



# WORLD POST DAY, 2023

THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF INFORMATION, COMMUNICATION AND INFORMATION TECHNOLOGY



MESSAGE FROM HON. NAPE MOSES NNAUYE (MP), MINISTER FOR INFORMATION, COMMUNICATION, AND INFORMATION TECHNOLOGY ON THE OCCASION TO COMMEMORATE WORLD POST DAY, 2023

THEME: "Together for Trust: Collaborating for a safe and connected future".



Hon. Nape Moses Nnauye (MP)  
Minister of Information, Communication and Information Technology

Today, we mark World Post Day, a significant occasion that commemorates the establishment of the Universal Postal Union (UPU) in 1874. On behalf of the Government of the United Republic of Tanzania, I am profoundly honoured to celebrate this day and reaffirm our unwavering commitment to fostering global postal connectivity and accessibility. As a proud member nation of the UPU, Tanzania recognizes the great importance of postal services in connecting people and businesses around the world. We are dedicated to ensuring that postal services are readily available both technologically and physically, extending from our local communities to every corner of the globe.

Recognising the Universal Postal Union (UPU) as the world's largest physical service distribution network, Tanzania has consistently leveraged its membership to benefit our citizens. Our postal services have served as vital connectors, bridging gaps between people and communities across borders, facilitating the exchange of information, the movement of goods, and the provision of financial services. The UPU has proven to be a reliable partner in advancing our country's

development objectives, particularly in postal-driven services. Tanzania has made significant investments in communication infrastructure in keeping with the year's theme, "Together for trust," which urges governments and postal operators to assist the creation of a digital single postal territory. We are committed to enhancing postal services and address delivery across the country, as evidenced by such like the National ICT Broadband Backbone (NICTBB), National Physical Addressing (NaPA), and extensive training for our personnel in digital communication and service providing. The United Republic of Tanzania's President, H.E. Dr. Samia Suluhu Hassan, has nurtured these innovations and given the postal sector the chance to improve the services it provides.

I am honoured to share the postal sector's pivotal role in adapting to the ever-evolving digital landscape. As a crucial component of service delivery and the network industry, the postal sector serves a vital social and economic role by facilitating greater access to the digital economy for our nation's development.

The National Postal Policy (2003) and Tanzania's postal

regulatory framework are successfully implemented, and as the minister in charge of the postal sector, I applaud this. Our overarching goal is for Tanzania's postal sector to serve as a spur to socioeconomic advancement and the achievement of our country's objectives. For more communities to be digitally linked and be able to profit from the digital economy, a strong regulatory framework for the postal service is necessary. Therefore, Tanzania celebrates World Post Day 2023 and its theme of "Together for trust" by actively involving the Postal Sector in the country's socio-economic development. The Government is dedicated to enhancing postal services while ensuring that numerous communities are digitally connected, facilitating the development of their daily socio-economic activities through the digital economy.

Thank you, and I wish you all a happy World Postal Day 2023.

Thank You.



THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF INFORMATION, COMMUNICATION AND INFORMATION TECHNOLOGY  
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY  
ISO 9001:2015



STATEMENT FROM THE DIRECTOR GENERAL OF TANZANIA COMMUNICATIONS REGULATORY AUTHORITY (TCRA) ON THE OCCASION TO COMMEMORATE WORLD POST DAY, 2023

THEME: "Together for Trust: Collaborating for a safe and connected future".

Today, the United Republic of Tanzania is joining the postal community worldwide to celebrate World Post Day. The genesis of this event is the Universal Postal Union (UPU) Congress held in Tokyo in 1969 as a means to mark the anniversary of the creation of the UPU in 1874.

On behalf of the Board of Directors of the Tanzania Communications Regulatory Authority (TCRA), I would like to take this opportunity to congratulate the Postal Sector worldwide and specifically in Tanzania on making this historical event.

The theme of this year's celebrations is: "Together for Trust: Collaborating for a safe and connected future". As postal sector stakeholders, this remind us the wisdom of shared obligation and a vision for a future of our sector, where trust is the cornerstone of our global connections considering the vital role of postal sector in fostering inclusive, cohesive, connected communities for better future of the postal sector. It demonstrates the new-founding role and relevance of the postal sector in global business, as well as contribution to the United Nations Sustainable Development.

The theme for this year aligns with the evolving nature of postal services in the digital age. It emphasizes the postal sector's rightful role of providing quality postal services as a key socio-economic stimulator through the use of technology to improve business processes and meet the growing demands of the existing customer needs to ensure they remain commercially. Trust is the currency that fuels the engine of progress, and it is our collective responsibility to ensure its stability and growth

for the connected future.

It is important to emphasize that Tanzania has resolved to exploit digital automation to its fullest potential in order to improve the delivery public services including postal services and promote socioeconomic growth as the nation embraces the digital economy. It is our duty as regulator to foster an environment where individuals, businesses, and government can communicate and collaborate with confidence.

Today's postal operations need a committed collaboration with spectrum of postal sector players such as private couriers, logistics companies, airline companies, custom authorities, environment and technology experts by looking at best areas to collaborate for faster and safe delivery as a way to enable the postal industry to prosper. The key to this collaboration is trust, and therefore, efforts have to be taken to develop a sincere collaboration among wider postal players. Furthermore, trust, security, logistics, access to basic services and integrated multi-channel delivery are invaluable core characteristics of this sector in Tanzania where more than 85% of the population will have internet access by 2025. This will for sure will increase e-commerce transactions and last mile deliveries that will hugely impact on digital economy.

The Postal sector is facing complex digital challenges that affect other communication sectors too. Cyber threats, misinformation, and breaches of privacy have the probability of eroding the actual material of trust that holds our societies together. As regulator, we are protecting the interest of our citizens by adopting the

agile and adaptive frameworks such as cyber security, also staying ahead of the curve of the threats.

In case of customer protection, we are continuing with awareness activities such as open dialogues, shared insights, and collective problem-solving in order to strengthen the foundations of trust. TCRA is continuing also in engaging in meaningful corporation with schools, universities, technology innovators, civil society, and international organizations to generate a communication roadmap for a secure and connected future.

Furthermore, TCRA will continue to provide support to the communication stakeholders in relation to setting delivery and security standards, identifying development priorities and safeguarding the public interest.

TCRA is mandated to establish an appropriate licensing framework that allows a postal licensee to choose a preferred segment of postal market in trusted and safe postal services. As of 30<sup>th</sup> September 2023, TCRA has licensed a total of 115 licensee in the postal sector including Designated Postal Operator (1) and Courier Service Providers which are grouped into six different categories namely, international courier services (5), East Africa courier services (1), Domestic courier services (44), Intracity courier services (13) and Intercity Transporters (51). We will continue regulating the postal sector in order to facilitate and enable postal operators to continue doing business in the level playing field while serving the public with the affordable, secure and quality services. TCRA will continue to work closer with the all stakeholders to ensure that the sector discharge its



Dr. Jabiri Kuwe Bakari  
Director General Of Tanzania Communications Regulatory Authority

duties accordingly and contribute act as a catalyst for socio-economic development for our society.

Lastly, let us commit ourselves to working together for a future where the Postal Sector continues to be a symbol of trust, secured connectivity, reliable and affordable. By fostering collaboration, we can overcome the challenges of our time and build a world where the exchange of goods and information recognizes no boundaries.

Happy World Postal Day to all of you!



WORLD POST DAY, 9 OCTOBER 2023

STATEMENT BY MR. MASAHIKO METOKI THE DIRECTOR GENERAL OF THE UPU

Theme: "Together for trust: Collaborating for a safe and connected future"



Mr. Masahiko Metoki  
Director General Of The UPU

Post offices serve as essential hubs for cohesive, inclusive, connected communities.

They provide access to vital communication, commercial, social, financial and digital services, and are often the only public service provider in remote regions. Throughout history, postal workers have been the friendly faces greeting people at their doorsteps every day, building trust with communities over generations.

The foundation of the Post's success as a service provider lies in the trust it has earned from people across the globe down the centuries. Today, more than five million postal employees are entrusted with a variety of essential and personal items, from messages, gifts and goods, to money and medicines.

This trust has been cultivated through a steadfast commitment to safety and security. Posts have tirelessly worked to improve the safety of roads, providing training programmes for delivery drivers, and implementing security measures to keep dangerous goods out of the supply chain, safeguarding workers and customers alike. Furthermore, during times of disasters or conflicts, Posts have extended a helping hand,

organizing supplies and emergency services for those in need; often, they are the first to assist in these situations.

Posts can leverage this existing trust-based relationship to help bridge a gap facing billions: the digital divide. By connecting their expansive physical network to the digital sphere, Posts are embarking on a massive digital transformation to offer secure online services in this Fourth Industrial Revolution.

The UPU has been a dedicated partner in building a safe and connected global network that serves nearly eight billion people each day with modern and secure services, and it is a key part of this transformation.

However, close to 100,000 of the world's 650,000 post offices lack adequate Internet infrastructure, limiting the services they can provide through digital channels. This means 100,000 communities missing out on a wide range of digital, financial and social inclusion services that these Posts could offer. We should ensure that all citizens and businesses have access to the full range of benefits offered by the digital economy. So, through its connect.post initiative, the UPU has set an ambitious target: ensuring that every post office has sufficient

access to the Internet by 2030, to enhance digital inclusion of these underserved communities.

Not only does the UPU strive to ensure that all Posts have sufficient access to the Internet, it is also working to do so securely by ensuring that Posts, big and small, can access affordable, state-of-the-art tools and technologies to support e-commerce, e-government and e-finance services.

"Together for trust" is a call to action for all governments and their postal operators to support the development of a digital single postal territory to match the physical network built over centuries.

This World Post Day, I urge you to work together with the UPU to ensure that people everywhere need look no further than their local post office to find access to the digital economy. Let us work hand in hand to create a world where everyone can benefit from the secure digital and physical services that our global postal network can offer.

Happy World Post Day!



WORLD POST DAY, 9 OCTOBER 2023

STATEMENT BY THE POSTMASTER GENERAL OF TANZANIA POSTS CORPORATION

"Together for trust: Collaborating for a safe and connected future"

Today, 9 October 2023, Tanzania Posts Corporation (TPC) joins other 192 Designated Postal Operators Worldwide to commemorate the 149th Universal Postal Union (UPU) Anniversary. The inception of this Union was on October 9, 1874, in Berne, Switzerland. UPU is an International Organization under the United Nations that coordinates the development of postal services worldwide. The commemoration of this year bears the theme: "Together for trust: Collaborating for a safe and connected future". Tanzania is a member of the Union since 25 March 1963.

Postal services have been an important aspect of our country's history for many decades, as we commemorate today. Tanzania Posts Corporation remains committed to serving as the backbone of communication, connection, and transportation for our nation in this digital age when the globe is becoming increasingly linked. We recognize the profound impact that efficient and reliable postal services have on the growth and prosperity of our people and the economy.

We acknowledge that the landscape of postal and courier services is fast changing as we embrace the digital revolution. Utilizing technology to satisfy the ever-changing demands of our clients is a top priority for our committed staff. We are working not only with other Designated Postal Operators around the world but also with other postal service stakeholders, including private operators, to ensure that parcels and packages reach all customers' destinations quickly, easily, and securely. To do this, we are investing in cutting-edge infrastructure, tracking systems, and e-commerce solutions.

As we observe this day, we are aware of how the start of the



Maharage A. Chandé  
Postmaster General

digital age compelled all Designated Postal Operators to come up with creative approaches for meeting the demands of modern clients while still providing secure and satisfying services to society. At this time, Tanzania Posts renovated its offerings, and as a consequence, made the introduction of a platform named "POSTA KIGANJANI" to enhance accessibility and cater to a bigger consumer base. To do business effectively and give the general public access to the corporation's excel-

lent customer service without having to physically visit the post office, the platform has brought postal products and services closer to clients via electronic devices like smartphones or PCs.

Furthermore, the Posta Kiganjani Platform is Integrated with Tanzania's National Physical Addressing System (NAPA) to identify customers Physical Addresses, allowing the Corporation to better serve and meet customers' diverse needs through its larger network of offices that provide doorstep delivery services throughout the United Republic of Tanzania

While we adapt to new technologies, we also hold dear the timeless traditions of the postal service. The feeling of receiving a handwritten letter or a carefully wrapped package remains a source of joy and anticipation for many. We are committed to preserving these cherished moments while modernizing our services to provide you with a seamless and convenient postal experience.

We recognize the value of time and convenience in the fast-paced world of today. To increase consumer pleasure, we have implemented cutting-edge financial services, banking solutions, and e-commerce platforms.

I want to sincerely thank all of our hardworking staff who put in so much effort to guarantee that our services uphold the highest levels of quality. Our success is a result of their dedication to our objective.

We appreciate all of our valued clients for their confidence and dedication throughout the years. "TRUST" is unavoidable at the post office, and trust means the Post Office; with-

out it, no one will take his/her stuff and leave it at the post office counters for local and international delivery.

We genuinely appreciate their honesty in offering comments on our goods and services so we may make creative improvements. We are here to serve them, to serve every member of this society, and to connect every citizen to the rest of the world. We are more than willing to build a new future using cutting-edge technological services, and we use all available platforms, including our Posta e-shop, to fulfill customers' online shopping needs and deliver their goods. Our first aim is to satisfy our customers.

We would like to express our gratitude to the Government of the United Republic of Tanzania, under the leadership of Her Excellency Dr. Samia Suluhu Hassan, for their continuous dedicated supports to our Corporation through the Ministry of Information, Communication, and Information Technology. We reassure Her Excellency that we will continue to deliver timely, high-quality services to our clients across the world at unmatched prices, as well as to give the greatest services to the entire community for national progress.

Thank you for your unwavering support and trust to the Corporation.

I wish you all a Happy World Post Day.

Posta Let's Go!

Maharage A. Chandé

POSTMASTER GENERAL