

EXECUTIVE COUNCIL 2023

**REPORT ON THE ACTIVITIES OF THE UNION
(Report by the Secretary-General of APPU)**

1. Subject	Paragraphs
Report on the activities of the Asian-Pacific Postal Union	§ 1,2
2. Decisions expected The EC is invited to: <ul style="list-style-type: none"> - take note of the activities of the Union for 2022 - take note of the activities of the Union from January to June 2023 	§ 1 § 2

Introductory Note

The following report covers the activities of the Asian-Pacific Postal Union for the three sections namely the Administrative Section, Training Section, and Consultancy Section. The report is divided into two periods: from January to December 2022 and from January to June 2023

1. Activities from January to December 2022

1.1 Administrative Section

The key activities were as follows.

- (i) The APPU Secretary-General attended the sessions of the “UPU CA Session (S1)” and “UPU CA Session (S2)”, in Bern, Switzerland, from 17 – 20 May 2022 and 24 to 28 October 2022 respectively. The reports were sent to APPU members after the meetings.
- (ii) APPU organized the virtual “Congress Planning Meeting” in order to discuss and exchange ideas among members before the 2022 APPU Congress on Wednesday 22 June 2022.
- (iii) The 13th APPU Congress was convened successfully in Bangkok, Thailand from 29 August to 2 September 2022.
- (iv) APPU celebrated the 60th Anniversary of APPU on 2 September 2022 at Shangri-La Bangkok Hotel in Bangkok, Thailand right after the 2022 APPU Congress.
- (v) The 9th APPU Postal Business Forum on “Sustaining Digital Transformation” was held at the APPU Building in Bangkok, Thailand from 4 to 6 September 2022.
- (vi) Mr. Lin Hongliang completed his tenure as the Secretary-General of the Union on 31st December 2022.

1.2 Training Section

1.2.1 The travel and other restrictions in many countries due to the COVID-19 pandemic interrupted the 2022 training courses in the College. The College conducted online training from January to August 2022. However, by the end of the year, the College successfully completed 12 online courses, 4 physical courses, 8 online workshops, and 1 physical workshop entailing a total of 63 training weeks.

Online Courses

No.	Courses	Period (2022)	Participants
1.	Advanced Business Management (ABM)	10 - 28 January	7
2.	Service Quality Management (SQM)	10 - 28 January	6
3.	E-Commerce Solutions and Supply Chain Management (ESC)	14 February - 4 March	7
4.	Postal Business Development (PBD)	14 February - 4 March	11
5.	Strategy Formulation & Execution (SFE)	21 March - 1 April	6
6.	Transformation of Postal Organization (TPO)	21 March - 1 April	6
7.	Human Resource Management (HRM)	25 April - 20 May	8
8.	Parcel and Logistics Management (PLM)	25 April - 20 May	7
9.	Digital Financial Services (DFS)	13 June - 1 July	7
10.	E-Business and Technology (EBT)	13 June - 1 July	12
11.	Express Mail Service (EMS)	1 - 19 August	6
12.	International Mail Accounting (IMA)	1 - 19 August	12
TOTAL			95

Physical Courses

No.	Courses	Period (2022)	Participants
1.	Postal Management (PMC)	19 September - 21 October	7
2.	Marketing and Innovation for Posts (MIP)	19 September - 14 October	8
3.	International Postal Service (IPS)	7 November - 2 December	8
4.	Operation Management (OMC)	7 November - 2 December	10
TOTAL			33

Online Workshops

No.	Workshops	Period (2022)	Participants
1.	Strategic Marketing Management (SMM)	17 - 21 January	1
2.	Quality Management for Service Excellence (QMSE)	17 - 21 January	2
3.	Digital Innovation and Development of Postal Services (DID)	24 - 29 January	18
4.	Last Mile Delivery and Fulfilment (LMDF)	2 - 6 May	4
5.	Driving Digital Strategy (DDS)	20 - 24 June	15
5.	Setting Service Standards (SSS)	20 - 24 June	3
6.	EMS Operational and Performance Improvement (EMS)	8 - 12 August	3
7.	Terminal Dues (TD)	8 - 12 August	21
TOTAL			67

Physical Workshop

No.	Workshop	Period (2022)	Participants
1.	IPS and IPS.Post	21 - 25 November	6
TOTAL			6

1.3 Consultancy Section (RTCAP)

1.3.1 Activities of Consultancy Section (RTCAP) in 2022

- (i) Conducted IPS/IPS.POST Demonstration at APPC

RTCAP conducted the IPS / IPS.POST system demonstration online together with the expert from UPU PTC during the International Mail Accounting 2022 course of Asian Pacific Postal College (APPC) from 15th to 17th August 2022.

There were 12 participants from 11 countries who attended the course, namely, Afghanistan, Cambodia, China, Indonesia, Maldives, Myanmar, Nauru, Philippines, Solomon Islands, Thailand, and Vanuatu.

- (ii) Conducted IPS.POST Training at APPC

RTCAP conducted the physical IPS / IPS.POST workshop at APPC together with the Expert from UPU PTC during the 2022 International Postal Service Course from 7 November to 2 December 2022.

Topics covered were national and local management functions, outbound processing functions, inbound processing functions, customs processing functions, accounting functions and other miscellaneous functions.

There were 14 participants from 10 countries who attended the IPS.POST training, namely, India, Indonesia, Fiji, Lao, Maldives, Nepal, Pakistan, Thailand, Sri Lanka and Vanuatu.

(iii) Review of the National Postal Policy of Cambodia

RTCAP was assisting the Ministry of Post and Telecommunications, Cambodia in the revision of their new national postal policy in the evolving environment of postal services, especially to meet the rapidly changing e-commerce business in Cambodia.

(iv) Technical and General Enquiries

RTCAP continued to provide advice to the technical and general inquiry related to the mail applications and the EDI transmission for the users in the region.

RTCAP conducted Q&A sessions relating to the IPS system via Zoom with Thailand.

1.3.2 Retirement of Mr. Tan Yong Chee and Recruitment of Replacement

(i) In December 2022, Mr. Tan Yong Chee, RTCAP Manager, concluded his contract.

(ii) The Constituent meeting of the EC on 2 September 2022 formally approved the appointment of Mrs. Yan Yu as the replacement for Mr. Tan Yong Chee. The 2023 budget of the Consultancy Section was approved and finalized during the Constituent EC meeting in 2022.

2. Activities from January to June 2023

2.1 Introduction

2.1.1 The new Secretary-General of APPU, Dr. Vinaya Prakash Singh started his tenure on the 1st of January 2023. Dr. Singh was elected as the Secretary-General during the 13th APPU Congress in Bangkok for a tenure of 4 years. Prior to joining, he was a Member of the Postal Services Board, Government of India handling the Personnel matters of India Post.

2.2 Activities of the Union

2.2.1 In the first 6 months, several rounds of meetings were held with the officials from the Ministry of Digital Economy and Society, Thailand, Thailand Post, and other international organizations including Asia Pacific Tele-community and World Customs Organisation on the potential areas of collaboration with the Union. Meetings were also held with the UN organizations stationed in Bangkok including UNESCAP, UNDP, ITU, etc on the possible collaborations for APPU carrying out UN projects in the region including ones on achieving Sustainable Development Goals.

2.2.2 The Secretary-General attended the S3 session of the Council of Administration of the UPU in Bern. During the Council sessions, he also held a meeting with the Management of the UPU and apprised them of the activities of the Union. Along with attending the meeting of the Restricted Unions, individual meetings were also held with APPU member country delegations, Directors of various Directorates of UPU, and delegations from outside the region.

2.2.3 The Secretary-General attended the Round Table Conference in the backdrop of the National Philatelic Exhibition in New Delhi, India. The SG also attended the first WCO-UPU Conference in Tokyo, Japan. Along with this, several expos and events in Bangkok, Thailand were also attended.

2.2.4 Apart from meeting member country delegations online, during the UPU meetings, and in between events, the Bureau also hosted delegations from several member countries in Bangkok. During the meetings, emphasis was on the member country's expectations from the Union, the training needs of the countries, and other areas of mutual collaboration.

2.2.5 Several rounds of meetings were held with the heads and Bureau staff of other Restricted Unions of the UPU to exchange ideas on the areas of operations, and projects conducted in their respective regions and to learn best practices from the region. The APPU was also represented in the forums and conferences organized by other Restricted Unions.

2.2.6 To gather collective opinion from the region on crucial issues and to ensure preparedness for the upcoming UPU Extraordinary Congress, online sessions were conducted. Meetings were also held with the Wider Postal Sector Players and the Consultative Committee of UPU to exchange views on items up for discussion in the UPU Extraordinary Congress.

- 2.2.7 The Bureau also conducted periodical meetings with Nauru from January to May 2023 on the organization of the EC in Nauru. Following the withdrawal of Nauru, the Bureau led the initiative in organizing the EC in Bangkok. Necessary capacities were developed in a short period of time to ensure a smooth organization of the event. For the first time, the Bureau developed an in-house website that provided necessary details regarding the EC to all the members and observers.
- 2.2.8 Starting January 2023, efforts were made to reach out and invite UPU members from the region who are not a member of APPU to be a part of the Union. As a result, Tuvalu has decided to join the APPU in 2023. Other countries from the region are reached out to and the effort is to include the maximum countries from the region in the Bangkok cycle.
- 2.2.9 The Bureau, from January 2023, started providing secretarial support to the activities of various Working Groups and Committees using its own internal resources. The Bureau is an observer and an active participant in the activities towards completing the allocated reform activities by the next APPU regular Congress.
- 2.2.10 Initiatives have been undertaken to bolster the Bureau's capabilities, encompassing reviews of existing processes, efforts to enhance employee welfare, and providing avenues for capacity-building. These endeavors are aimed at empowering the Bureau to operate more efficiently, foster a supportive work environment, and equip the workforce with the skills and knowledge needed to excel in their roles.
- 2.2.11 The Consultancy Section continued to provide advisory services to member countries based on their request.
- 2.2.12 A comprehensive survey was conducted to gather feedback on the initial work plan in April 2023. A total of 24 responses from 22 member countries were received, which are carefully examined and analyzed. The insights gathered from the survey were instrumental in ensuring that the final work plan aligns with the expectations of members.
- 2.2.13 The monthly newsletter underwent a complete redesign to provide an enhanced reading experience for members. The revamped newsletter now includes practical information, relevant links, and member-centric content. It features monthly messages from the Secretary-General, updated activities of APPU and APPC, members' news, and sharing of analysis reports.
- 2.2.14 Consultants of the Union actively supported the training activities of the Asian-Pacific Postal College and organized sessions during the courses and workshops throughout the year. One course and two workshops from January to July 2023 were led by the Consultants.

2.3 Training Section

- 2.3.1 The Asian-Pacific Postal College is an integral part of the Union, which caters to the training needs of postal employees from the region and beyond. In 2023, the College plans to conduct 14 physical courses, 2 online courses, and 14 workshops. In the first 6 months of 2023- from January to June, the College conducted 6 physical courses, 2 online courses, and 7 physical workshops. Additional details of the Training Section are provided in the APPU EC 2023 Governing Board documents.
- 2.3.2 With the aim of reforming the training courses at APPC, meetings were also held with academia and other training institutes and their cooperation is sought to revise the curriculum, teaching methods, and the pattern of courses and workshops in APPC. A project is also initiated to establish Smart Classrooms in the College. Furthermore, efforts were made to improve the basic infrastructure on campus, including the renovation of the gymnasium, aiming to create a more encouraging and comfortable atmosphere for all participants.
- 2.3.3 Strengthening the finances of the College was marked as a priority item. Efforts were taken to reach out to the existing sponsors and new sponsors to support the activities of the College. As a result, sponsorships have increased for the current years, and commitments are pledged for future years.
- 2.3.4 In 2024, the College plans to undertake a comprehensive review of the training program in the College. The proposal to initiate the study will be discussed in the meeting of the Governing Board of the College.