

# World Post Day

## REFLECTING ON THE POSTAL SECTOR'S 25-YEAR JOURNEY



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At its inception in September 1998, following the disintegration of Uganda Posts and Telecommunications Corporation, the Uganda Communications Commission (UCC) was mandated under the Uganda Communications Act 1997 to, among others, regulate postal services. Aided by UCC oversight, Uganda's postal sector has over the past quarter-century evolved from a moribund postal system to a dynamic, multi-faceted and digital-led industry.

As UCC commemorates 25 years of facilitating the development of the communications sector in Uganda, it is noteworthy that the postal and courier sector has witnessed a fundamental transformation during this period, with more than 40 licenced regional, national, and international courier operators serving the population.

On 9th October every year, the international community in the 192 member states of the Universal Postal Union (UPU), commemorates World Post Day, which marks the anniversary of the creation of the UPU in 1874.

World Post Day, whose theme this year is, **"Together for Trust - Collaborating towards a safe and connected future"**, aims to bring awareness to the Post's role in the everyday lives of people and businesses, as well as its

contribution to global social and economic development. Postal and courier services play a vital role in society, facilitating communication, commerce and delivery of essential services.

In line with the UPU guidance to member countries to organise their own national activities to celebrate World Post Day, Uganda will commemorate the event with a series of activities in Masindi district, including public sensitisation, exhibition by operators, a blood donation initiative, and radio talk-shows, among others.

The gist of these activities is to empower consumers with information about the relevance of postal and courier services in the current digitally driven eco-system, showcase the growth of the postal and courier sub-sector in the past 25 years, and provide real time consumer guidance and complaint resolution, among others.

The growth of the postal sector in Uganda has been driven, in part, by significant investment in requisite infrastructure, which has in turn led to improved connectivity and quality of service.

Consequently, the sector has become a key driver of financial inclusion. Through partnerships with financial institutions,

postal outlets have become vital access points for banking services, especially in underserved rural areas.

In addition, the growth of e-commerce has presented new opportunities for the postal sector, which has adapted to cater for the needs of online retailers and consumers, providing fast and efficient logistics solutions.

Uganda's postal sector continues to leverage digital technology and global partnerships to sustain its development trajectory. These global partnerships have at times taken the form of logistical support, such as the acquisition of mail delivery vans, electronic mail scanners, CCTV cameras, and Global Monitoring System for quality measurements by Uganda Post Limited through the UPU Quality of Service Fund.

### Digital Transformation Roadmap

The development of Uganda's postal sector is closely aligned to the National Development Plan (NDP III) and the Uganda Digital Transformation Roadmap in the following ways:

- Infrastructure Development:** Investments in postal infrastructure are aligned with the Government's focus on infrastructure development as a driver of economic growth and connectivity.
- Financial Inclusion:** The postal outlets' role in promoting financial inclusion aligns with the Government's goal of expanding access to financial services, increasing financial literacy and reducing poverty.
- E-Government Services:** The continued digitalisation of postal services is aligned with the Digital Transformation Roadmap's vision of leveraging technology to enhance public service delivery.

Uganda's postal sector has undergone a remarkable transformation over the past 25 years, aligning itself with national development goals and the digital transformation roadmap. The sector's prospects are bright, with continued growth, digitalization, and international engagement set to further bolster its role in Uganda's economic development and global connectivity.

**Statement by the Director General of the UPU International Bureau: "Together for trust: Collaborating for a safe and connected future."**

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.



**Masahiko Metoki**  
**Director General, UPU**

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!**



### About UPU

Established in 1874, the Universal Postal Union (UPU), with its headquarters in the Swiss capital Berne, is a United Nations specialized agency for the postal sector. With 192 member countries, the UPU is the primary forum for postal co-operation between governments, posts, regulators and other postal sector stakeholders, helping to ensure a truly universal network of up-to-date products and services. In this way, the Union fulfils an advisory, mediating and liaison role, and provides technical assistance where needed. It also sets the rules for international mail exchanges and makes recommendations to stimulate growth in mail, parcel and financial services volumes and improve quality of service for customers.

