

ADDRESS BY MR. FRANCIS WANGUSI, AG. DIRECTOR-GENERAL OF THE COMMUNICATIONS COMMISSION OF KENYA, DURING THE FOURTH ANNUAL POSTAL/COURIER STAKEHOLDERS FORUM AT THE INTERCONTINENTAL HOTEL, NAIROBI, 25TH APRIL 2012

Our Chief Guest, Hon Samuel Poghiso, Minister for Information and Communications

Amb. Bishar Hussein, Chairman of Council of Administration (CA) of UPU

Maj. General (Rtd) Hussein Ali, Postmaster General, PCK

Madam Jane Babsa –Nzibo, Chairperson, CIAK

CEOs and their representatives present,

Industry players and stakeholders

Distinguished guests

Ladies and gentlemen

I am pleased to welcome you to the fourth Annual Postal/Courier Stakeholders' Forum, an event that has now become a permanent fixture in the Commission's annual calendar. I wish to take this opportunity to commend the sector stakeholders and interested parties for their continued cooperation and participation in these forums. I believe this provides a great opportunity to discuss pertinent and current issues that will inform the future policy and regulatory direction of the postal/courier sub-sector.

The Commission is sensitive to the need and resultant benefits of extensive consultations with the communications sector players and other stakeholders, as a critical ingredient for effective regulation. You will also bear me witness that this is the same approach of the Ministry of Information and Communications as

demonstrated from their active participation in the Annual Postal/Courier Stakeholders Forums.

Postal and courier services have a central role in Kenya's socio-economic development. For many of our people, particularly in the rural and remote locations, the post remains the only cost-effective and easily accessible means of communication. As you may have noted in the Legal framework, provision has been made in the envisaged operational framework of the Universal Access Fund, to ensure that the country has a vibrant and efficient postal service. This will indeed be resonated when the fund is operationalised as it is envisaged to be achieved by, among others, ensuring that postal operators provide affordable, equitable and efficient universal service through the laid down subventions in the proposed fund.

Today's customer wants services delivered promptly and efficiently. The service providers have no choice but to direct their focus on customer concerns and expectations. This is the only way the Post will be able to hold its share in the face of the dramatic uptake of ICT services in the country. The post should therefore utilize the opportunities presented by ICTs to position its services in tandem with new customer trends and prevailing market realities.

The theme this year, "*A Secure Postal/Courier Network in Promotion of Quality Services*" aptly captures the required focus of all operators in the sector. Indeed, it cannot be overemphasized that a secure postal/courier network guarantees free flow of goods and services both within and beyond our borders. In the recent past, there have been security incidences involving detection of prohibited articles and explosives. Such occurrences only serve to deter consumers of Postal/Courier services and disrupt efficient provision of quality services. It is therefore incumbent upon all of us to audit our security systems, noting that this is also a larger

effort to curbing security threats. We need to demonstrate the critical contribution of our sector in militating against potential security threats. I am happy to note that part of the programme today provides for discussions on security systems audit.

The Commission is making every effort to enhance the various aspects that would enrich the work and equally earn the recognition of the postal/courier sector. One such area is a well designed and high quality address data which we must recognize constitutes an important part of a nation's infrastructure. In response to the demand from consumers on the need to have door-to-door delivery service, the Commission is working in collaboration with the Ministry of Information and Communications alongside other stakeholders to develop a national addressing system. We recognize that addresses are an essential tool for economic and social development in our country, as it is in many developed nations. Let us all therefore pool our efforts to ensure a sustained existence of complete, accurate and unique address data.

Ladies and gentlemen, you will also agree with me that an informed consumer is an empowered one. In recognition of this fact, and as part of our continuous consumer education programmes, the Commission took deliberate steps in 2011 to educate consumers on the responsible use of Postal/Courier services. Today also provides a very good opportunity for us to share with you the successes of the campaign and the feedback from the consumers. We expect that the campaign will increase consumer demand thereby empowering postal/ courier consumers to make informed choices.

It is also worth noting that as we strive to increase effective competition, investment and innovation in the sector, it is very important that we must equally observe the guidelines spelt out in the Regulations. This is a matter of concern that emanates from the noted dramatic increase in consumer complaints pertaining to loss and damage to postal articles on one hand and failure by operators to file their complaints resolution mechanisms and compensation policies with the commission on the other.

I wish to call upon the operators that have not submitted the aforesaid to do so in order as to assist the Commission discharge its mandate effectively.

I am however happy to note the progress and enthusiasm in the sector and hope that we shall continue in the spirit of togetherness as we forge ahead to build a formidable postal/courier sub sector. We have a host of resources including law enforcement agencies, training institutions like AFRALTI, our revenue authority among others. Collaboration and collected vision of the sub-sector is therefore all we need to scale up. I have no doubt that you will all take advantage of the presence of all these agencies to enhance the sub-sector strategy.

With those few remarks, allow me to also wish you fruitful deliberations at this fourth annual Postal/Courier Stakeholders' Forum.

Let me now take the opportunity to invite our guest speaker, the Honourable Minister for Information and Communications, to address us.

Thank you for your attention.