

2019 Executive Council

Report of the Post Financial Services Working Group

Report by the Chair (Bangladesh)

1. Subject Report of the meeting of the Postal Financial Services Working Group held on 4 September, 2019	References/Paragraphs § § 1-2
2. Decision Expected The APPU-EC plenary is invited to take note of this report and approve the actions contained in it.	§ § 3-4

1. Introduction

1.1 The meeting of the Postal Financial Services Working Group held on 4 September, 2019 in Tokyo, Japan

1.2 This meeting was presided by the Chair of Bangladesh with the agreed agenda as follows.

- Financial Products and Services offered by Posts
- Best Practices by APPU member countries
- Opportunities and Challenges
- Postal Financial services offered by Bangladesh Post
- Future plan and any other Business

1.3 The meeting was well attended by members of this group including Australia, Indonesia, Iran, Maldives, Thailand and Vietnam.

1.4 A number of other countries participated in the working group meetings as observers.

1.5 The meeting was started following by an opening remark by Mr Sudhangshu Shekhar Bhadra, Director General of Bangladesh Post also

the Chairman of Postal Financial Services Working Group. In his speech he cordially thanks Japan Post to host the APPU-EC meeting so successfully in Tokyo. After his welcome speech the presentation on Postal Financial Working Group was presented.

2. Background

2.1 The APPU was instructed by UPU Istanbul Congress to follow the resolution C23/2016 to integrate the relevant elements of the Istanbul World Postal Strategy (IWPS) into their respective priorities and action programs. Again, following the directives given in congress resolution C23/2016, APPU formed 5 working groups in last APPU congress in Tehran, Iran. Postal Financial Service WG is assigned to promote and boost up postal financial services and financial inclusion under IWPS goal 2, ensuring quality diversified modern postal products.

2.2 Again UPU Congress resolution C6/2016 stated E-commerce services as a key to a vibrant and effective postal service. Besides invited member countries to contribute their activities aimed at introducing new and innovative e-services based on customer expectation and fostering a culture of making use of e commerce solution in all aspects of their postal operation.

2.3 Next keeping pace with UPU congress, 2016 directives through resolution C8/2016 APPU had taken decision regarding development of postal payment services and financial inclusion to encourage member countries and designated operators to develop effective, reliable, secure and affordable electronic postal payment services to continue developing the multilateral framework for postal payment.

2.4 The Congress had also put forward the responsibility to promote the provision of financial services directly by designated operators or in partnership with banks, micro finance institutions or mobile operators with a view to promoting the financial inclusion for mass population. Besides Congress had

invited the member countries to take necessary action to ensure the efficient operational exchange of the internal payment of designated operators through UPU interconnection platform. The financial inclusion is the outcome of Sustainable Development Goals (SDG) goals 1 and 8. It is also the result of Big data Big impact. Big data analysis is crucial for monitoring the indicators associated with the postal product quality assurance.

2.5 Among member countries, Payment service, Savings, Insurance, Credit, Money transfer service are found as basic financial service. Money transfer and payment service are predominant followed by Insurance and Credit service. In case of mode of Operation of the basic financial services, completely automation are found in few member countries followed by partially automation and manual operation, respectively.

2.6 In addition, less use of mobile apps in rendering financial services is well noted while the essentiality of mobile apps is well recognized. The demand for mobile apps development is very high. APPU member countries should have a common payment gateway for cross border ecommerce, financial inclusion along with to boost up of new and innovative financial services.

3. Next Step

3.1 To ensure the achievement of the IWPS goal and to keep pace with the instructions given by UPU and APPU congress, this working group shall have to step forward with the future plan including to find out the smart technology for creation of cashless society and financial inclusion among APPU member countries; to establish a common payment gateway to boost up ecommerce & logistic mail service and exchange of financial service to ensure financial inclusion. Finally, establishment of a CEO forum in order to take pragmatic decision regarding the common interest.

4.Next meeting:

4.1 The next working group meeting will be held during the 2020 EC meeting.

5. Closing

5.1 The Chair closed the meeting thanking all the members for their active participation.

Tokyo, 5 September, 2019

Sudhangshu Shekhar Bhadra

Chair

Postal Financial Services Working Group