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## **REPORT OF THE 21<sup>ST</sup> EACO POSTAL ASSEMBLY HELD IN ARUSHA, TANZANIA ON 18<sup>TH</sup> TO 20<sup>TH</sup> JUNE 2014**

### **1.0 INTRODUCTION**

The 21<sup>st</sup> Postal Assembly in the East African Region was held from 18th to 20th June 2014. It was opened by the outgoing chairman, Dr. Enock O. Kinara, Postmaster General Postal Corporation of Kenya.

### **1.1 Attendance**

The meeting was attended by members from Postal Corporation of Kenya (PCK), National Post of Burundi (NPB), Agence de Regulation and Control of Telecommunications Burundi (ARCT), Tanzania Posts Corporation (TPC), Posta Uganda, Rwanda Utilities Regulatory Authority (RURA), Tanzania Communications Regulatory Authority (TCRA), Communications Commission of Kenya (CCK), Pan African Postal Union (PAPU) and Multi Media University (MMU). The full list of participants is contained in **Annex 1**

### **1.2 Election of the Bureau**

The following were elected on the bureau:

Chairman:	Tanzania
1st Rapporteur:	Kenya.
2nd Rapporteur:	Tanzania.

### **1.3 Adoption of the Agenda**

The agenda was adopted with a few amendments. (*Amended agenda attached in Annex 2*).

The outgoing Chairman presented a report on the status of implementation of the Report of the 20th Postal Operators Assembly. ( **Annex 3**)

The vice chairman who chaired the working group 4, Mr James Kafeero presented the WG4 report to the Postal Assembly. It was proposed by Kenya and seconded by Uganda and it was adopted by the members. (**Annex 4**)

## **2.0 MATTERS ARISING FROM THE 20th EACO MEETING**

### **2.1 Status Implementation of the 20th EACO Action Matrix. (Annex 5)**

The Designated Operators of Kenya, Burundi, Tanzania, Uganda and Rwanda presented the status of the implementation of the action matrix in their respective operations.

The following issues were extensively discussed:

#### **2.1.1 Infrastructure Development**

Member countries discussed the issues pertaining to broadband connectivity, roads, airports, power and National Addressing System and recommended that working group 4 co-ordinates and provides updates by December 2014.

### **2.1.2 Quality of Service**

Members deliberated on the item and recommended the working group 4 to provide timelines for the various activities to be undertaken in their next meeting and report to the next assembly.

### **2.1.3 Bilateral Agreements on Mail Transfers across borders**

Members deliberated on this item and recommended that signing of the agreements be done by March 2015. The member countries to report status in the next meeting.

### **2.1.4 Regional postal co-operation on Common projects through QSF**

Members discussed and recommended issues of common QSF projects to be tasked to working group 4 to deliberate and report to the chair.

Designated operators provided status of the priority projects i.e. track and trace implementations, domestic mail conveyance and e-commerce development. It was noted that Tanzania has extended track and trace to 120 post offices and additional 65 in the process, Kenya has implemented the domestic track and trace while International has been enhanced. E-commerce was launched and delivery services are being offered.

Uganda has enhanced domestic track and trace while e-commerce is yet to be implemented. Burundi has increased fleet for mail conveyance.

### **2.1.5 Courier Opportunities and Challenges**

Members' countries discussed and shared that they have introduced policies to govern and regulate courier industry.

Kenya has reportedly introduced ecommerce delivery whereas Uganda, Burundi and Tanzania are yet to implement.

### **2.1.6 Status of International Express Money Order (IEMO) Projects within EACO Region**

Members discussed the item and recommended Working group 4 through the working party be tasked to coordinate the implementation meetings in the Region and report status in the next meeting.

### **2.1.7 Training and development for postal and Courier Industry**

Member countries confirmed to have taken/taking advantage of the UPU Train -Post opportunities and recommended it would be prudent to provide the number of trainees who have received certificates for various courses over the period in the next meeting.

### **2.1.8 Doha Postal Strategy**

#### **A study on the Terminal Dues System**

Members deliberated on this item and recommended Working Group 4 to carry out the study under supervision of the EACO Secretariat, source expertise from among the members and report status in the next EACO meeting. PAPU informed members that they have circulated a questionnaire on the implementation status of the Doha Strategy which has to be completed and returned before the provided deadline.

### **2.1.9 National Addressing System**

Members discussed the item and embraced the need for respective member governments to invest and support the National Addressing System.

They noted that liaison statements had been issued to the relevant working parties on this item and recommended scrutiny of the same by the working group 4 to ensure that it incorporates benchmarking aspect with best practices.

#### **2.1.10 Postal Courier Curriculum**

Members appreciated that EACO had signed an MOU with AFRALTI for the training in the region; Kenya has incorporated the curriculum in the training calendar. Burundi expressed that they may not be able to take advantage of the MOU because language barrier while Tanzania and Uganda are yet to consider and report in the next meeting.

#### **2.1.11 Financial Inclusion**

Members discussed and provided status as follows:

- I. Kenya is transacting mobile money transfers and doing Agency banking.
- II. Tanzania is doing Agency banking and developing mobile money transfer services.
- III. Burundi has implemented Agency Banking.
- IV. Uganda does not have laws enabling Agency banking.
- V. Rwanda is in the process of implementing Agency banking

#### **VI. 3.0 PRESENTATIONS TO THE ASSEMBLY**

The Assembly held presentations and discussions were conducted. The following is a summary of what was noted and agreed upon as a way forward for the Postal Assembly.

### **3.1 Presentation on money transfer system - Postglobal (Annex 6)**

The presentation was noted and members observed that the different member countries are at different levels of implementing the system. Members also recommended the postal payments and e-services working party to study ways of lowering cost of money order services across EACO region.

#### **3.1.2. Presentation on updates of the National Addressing System for Kenya (Annex 7)**

The presentation was noted and members appreciated the efforts that had been put in place in developing the system. Asst. Sec. General of PAPU proposed that Kenya may consider incorporating Central bureau of Statistics and relevant Election board as crucial entities in developing the NAS.

#### **3.1.3 Status on the Postal Conference on Leveraging ICT in the transformation of the Post in East Africa.**

Kenya in liaison with EACO Secretariat will host the meeting on February 2015. The preparations are underway and two meetings have since been held. It was reported that exhibitions will be embedded in the conference and encouraged member countries to participate.

#### **3.1.4 Presentation on Huduma Services and Integration - By Kenya (Annex 8)**

Members appreciated the presentations and sought clarifications on issues pertaining to the infrastructure, security and operations of the same. The chairperson urged members to internalize the information and experience shared for way forward.

### **3.1.5 Country Status on Settlement of Accounts**

Kenya is owed money by financial services from Uganda, Tanzania and Burundi. Members deliberated on the issue and agreed that payment plan arrangements be put in place by the concerned parties within a period of six months from the date of the meeting and report in the next meeting.

### **3.1.6 Presentation on understanding Licensing conditions in the Postal & Courier sector - By Kenya (Annex 9)**

Members appreciated the presentation and noted the conditions pertaining to licensing.

### **3.1.7 Presentation on security issues in Postal and Courier networks - By Kenya (Annex 10)**

Members appreciated the presentations made, deliberated and agreed that as designated operators, we need to conform to the EU and UPU requirements on mail security.

### **3.1.8 Status of the implementation of DOHA strategy**

Members shared updates on the implementation of the four objectives/goals of the strategy. They noted and appreciated the achievements of the goals as follows:

- Quality tests were carried out in the region.
- Measures on improving security of mails have been enhanced.
- Mail conveyance has been enhanced.
- Capacity building using Train post and In-house training has been embraced.
- Adoption of innovations of products and services i.e dot.post, IPS and e-commerce.
- Benchmarking on best practices.

### **3.1.9 Presentation on ICT Dynamics in Postal & Courier Services - By Multimedia University of Kenya (Annex 11)**

Members appreciated the presentation from MMU.

## **4.0 CONCLUSION**

The Assembly of Postal Operators requests that the above concerns and recommendations in this report be considered and adopted by the Postal Assembly for the improvement of Postal Services in the EACO region.

**Mr. FORTUNATUS KAPINGA**

**Chairperson**

**ASSEMBLY OF POSTAL OPERATORS**



**ANNEX 1 - LIST OF PARTICIPANTS**  
**18<sup>th</sup> - 20<sup>th</sup> June 2014 EACO MEETING ARUSHA, TANZANIA**

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## **Annex 2**

### **EACO ASSEMBLY OF POSTAL OPERATORS**

#### **Amended Agenda**

**18<sup>th</sup> TO 20<sup>th</sup> JUNE 2014**

##### AGENDA

1. Opening of the meeting
2. Election of the bureau
3. Adoption of agenda and programme
4. Report of the chairman
5. Consideration of matrix on status of implementation of decisions of the last assembly
6. Consideration of progress reports by postal service development and regulation working group
7. Status report on the postal conference on leveraging ICTs in the transformation of the post in East Africa
8. Presentations
  - a. National addressing system update:- presentation by Kenya
  - b. Huduma financial services:-presentation by Postal Corporation of Kenya
  - c. Country status on settlement of accounts
  - d. Understanding Licensing Conditions in the Postal and Courier sector presentation by CCK
  - e. Security issues in the postal and courier networks:- presentation by CCK
  - f. Country status on the implementation of the Doha Postal Strategy
  - g. ICT dynamics for postal and courier services:- presentation by Multimedia University of Kenya
  - h. Presentation on Money Transfer System:- Post Global
9. AOB
10. Consideration and adoption of the report
11. Closing of the meeting

ANNEX 3 – REPORT OF THE OUTGOING CHAIRMAN



Chairman's Report - Postal  
Assembly.doc

ANNEX 4 – WORKING GROUP 4 REPORT



EACO Postal Services  
Development WG4 Re

ANNEX 5 - STATUS IMPLEMENTATION OF THE 20<sup>TH</sup> EACO ACTION MATRIX.



SUMMARY OF THE AGREED  
POSTIONS TO CONGR

ANNEX 6 - PRESENTATION ON MONEY TRANSFER SYSTEM - POSTGLOBAL (ANNEX 6)

ANNEX 7 - PRESENTATION ON UPDATES OF THE NATIONAL ADDRESSING SYSTEM FOR KENYA

ANNEX 8 - PRESENTATION ON HUDUMA SERVICES AND INTEGRATION - BY KENYA

ANNEX 9 - PRESENTATION ON UNDERSTANDING LICENSING CONDITIONS IN THE POSTAL & COURIER  
SECTOR - BY KENYA

ANNEX 10 - PRESENTATION ON SECURITY ISSUES IN POSTAL AND COURIER NETWORKS - BY KENYA

ANNEX 11 - PRESENTATION ON ICT DYNAMICS IN POSTAL & COURIER SERVICES - BY MULTIMEDIA  
UNIVERSITY OF KENYA