



# PAN AFRICAN POSTAL UNION (PAPU)

(Specialized Agency of the AU)

## POSTAL REGULATORS FORUM

18TH JUNE 2019, OUAGADOUGOU, BURKINA FASO

**Venue:** Ouagadougou, Burkina Faso

**Date:** 18th June 2019

**Core theme:** Role of the Regulator in Consumer Protection

**Sub-themes:**

1. Consumer protection mechanisms
2. Consumer consultation mechanisms

### Concept Note

By Resolution No. 18/PAPU/AC/XXXVI/2017, the Administrative Council of the Pan African Postal Union (PAPU), meeting during its 36<sup>th</sup> Ordinary Session from 8<sup>th</sup> to 10<sup>th</sup> May 2017 in Nairobi, Kenya, decided to institute a forum for postal regulators on the sidelines of its annual meetings.

The purpose of this Concept Note is to enable the General Secretariat to implement this Resolution.

Protecting the interests of the consumer is one of the primary objectives of the regulatory authority, who must always consider the consumer as the preferred and deserving beneficiary of its actions.

Practically, this protection is provided in a very heterogeneous manner, which may be either within the general framework of its regulatory function or by drafting statutory consumer protection regulations.

In the first scenario, consumer protection basically entails exercising fair and healthy competition for the consumer benefit (prevent and punish anti-competitive practices, overseeing compliance with technical requirements: service/business coverage, quality and continuity, etc...).

In the second scenario, some countries go beyond the above scenario to craft a comprehensive consumer policy by way of a consumer protection action plan.

In addition to its protective role, the regulatory authority must equally obtain feedback on its regulatory activities from the consumer. In this respect, it must develop various mechanisms to consult and obtain feedback from the consumer. As a potential source of information for the regulatory authority, the consumer may draw its attention to any shortcomings observed in the operators' services. Furthermore, by organizing meetings with consumer rights organizations, the regulator may equally involve consumers in making decisions with respect to statutory and regulatory reforms.

The overarching objective of the forum is therefore to share experiences and practices on the various protection mechanisms developed by the regulator and assess the effectiveness of the protection.

The specific aims of the forum are to equip participants with knowledge on:

- The consumer's identity, rights and obligations;
- The consumer's position in the regulatory bodies and/or organizational structures;
- Specific regulations on consumer protection, where available;
- Mechanisms for consultation between the regulator and consumer rights organizations;
- Consumer awareness and communication campaigns in the form of support to consumer rights organizations, open days and media relations;
- Customer satisfaction surveys;
- Complaint management system;
- Penalties against operators for non-fulfillment of their obligations;
- Mechanisms for redress or remedies against decisions by the regulator.

At the end of the Forum, participants must have known and understood the various consumer rights protection mechanisms and procedures.

To explore the theme, the main stakeholders will include regulators, operators, consumer rights organizations and members of the judiciary.

**Draft Programme**

<b>10:00 - 10:30</b>	<b>Opening Ceremony</b> <ul style="list-style-type: none"> <li>- Remarks by the Secretary General of PAPU;</li> <li>- Remarks by the Representative of the African Union Commission</li> <li>- Remarks by the Director General of the UPU;</li> <li>- Keynote address by the Guest of Honour.</li> </ul>
<b>Opening remarks by the Chairman of the Forum</b>	<ul style="list-style-type: none"> <li>- Director General of the Electronic Communications and Postal Services Regulatory Authority (ARCEP), Burkina Faso;</li> </ul>

**Morning session (10:30 am - 1:30 pm)**

<b>Core theme</b>	<b>Consumer protection mechanisms</b>
<b>Moderator:</b>	<b>CRASA</b>
<b>1<sup>st</sup> speaker</b>	<b>Chad</b>
<b>Speakers:</b>	<b>Uganda Burkina Faso Representative of the Judiciary</b>
<b>Question &amp; answer session</b>	<b>All</b>
<b>Closing</b>	<b>Moderator:</b>

**Lunch break (13:30 - 15:00)**

**Afternoon session (3:00 pm - 6:00 pm)**

<b>Core theme</b>	<b>Consumer consultation mechanisms</b>
<b>Moderator:</b>	<b>Algeria</b>
<b>Speaker</b>	<b>Benin</b>
<b>Speakers:</b>	<b>Zambia Tanzania Representative of consumer rights organizations</b>
<b>Question &amp; answer session</b>	<b>All</b>
<b>Closing</b>	<b>Moderator:</b>
<b>Tea break (4:30 pm - 4:45 pm)</b>	
<b>Drafting of recommendations</b>	<b>PAPU General Secretariat.</b>
<b>Closing ceremony</b>	<ul style="list-style-type: none"> <li>- Presentation of recommendations of the Forum;</li> <li>- Remarks by the Secretary General of PAPU;</li> <li>- Remarks by the Director General of the UPU;</li> <li>- Remarks by the Representative of the African Union Commission</li> <li>- Remarks by the Chairman of the Forum;</li> <li>- Remarks by the Chairman of the PAPU Administrative Council.</li> </ul>