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**AU/CIT/EXP/PL.AC (II)**

**PLAN OF ACTION  
FOR THE DEVELOPMENT OF  
THE POSTAL SECTOR IN AFRICA**

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THE DEVELOPMENT OF THE POSTAL SECTOR IN AFRICA**

Harmonisation of postal policies and regulations and strategies for the strengthening of the postal sector in Africa

**PLAN OF ACTIONS**

Phase	Area	Action	Period	
			Within	Target
1	Postal Policy	Adopt or modify existing policy on postal services to embody the objectives strategies and actions set in the model policy	2 years	2010
2	Postal Legislation	Enact or amend postal legislation to incorporate the principles and strategies of the policy, using the Model Postal Bill as a guideline	2 years	2011
3	Postal Regulations	Establish an autonomous Postal Regulator Authority or strengthen the existing regulator using the model regulations as a guideline. This may be included within the Information and Communications Regulator	1 year	2011

Objectives	Actions
<p><b>Implement an in-depth reform of the postal sector in Africa</b></p>	<ul style="list-style-type: none"> <li>▪ Include the improvement of the postal sector in national development plans.</li> <li>▪ Adopt a flexible long-term sectoral policy to make room for necessary adjustments.</li> <li>▪ Elaborate and adopt a legislative and regulatory framework which has binding force.</li> <li>▪ Guarantee administrative and financial autonomy as well as viability for the public postal operator.</li> <li>▪ Separate postal Enterprise management from Government while maintaining the controls provided by law.</li> <li>▪ Establish a management structure for the postal enterprise comprising quantitative performance indicators, objective measurable targets of performance and structural responsibilities.</li> <li>• Establish a well-defined universal service obligation and the application of its funding mechanism.</li> <li>• Ensure recapitalization of the public postal operator while taking measures to guarantee its capacity to maintain a medium and long-term funding plan.</li> <li>• Set up an autonomous regulatory authority or strengthen the existing one.</li> <li>• Commit to gradual liberalization and competition, based on an appropriate legislative and regulatory policy.</li> <li>▪ Ensure that appropriate national information and communication technology infrastructure are put in place at the Post to ensure efficiency in service provisions and digital cost reduction.</li> </ul>

Objectives	Actions
<b>Development of the Public Postal Service</b>	<b>a)Management</b>
	<ul style="list-style-type: none"> <li>▪ To ensure the support and participation of workers in the form and management of the Enterprise</li> <li>▪ To introduce commercial objectives and practices in management and utilization</li> <li>▪ To prepare a general plan that will include visionary Declaration and statement of the enterprises' mission and which will define to the expected results and the means to attain them</li> <li>▪ To put in place an organizational structure based on a commercial approach (according to product, domain, function etc.)</li> <li>▪ To prepare a contract plan between the postal service and the Government, which among other things would provide a statement of the objectives of the financial performance and utilization</li> <li>▪ Insofar as the law permits, to establish alliances, partnerships and or create co-enterprises with other public or private postal operators or with partners, who are specialized in ICT</li> </ul>
	<b>b) Human resources and training</b>
<ul style="list-style-type: none"> <li>▪ At the national level, to set up a permanent, short-term effective and inexpensive training system for personnel</li> <li>▪ To adapt teaching material in regional schools to knowledge of commercial modern management</li> <li>▪ To adopt e-learning to ensure instruction in several key elements</li> <li>▪ To consolidate training structures for existing postal directors and managers in each region of the African Union in collaboration with national or regional university institutes</li> </ul>	
<b>Review and Strengthen the Pan African Postal Union (PAPU)</b>	<ul style="list-style-type: none"> <li>▪ Appropriate structure to effectively address the challenges that face the post on the Continent</li> <li>▪ Capacity Building</li> <li>▪ Research</li> </ul>

Objectives	Actions
<p><b>Improvement and development of the postal network and quality of service</b></p>	<ul style="list-style-type: none"> <li>• To ensure development and modernization of networks and services</li> <li>• To increase postal services in rural areas by using information and communication technology</li> <li>• To significantly improve organization of delivery and distribution of mail to attain UPU international standards</li> <li>• To make optimal use of existing inter-regional road routes to deliver mail to improve the quality of service and reduce costs</li> <li>• To improve and modernize addressing system so as to promote and develop home mail delivery</li> </ul>
<p><b>Utilisation of modern information and communication technique (ICT)</b></p>	<ul style="list-style-type: none"> <li>• To set up and develop track and trace techniques of all sorts, especially parcels</li> <li>• To consider profitability and implement programmes of:               <ul style="list-style-type: none"> <li>- information</li> <li>- e-commerce</li> <li>- introduction and development of an effective service of e-money orders for African populations and migrants, who contribute to the national economy.</li> </ul> </li> </ul>