

**Remarks by Ezra Chiloba, Director General, Communications Authority of Kenya (CA), During the 2nd Annual EACO Post & Logistics Forum ON 20<sup>th</sup> September 2023 at Pride Inn Paradise Beach Resort Convention Centre and Spa Mombasa Kenya**

**Mr. Eliud Owalo, FIRHM, Cabinet Secretary, Ministry of Information, Communication and the Digital Economy**

**Mr. Mutua Muthusi, Universal Postal Union Representative**

**Dr. Sifundo Chief Moyo, Secretary General Pan Africa Postal Union**

**Dr Ally Simba, Executive Secretary, EACO**

**Mr. John Tonui Post Master General/CEO**

**Mr. James Arinaitwe, Managing Director, Uganda Post**

**M. Macrice Mbodo, Post Master General, Tanzania Post**

**Mr. Celestine Kayitare, Director General, National Post of Rwanda**

**Mr. Pacifique Munyeshongore, Director General, Burundi Post**

**Rev. Francis Apaya, South Sudan Post**

**Invited guests**

**Ladies and Gentlemen,**

**Good Morning,**

I am delighted to join you this morning on this opening of the 2<sup>nd</sup> EACO Posts and Logistics Forum conference 2023, aptly themed, *The Digital Transformation journey for the Posts and Logistics*.

I wish to formally welcome all our esteemed guests from the East African Community and beyond to Mombasa, Kenya's second largest city and commercial capital. Given we are a community, I urge you all to feel right at home.

Allow me from the onset to thank the East African Communications Organization (EACO) and Postal Corporation of Kenya (PCK) for choosing Kenya to host this forum. This gesture is a manifestation of the confidence the region has in Kenya as a leading champion in the growth and development of the postal/logistics services.

As the ICT regulatory agency, we are indeed greatly honoured to be have you at this important regional meeting for this dynamic sector.

This second EPLF follows the inaugural one that took place in Arusha, Tanzania, and which set the pace and tone among the regulators and post and courier service providers across the region on what must be done to reinvigorate the sector.

I am informed that the key priority areas were how to tap into the immense opportunities provided by emerging technologies and to relook the existing policies and regulations within the region to make the sector more vibrant and competitive in this digital era.

**Ladies and Gentlemen,**

Indeed, this brings closer home my topic of discussion *“The readiness of regulations in Kenya in the face of the changing postal market”*. However, before I dive into today's topic of discussion, allow me to give you a glimpse of the postal and courier sectors in Kenya.

The Authority recognizes the potential of the postal and courier sectors in positively improving the daily lives of citizens, and therefore we have established the legal framework that guides us in regulating and managing the sector.

The postal and courier market segment has continued to register positive growth in respect to network development as the levels of competition and investment in this market segment also continue to grow. For instance, in the last five years, the number of private operator outlets has grown from 666 to 1, 045.

However, in the same period, we have witnessed a rapid decline in the number of post offices from 623 to 549. In spite of this decline, we are happy to note that the Postal Corporation of Kenya (PCK) has enhanced its efforts to diversify its products as well as embracing new technologies which provide customers options to access services through the digital platforms.

The total number of postal and courier players in the market currently stands at 327 consisting of one public postal operator, 270 national courier and 56 international courier operators. Going forward, I am happy to report that Authority is keenly watching the development trends in the sector in order where necessary to provide regulatory interventions to overcome challenges hampering efficient service delivery.

Among the activities we are currently undertaking are as follows;

- a) **Reviewing the legal framework** to make it responsive to the emerging realities and support further development of the postal courier market. The process that us currently at its tail end will cover the review of the legal framework covering the postal sector and attendant regulations.
- b) **Monitoring the performance of licensees in the market** to ensure that postal consumers receive quality service. During the fourth quarter of FY 2022/23, a total of 496,598 letters were posted locally, while 1.2 million courier items were delivered within the country. In the same period, there were 429,897 letters sent to other countries and 135,811 internal mail letters received in our country.
- c) **Promoting the growth of e-commerce:** To further enhance the growth of e-commerce and boost Kenya's economic opportunities for micro, small, and medium enterprises, the Authority has been participating in the development of the national e-commerce strategy. The e-commerce strategy is due for publication soon for use in the country.
- d) **Development of the National Addressing System of Kenya (NASK) framework.** The Authority, under the leadership of the Ministry of Information and Communication and the Digital Economy and in collaboration with other government organizations, is in the process of developing policy, the NASK Bill, and standards.

The National Addressing System of Kenya framework will facilitate the development of addressing and integrated quality address data, which will constitute an important part of a nation's infrastructure. This will allow ease in identifying the location of customers and the delivery of services, boosting the growth of e-commerce. We are happy to report that the draft instruments are ready for public validation and, thereafter, enactment into law.

Finally, I wish to also point out that the post office has remained a critical infrastructure in the provision of government services to the public in the most convenient manner. The Huduma Centers services are located at the post offices spread across the country, have revolutionized public service delivery in ways never imagined.

I believe that through such forums as we have here, we can collectively engage and come up with solutions to the challenges bedeviling the sector and position it as the sector of the future. We can learn from other jurisdictions where the Post has withstood the test of time and remain a core catalyst of economic growth.

I therefore look forward to exciting discussions at this forum and that together, we can forge a future of promise to the postal and logistics sector.

**Thank you for your attention.**