authority (TCRA), I would like to congratulate Africa's Postal sector stakeholders and the Arusha-based PAPU Secretariat on this anniversary.

The theme of this year's celebrations is: "Harnessing synergies with players of the wider Postal Sector in Africa".

The process of improving the postal industry calls for sustained dialogue, collaboration, confidence building and learning between and among members. Complimentarily and not competition is the way to keep such a dialogue alive.

Through harnessing synergies with players of the wide Postal sector, the development of the digital economy and ongoing ICT boom offers a unique opportunity for the development of postal services in Africa which can only be achieved through a wide engagement with stakeholders. While impressing that innovation is no longer an option, the Post must accordingly devote all its efforts by engaging with external stakeholders.

For the success of its endeavours the Postal sector, when implementing transformative programmes, should consider public-private partnerships (PPP) as a way to harness synergies with other players while considering and weighing the advantages and disadvantages of that approach. It must analyse alternatives and follow a process designed to guarantee the successful implementation, operation and conclusion of different programmes. The analysis of the legal and regulatory framework of the respective activity is vital and must be done by considering the market environment and its capabilities. Postal operators must follow a precise roadmap, conduct an analysis, develop strategies and find the best possible solutions for their particular projects.

The current world epidemic emphasises the need for the postal sector to work with other sector players in stimulating socio-economic development. As Postal services now use technology to improve business processes and meet the growing demands of digitally-savvy customers – to ensure they remain commercially viable into the future, it must work with other sector players.

In providing Postal services during this time when the world is battling Covid - 19 it is paramount for the subsector to work closely with other sector players in service delivery to communities. The spread of the Covid-19 pandemic and the suppression of the working environment aimed at management of the crisis has changed the way we live, operate and consume. Through harnessing synergies with other players of the wide, the Postal sector must ensure service delivery.

Partnership in service delivery during the COVID-19 crisis has led postal sector customers to move quickly and operate online. Digital communication is pushing postal services to scale up operations; as evidenced in innovations in last-mile delivery for e-commerce and technology adoptability by the sector. Digital postal services as the efficient, central communication centre and secure tool to support this transformation of working modes are important in the Postal Sector.

As a way of harnessing synergies with players of the wide Postal Sector, TCRA, in collaboration with Postal and courier operators is in the process of reconsidering guidelines by resetting mail service levels such as service standards, delivery points and frequency of deliveries to address challenges caused by the COVID-19 pandemic.

PAPU members need to continue playing their pivotal roles in building a single African postal territory at all times and in all circumstances through combining their efforts towards achieving the common and constant aspiration of Africa's people for inclusive and sustainable socio-economic development.

In ensuring that African countries better harness synergies with players of the wider Postal Sector in Africa, Tanzania, through TCRA, is committed and looks forward to seeing the PAPU headquarters building, the long-awaited "PAPU House", the 18-storey tower that will grace the skyline of Arusha, becoming a reality; rewarding efforts made over the last four decades.

With better-harnessed synergies, Africa will build strong institutions now and in future to steer the continent to the much-cherished development, prosperity and unity.

In facilitating the harnessing synergies with players of the wider Postal Sector in Africa, TCRA would like to fully continue associating itself with PAPU in all aspects relating to the establishment of a strong Postal sector.

Additionally, TCRA, by engaging wide sector players, has designed an accommodative licensing regime to ensure improved standards of service to a wide range of customers. We expect that postal customers will continue to benefit from more choices of reliable, innovative and customer-responsive postal services. To date, the TCRA has licensed 135 postal and courier operators in six different categories as shown in the table.

Table: Licence categories and number of licensees		
No	Licence Category	Total
1	Postal Designated Postal operator	1
2	International courier services	5
3	East Africa courier services	1
4	Domestic courier services	35
5	Intra-city courier services	23
6	Intercity Couriers	6
7	Intercity Transporters	64
Total		135

TCRA will continue to effectively regulate the postal sector to facilitate and enable postal customers to draw maximum benefits from social, technological and economic changes.

On behalf of the TCRA Board, Management and Staff, I wish all Postal Sector stakeholders a very Happy New Year 2022 and success in the consumption of postal communications services.

I thank you.

MESSAGE BY THE POSTMASTER GENERAL IN COMMEMORATING THE PAN AFRICAN POST UNION (PAPU) DAY, 18 JANUARY 2022



THEME "Harnessing synergies with players of the wider postal sector in Africa"

Today the 18th of January, 2022 as we celebrate the Pan African Postal Union day, we acknowledge that the whole World has gone through rough times since year 2019 to 2021 due to the World COVID-19 Pandemic, the pandemic has changed faces as it first came in, it has claimed lives of hundreds thousands of people in the World, diminish businesses, Companies shutdown, loss of jobs and the worst economic plunge ever seen since 1930. We admit that, Postal sectors not only in Africa but to the whole World has been strongly shaken directly or indirectly, however our liaison unification has made us stand still and firm as of now.

As we celebrate PAPU DAY , may I take this opportunity to congratulate the Secretary General of the Pan African Postal Union (PAPU), Mr. Sifundo Chief Moyo and his Assistant, Mrs. Jessica Hope Ssengooba for being elected to hold top positions at PAPU Secretariat. This being your first celebrations I would like to say, the Africa Postal fraternity has trusted you with the obligation for the development of Postal Sector in Africa. Tanzania Posts Corporation (TPC), the Designated Postal Operator (DPO) in the United Republic of Tanzania being your host DPO assures you of our support and continued distinguished cooperation in your new responsibilities and we wish you all success.

Many government were forced to impose lengthy lock-downs to effectively contain the spread of the virus. More than 80% of goods and services were consumed via e-commerce and postal payments services as facilitator, the growth which calls for modern, seamless, well-structured and technologically advanced global logistics and payment system. This call for transformation of our Designated Postal Operators in our undertaking to accommodate the new social-economic environment and the challenges facing the Posts so that they can deliver its mandate.

In the supply chain management solutions, a number of system changes to foster electronic data exchange with Designated Postal operators via the UPU electronic data interchange (EDI) has been made to allow wider stakeholders to assist raising and resolving anomalies in the postal supply chain. Access to supply chain solutions connect other stakeholders like the customs, airline ground handlers and other modes of transportation like maritime, road and railway companies these have direct impact to the online supply chain management system used by the DPOs.

This in turn calls for us to appreciate the African ancients says, "if you want to get quickly go alone, but if you want to reach far, go with others". Summarizing that together we achieve more. The postal office being social in nature, as we go digital, we go with the whole society, partner with everyone within the society, share every gain and risk around to create a win win situation with our partners. We are committed to every situation ahead which may include the fast changes in technology, new business model and customer tastes, we are actually set to reach far by embracing innovation as a continuing thing in providing services to the society in collaboration with others.

The ongoing TPC Transformation journey involves multisectoral partners which takes onboard different players which includes banks, Insurance companies, media groups and technology institution in Tanzania. These all have different role in our undertakings. The banks facilitate payments at the same time, we work as their agents and so the public is attracted to the postal office to get other services, Insurance alike and also the Media , if we do all the transformation efforts and whatever we have to offer to our society and no one is aware in the public, these all will be a wasted efforts. We need our citizens to know we are here to facilitate them in their economic activities, So the media push all the news to the public. We have a transformation journey whereas we innovate day in day our and technology is a tool to what we want to offer to the public, so when we develop an idea our partners in the Technology Institute help us to provide solutions in collaboration with our own experts.

The development of digital economy can't be shouldered by an individual, it is a collaborative move, it depend on other



MACRICE DANIEL MBODO
AG. POSTMASTER GENERAL & CEO

stakeholders in the sector, digitized postal services will also not be executed by one individual, it is a collaborative aspect. Postal services means serving the community economically and socially. It means providing societal requirements to every citizen in every corner taking into consideration the so called Universal Service Obligation (USO), means reaching every individual at any cost wherever they are, it means utilizing all the available resources to reach people with postal services which is their human right according to the UN.

As we move forward to harnessing synergies to other postal services providers, we are set to diligently serve all people in our society calling for win win situation in our collaboration equally and equitably in the community wherever they are. TPC is ready for that, and has started to show the way that no one can do it alone. Our network has been an advantage to other stakeholders who want to reach far in the country. They always take into our network and become available everywhere in the country for provision of services and this easily reach the customer needs and tastes, and of course since TPC is connected to Africa players and the global village, we take other players as our important partners with the aim of serving our society better.

Today as we are commemorating the Pan African Post Union Day, we would like to thank our esteemed customers, stakeholders and the general public for your valuable support accorded to us for the whole of year 2021 and thus making us remain the market leader in Postal business and services in the country.

Before I end my message, may I take this noble opportunity to Wish you all our esteem customers and the general public a very Happy and Prosperous New year 2022. Let's work together!

Together we can build the Postal Sector!

Together we can build our Nation!

Together we can build our Continent, Africa!

I thank you all for your attention,