



## **PAN AFRICAN POSTAL UNION**



### **2<sup>nd</sup> WORKSHOP ON “OPERATIONAL READINESS FOR E-COMMERCE” (ORE) FOR ENGLISH SPEAKING AFRICAN COUNTRIES**

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#### **Speech by**

Eng. Angelina Madete, Deputy Permanent Secretary (Communication Sector)  
in the Ministry of Works, Transport and Communication,

**6<sup>th</sup> -10<sup>th</sup> NOVEMBER 2017, ARUSHA, TANZANIA**

The Secretary General of the Pan African Postal Union, Mr. Younouss Djibrine;

The Assistant Secretary General of the Pan African Postal Union, Mr. Kolawole Aduloju

The Representative of the Director General of Tanzania Communications Regulatory Authority, Mr Haruni Lemanya

The Representative of the Director General of the International Bureau, Ms. Leolinda Dieme;

The Board Chairman of Tanzania Posts Corporation, Dr. Haruni Kondo

The Postmaster General of Tanzania Posts Corporation, Mr Deogratius Kwiukwa;

Workshop facilitators;

Invited Guests;

Participants;

Ladies and Gentlemen

Habari za asubuhi

Good morning

First and foremost, let me take this opportunity to welcome all the participants and the facilitators who have travelled long

distances to attend this workshop in our beautiful and resource-rich country, the United Republic of Tanzania, and Arusha in particular.

Secondly, I wish to sincerely thank the PAPU General Secretariat together with the International Bureau of the UPU for the decision to hold a key workshop like this one for English-speaking member states in our country, the host of the Pan African Postal Union Headquarters.

As you are aware, Arusha has been host to many regional and international postal conferences and workshops ranging from administrative ones to technical ones including Addressing and Post Code Systems, Key Account Management, improvement of quality of service and brainstorming on regional development plans, among others.

All these activities reflect the dynamism of the postal business, particularly in this era of transformation and competition. Indeed, globally, the postal sector is facing serious challenges. Postal enterprises are no longer enjoying monopoly because the advent of internet and mobile communication have precipitated an unprecedented paradigm shift, exerting enormous pressure on the traditional post to change and adapt itself to the new realities in the market. In fact it is very clear that e-commerce presents a growth point for the postal sector due to dwindling mail volumes.

The new tools of communication and the nature of connectivity have changed the way people do business. They have largely become substitutes for traditional postal services. While this is

going on, customers have acquired new tastes which fit into the need to purchase goods more efficiently by taking advantage of many possibilities and opportunities available on ICT platforms. The challenge that we face as a sector is how best should we respond and how proactive should we be in order to surmount the wave of change?

**Ladies and Gentlemen,** the bottom line is; we either do nothing and become irrelevant or do something and assure postal services of long term sustainability. We must adopt new ways of provision of postal services. This must involve all segments of workforce in respective institutions. Each one must be part and parcel of this change.

We all know that the importance of the post as an important socio-economic infrastructure cannot be overemphasized. Postal services have great potential as agents of positive change even in the digital era, especially among the underserved communities in both rural and urban areas. We have an important responsibility as Governments and key stakeholders to support the sector by helping it to reform and adapt to market forces. At the same time, the regulatory function should be strongly felt to ensure a level playing ground and provision of universal service. It is suicidal to leave unchecked inequalities caused by the digital divide phenomenon. We believe that the new dawn of rapid communication, increased efficiency and other benefits should trickle down to the citizenry. It should benefit human development through carefully planned customer satisfaction strategies.

This brings me to the subject matter of this workshop. This Workshop presents a very rare opportunity for the effective and efficient implementation of e-commerce in our countries. Why do I say this? You will definitely agree with me that the most important element in the success of any e-commerce endeavour is quality of service delivery. I am very certain that quality of service improvement ought to have all the attention it deserves. In other words, I am glad to note that during the next 5 days the workshop will cover topics such as improvement of the interoperability of network infrastructure, implementation of efficient and secure supply chains, development of standards and information communication technologies, as well as streamlined operational processes and regulations, among others. I would like to underline once again that this workshop is very important and has come at an opportune time.

### **Ladies and Gentlemen;**

I hope that you are ready to share knowledge and experiences and learn new and innovative techniques during 5 days workshop. I am confident you have been selected into this programme based on your capacity and the level of commitment into the tasks ahead of you both as individual experts and senior managers back home. I urge you to freely and constructively discuss issues under the agenda, for the success of this workshop. As such use your ingenuity to navigate through the uneven landscape along the way to your success.

In conclusion, I wish to encourage all of you to spare time and visit some of our world renowned tourist attractions in this region.

I am sure by the time you will be through with the visits you will have plenty of pleasant memories to take back home.

It is now my pleasant duty to declare the 2<sup>nd</sup> Workshop on UPU Key Strategic Regional Project for the English Speaking Countries in the African Region- "Operational Readiness for e-commerce" officially open.

Thank you.

Asanteni sana