



PAN AFRICAN POSTAL UNION

2nd WORKSHOP ON “OPERATIONAL READINESS FOR E-COMMERCE” (ORE) FOR ENGLISH SPEAKING AFRICAN COUNTRIES

**Speech by
MR. YOUNOUSS DJIBRINE,
SECRETARY GENERAL OF THE PAN AFRICAN POSTAL
UNION (PAPU)
DURING THE OFFICIAL OPENING CEREMONY**

6th -10th NOVEMBER, 2017, ARUSHA, TANZANIA

The Guest of Honour, Eng. Angelina Madete, Deputy Permanent Secretary (Communication sector) in the Ministry of Works, Transport and Communication, personal representative of the Hon. Minister;

The Representative of the Director General of the International Bureau of UPU, Ms Léolinda Diémé, acting Coordinator of Africa & LDCs program;

The Assistant Secretary General of PAPU, Mr. Aduloju Kolawole Raheem;

The Chairman of the Board of Tanzania Posts Corporation;

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

The Representative of the Director General of Tanzania Communications Regulatory Authority (TCRA), Mr. Haruni Lemanya;

Facilitators;

Invited Guests;

Participants;

The support team from PAPU & TPC;

The member of medias;

Ladies and Gentlemen,

Habari za asubuhi, Good morning!

It is my great pleasure to address you during the opening ceremony of the 2nd Workshop of the Universal Postal Union (UPU) Key Strategic Regional Project for the Countries in the African Region, code named “Operational Readiness for E-Commerce (ORE)”, in this beautiful and peaceful city, Arusha, the Geneva of Africa, which also hosts the Pan African Postal Union (PAPU) General Secretariat.

Karubu Jiji la Arusha! (welcome to Arusha Municipality)

Allow me, Guest of Honour to first of all convey my sincere gratitude on behalf of member states, the PAPU General Secretariat and indeed on my own behalf, to the Government and the people of the United Republic of Tanzania for their usual kind assistance and profound support in successfully hosting this workshop and other similar events in the past. I also commend them for the unequalled hospitality they always accord to all our visitors.

In a special way, I am grateful to you, Madam Angelina Madete for personally coming to officially open this important workshop despite your busy schedule.

I wish to take this opportunity to most sincerely thank the Director General of the International Bureau of the Universal Postal Union (UPU) who is represented here by Ms Léolinda Diémé, and his staff for facilitating this workshop and covering the travel and accommodation costs for the ORE Country Project Managers and Quality of Service Fund (QSF) Coordinators. Without this support, participation would probably not have been as high as it is. We therefore do not take this gesture for granted.

I wish to underscore that the UPU and PAPU continue to demonstrate the strong cooperation and close working relationship to drive the development of postal services in Africa in general and e-commerce in particular, to higher levels within the framework of the Regional Development Plan (RDP) for Africa, 2017-2020.

As you are aware, the genesis of ORE project dates back to June 2015 when representatives of Governments, Executive Secretaries of African sub regional Restricted Unions, Heads and Directors General of Regulatory Authorities, as well as Designated Postal Operators met in Khartoum, Sudan. The met under the auspices of the Strategy Conference for the Africa Region on the Istanbul World Postal Strategy (IWPS) and definition of development cooperation priorities for the 2017–2020 cycle.

The key priority identified during that conference was the improvement of operational efficiency and e-commerce development. Consequently, September/October, 2016, the Istanbul World Postal Congress endorsed

this priority. The priority was then included in the RDP for Africa 2017-2020 and the key project was launched in Nairobi, Kenya in May, 2017.

Following the launch of the ORE project implementation in Africa and the subsequent submission of your respective country roadmaps and action plans, the UPU in collaboration with the PAPU General Secretariat, has organized this workshop. The main objective of the workshop is to finalise the submitted road maps and actions plans. This is in line with the key objectives of the IWPS, “to improve the interoperability of the network infrastructure by ensuring quality of service, efficient and secure supply chains, development of standards and information communication technologies and streamlined operational processes and regulations.”

Guest of Honour, Ladies and Gentlemen,

Allow me to address the Country Project Managers and QSF Project Coordinators, here present. I am very delighted to note your enthusiasm for participation in this workshop which demonstrates your commitment to improving quality of service and operational efficiency with a view to taking advantage of the global e-commerce development. Let me therefore take this opportunity to thank you for the interest you have in the development of postal services in your countries and in our region as a whole.

I hope that this training as well as benchmarking and exchange of best practices you will acquire during this workshop and beyond will equip you with the necessary knowledge and skills to enable you effectively improve your operations in readiness for e-commerce. I am also confident that you will make great strides in the implementation of individual country Action Plans.

As PAPU, we will always be at your disposal in case of need and take stock of your achievements to provide the necessary guidance.

I am especially glad to note that the agenda of this workshop focuses QSF projects, efficient and secure supply chains, Integrated Product Plan (IPP) implementation and remuneration, just to mention a few. These present a solid platform for continued expansion in postal business, given the opportunities afforded by the development of e-commerce.

Given the paradigm shift in customer preferences and the increased use of technology, the postal sector has witnessed the growth of e-commerce in the past 3 to 5 years. It is against this background that we encourage designated operators to respond effectively and efficiently to the ever changing needs and expectations of their customers. It is my sincere hope that the African Region will also brace up for the growth and further development of this service to ensure survival, given the dwindling letter post volumes.

Let me seize this opportunity to wish the participants the best during the next 5 days. I am very confident that the programme will flow smoothly and be successfully concluded given the strong background and vast experience of the resource persons.

With these few remarks Guest of Honour, Ladies and Gentlemen, Distinguished Invited Guests, I would like to thank you once again for allowing me to take the floor.

I thank you for your kind attention and wish you a successful workshop.

ASANTE SANA!!!!