

Translation from French

Universal Postal Union

Documents of the 1989 Washington Congress

Volume II

Discussions
Comparative table of the numbering of articles in the draft Acts and final Acts

Berne 1990
International Bureau of the Universal Postal Union

This volume should be quoted with the following reference:

Documents of the 1989 Washington Congress, volume II

NB. – The following documents served solely as working documents for the members of the body concerned and are therefore not reproduced in this volume:

- Bureau of Congress documents and minutes;
- Committee 1 papers (see reports of this Committee);
- Committee 10 papers.

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Table of abbreviations (acronyms, symbols, etc) and signs used in the Decisions of the 1989 Washington Congress

A. Common abbreviations, etc

administration	postal administration (however, this abbreviation is not used when, in order to avoid ambiguity, it is desirable to indicate precisely whether a postal administration or other administration is meant)
Agr	Agreement
art	article
c	centime
CCPS	Consultative Council for Postal Studies
cf	confer (in the sense of comparing two things in order to see how far they are the same or in what way they differ)
cm	centimetre
COD	Cash-on-Delivery Agreement
col	column
Constitution	Constitution of the Universal Postal Union
Conv or Convention	Universal Postal Convention
Det Regs	Detailed Regulations
dm	decimetre
Doc	Documents (of Congress, Committees, etc)
EC	Executive Council
eg	for example
fr	franc
g	gramme
Gen Regs or General Regulations	General Regulations of the Universal Postal Union
Giro	Giro Agreement
h	hour
id	idem
kg	kilogramme
km	kilometre
lb (16 ounces)	pound avoirdupois (453.59 grammes)
M...	to be completed as appropriate: Mr, Mrs, Miss or address (chiefly used in forms)
m	metre
max	maximum
min	minimum
mm	millimetre
mn	minute (of time)
Money orders	Money Orders Agreement
n.m.	nautical mile (1852 metres)
No	number

oz	ounce (28.3465 grammes) (16th part of a pound avoirdupois)
p	page
Parcels	Postal Parcels Agreement
Prot or Protocol	Final Protocol (to the Act concerned)
s	second (of time)
SDR	Special Drawing Right
t	tonne (1000 kilogrammes)
t-km	tonne-kilometre or kilometric tonne (unit used in connection with conveyance)
UN	United Nations
UPU or Union	Universal Postal Union

B. Abbreviations relating to forms
(These abbreviations are always followed by the number of the form)

AV	Airmail correspondence
C	Convention
CP	Parcels
MP	Money orders
R	COD
VD	Insured letters
VP	Giro

C. Other conventional abbreviations mentioned in the Acts

AI	advice of entry *(Avis d'inscription)*
AO	other items *(autres objets)* or items other than LC
AR	advice of delivery *(Avis de réception)*
BT	transit bulletin *(Bulletin de transit)*
F	letter bill *(feuille d'avis)* or parcel bill *(feuille de route)*
LC	letters and postcards *(lettres et cartes postales)* or letters, aerogrammes, postcards, money orders, COD money orders, bills for collection, insured letters, advices of payment, advices of entry and advices of delivery
M bags	special bags containing printed papers for the same addressee at the same address
PP	postage paid *(port payé)*
R	registered *(recommandé)*
S.A.L.	surface airlifted
SV	empty bag *(sac vide)*
T	charge to be paid *(taxe à payer)*
TP	charge collected *(taxe perçue)*
V	insured value *(valeur déclarée)*
XP	by express (indicates charged telegraph service)

Minutes and reports

1 Inaugural meeting and plenary meetings of Congress

2 Meetings of Committee 1 (Credentials)

3 Meetings of Committee 2 (Finance)

4 Meetings of Committee 3 (General)

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12 Meetings of the Forms Working Party

Solemn inauguration of the 20th Congress of the Universal Postal Union, Washington, D.C.

The 20th Congress of the Universal Postal Union was solemnly opened on Monday, 13 November 1989 at 10.30 am at the Kennedy Center, Washington, D.C., by Mr George Bush, President of the United States of America, in the presence of Mr Anthony Frank, Postmaster General of the United States of America, Mr K R Murthy, Doyen of the Congress, Mr A C Botto de Barros, Secretary-General, and the delegations of the member countries of the Universal Postal Union.

The inaugural ceremony began with a performance of the "New England Triptych" by the National Symphony Orchestra, conducted by Rafael Frühbeck de Burgos.

After the arrival of Mr George Bush, President of the United States of America, military honours were rendered. Mr George Bush then officially opened the 20th Congress with these words:

"Welcome to the United States. It is a pleasure to address the Universal Postal Union, because it brings to mind so many images from our history. From the appointment of our first Postmaster General, Benjamin Franklin, to the trails blazed by the riders of the Pony Express, to the convenience of modern post offices, the story of the postal service is tied to the story of our country.

"And the mail itself reflects the American saga. In 1814, Dolly Madison wrote her sister to describe her escape from the burning White House. Alexander Hamilton sent a farewell letter to his wife before his duel with Aaron Burr. Harry Truman wrote the folks back home about his first night as President. I'm sure there are similar letters in the history of every nation assembled here today.

"But only once before in our history has the United States had the honour of hosting a Congress of the UPU – the Fifth Congress, which took place in 1897, here in Washington, D.C. At that meeting, 106 delegates from 55 countries gathered in the Renwick Gallery, which stands on Pennsylvania Avenue across from the White House.

"The world has changed much since the last time your Congress met in Washington. The delegates to that Fifth Congress had never heard of radio or television, much less computers, airplanes, space shuttles, or satellites, which now seem common place.

"In 1897, the employees of the U.S. Post Office Department were still sorting mail by hand, much as their predecessors had sorted mail in 1775, when Benjamin Franklin was appointed. Today, the United States Postal Service has made great strides in the use of automated equipment – some capable of sorting letters at speeds of up to 35 000 pieces an hour.

"The postal systems of the world, too, have changed through the advances of technology. From Hammerfest, Norway on the Arctic Ocean to Alice Springs, Australia in the Outback, postal administrations have consistently adapted technology to their operations to ensure that the mail always gets through.

"Stories abound of amazing deliveries through the mail system: In 1916, a 40 000-ton brick building was mailed across Utah, brick by brick, because it was cheaper than the freight charges. This year, 120 live bees were mailed from Hawaii to Virginia, but were en route when the airplane crashed. The bees survived, and were delivered in a thick envelope with a note from the Sioux City, Iowa, Postmaster explaining the delay. And the man who once mailed himself from New York to Los Angeles on a $500 bet.

"While these stories are out of the ordinary, Americans are proud of the extraordinary job being done by our United States Postal Service and its 800 000 employees.

"But, I am also proud of the contribution that the United States has made, and continues to make, to the Universal Postal Union. The first attempt at organizing a worldwide postal union was, in large part, the inspiration of Montgomery Blair, Postmaster General during the first administration of President Abraham Lincoln.

"At his invitation, delegates from 15 countries met in Paris in 1863 to propose regulations governing the international mails. Historians describe national postal systems in those days as total chaos – at least 1200 separate postal rates worldwide. Nations were forced to maintain bilateral agreements with every country for the exchange of mail. Postmaster General Blair, along with many others, envisioned a universal system that would consider the entire world as one unified postal territory.

"Much wisdom, eloquence and effort were devoted to the creation of the Universal Postal Union. The original foundation was not the work of any one man or any one nation, but rather that of many men from many nations. The idea of universal collaboration, bold in design and daring in concept for its day, gained impetus from a world that recognized international obligations and increasing interdependence of all peoples.

"Written letters conveyed through the mails, linking the peoples and the nations of this world, often convey many noble enterprises: The advancement of civilization, the expansion of commerce and trade, the promotion of industry and science, and the encouragement of peace and good will. In fact, I understand that here at your World Stamp Expo, a new set of Soviet stamps will be issued – two of which portray American astronauts.

"The need to communicate by mail across national frontiers – despite the march of time and advent of telecommunications – has remained constant to this very day. The expansion of the world's postal systems, represented by the 170 nations of the UPU, staggers the imagination. For even our latest technology and instant delivery services cannot do what the postal system alone can do: Get the mail through, anywhere on earth, to any recipient at very small cost.

"Every week, I receive up to 60 000 letters from every State in the Union and from nearly every country in the world. Letters arrive – from children to our oldest citizens. In a world of faxes and fiber optics, the mails still represent the most intimate means by which the people of this Nation and other nations reveal their thoughts, their hopes, and their dreams – whether its a young child, crayon in hand, writing a letter to Santa Claus, or a soldier waiting for a special letter from home.

" 'Letters mingle souls,' the poet John Donne wrote. Yours is a noble profession, for through your efforts, the written word stirs the imagination, improves the human condition and touches the heart. I wish you good luck in your work during the five weeks of this Congress. God bless you and God bless America. Thank you."

(Applause.)

Mr Anthony Frank, Postmaster General of the United States of America, then gave the following address:

"As Postmaster General of the United States, it is my privilege and great pleasure to welcome you to the opening of the 20th Universal Postal Congress.

"On behalf of the U.S. Postal Service, I wish to thank you for having made the long journey here from every corner of the world. We are grateful for your having chosen the United States as the place for this important event, and we are honoured by your presence.

"I am especially pleased that the President of the United States, the Honorable George Bush, was able to be with us today to open this Congress officially and extend greetings to you from the American people and Government. The President asked me to express to you his regrets that his schedule today would not permit him to remain with us through the entire inaugural ceremony.

"It is also a distinct honour to welcome the Doyen of the Congress, Mr K R Murthy, former Director-General of Posts of India.

"The Doyen serves, of course as the spokesman for all delegates, but to a large extent, he also embodies the very spirit of a Congress. And I know you share my view that Mr Murthy will be a force for friendship and cooperation and thus enhance all our proceedings.

"Mr Murthy's warmth and goodwill, his integrity and professionalism, and his dedication to fairness and public service are well known. Further, as the first Doyen from outside Europe or North America, he adds a new and welcome measure of universality to our history.

"We thank you, Sir, for the contribution you have already made to the UPU during your distinguished career, and we look forward to working with you these next five weeks.

"It is especially appropriate that this Congress is taking place in Washington, for it was in this city that the first proposal for worldwide postal cooperation originated.

"In 1862, the Postmaster General of the United States, Montgomery Blair, observed the lack of a system for exchanging international mail and concluded that the postal administrations of the world should act in a more coordinated way. And, being a man of action, he extended an invitation through our Department of State to other governments to discuss the matter.

"This led to an historic meeting of fifteen countries in Paris on 11 May 1863, and resulted in adoption of the first guidelines for the world's exchange of mail.

"This collaboration proved so useful that later, in 1874, under the leadership of Heinrich von Stephan of Germany, the countries of the world met again and this time formalized their arrangement by founding the Universal Postal Union.

"At the time of his international initiative, Montgomery Blair had already proved to be an outstanding administrator, and we in the United States owe much of the foundation of our modern service to him.

"At any time the reforms and advances he introduced would have been noteworthy, but the amazing fact is that they occurred while the United States was engaged in a civil war between the North and the South.

"Indeed, during the time of the Paris meeting, the fortunes of war were going terribly for the North and the permanent division of the country seemed a real possibility. Yet, work toward a better international mail system went forward.

"As part of the philatelic commemoration of this Congress, we will soon issue an aerogramme honouring Montgomery Blair, and we hope that when you see it, you will appreciate the history behind it.

"Later in the 19th century, Washington again played an important part in UPU history. It was the site of the Fifth Universal Postal Congress, in 1897. Therefore, this occasion marks the second time the United States has been the proud host of a Universal Postal Congress.

"One hundred and three delegates from 56 countries attended the earlier Washington Congress, and, in a display in the Convention Center, you will see photographs of them. They look out at us from their time, faces from the past, like us in many ways, yet truly of a different world.

"The 1897 delegates came here by steamship and train, not jetliner, and their trip took days and even weeks, not hours. On the other hand, their luggage arrived with them.

"Since their time, man has split the atom, walked on the moon, fought two devastating world wars, witnessed the birth of many proud new nations, and expanded his knowledge in every field of human endeavour.

"But despite all these changes, one thing has remained constant: the need – the urgent need – of mankind to communicate.

"The delegates of 1897 met to address that need and so, too, do we. It is our biggest bond both with the past and with each other.

"When that Fifth Congress met, the mails reigned supreme. The only rival worldwide communications medium was the telegraph, but many of the trans-oceanic cables were still being laid at that time and the telegraph's reach was limited.

"Today, of course, mankind has many more means of communications available to it, and we can only delight in this fact, for these new mechanisms have helped bring the world closer and in doing so have made it, I believe, better.

"But let no one think that because the mail system is now only one among many communications systems, its importance has in any way diminished. The mails are today as indispensable as ever.

"Specialty delivery firms currently abound, and they too, serve a need. But they are selective about who and where they serve, and despite their usual reputation for efficiency, they could not handle our workload for even a day.

"Only the postal system can reach and serve every man, woman and child on this planet every day and do so at a price that is within their reach.

"Every day our administrations collect and deliver hundreds of millions of letters, newspapers, magazines, books, catalogues, parcels, circulars, and so on – most of these, items that private companies usually find unprofitable to handle – and think what the world would be like if this flow were ever to be seriously disrupted. The economic consequences would be horrendous, and people's lives would also be poorer in many ways.

"I am very pleased that the theme 'Caring for the customer' has been set as the focus of our General Debate on Thursday, for that is the heart of the matter. Indeed, I hope that the question 'What do our customers want?' will remain at the centre of our thinking for the whole of this Congress.

"The hallmark of any good organization, be it large or small, Government or private, is flexibility – a recognition that conditions always change and a willingness to adapt to meet this change.

"We in the Universal Postal Union quite rightly pride ourselves on our long history and our noble traditions. Yet, at the same time, recognizing the changed environment in which we operate, we must not fear to forge new traditions to wed with the old.

"We must, in other words, modernize – both in the way we handle the World's mail and in the way we relate to each other within this venerable organization. And to do so, we must be prepared to be bold, imaginative and, yes, even daring.

"Modern management demands improved management structures, increased use and mastery of technology, responsiveness to the marketplace, research, skill in setting prices and fashioning desired new services, sensitivity to public and governmental attitudes, and a restless desire at all times to do things better.

"These are the qualities we must increasingly cultivate – both within our individual administrations and in our joint international activity.

"To make up for the distinct limits of our resources, we must draw on our creativity and resourcefulness – and on help from one another.

"While respecting each other's differences, we must work toward greater unity of purpose and singleness of action.

"And because the world will not wait for us and our time at this Congress is limited, we must act with dispatch.

"We can do all these things, and I am confident that we will.

"Our task will be greatly assisted if we get to know each other better, and in this connection I wish to issue a personal challenge to each of you: I want to urge that every delegate make a conscious and concerted effort every day to make at least one new friend from another country and exchange postal views.

"If we do this, we will generate a dialogue that will not only multiply the quality of our personal experience, but we will also increase our professional knowledge and our ability to act as one unified organization.

"I hope that everyone will take me up on this challenge and spur his or her colleagues to do the same.

"For our part, we of the host administration have worked hard and long to create an hospitable environment in which the business of the Congress can be conducted. And we have arranged a schedule of social activity and excursions that we hope will enable you to relax, to enjoy yourselves, and to get to know each other and the United States better.

"We Americans are very proud of our country, and we hope that during your time with us, as you sample aspects of our national life, you will begin to understand the reasons why.

"One of the chief reasons is not hard to find. Indeed, you can see it on any street in America. It is the diversity of our people – one of our greatest sources of strength.

"The citizens of this land came from, or can trace their roots to, every country in the world. So as you walk our streets and mingle with our people we hope you will experience a sense of kinship and feel at home – and that your experience will make you want to revisit our country many more times.

"Again, and in conclusion, I want to express my joy at having you here and my fervent wish that you will find this time both memorable and productive. Thank you."

(Applause.)

Lastly, Mr K R Murthy, former Director-General of Posts, India, and Doyen of the Congress, took the floor:

"It is a unique privilege and a great pleasure for me to welcome all of you. As Doyen of this Congress, it is also my pleasure to express on behalf of all participants in this Congress our gratitude to the Government of the United States of America for inviting our Union

to hold its Congress here in Washington. All of us here have been given a warm and affectionate welcome on our arrival and we deeply appreciate the friendliness that has been so spontaneous and overwhelming.

"We are greatly honoured by the presence here today of Mr George Herbert Walker Bush, President of the United States of America, who very kindly consented to inaugurate this 20th Congress of the Universal Postal Union. The close interest of the postal administration of this country in the progress of the Union is very well known. We can also recall the constant interest shown by the administration, in the modernization of the Post, in efforts to improve the quality of service, in furthering international cooperation, and in ensuring the closer integration of the world Post.

"Being one of the bigger postal administrations, the United States Post Office has constantly endeavoured to further the cause of the Post and to ascertain and serve the needs of its clients. Its efforts and experiences in these areas have also been of inestimable value to the other members of the Union.

"We are aware that it is not the first time that the Congress is being held in this country. That honour was achieved even as far back as 1897. When we look back on the efforts of those times, we recall the everlasting contribution of Sir Rowland Hill, we remember the pioneering efforts of Heinrich von Stephan of the German postal administration and we see the image of and recall the ideas and vision of Mr Montgomery Blair, former Postmaster General of the United States.

"There have been a number of others too, from a number of postal administrations, whose efforts have helped to mould us into a strong and purposeful Union, devoted to the service of member countries, and to the enrichment of our lives, socially, culturally, and economically.

"On behalf of all postal administrations of the Union, it gives me immense pleasure to thank Mr Anthony M Frank, the Postmaster General of this country, for his kind words of welcome. As for organizing this Congress, we know it is a highly skilled and demanding undertaking. It has entailed considerable study and preparatory work, liaison with a number of other departments and undertakings, and appreciable commitment of resources.

"I am wholly confident that these efforts will help to make our stay here in Washington comfortable, and our work here at this Congress interesting and successful. On behalf of all the delegates, I have great pleasure in expressing our gratitude to our hosts, the United States postal administration. I would also like to take this opportunity to express our appreciation to the authorities of the City of Washington for the many facilities made available for the holding of the Congress.

"The 20th Congress is being held as we are moving fast towards the 21st century, with its promise of progress and immense technological change. In such an era of change, the fruits of progress should generally become available to all sections of the world community. As partners in an international effort, there is need for all of us to get closer to each other for greater understanding, and a common and united effort.

"For if the world Post is to prosper as an organization, there is a compelling need for the progress of all its constituent units. For the Post has no frontiers, and the strength and weakness of an administration is truly reflected in the quality of service not only of that administration, but of a number of others as well.

"We, the members of the Union, come from different geographical areas, and our national goals and needs vary greatly. Consistent with our needs, some of us will have to take greater advantage of the new technology now becoming available. Some others among us will have to ensure that outdated methods of work are given up, and take steps to effect simplification and rationalization of work procedures. The character and composition of our clientele is constantly changing. The needs of the business community and other new groups of customers will have to be constantly reviewed and identified. Better training methods and motivation for the staff are other areas that will demand our attention. In each of our administrations, efforts will have to be made to reduce operational costs.

"Some aspects of this changing situation have been apparent to us and have been engaging our attention for some time. But as we approach the turn of the century, we suddenly find many rural communities and hitherto predominantly agricultural nations newly involved in industry, trade and commerce in ever-increasing measure. Postal administrations in developed as well as developing countries now face a wider variety of demands from an enthusiastic and exacting clientele.

"Towards assessing this overall situation, all of us will be engaging ourselves in a close examination of the efforts already undertaken. Over the next few days, we will be in the midst of a debate to assess future trends, to outline the need for action, and draw up a work programme for the next five years. This debate should help us to see the emerging situation in some of the developing and disadvantaged postal administrations. Burgeoning quantities of mail, challengers from new competitors, a discerning clientele and the need for constant efforts to maintain the quality of service at a high level, are other aspects which will engage our attention.

"The Universal Postal Union, which was founded in 1874, has 170 members today. We have welded ourselves into a truly integrated organization, and the exchange of technical information and operational experience between us, the member countries, has helped to strengthen each of our administrations. I am confident that in the years to come, this strength will grow further and help us to maintain our tradition of service to people all over the world.

"Concluding, I would like, through you, Postmaster General Frank, to extend on behalf of postal officials from all over the world our greetings to the postal officials of your country. I also have great pleasure in extending greetings to all our guests of honour who are here this morning."

(Applause.)

At the end of the ceremony, the National Symphony Orchestra gave a performance of Samuel Barber's Symphony No 1.

Opening meeting of Congress

Monday, 13 November 1989

In the chair: Mr K R MURTHY, Doyen of Congress, then Mr EDWARD E. HORGAN, Jr, Associate Postmaster-General, Chairman

The meeting was opened at 3.15 pm.

Opening of Congress by the Doyen

Mr K R MURTHY, Doyen of Congress, took the chair in accordance with article 6, paragraph 2, of the Rules of Procedure of Congresses and declared the first plenary meeting of the 20th Universal Postal Congress open. He welcomed all the participants to that important event which made it possible to renew ties of friendship, review the Union's work bearing in mind customer requirements so as to face better future challenges and to gauge the ground covered since the Hamburg Congress by the Union which currently had 170 members. His appointment as Doyen was an honour to him and his country and he warmly thanked all those who had sponsored him. He would do his best to exercise that privileged office in the interests of the postal world.

Roll-call of member countries

After calling the roll of countries, the Secretary of Congress stated that 141 of the 170 Union member countries were present or represented. The list of those countries is given in annex 1.

As the quorum was attained, Congress could proceed to business.

The Doyen then recalled the names of colleagues and friends who had died since the Hamburg Congress:

Mr J JUNG, former Ministerial Deputy Director, Federal Ministry of Posts and Telecommunications, Federal Republic of Germany, and Dean of the 17th Universal Postal Congress (Lausanne 1974)

Mr W F BOLGER, former Postmaster-General of the United States of America. Many would remember him from the Hamburg Congress. Mr Bolger was the author of the invitation which had brought them together there. They were all familiar with his excellent work in connection with the mail and international cooperation. If he had been with them that day, he would have been proud to see the fruit of some of his efforts.

Mr A H J HOBACHI, former Assistant Director of Posts, Saudi Arabia, and Counsellor to the Minister of Telegraphs, Posts and Telephones

Mr A J GARGANTINI, former Director-General in charge of the General Secretariat of the National Posts and Telegraphs Corporation, Argentina

Mr B C MORITZ, former State Manager, Victoria, Australia

Mr A F M MAHBUBUL HOQUE, Ex-Director-General, Bangladesh Post Office

Mr C BARROCO, former Head, International Relations Department, Brazil

Mr S CISSOKO, former Minister of Posts and Telecommunications, Republic of Côte d'Ivoire

Mr A B M LOFTI, former Director-General, Financial Affairs, Egypt

Mr M CASTAÑO, former Head, Air Conveyance, General Directorate of Posts, Spain

Mr K SPATHARIS, former Director, Department of Postal Services, Cyprus

Mr KIL-TOK YU, former Assistant Section Chief, International Postal Division, Republic of Korea

Mrs O C SEGRERA ARANDA, former Director, International Relations, Cuba

Mr F MARTY VALDES, former Deputy Director, Posts and Telegraphs, Cuba

Mr B M ANDERSEN, former Delegate Director, Denmark

Mr U TALVITIE, former Director, Foreign Division, Finland

Mr FULBERT BONGOTHA, former Minister of Posts and Telecommunications, Gabon

Mr LUBIN NTOUTOUME-OBAME, former Minister of Posts and Telecommunications, Gabon

Mr D HORN, former Deputy Minister of Communications and Posts, PTT Director-General, Republic of Hungary

MR J SCANNELL, former Secretary, Department of Posts & Telegraphs, Ireland

Mr A MALEK, Dr of Laws, Ex-Director-General of Posts, Lebanon

Mr G F J A GROEN, former Senior Assistant Director, Netherlands

Mr W GURGUL, former Under-Secretary of State to the PTT Ministry, Polish People's Republic

Mr M S FADL, former Chairman of the Board and Director-General of the Corporation, Sudan

Mr O RAINER, former PTT Director-General, Sweden

Mr H-W BINZ, Dr of Laws, former Chairman of the General Directorate of the Swiss PTT Corporation

Mr E A MOTINE, former Director-General, Department of Foreign Relations, Ministry of Posts and Telecommunications, USSR

Mr P VASILJEVIC, former PTT Director-General, Yugoslavia

Mr N MILANOVIC, former PTT Director-General, Yugoslavia

Mr F R RADICE, former Deputy Director-General of the International Bureau

Mr F CANABAL, former Assistant Counsellor at the International Bureau

The colleagues whose names he had just read had all made a substantial contribution to the International Post and to their administration. They were owed a great debt of gratitude. They had left us, but they live on in our memory. In a tribute to their memory, he asked the assembly to rise and observe a minute's silence.

(The assembly observed a minute's silence.)

He suggested that the Secretariat send a message of sympathy to the families of their late colleagues on behalf of Congress.

He also had before him a list of friends and colleagues who had retired (cf annex 2). They too had done sterling service to the International Post and contributed to the development of the UPU's work. The assembly could also convey to them, through the Secretariat, its best wishes for a long and happy retirement.

Doyen's address

A little over five years ago, we met at the Congress at Hamburg. In keeping with the decisions taken at that Congress, we have reviewed the workings of the Post, taken steps to meet the needs of our clients and introduced appropriate measures to improve the quality of the Post, as well as the range of postal services.

A number of postal administrations have since then made considerable progress, and introduced far reaching changes. In many of our countries, the Post Office has been recognized as one of the well established and more successful

enterprises undertaken. The interdependence of the member countries has been tested and we now have in the Universal Postal Union a world partnership that is reliable, strong and effective.

When people all over the world are uniting to forge an even closer world community, the international Post definitely has an important role to play. The economic, social and cultural progress of mankind is one of the goals of our Union; at this Congress we will examine how we can keep pace with a changing world, we will strive to determine how operational shortcomings could be overcome and how a high quality of service could be ensured to the community all over the world. We will also seek to identify the ways and means by which new knowledge and new technology can be shared by all of us for our mutual benefits.

At Hamburg, we took upon ourselves certain tasks. In carrying out these tasks, the Executive Council and the Consultative Council for Postal Studies have played an eminent role. Mr Fritz Koller, Chairman of the Executive Council, Mr M Balma, former Chairman of the CCPS and Mr M Houissa, the present Chairman, have all been of considerable service to the Union and carried out their responsibilities ably and successfully.

Mr Botto de Barros, the Secretary-General, has led his colleagues in the International Bureau with a sincere and exemplary devotion to the service of the Union. To each of these colleagues we express our gratitude and admiration as well.

In the next few days, we will be in the midst of a debate which should help us to draw an action plan for the future. In the next few weeks, we will also be examining a number of proposals received from the member countries.

The improvement of the quality of service to our clients is of prime interest to all of us. It has indeed been engaging the attention of postal administrations, even more so than ever before. And of late we have had to cope with competition from new directions. This should evoke a greater and fiercer competitive spirit in our own administrations. It is now obvious that it is our competitors that we have to guard against and not new technologies. And there is no better way to ward off competition than by improving the quality of service.

How can some of us gain from the experience of other member countries? The Congress will be bestowing special attention on this aspect of cooperation between the member countries and in keeping with the Constitution of the Union and the principles laid down in the very first article of the Constitution. In order to improve the quality of service, in order to remove existing disparities, a number of measures will have to be undertaken by each postal administration. A new emphasis on training, use of new technologies, furthering of public relations and greater staff motivation are likely to yield the desired results. And then in each of our countries we will have to ensure that the progress in the postal sector is in keeping with the progress in other sectors of the economy.

To achieve all this there is need for unity and an even closer integration of the Post. The Post is an effort that is globally linked, with a common goal for all of us, a goal of a free and efficient postal service serving all of mankind. All of us here are therefore on a mission and we will doubtless join hands and our hearts as well to make the Congress successful and our Union a saga of fulfilment. I wish all of you at this Congress resounding success in your efforts.

(Applause.)

Appointment of the Honorary Chairman of Congress

The DOYEN expressed his great pleasure in proposing Mr Anthony Frank, Postmaster General of the United States of America, as Honorary Chairman of the 20th UPU Congress.

(Applause.)

Mr Frank would bring to Congress the vitality of his experience as a highly successful businessman who had been Chairman of the Board and Chief Executive Officer of the First Nationwide Bank at the time of his appointment as Postmaster-General two years before. His innovative service-oriented measures had made First Nationwide one of the largest consumer banking operations. Mr Frank had taken a keen interest in organizing Congress and his vast experience had been very helpful.

Address by the Honorary Chairman of Congress

The Honorary Chairman of Congress then gave the following address:

Ladies and Gentlemen,

I thank you sincerely for having named me the Honorary Chairman of this 20th Universal Postal Congress. This is an exceptional event for me. From here, I see a veritable portrait of the family of man. Having the whole world before me here is a moving and humbling experience. Few people are ever granted such a privilege and I will always look back on this day fondly.

On 5 May 1897, the then Postmaster-General of the United States, James A Gary, also faced the postal representatives of the world when he helped open the fifth Universal Postal Congress. And in greeting those delegates, he said (and I quote): "You come as the messengers of peace and goodwill, as the visible embodiment of international comity, as the advocates of international commerce, as the bearers of friendly messages between communities widely separated yet closely united; and I salute you as representatives of advanced and advancing civilization." As Mr Gary did 92 years ago, and for the same reasons, Ladies and Gentlemen I salute *you*. You represent one of the most powerful and important tools of communication ever invented – and one of the most useful. And I am proud to be related to you by profession. They are part of this nation's largest civilian workforce: 800 000 US Postal Service employees who work in almost 40 000 offices and sorting centres throughout our land – and who every day except Sunday deliver 533 million pieces of mail to some 107 million American homes, offices, stores and factories. In our fiscal year 1989, which ended 30 September, the people of the postal service delivered a total of 161 billion pieces of mail. To cancel and sort this mail, we use a variety of equipment – from the most sophisticated optical character readers and bar code sorters to simple desktop machines in our rural offices. To transport it, we fill a significant portion of the cargo bays of almost every U.S. commercial airliner and use a growing fleet of aircraft devoted to express mail and some 170 000 cars, jeeps and trucks. And because our land is vast and much of it rugged, we use some less conventional means too. To get mail to people who live in the depths of the Grand Canyon, we travel it on the backs of mules; we use dogsleds to reach some of the villages of Alaska and in the bayous of Louisiana and some other places the mail moves by small boat.

We do all of this without direct payments from the US Government. We are dependent entirely on the revenue from our postage and fees. And in fiscal 1989, total revenue was $38 billion which, if we were a private company, would rank us among America's largest corporate giants. It is my sincere hope that, working together, we can contribute to the betterment of the world Posts. Earlier today, I urged that delegates get to know each other and I certainly hope you will. But I also hope that while you are in this country you will take advantage of the opportunity to get to know the U.S. Postal Service better. If you do, perhaps you will come away with some lessons that you apply back home – some things that you may want to do ... and perhaps some things based on our mistakes that you may wish to avoid doing! Our organization is a large and proud one, with a rich past, a sometimes troublesome present but – we think, if we work hard enough at it – a healthy future. We trace our origins to Benjamin Franklin, the universal genius who was one of our nation's founding fathers and who also served as the Postmaster-General for the united colonies. We link our future to technology, to modern methods and to the same kind of common sense for which Franklin was noted. I hope that while you are here you will see some of our facilities but if time does not allow that, I hope that you will investigate our work through the U.S. Postal Service people who you meet. The staff that has been assembled to organize and support this Congress is almost exclusively composed of U.S. Postal Service employees, many of them drawn from distant parts of our country. In their usual work they perform many different jobs but each has a perspective on our organization that you will find interesting. Although we operate a very high volume and relatively stable activity, we are not without many of the problems that afflict many of you in your national administrations. After a dozen or so years of very healthy growth in our mail volume we now find volume, and with it revenue, beginning to flatten. And while we showed a small profit in 1989, we face the unpleasant prospect of a very large deficit in the current fiscal year – a prospect we are working hard to ward off.

To do so, we have set a goal of keeping postage-rate increases below our national rate of inflation and thus ensuring that our service is price competitive. And to reach this goal we are pursuing a plan that involves a leaner organization, improved productivity (especially from automation) and a stepped-up marketing and product development effort. It will interest you to know that one of the areas we will concentrate on is the international mail market, which I am convinced offers a splendid opportunity for growth.

While I realize fully that what works in one administration may not work in another ... that each of our situations is different ... I nonetheless believe that we cannot ignore certain business principles which are sweeping the world. Different people express these principles in different ways but they boil down to: good service and competitive pricing, increased efficiency, knowledge of the market, friendly and caring treatment of customers, sophisticated selling, sensitivity to public attitudes and a constant readiness to adapt to change. A Greek philosopher once said that there is nothing permanent except change ... that life is like a stream, never exactly the same from one moment to the next. I believe this to be true – and to be applicable to business life too. And I think the greatest challenge to this Congress is to show that the postal establishment of the world can adapt to change and become fully modern.

I understand that Director-General Botto de Barros, the Secretary-General of this Congress, has recognized the changing nature of our business and has already taken steps to move the Union in the direction of future, more

demanding postal markets. We look forward to working with you, Mr Secretary-General, and with all of the delegates to this Congress, to make this happen and to try to make this Congress one that will become a landmark in UPU history.

Thank you again for the honour of making me your Honorary Chairman.

(Applause.)

Election of the Chairman of Congress

The DOYEN said that it was now his special privilege to ask one of their eminent colleagues to accept the chairmanship of the proceedings of Congress, namely Mr Edward E. Horgan, Jr, Associate Postmaster General of the postal administration of the United States of America.

A native of Oregon, Mr Horgan had worked in the research and engineering departments. In the central postal administration, as Assistant Postmaster General, he had been responsible for relations with the Government, Postmaster General of the Eastern Region and Senior Assistant Postmaster General for the Facilities and Supply Group. In his current capacity as Associate Postmaster General, he was responsible for overseeing all international postal affairs. He had over thirty years' experience with the legislative and executive branches of Government. Mr Horgan had long been in the service of his country's postal administration, where he had held a number of responsible positions in key areas. With his excellent knowledge of postal affairs, both administrative and operational, no one could be better qualified to direct Congress's work over the next few weeks. Therefore, in accordance with article 7, paragraph 1, of the Rules of Procedure of Congresses, he proposed that Mr Edward E Horgan, Jr, be appointed Chairman of Congress.

(Applause.)

Address by the Chairman of Congress

The CHAIRMAN then gave the following address:

"Ladies and Gentlemen, in selecting me as Chairman of the 20th Universal Postal Congress, you have just done me a great honour, and I cannot thank you enough. This is a moment I will always remember. To justify your trust, I pledge that I will exert every ounce of my energy and employ my every resource to fulfil my responsibility. I am very personally moved by this moment, because I have had a long and fond association with law-making bodies. From the age of 14 until I was 21, while simultaneously attending high school and university, I worked in the United States Senate, the Upper House of the U.S. Congress, and later, during my early postal career, I served for five years as the chief liaison between between the U.S. Postal Service and the U.S. Congress. As a result, I feel a deep respect for the deliberative process and awe at being asked to chair this worldwide assembly.

"Experience with the democratic and legislative process teaches many things. It teaches how tremendously important it is to be open-minded, to respect the views of others, and to be willing to compromise. It teaches that progress always comes fastest when people know each other as individuals and can smile or laugh together. And, maybe most important, it teaches that there are no limits

to what people of good will can accomplish, regardless of their differences, when they earnestly pursue a common goal. I hope during this Congress to put some of these lessons to work for the greater good of the people we serve.

"I owe thanks to many people for helping me prepare for this assignment, and although one always runs the risk of inadvertently omitting deserving people when giving public thanks, it is a risk I will now take. I must start by thanking our Secretary-General and the staff of the International Bureau. At all times, Mr Botto de Barros has generously given me the benefit of his time, his experience and his insight. Under his leadership, the International Bureau and the National Secretariat developed a level of cooperation that can only be described as excellent. And I am extremely pleased that the UPU will continue to gain from his leadership until 1995.

"Next I must bow to our distinguished colleague from the Federal Republic of Germany, Dr Koller, the Chairman of the Executive Council. So many good things can be said about Dr Koller that one can exhaust the supply of complimentary adjectives. But it is perhaps most appropriate simply to say that he exudes the statesmanship so characterized by his fellow countryman and one of our founders, Heinrich von Stephan.

"In addition, I must also publicly acknowledge the debt owed by my administration to the Federal Republic of Germany's Ministry of Posts and Telecommunications for its total generosity in sharing with us every detail involved in its hosting of the Hamburg Congress. Without this cooperation, the task of the American planners would have been much more difficult, and if the Washington Congress is successful, no small measure of credit will belong to our esteemed colleagues from the Federal Republic. I particularly want to thank Dr Winfried Florian, the Chairman of the Hamburg Congress, for the personal assistance he has given in our Congress preparations. Dr Florian is with us today in the delegation of the Federal Republic of Germany.

"My thanks also extend to all the members of the Executive Council and to the Consultative Council for Postal Studies, too, in particular to Mr Houissa and Mr Balma of Tunisia, the distinguished Chairmen of the CCPS during this past term who have led that body to produce a wealth of new knowledge that will serve our worldwide system for many years to come.

"Increasingly, it is clear that if the UPU is to keep pace with our fast-changing world it must rely more and more on the EC and CCPS, as well as the IB, to keep us current. These meetings of Congress once every five years, critically important though they are, cannot alone do the job.

"During this Congress, we will have many occasions to judge the work of the EC and CCPS, and I believe our assessment will be highly favourable. We will also have to decide whether new authority should be given these representative bodies. Indeed, this will be among our most important decisions. But regardless of what we decide, we can all be grateful for what these bodies have accomplished since Hamburg.

"I also must thank our distinguished Dean, Mr Murthy of India, for all his support during the many months of preparation leading to this occasion. His steady hand and wise counsel have been a genuine inspiration, and I am greatly comforted by the fact that, as I go about my duties, he will be nearby to help whenever needed. I therefore encourage you to refer to Mr Murthy whenever necessary.

"When I first entered the international postal scene, I was fully aware of the special bond that exists between postal people in my own country – between postmasters, supervisors, letter carriers, clerks and others. But one of the things I quickly learned was that this bond is not confined by any national borders.

"In the past year and a half, I have had the privilege of travelling around the world to visit individual administrations and to attend meetings of the Arab Postal Union, the Asian-Pacific Postal Union, the Nordic Postal Union, the European Conference of Postal and Telecommunications Administrations, the Postal Union of the Americas and Spain and, of course, the UPU bodies. Here in Washington, I have been pleased to welcome visitors from all over the world, the largest group being 41 officials from 37 countries of Africa.

"And every time, in every place, I have felt the warmth of friendship and experienced the fraternal bond among postal people that leaps over all cultural, geographic, language and political barriers. I sense that warmth now in this assembly.

"Certainly, one of the ties that bind us is the long history and the common traditions we share within the UPU. But beyond that, I think it is also the nature of our work that puts us on common ground. Moving mountains of mail is hard, unglamorous and unrelenting work, and few people outside our own enterprise appreciate this fact. Yet, because mail is so important to them, our customers often hold us to higher standards than they expect of others, and this has led to another common characteristic of postal people. We are good listeners. We are fortunate that our customers tell us when they are unhappy. This gives us the opportunity to use the information they give us and respond to their needs. Further, we all share the bond of knowing more than anyone else the importance of postal systems to the infrastructures of our respective countries and, yes, to helping to tie the world together in peace. Now, of course, our system is under challenge – from the explosive pace of worldwide development, from the rising expectations of our customers, from competitors, and, in some cases, even from governments. We of this Congress therefore have an enormous assignment. We must find new solutions to old problems, forge new instruments of cooperative action – and we must do so faster than ever before. Not since 1878 has any Congress met for a shorter period of time than ours, and this means we must perform our work not only well but expeditiously. The delegates at Hamburg, it will be remembered, decided without a dissenting voice to shorten this Congress for very sound reasons: to reduce the expenses on both delegates and the host administration and to broaden the participation of key officials by reducing the time they might be required to spend away from their primary responsibilities.

"I for one am confident that despite the reduction of our time together we <u>can</u> accomplish everything on our agenda and do so to our mutual satisfaction. Indeed, to the extent our schedule forces us to be more businesslike, I believe it is to our benefit.

"Every administration deserves thanks for reducing the number of proposals submitted to this Congress. Compared to the 1048 proposals considered at Hamburg, we will pass on some 800. Yet let us not be lulled into thinking we have any luxury of time, for – given the complexity of many of the issues we face – our workload is about the same as it was five years ago. Moving this Congress forward to the completion of all its work while insuring a full and vigorous debate <u>will</u> require – make no mistake about it – a major effort. And in advance I ask for your full cooperation. No one should feel restricted in their right to voice

their opinion at any of our meetings. Yet I urge that comments be made as concisely as possible and that they be directly germane to the topic under discussion.

"As your Chairman, I will, of course, preside at all plenary sessions, and it will be my goal at all times to ensure that all viewpoints are fully and fairly heard. But, in recognition that most of our work will take place in the Committees, I also intend to work very closely with every Committee Chairman, both within the framework of the Bureau of the Congress and individually, to monitor the progress of the Congress on your behalf, provide all possible assistance, and ensure maximum coordination.

"Each of our sessions is, of course, important, but I wish to make special note of Thursday's all-day General Debate. During that day, our task will be to formulate an overall strategy to guide our major actions over the next five years. If we are to give this strategy a complete chance at success, it will be important that the themes we agree upon also be carried into all our Congress sessions. Therefore, I ask you to give special attention to the documents that have already been prepared for the General Debate, to think about your views carefully, and even to begin a dialogue among yourselves prior to the General Debate.

"In my view, the foremost task we face at this Congress is to modernize our methods by looking closely at our structure and mandate and by becoming more commercially aware and customer- and action-oriented. At Hamburg, we began this process, and it has produced what our Secretary-General has called a new spirit in the UPU.

"Now, I believe, we must carry this new spirit forward and give it practical expression, so that when others look back to this Congress decades from now they will say we did our work well and launched the beginning of the truly modern Posts.

"In concluding, I wish to echo the remarks of Postmaster General Frank and express my great delight that you have journeyed here to the United States of America to take part in this important event.

"Thank you again for the great honour you have done me in making me your Chairman."

(Applause.)

Approval of the appointment of the Vice-Chairmen of Congress

The CHAIRMAN then said that, in proposal 023, the Executive Council had, subject to approval by Congress, selected the countries to be Vice-Chairmen of Congress, namely China (People's Rep), France, USSR and Zambia. These four nominations were approved by acclamation and the Vice-Chairmen of Congress were invited to take their places on the Chairman's rostrum.

Statements by the Vice-Chairmen of Congress

The representative of CHINA (PEOPLE'S REP) thanked all the delegations for the confidence shown in his country by making it one of the four Vice-Chairmen of the 20th Congress. He took the opportunity to express his gratitude to the government of the host country and its postal administration for the warm welcome extended and the excellent arrangements made for Congress. Congress had the task of revising the Acts of the Union, reviewing and evaluating the results of the work done by the various bodies since the Hamburg Congress, and establishing a strategy for the future development of the International Post. The Chinese delegation attached special importance to this Congress, which was of major significance to all postal administrations. His delegation hoped that that Congress, on the basis of a spirit of cooperation, consultation on an equal footing and mutual comprehension, would be able to find an appropriate solution to the problems affecting the postal administrations of all countries, thereby fostering the development of the International Post. He congratulated the Chairman on his election and said that he was convinced that Congress would be a success under his leadership.

(Applause.)

The representative of France thanked the delegates for the honour bestowed on his country, and on the Continent of Europe, in appointing it a Vice-Chairman of Congress. This honour, he felt, was the expression of a memory, a tribute and an expectation. First, it recalled the role played by France and Paris in the creation of the Universal Postal Union. The Union was conceived at the instigation of Montgomery Blair at the meeting in Paris on 11 May 1863, it was created eleven years later in 1874 in Berne and rebaptized four years later in Paris. It was a tribute to France which had for more than a century made its contribution to the UPU so that the world postal community might live and develop. However, there was also an expectation with regard to France and Europe, an expectation that cooperation might continue to be active, useful and productive. The world was passing through a fascinating period in 1989 with history being made every day before its eyes. In such a world where everything was changing around them, solidarity of the postal community was more necessary than ever. What would communication between men be or become if the chain of the postal community was broken in its weakest links, if the law of the market, so useful for stimulating competition, disregarded the duties of public service, or if some among them could not keep up with technological progress when the present age required faster, more secure, more numerous and more intensive exchanges. Such were the challenges that faced Congress. He was convinced that this historic Congress would be able to take up these challenges, which were the challenges of the present age. That was the wish that he addressed to all the delegations present in Washington. France, for its part, would contribute to Congress and to the UPU its willingness and its talents in the future as in the past. He took on this commitment on behalf of the French delegation.

(Applause.)

The representative of the USSR said that he wished to address all of them who had devoted many years of their lives to the development of that ancient branch of communication, the Post. It was a very complex field of endeavour laden with responsibilities which involved a great many people, but did much good to individuals throughout the world by bringing together interests and hearts. The delegations would therefore have to continue to work together and deal with

concrete matters to advance their work. He thanked the delegates for the honour bestowed on his country. He also expressed gratitude to their American hosts for creating an atmosphere conducive to work in preparing for Congress.

(Applause.)

The representative of Zambia warmly thanked the postal administration of the United States of America for the hospitality it was showing to Congress. He said that he felt himself at something of a disadvantage in this postal setting because, as Minister of Communications fourteen years before, he had not had the opportunity of taking part in such a meeting. At the time of the Hamburg Congress, he was President of the UN General Assembly, and had followed Congress's work closely. He said that he would make his substantive statement as representative of the Continent of Africa during the General Debate. He then thanked the delegates for the honour bestowed on Zambia.

(Applause.)

Approval of the appointment of the Chairmen and Vice-Chairmen of the Committees of Congress

The CHAIRMAN said that the Executive Council had, subject to approval by Congress, selected the member countries to be Committee Chairmen and Vice-Chairmen and invited the delegates to adopt them.

Proposal 024 was adopted.

Approval of nominations for Restricted Committees

The CHAIRMAN asked for approval of proposal 025/Rev 1 which concerned member countries designated by the EC as prepared to be members of the following Restricted Committees:

Committee 1 (Credentials) and

Committee 10 (Drafting)

Proposal 025/Rev 1 was adopted.

The Chairman noted that the Bureau of Congress was duly constituted; he congratulated those elected and expressed his pleasure at working with them in a spirit of collaboration and understanding.

Speech by the Secretary-General

Mr Honorary Chairman,
Mr Chairman,
Mr Doyen,
Vice-Chairmen,
Ladies and Gentlemen,
Delegates and observers to the 20th Universal Postal Congress,

Speaking for myself, and on behalf of the members of the management and staff of the International Bureau, I warmly congratulate Mr Anthony Frank, Postmaster General of the United States of America, the Chairman of Congress,

Mr Edward E Horgan, Jr, Associate Postmaster General of the United States of America, and the Vice-Chairmen of Congress, the representatives of the People's Republic of China, the Republic of France, the Union of Soviet Socialist Republics and the Republic of Zambia on their designation to these positions.

I welcome the delegates and observers to the 20th Universal Postal Congress and give a special greeting to all those who are participating in a UPU Congress for the first time.

The kind words that the Honorary Chairman, Mr Frank, the Doyen, Mr Murthy, and the Chairman, Mr Horgan, addressed to me touched me deeply. I thank them and express my best wishes for their success in carrying out their tasks.

The professional abilities and human qualities of Mr Murthy, the Doyen of Congress, are known to all of us who have had the occasion to know him both in his administration and in the international meetings which he has attended. Indeed, Mr Murthy has devoted many years to serving his country, India, and has made highly regarded contributions in the international postal field and particularly to the activities of UPU bodies.

Mr Horgan,

Our Congress is an event that brings out the creativity and the dynamism of the United States of America and its postal managers. As Director-General of the International Bureau and Secretary-General of Congress, I take this occasion to express my sincerest gratitude to you and your colleagues for the excellent spirit of cooperation with the International Bureau that reigned throughout the preparatory work for Congress. I also express my sincerest thanks and my congratulations on the organization of the Congress to the highest authorities of the United States of America and the city of Washington, D.C. I would like to pay tribute to this great country and its authorities, and in particular to Mr Frank, the Postmaster General, thanks to whom we have the pleasure to come together here.

We are grateful to Mr George Bush, the President of the United States of America, for honouring us with his presence this morning at the inaugural ceremony. We would like to express to him our best wishes for the prosperity of his country and the happiness of the American people.

Mr Chairman,
Ladies and Gentlemen,

I associate myself with the tribute that the Doyen gave to deceased colleagues, and I would like to make a special mention of Mr William F Bolger, former Postmaster General of the United States of America, remembered above all for his spirit of innovation. To a large extent, we owe our presence here today to him because he originally proposed the idea of holding this Congress on American soil.

Finally, I add my best wishes to those expressed by the Doyen to our colleagues who have entered retirement since the Hamburg Congress. In particular, I thank my colleagues who have left the International Bureau: Miss Milne and Messrs Vonlanthen, Reid, Kosan, Viard, Léger, Voeffray, Guenot, Larabi, Paillard, Ramirez-Plata, Chaubert, Klossek, Bäckström and Baghdadi. Mr Baghdadi held the position of Assistant Director-General of the International Bureau for 14 years and his devoted cooperation proved very valuable to

me during the time we worked together. Mr Baghdadi brought his experience to the meetings of the Executive Council and the Consultative Council for Postal Studies as well as to the several Congresses that he attended.

As you know, Mr Félix Cicéron, the Deputy Director-General of the International Bureau, has decided not to present his candidacy to renew his term. He will thus leave us shortly after 26 years in service to the international postal community. During his career, he shouldered considerable responsibility competently and successfully and as Deputy Director-General he showed considerable dynamism and savoir-faire. The international postal community, the International Bureau and I owe him our gratitude.

Mr Chairman,
Ladies and Gentlemen,

We recall that in 1897 the United States of America hosted the 6th Universal Postal Congress, which took place at the Corcoran Gallery of Art here in Washington with the participation of 56 member countries represented by 103 delegates and attached officials.

Ninety-two years later, the 20th Universal Postal Congress takes on special historical meaning in our Union's more than a century of existence and constitutes, for all of us, the culmination of relentless preparatory work and intense activity that will lead us, I am sure, to results and decisions vital to the future of the Post.

I don't plan right now to give you an account of all the activities of the Union during the five past years. Instead, that will be the job of the Executive Council and the CCPS when the Congress takes up the five-year reports of these bodies. Moreover, I have decided to submit to you Congress – Doc 18 entitled "Report of the Director-General of the International Bureau for the years 1985 to 1989" which complements the EC and CCPS reports. This document contains my views on the Union's activities during my tenure and on the initiatives taken to implement the instructions given by the Hamburg Congress. However, I would like to discuss certain questions which, in my opinion, merit the special attention of Congress.

There's no doubt that these five past years have been very important for the postal world. It's true that sometimes conditions have not been favourable for a flourishing of the Post which, in many countries, has become threatened by fierce competition. In several cases, the Post has not evolved with the technological advances of the modern world but has mired itself in an anachronistic situation which has prevented it from adapting quickly to new realities. However, competition has its good side: it sounded the alarm that awoke the Post and made it aware of its situation and the need to mark out a new path.

Faced with new realities and challenges, the world's postal services have had to rethink their place in the communications market, take greater consideration of the needs of their customers and adapt to new circumstances.

But the will to change is only one side of the question. For this change to become a reality, it's essential that the Post be given managerial and financial autonomy.

To do so, the Post must have realistic rates and full freedom of action to manage all its income so that it may face up to the competition and certain restrictions inherent to its status as a public service.

Another very important factor is solidarity among postal administrations. This solidarity must above all show respect for the interests of other postal administrations. It is therefore urgent that some of them abandon practices that strengthen the position of the competition. By casting aside their basic mission and seeking easy profits, these administrations not only compromise their own future, but also harm the entire postal community.

The spirit of solidarity among administrations, which is indispensable if the Post is to fulfill its worldwide mission, also manifests itself through technical cooperation. Postal administrations have an important responsibility in this field because we cannot forget that the weakness of one link in the chain constituting the world's postal system has repercussions on the quality of the entire network. The world postal community must show itself to be united and determined by joining its efforts towards the development of the postal system through the activities of the UPU, the Restricted Unions and all those who do their best for the development of the Post.

It's obvious that the situation differs in each postal administration. Some still have a long way to go to modernize their postal services; others are already well developed. It is very important that all those with the necessary resources work actively to transfer technology to less favoured administrations through well-planned and well-coordinated technical cooperation activities. It's also vital that the governments of the more developed countries realize the advantages of investing in international postal technical cooperation for the benefit of those that are, after all, the partners that will allow these countries' administrations to offer their customers high-quality universal services.

Here I mention parenthetically that, in recent years, the participation of the most developed countries in technical cooperation activities has grown considerably: in the hosting of courses, in the supply of high-level experts and consultants and in contributions to the UPU Special Fund.

Moreover, it is up to the postal administrations that still have difficulties in developing their postal service to take several measures. First, they must make their governmental authorities aware of the importance of the role that a postal service can play if it is organized along modern, efficient lines, so that these authorities in turn place the postal service in the position of priority that it should occupy as a vital factor in the social, economic, and cultural development of a country. It's also important that conditions be created to allow staff to obtain competitive pay and career planning to avoid the departure of qualified postal staff to other sectors of the economy. Finally, technical cooperation activities must be accompanied by the political will to change and develop the Post, to optimize staff and infrastructure, and to make use of all resources available to improve the quality of services, without which all other efforts would be pointless.

For its part, the Universal Postal Union also has a task to accomplish. In the field of technical cooperation, the UPU will continue to follow a policy that is compatible with that of the entire United Nations system, and in particular with the United Nations Development Programme, taking into account the priorities set by the Washington Congress and the needs expressed by the postal administrations of beneficiary countries.

As for the beneficiary countries, it must be recognized that if up to now priority has been given to the less favoured countries, this is because we have had to take account of both the universal character of development aid and the deterioration of the economic situation in an increasing number of countries. The number of countries in need of technical assistance consequently remains especially high which – in view of available resources – makes it difficult to produce results that have a significant impact on the functioning of services. Obviously, we still have a lot to do in this field. Through its permanent bodies, the UPU will have to continue to use all its resources to contribute to the strengthening of the worldwide postal network by seeking additional funding and ensuring the best possible allocation of the resources obtained.

At the regional level, the Restricted Unions have also helped in developing the postal network. I thank them for their efforts and dynamism which have been of vital importance for the implementation of several regional projects.

I'm convinced that the union of all these elements – that is, aid donated by more advanced administrations, the political will of developing countries to modernize and strengthen their postal services, and the concerted efforts of the Universal Postal Union and the Restricted Unions to mobilize the technical and financial resources available for postal development – all of these will result in the strengthening of the Post worldwide because – and let us not forget this – the Union is powerful. And a well-organized, well-integrated worldwide postal network is the necessary pre-condition for fully satisfying customers' needs regarding the types of services offered and their quality. Furthermore, it will only be under these conditions that the Post will be able to maintain or retake market share, even in the sectors protected by the monopoly which, as you know, represents a compensation for certain of the Post's obligations, but which is not always respected.

So these are the key words for the future of postal services: change, adapt, be aware of the role the Post plays as a means of development, be sensitive to the needs of customers, be competitive.

In three days, a general debate with the theme "Caring for the Customer" will take place at Congress. This debate will give us the chance to discuss such subjects as knowledge of the market, operational and commercial strategies of the Post, and management structures and systems at national and international levels. An active participation by UPU member countries in this debate will certainly stimulate a fruitful exchange of experiences about customers' needs and how they are changing. Such participation will allow us, I'm sure, to work out the general outlines of close-knit, coordinated strategies worldwide so that we may offer modern services comparable in every way to those of our competitors.

With this in mind, the holding of the 20th Congress should be seen not only as a chance to update international postal regulations but above all the occasion for the Post to reflect on its accomplishments and opportunities, to set goals for itself and to adopt strategies to ensure the efficient operation and development of postal services. The administrations present here will consider questions of great importance for the future of postal services. This Congress will have the chance to show its realism, vitality and determination towards the difficulties facing the Post so that the Post can continue to play its traditional role.

I will mention here only a few of the very important subjects that the Congress will be called upon to study.

First of all, it will review the results of the activities carried out by the Executive Council and the CCPS. In this regard, I would emphasize the importance of the discussion of the proposals that the Executive Council submitted to this Congress. They concern measures related to the legal, operational, human and financial aspects of the Union and are aimed at revitalizing its operation and adapting it to the methods and needs of the modern world. I'm convinced that Congress, by approving these proposals, will give the UPU a new youth and a new energy.

Another subject to be studied is the approval of the Union's budget for the next five years. As you know, during the five-year period that is ending now, we have worked with a zero growth budget. This has been accomplished by making drastic economies and by taking measures to computerize and streamline the operation of the International Bureau. In this way, our Union has been able to avoid the crisis that threatens several other international organizations. Over the years, however, our budget has lost a lot of its real value due to inflation and the increased tasks that have been given to the International Bureau. So, if the UPU is to successfully fulfill its role and intensify its activities to help postal administrations modernize and strengthen postal services, it is necessary to bring its budget at least up to its real level so that it corresponds to current conditions and the International Bureau's tasks. Once this is done, we could consider the possibility of re-establishing zero growth during the next five years, after an analysis of the proposals submitted to Congress. Furthermore, it has been proposed that Congress adopt a resolution (Annex 11 to Congress – Doc 19) in which it would entrust the EC with studying all the activities of the Union and would authorize the EC to take appropriate measures to eliminate or reduce selected activities and thus lower the ceiling for expenses from 1991 through 1995.

The Congress will also be informed about a study containing the package of proposals for the new terminal dues system proposed by the EC, which takes account of the interests of all the parties concerned and the need to put a brake on our competitors' practice of taking advantage of the weaknesses of the present system. Remailing is one example of these practices.

These are obviously only a few of the many subjects that the Congress will examine but, in view of the consequences they may produce, I consider these the most important.

Mr Chairman,
Ladies and Gentlemen,

I would like to emphasize the excellent work done by the Executive Council and the CCPS. This is without a doubt due to the competence and energy of their member countries and I can't help but feel proud of the excellent cooperative ties that the International Bureau has maintained with these two bodies.

I congratulate the Chairmen of the Executive Council and the Consultative Council for Postal Studies for their brilliant contribution to the work of these bodies.

Mr Koller, whose merits are well-known in the postal world, has once more shown his fine human and professional qualities in conducting the sessions of the EC with efficiency and competence. I thank you, Mr Koller, for your disinterested cooperation and your friendship throughout these past five years.

My thanks go also to Mr Balma and Mr Houissa, who served as CCPS Chairmen, respectively, from 1984 to 1987 and from 1988 to 1989. Mr Balma's exceptional qualities, highly valued by all, certainly contributed much to the completion of the tasks given to the CCPS. Through his experience and considerable competence, Mr Houissa, who took up the relay, successfully continued and concluded the work entrusted to this body.

Mr Chairman,
Ladies and Gentlemen,

I don't wish to linger over the measures that I have taken in regard to the management of the International Bureau, especially since they are explained in detail in Congress – Doc 18. I would simply like once more to thank those postal administrations that helped us further streamline the International Bureau's operations. I am happy to be able to confirm that the results of these modernization efforts have made themselves felt in several areas, particularly in the preparatory work for this Congress. Nevertheless, this process should be continued and enlarged so that the International Bureau can respond to the demands of modern management and to completing the tasks that the new policy guidelines impose on us.

I would also like to inform the Congress of my satisfaction regarding the high-quality and conscientious work of my colleagues at the International Bureau. Let me cite the members of the management, Mr Cicéron, Deputy Director-General, and Messrs Gharbi, Ascandoni and Mazou, the Assistant Directors-General. With their thorough knowledge of the Post, their dynamism and devotion to the cause of the postal administrations, they have always given me valuable assistance in the decision-making process. The team spirit and enthusiasm motivating all of the International Bureau's professional staff have contributed decisively to the successful completion of the tasks resulting from decisions of the Hamburg Congress as well as the preparatory work for the Washington Congress. Of course, in addition to the International Bureau staff, the teams of interpreters and the reporters and typists donated by certain postal administrations also form an integral part of the Congress Secretariat. All of this staff is pleased to cooperate with the American Secretariat and to bring its know-how and energy to our common task of assuring the proper development of the work of the Congress to the complete satisfaction of the Chair and the delegations.

Mr Chairman,
Ladies and Gentlemen,

Without a doubt the 20th Congress – the Congress of the future – will be a needed turning point for postal services. It will provide us the occasion to show our collective will to adapt ourselves, to help one another, and to take on our responsibilities towards our partners and towards the society we serve. We must decide the future of the postal service – now!

Mr Chairman, Ladies and Gentlemen, I hope for complete success in our work.

(Applause.)

Messages

Message from Mr Pérez de Cuellar, Secretary-General of UN

Mr AHMED, United Nations Under-Secretary for Economic and Social Affairs congratulated the Honorary Chairman, the Chairman of Congress, and the Committee Chairmen and Vice-Chairmen, on their election. He thanked the Doyen and the Secretary-General for their interesting speeches. After mentioning that Congress was being held at an historic moment in a world full of change, and that the next General Assembly of the United Nations which was devoted to international technical cooperation, would itself be launching a new development strategy for the 1990s, he went on to read the following message from the Secretary-General of the United Nations:

"I am delighted to greet this meeting of the 20th Congress of the Universal Postal Union. This occasion testifies to the durability and strength of international organizations. As one of the oldest international organizations, the Universal Postal Union pioneered in international cooperation over a hundred years ago when the idea of collective action among nations was still new. Nonetheless, even then people and countries recognized that the new technology of that time in postal services and communications could achieve its potential only through international cooperation. Thus, a true and clearly perceived international need created an international organization to meet it.

"Once begun, the Universal Postal Union quickly realized that filling this need also served a further and more general global purpose: the development of communications between peoples to contribute to international collaboration in the cultural, economic and social fields. The Universal Postal Union and its members have worked toward both of these objectives with great commitment, consistency and singleness of purpose. As a result, this early and successful experiment by the peoples of the world in coming together to attain a universally shared objective, not only inspired and encouraged wider international cooperation in other fields, but also helped to accelerate the evolution of international organizations toward the League of Nations and on to the United Nations itself.

"On this special occasion of the 20th Congress, the UPU should be both proud of its past successes and pleased at its future prospects. New and traditional forms of postal services are especially important now when the peoples of the United Nations want more than ever to communicate directly with each other. These personal communications between individuals which depend so much on the work of the Union, not only promote the spread of knowledge, science and technology, but also and in particular erode the artificial barriers of ignorance and prejudice among people. Thus, although the details of your programmes may be technical, their sum is a great, indispensable, and continuing contribution to building global understanding and to the world peace and prosperity that we are all at work to achieve. I wish every success to the Universal Postal Union and to the 20th Congress as they celebrate that contribution and plan for its future."

(Applause.)

Statement

The observer for the AFRICAN POSTS AND TELECOMMUNICATIONS UNION first of all thanked the UPU International Bureau, the American authorities and the splendid and historic city of Washington for the kind invitation to his organization, the African Posts and Telecommunications Union, to attend the 20th UPU Congress. The Washington sessions would be an opportunity for top postal officials to coordinate action, start consideration of and ask themselves questions about the future of the universal postal service. The Post was passing through a period rich in change, featuring major and increasingly fast transformations in all areas. It was noteworthy that the changes undergone by the Post were the result of the development of customers' needs and the appearance of a new phenomenon: competition. It had to be admitted that that competition had been helped to a certain extent by the decreasing quality of the postal service in most countries, particularly in the developing ones. A further concern of the Congress would be the sensitive issue of terminal dues designed to ensure that postal administrations handling and delivering foreign-origin mail were paid; that system had its imperfections and needed adapting.

The Washington sessions would therefore proceed in an atmosphere marked by a search for solutions to a series of questions to be settled by administrations in order to be competitive and meet commercial demands while adapting better to technical progress. It was therefore not surprising to see, side by side, large administrations and small regional and subregional organizations, all imbued with the will to cooperate and to follow closely the proceedings of the 20th Congress in that city of Washington, which was for the time being the postal capital of the world. He asked the Chairman to convey to the Honorary Chair man their gratitude for the impeccable welcome and hospitality with which the American administration had met his delegation since its arrival. It had come to Washington in a bid to find genuine and sincere cooperation and to prove, if proof were needed, its determination to work for the progress and harmonization of the postal services. The work of the Universal Postal Union, which was aimed at improving the Post and granting technical assistance to developing countries deserved all their admiration and profound respect.

The African Posts and Telecommunications Union (APTU), which was certainly the oldest institution in Africa south of the Sahara linking West Africa and Central Africa, took that solemn occasion to stress the intensification of cooperation activities with the developing countries. As a catalyzing agent, it expressed the wish that it be fully involved in the UPU technical assistance programme in the subregion in order to pass on its instructions and directives. With that in mind, his organization could already assure Congress that it was entirely at its disposal.

On behalf of the APTU Secretariat-General, he wished to reaffirm to all the delegations present his organization's determination to cooperate in building a vital and modern Post. He congratulated Mr Horgan on his brilliant election as Chairman of that historic Congress, which testified to his numerous qualities as a man and highly competent and experienced official. He expressed the hope that, under the Chairman's leadership, the proceedings at Washington might give the world Post a new lease of life and live up to the expectations of administrations, particularly the administrations of the developing countries.

(Applause.)

Resolution 222 of the Congress of the United States of America

The CHAIRMAN read the text of Resolution 222 passed by the Congress of the United States of America on 6 November 1989.

"ONE HUNDRED FIRST CONGRESS OF THE UNITED STATES OF AMERICA

"At the first session

"Begun and held at the City of Washington on Tuesday, the third day of January, one thousand nine hundred and eighty-nine

"Concurrent Resolution

"Whereas
the Universal Postal Union advances the goals of the world postal system by developing and improving international postal services, establishing global standards, assuring freedom of transit throughout the territories of the member nations of the Union, providing assistance to postal administrations of developing countries, and disseminating information on technical developments to member nations,

"Whereas
the Congress of the Universal Postal Union convenes every 5 years in a different member country to study and revise the Acts of the Universal Postal Union, and the decisions of the Congress of the Universal Postal Union, which govern the actions of the global postal system for the next 5-year period,

"Whereas
for only the second time in nearly a century, the United States Postal Service will host the world's postal administrations during an international business meeting known as the Universal Postal Congress,

"Whereas
the Universal Postal Congress will be conducted for a 5-week period, between November 13, and December 14, 1989, at the Washington, D.C. Convention Center, and

"Whereas
nearly 1700 individuals representing 170 member administrations of the Universal Postal Union are expected to participate in the business sessions: Now, therefore, be it resolved by the House of Representatives (the Senate concurring), that the Congress of the United States:

i welcomes to the Nation's Capital the foreign postal representatives participating in the Twentieth Congress of the Universal Postal Union; and

ii expresses its hope that the efforts of the Twentieth Congress of the Universal Postal Union will result in improved global communications as we approach the challenges of the 21st century."

Resolution of the Board of Governors of the United States Postal Service

Mr STRACHEN, representing the Board of Governors of the United States Postal Service, said he was honoured to attend that meeting and happy to see that Congress was in the good hands of the people seated on the Chairman's rostrum. He then read the following Resolution of the Board of Governors of the United States Postal Service

"Resolution of the Board of Govenors of the United States Postal Service, resolution No 89–3 welcoming the Congress of the Universal Postal Union

"Whereas
the Board of Governors of the United States Postal Service recognizes the importance of postal services in promoting international cooperation and understanding, and good will and

"Whereas
the Congress of the Universal Postal Union has a critical role in ensuring that important postal services are available throughout the world, and

"Whereas
the Congress of the Universal Postal Union is meeting in the United States for the first time in nearly 100 years, it is

"Resolved

that the Board of Governors of the United States Postal Service welcomes the delegates attending the Congress of the Universal Postal Union and extends its best wishes for a successful conclusion of the Congress business,

"The foregoing resolution was adopted by the Board of Governors on November 7, 1989."

The CHAIRMAN, on behalf of the personnel of the United States Postal Service who had worked hard with the International Bureau in preparing the Congress, thanked Mr Strachen and the Board of Governors for the aid they had provided.

The HONORARY CHAIRMAN said that, to conclude that historic day marked by that morning's inaugural ceremony attended by the President of the United States of America and by that afternoon's opening meeting which had, among other things, selected the members of the Bureau of Congress, delegates were cordially invited to an inaugural dinner to be held in the National Building Museum, an historic place where the inaugural balls of the Presidents of the United States had been held since 1885.

The meeting rose at 6.40 pm.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Congress – PV 1/Annex 1

List of Member Countries present at the opening of Congress

Republic of Afghanistan
Socialist People's Republic of Albania
People's Democratic Republic of Algeria
Argentine Republic
Australia
Republic of Austria
Commonwealth of the Bahamas
State of Bahrain
People's Republic of Bangladesh
Barbados
Belgium
Belize
People's Republic of Benin
Kingdom of Bhutan
Republic of Bolivia
Republic of Botswana
Federative Republic of Brazil
Brunei Darussalam
People's Republic of Bulgaria
Burkina Faso
Byelorussian Soviet Socialist Republic
Republic of Cameroon
Canada
Republic of Cape Verde
Central African Republic
Republic of Chad
Chile
People's Republic of China
Republic of Colombia
Islamic Federal Republic of the Comoros
People's Republic of the Congo
Republic of Costa Rica
Republic of Côte d'Ivoire
Republic of Cuba
Republic of Cyprus
Czechoslovak Socialist Republic
Kingdom of Denmark
Republic of Djibouti
Commonwealth of Dominica
Arab Republic of Egypt
Republic of El Salvador
Socialist Ethiopia
Fiji
Republic of Finland
French Republic
Gabonese Republic
German Democratic Republic
Federal Republic of Germany
Republic of Ghana

United Kingdom of Great Britain and Northern Ireland, the Channel Islands and the Isle of Man
Overseas Territories for whose international relations the Government of the United Kingdom of Great Britain and Northern Ireland is responsible
Greece
Guyana
Republic of Haiti
Republic of Honduras
Republic of Hungary
Republic of Iceland
India
Republic of Indonesia
Islamic Republic of Iran
Republic of Iraq
Ireland
Israel
Italy
Jamaica
Japan
Hashemite Kingdom of Jordan
Republic of Kenya
Kiribati
Republic of Korea
Kuwait
Lao People's Democratic Republic
Lebanese Republic
Kingdom of Lesotho
Republic of Liberia
Principality of Liechtenstein
Luxembourg
Democratic Republic of Madagascar
Malawi
Malaysia
Republic of Maldives
Republic of Mali
Malta
Islamic Republic of Mauritania
Mauritius
United Mexican States
Principality of Monaco
Mongolian People's Republic
Kingdom of Morocco
People's Republic of Mozambique
Union of Myanmar
Republic of Nauru
Nepal
Netherlands
Netherlands Antilles and Aruba
New Zealand
Republic of the Niger
Federal Republic of Nigeria
Norway
Sultanate of Oman
Pakistan
Republic of Panama
Papua New Guinea
Republic of Paraguay
Republic of the Philippines
Polish People's Republic
Portugal
State of Qatar
Socialist Republic of Romania

Rwandese Republic
Saint Christopher and Nevis
Republic of San Marino
Democratic Republic of Sao Tome and Principe
Kingdom of Saudi Arabia
Republic of Senegal
Republic of Sierra Leone
Republic of Singapore
Solomon Islands
Somali Democratic Republic
Spain
Democratic Socialist Republic of Sri Lanka
Republic of Suriname
Kingdom of Swaziland
Sweden
Swiss Confederation
Syrian Arab Republic
United Republic of Tanzania
Thailand
Togolese Republic
Kingdom of Tonga
Turkey
Ukrainian Soviet Socialist Republic
Union of Soviet Socialist Republics
United Arab Emirates
United States of America
Vatican City State
Republic of Venezuela
Socialist Republic of Viet Nam
Independent State of Western Samoa
Yemen Arab Republic
Socialist Federal Republic of Yugoslavia
Republic of Zaire
Republic of Zambia
Zimbabwe

List of former delegates who have retired

Country	Name and former function
Argentina	J BEREAU, former Deputy General Administrator of the National Posts and Telegraphs Corporation I I BRUNO, former Operations Manager
Australia	J H BATES, former Manager – Legal Instruments D H ELTRINGHAM, former Managing Director K W FARNELL, former Manager – Transport J J FINN, former Senior Operations Officer
Bangladesh	F AHMED, Ex-Director General, Bangladesh Post Office
Barbados	L WEEKS, former Postmaster General
Belgium	A MASSART, Honorary Director General J MANISE, Honorary Director General H BONNIJNS, Honorary Director General H DEBRAEKELEER, Honorary Inspector General C LEFEBURE, Honorary Inspector General A BRUGGEMAN, Honorary Inspector General
Benin	C S HOUNDADJO, former Deputy Director General of the Posts and Telecommunications Corporation Mrs J ALINDE, former Head of the Financial Services Division G B DANSOU, former Head of the Postal Division
Botswana	C W BLACKBEARD, former Minister of Works and Transport P N BUTALE, former Director of Postal Services
Brazil	A DE SOUZA CUNHA, former Director of Human Resources of the ECT and former Secretary of Postal Affairs to the Ministry of Communications W REBELO, former Head of General Inspection
Bulgarian People's Rep	S PETKOV, former Director of Postal Services
Canada	D G BULLOCK, former Senior Counsellor, International Postal Affairs
China (People's Rep)	W MINSHENG, former Minister of Posts and Telecommunications L YUAN, former Acting Director of the Department of External Affairs of the Ministry of P & T
Congo (People's Rep)	L MOUMBOU, Posts and Telecommunications Attache with the Ministry of Information and Posts and Telecommunications B BALOUNDA, Postal Counsellor with the General Directorate of the NPTC
Czechoslovakia	V CHALUPA, former Minister of Communications
Denmark	B NORDBO, former Head of International Relations Office

Country	Name and former function
Egypt	H A A SOKKAR, Engineer, former Chairman of the Administrative Council of the National Postal Authority I F EL SAYED SALEM, former Under-Secretary of State for Postal Affairs
Germany, Fed Rep of	R JANSSEN, Dr of Laws, former Ministerial Vice-Director, Federal Ministry of Posts and Telecommunications
Ghana	M B WALLENIUS, former Traffic Inspector at the Section of International Postal Affairs A O BENTIL, former Deputy Director-General
Guinea	S CONDE, former Director General of Postal and Financial Services M F BALDE, former Travelling Inspector
Hungarian People's Rep	I TOTH, former Secretary of State, PTT Miss I JUHARI, former Deputy Director-General
Iceland	J SKULASON, former Director General of Posts and Telecommunications
India	M C TALUKDAR, former Member (Postal Operations), Posts and Telegraphs Board K T KORA, former Secretary, Ministry of Communications K R MURTHY, former Member (Postal Development), Posts and Telegraphs Board V DEVARAJAN, former Member (Finances), Posts and Telegraphs Board
Indonesia	D SOEPAAT, former Deputy Director General (Posts and Giro) H A MUSTAFA, former Director of Operations, Public Corporation for Posts and Giro A HAQ, former Head of Sub Directorate for Postal Convention and Legislation, Directorate General of Posts and Telecommunications
Iraq	W A MAHMOUD, Former Assistant to the Chairman of the Corporation, Administrative Affairs H J HMOUD, former Director of Postal Traffic
Ireland	P WARREN, former Assistant Secretary, Department of Communications Miss D HEENAN, former Manager – Foreign Mails, An Post
Israel	I ZEMEL, former Deputy Director of Postal Services
Japan	M NIKI, former Director-General of the Post Office Life Insurance Bureau T OHTSU, former Postmaster, Hotel New Otani-nai Post Office S SHINTANI, former Director of the Hokkaido Training Institute of Postal Services S HORIGUCHI, former Director-General of the KINKI Regional Bureau of Telecommunications S NAGAOKA, former Director-General of Posts
Kenya	Z D MWAKITELE, former Head of Postal Services
Korea (Rep)	M OH, former Minister of Communications
Kuwait	E Y AL-ABDUL RAZZAK, former Deputy Under-Secretary of State for Postal Affairs A M Y EID, former Director of the Postal Services Department
Malaysia	M RAJASINGHAM, former Director General of Posts
Mali	J-F FAU, former Director of Posts M YATTARA, former Deputy Director of Posts and Head of the Studies and Programmes Division

Country	Name and former function
Mexico	J JIMENEZ ESPRIU, former Under-Secretary of Communications and Technological Development R ORTIZ Y ORTIZ, former Counsellor to the Under-Secretary of Communications R OLAVARRIA MORENO, former Director General of Posts J GARRIDO MUÑOZ, former Head of the International Affairs Department
Myanmar	K MYINT, former Director General T GYI, former Deputy General Manager L T MOUNG, former Managing Director M M LINN, former Deputy General Manager
Netherlands	A W van OMMEREN, former Principal Director of Posts J B KRIJGER, former Head of the International Postal Affairs Service J G BETHE, former Inspector
Netherlands Antilles	M G T HERNANDEZ, Dr of Laws, former Director of Posts
Nigeria	T N IKE, former Postmaster General
Norway	R R BRU, former Director General I J HISDAL, former Director of Postal Services
Pakistan	M KHURSHEED, former Director General G N ZAHID MALIK, former Deputy Director General
Polish People's Rep	H RABCEWICZ, former Head of Division
Portugal	A M DOS REIS, former Director of the International Affairs Service
Singapore	W LEE HOONG, former Assistant General Manager
Spain	A PEREZ RODRIGUEZ, former Head of International Bodies, General Directorate of Posts D DE LA ROSA, former Head of Section, Postal Transfers
Sri Lanka	A P HAPUDENIYA, former Postmaster General H L PERERA, former Controller of International Postal Services
Sudan	H I BESHIR, former Chairman of the Administrative Council and former Director General of the Corporation H B MOHAMED, former Deputy Director General
Suriname	E G LEDE, former Postmaster General
Sweden	B ZACHRISSON, former Director General P O SANDREN, former Senior Director of Mail Services
Switzerland	G NOBEL, former Director General O CAPREZ, former Director of Postal Services U HÄNGGI, former Head of Section, International Financial Services
Trinidad and Tobago	R PEMBERTON, former Postmaster General
Turkey	S BILGI, former Director General of the PTT N EKINCI, former Chairman of the Department of Posts
United States of America	F X BIGLIN, former Senior Assistant Postmaster General for Administration E J McCAFFREY, former Assistant Postmaster General, Rates and Classification Department

Country	Name and former function
Yugoslavia	G SEKULOVSKI, former Director General of the PTT V JURISEVIC, former Counsellor to the Postal Savings Bank
Zambia	F CHUULA, former Minister of Power, Transport and Communications L E KAWESHA, former Director General, Posts and Telecommunications Corporation
International Bureau	M I SOBHI, former Director-General A K BAGHDADI, former Assistant Director-General S BÄCKSTRÖM, former Acting Assistant Director-General L CHAUBERT, former Senior Counsellor P KLOSSEK, former Senior Counsellor H NOMA, former Senior Counsellor R RAMIREZ PLATA, former Senior Counsellor J GUENOT, former Counsellor B LARABI, former Counsellor Miss J M MILNE, former Counsellor J PAILLARD, former Counsellor R VOEFFRAY, former Counsellor S KOSAN, former Assistant Counsellor A LEGER, former Assistant Counsellor W REID, former First Secretary E VONLANTHEN, former Second Secretary J MILES, former Translator in the English Translation Service H VIARD, former Translator/Revisor in the English Translation Service E F ZAYED, former Translator in the Arabic Translation Service

Second meeting of Congress

Tuesday, 14 November 1989

In the chair: Mr EDWARD E. HORGAN Jr, Chairman

The meeting was opened at 9.45 am.

Statements

The CHAIRMAN welcomed the observers who would be following the work of Congress, in particular the representatives of APPU, APTU, APU, CAPTAC, CEPT, PAPU, PUAS, and SWAPU, as well as those of the UN, OAU, ITU, FAO, the World Bank, IMF, ICAO, IATA and ISO.

The SECRETARY relayed the following message dated 2 November 1989 from the General Secretariat of the UPA concerning the situation of the UPA:

"Sir,

"The legislative bodies of the League of Arab States have just reached a final decision to transfer the powers of the Arab Postal Union to a technical secretariat under the General Secretariat of the League. This decision takes effect immediately. The result is that, henceforth, all matters concerning the Arab postal administrations, whether as a geographic or as a linguistic grouping, as well as any matters concerning the Arabic Translation Service, will be handled directly by the General Secretariat of the League of Arab States at Tunis, which thus becomes the spokesman for the Arab Language Group. I am convinced that you and your services will meet with full cooperation and understanding from the Secretary-General of the League and its services. You will also obtain obliging and prompt settlement of any matter raised, and I remain profoundly convinced that you will find mutual satisfaction in your future relationships. As my mission and those of my direct assistants – the Deputy Secretary-General and the Counsellors – and of the entire staff of the General Secretariat of the Union draw to a close, I wish to express, for myself and on their behalf, my deep appreciation for the excellence of our lengthy cooperation which produced so many positive results for the member countries of the UPA.

"On the eve of the 20th UPU Congress, I wish you and your colleagues every success in your endeavours, and continued prosperity to the Universal Postal Union.

"Yours faithfully,

HUSSEIN RASHID AL HAMDANI

Secretary-General"

Statements

The representative of KENYA delivered the following speech:

"May I take this opportunity, first, to thank the Government and the people of the United States of America for the warm welcome extended to me and my delegation since our arrival in Washington. Secondly, allow me to express my pleasure at being associated with this distinguished assembly of men and women who, in their respective ways, have the responsibility of running postal services in their countries. To you all I bring warm greetings from H.E. Daniel Arap Moi, President of the Republic of Kenya, and from the people of Kenya who treasure the services rendered by the members of the Universal Postal Union. It gives me pleasure to be here in order to share with you ideas and experiences over the next few weeks. I have no doubt that by the time Congress comes to a close each one of us will return home full of new ideas beneficial to the future of the Post.

"It is only a while ago that we met in Hamburg and passed resolutions, made declarations, decisions, recommendations and formal opinions all aimed at improving and strengthening postal services. The Declaration of Hamburg on the role of the Universal Postal Union in the integration of national postal networks is no doubt very much in our minds. Today we can proudly say that we have moved a step further, when comparison is made between the Post in 1984 and now.

"A majority of the members of the Union have, if not fully, at least partially fulfilled the ideals of this declaration. We in Kenya addressed ourselves to the aims and objectives of the Hamburg Declaration and we are satisfied that the last five years have been fruitful. The Government has given the Post full mandate to conduct services on a commercial basis, governed by regulatory texts, which are within the competence and jurisdiction of the Kenya Posts and Telecommunications Corporation.

"Kenya has had two postal development plans during the last ten years. The first was from 1979 to 1983 and the second from 1984 to 1988.

"A third plan has been formulated and covers the period 1989 to 1993. The main objectives of the second plan were to expand, diversify and provide more efficient postal services taking into account the technological and socio-economic changes.

"In the second plan period a 'customer care' programme was initiated under which steps were taken to make available to the public basic information on postal services by way of contact through advertising/publicity, in association with opinion formers like chambers of commerce.

"In pursuit of the objectives I have cited, research has been undertaken with a view to gaining information about market size, composition and trends, customer needs, and attitude and behaviour of competitors.

"Under the third plan period more post offices will be opened, especially in rural areas, while modernization and expansion of existing facilities in large urban centres will continue. This will include the construction of a modern General Post Office in Nairobi. Another aspect of this period will be expansion of expedited mail service (EMS) and introduction of other premium services according to customer needs.

"Mr Chairman, the African Post has been witnessing, and still witnesses, rapid technology changes and escalating inflation, thereby causing serious operational and management problems due to lack of funds necessary to keep the Post afloat. The Universal Postal Union has to find a way out of this persistent problem, especially now that we are approaching the 21st century.

"Finally, Mr Chairman, let us address ourselves to the problems that confront the Post today and also to the question 'how to meet customer needs in the 21st century'. Let us jointly commit ourselves to ensuring that the Washington resolutions are realized in the same spirit as those of Hamburg."

The representative of MALAYSIA then made the following statement:

"On behalf of my delegation, I would like, first of all, to extend my greetings and warm congratulations to you, Mr Chairman, on your well-deserved election to the office of Chairman of the 20th Congress of the Universal Postal Union, and likewise to the Vice-Chairman of the Congress. On behalf of the Government of Malaysia, I would like to thank the Government of the United States of America and the U.S. Postal Service in particular for the hospitality extended to me and my delegation upon arrival in this historic city of Washington; I also wish to offer my congratulations on the choice of this beautiful venue and the excellent facilities provided for the deliberations of this Congress.

"Malaysia has been a member of the Universal Postal Union since 1958, one year after it achieved independence, and since then has participated in the activities of the UPU as a member of the Union as well as a member of one of its bodies, the Executive Council. By and large, Malaysia's participation in the activities of the Union has been motivated by the belief in the concept of a universal organization liaising and coordinating the activities of the smaller units which make up its membership. Needless to say, this was the underlying philosophy that led to the founding fathers from 22 countries to meet in Berne in September 1874 and draw up a collective treaty for a General Postal Union. To my mind, the essential feature of the Union is its universality. Although the original membership of the Union was 22, now almost all the countries in the world enjoy membership of the UPU either as direct independent members or through the 'ensemble' territories, thus justifying the title 'Universal Postal Union'. Although the Union can boast of its universality from the point of view of membership, it has, however, to be admitted that the Union over the years has undergone certain changes from within which have had the effect of undermining some of the fundamental rules introduced by the 1874 Berne Convention. Apart from these rules, other changes have also been introduced into the Acts of the Union, particularly with regard to the compulsory Act of the Union, the Convention. Such changes include optional provisions and provisions for mutual agreements between postal administrations. Whilst on the one hand, such changes point to the flexibility and adaptability of the Universal Postal Union to changing circumstances, which is a desirable feature of the Union, they can also be construed as a weakening of the concept of multilateralism. Mr Chairman, Ladies and Gentlemen, I do not want to appear pessimistic, but these are questions that may concern the future of the Universal Postal Union and it is important that some time and thought be devoted to them. Perhaps one of the organs of the Union, the EC or the CCPS, could be entrusted with the task of studying the implications of these changes for the future status of the Universal Postal Union.

"As Minister responsible for postal services in Malaysia, I would like to express my gratitude to the UPU, through you, Mr Chairman, for all the assistance provided to Malaysia under UNDP funding. This assistance has been in the form of expert missions to Malaysia as well as awards of fellowships for overseas training and overseas visits by Malaysian postal officials. Under UPU–UNDP assistance, several Malaysians have also been trained as TCDC consultants and several missions overseas have already been undertaken by these consultants. It is hoped that more such opportunities will be provided to officials from my administration. I am happy to say that as a result of a study undertaken by a UPU consultant in 1984, a national postcode system was successfully launched in 1985 as a prerequisite to the mechanization of mail processing. Following the introduction of the postcode system, mechanization of the 14 mail centres in Malaysia has begun and is expected to be completed by 1992. The Government of Malaysia is fully aware that the provision of an excellent postal service is vital to the economic and social progress of a nation. With this in mind, postal development projects have been incorporated in the five-year national development plans. Such plans include the expansion of postal services in rural areas, establishment of new services, mechanization and computerization. The next five-year plan will commence in 1991 and I express the hope that the UPU will continue to provide the assistance that has been forthcoming in the past. My administration for its part, Mr Chairman, will offer any assistance it can in the form of specialist missions to countries which are postally less well placed than we are. This, perhaps, could be undertaken within the context of technical cooperation among developing countries (TCDC).

"I note that Congress will be devoting one whole day to a General Debate on 'Caring for the Customer'. I also note that one of the papers to be discussed concerns the topic 'Knowledge of the Market'. I congratulate the sponsors of the Debate for selecting such an appropriate theme for discussion in view of the increasing and strong competition from couriers and other transport concerns. My administration has just completed a study of the market conditions for postal products in Malaysia and my delegation, as a co-panellist, would be glad to share its experience with you during the Debate.

"Mr Chairman, I cannot remain in Washington for the whole duration of the Congress. I must leave Washington in a few days to resume my duties as Minister responsible for Energy, Telecommunications and Posts in my country. Mr Haji Wan Yusuf bin Syed Haji Madhi, Director General of Posts of my country, will replace me as Head of delegation. I thank the Government and the people of the United States of America for their hospitality. Before leaving Washington to return home, I wish you, Mr Chairman, and all the participants, every success in your work, a pleasant stay in the United States and a safe journey back to your respective countries."

The representative of SWAZILAND then addressed the meeting as follows:

"I would like to take this opportunity to thank the Government and People of the United States of America for the warm welcome accorded us since our arrival in this beautiful and historic city of Washington D.C. On behalf of my delegation and on my own behalf, allow me, Mr Chairman, to pay a special tribute to the United States postal administration for the excellent arrangements made for the hosting of the 20th UPU Congress.

"Mr Chairman, I am confident that with your wise guidance this Congress will re-dedicate itself to the challenges that face the Post today. We are all aware of the serious threats and competition posed by couriers and remailers, which were non-existent in 1874 when the Universal Postal Union was founded. It would be naive of us today to pretend that we are still safe in the business when new technology which has resulted in faster transmission of written communication has been introduced and deregulation of postal monopolies is being implemented by governments worldwide. Our only solution would be to compete effectively with our competitors in order to keep pace with these forces, the need for international cooperation and adaptation to business needs by the Post, especially in developing countries, cannot be over-emphasized.

"My administration is fully aware of the efforts being made by the UPU and the developed countries in trying to improve the lot of developing countries. The Congress of Hamburg came up with a new approach in organizing a general debate and preparing what is today known as the "Declaration of Hamburg" which requested the UPU to improve speed, quality and reliability of postal services by identifying the weak points in the international postal network.

"I am happy to state to this Congress that in an endeavour to implement the contents of the Hamburg Declaration my administration participated in the following projects:

- study 673 on collection and analysis of information on the standard of postal services on a worldwide scale;
- agreements entered into with several UPU member countries for the establishment of EMS and exchange of EMS items with a view to improving the speed and quality of service;
- introduction of a Bureafax for use by the public in transmitting and receiving facsimile messages for both internal and international service and for the transmission of electronic mail;
- attendance at seminars organized by the UPU on EMS in collaboration with the U.S. postal administration in Potomac, Maryland, during June–July 1988.
- symposium of Directors-General of Posts and Conference of Ministers responsible for Posts of the African countries south of the Sahara, held in Nairobi in November 1988, at which four resolutions were adopted by the Ministers. The Final Act of Nairobi was issued for implementation by the Pan African Postal Union (PAPU) in collaboration with African postal administrators;
- study cycle on EMS between 15 May and 2 June this year, held in Helsinki, Finland;
- third international postal management course organized by the Finnish postal administration in conjunction with FINIDA and held in Finland between 9 September and 9 October 1987.

"I wish to take this opportunity to thank the UPU and the postal administrations involved for this generous assistance to Swaziland. I have also been impressed with the topics that will be discussed during the General Debate on 16 November 1989 by the Washington Congress namely:

- knowledge of the market;
- commercial and operational strategies of the Post; and
- management structures and systems at national and international levels.

"My delegation also believes that knowledge and expertise of global postal problems can only be achieved if the principle of equitable geographical and regional representation, as stipulated in article 102, paragraph 3, of the General Regulations, is observed by all member countries of the Union in electing Executive Council members. In this connection it is also reiterated that the spirit of the contents of article 104, paragraph 2, of the General Regulations should also be observed in so far as the election of members of the Consultative Council for Postal Studies (CCPS) is concerned. Such exposure and interchange of ideas between developed and developing countries of the various geographical regions will ensure that a balanced flow of information and expertise is maintained. A study of the composition of members of both the EC and the CCPS has revealed inadequacies of representation by geographical groupings since the 1947 Paris Congress, when the Union membership was only 88 countries. These deficiencies must be addressed by this Congress if the postal services are to be improved to the satisfaction of our esteemed customers. This is particularly true for the newly independent developing nations, especially in Africa where most of the services are either non-existent or inadequate to enable us to compete effectively with our competitors. Today there are 170 UPU member countries and the adequacy of seats or otherwise needs to be reviewed, and the structure and management of the International Bureau itself has to be modernized to cope with present-day business needs.

"I am hopeful that this Congress will do all in its power to address itself to all these burning issues which are stifling the Post, and come up with acceptable solutions. Mr Chairman, may I conclude by wishing everybody a happy stay and fruitful deliberations for the benefit of all of us. May I also announce that Swaziland will be standing for election to the Executive Council during this Congress. I am confident that with the intimate knowledge of the problems prevalent in Southern Africa in relation to the international issues facing the Post today, we can make a modest contribution towards finding solutions to these problems.

"Long live the Post and long live the Universal Postal Union."

The representative of the ISLAMIC REPUBLIC OF IRAN then made the following statement:

"In the name of Allah, Most Compassionate, Most Merciful

"Praise be to God Almighty, who based the criteria for social administration on sublime human motives and conveyed eminent human values and virtues based on freedom through his great Prophets.

"First of all, let me congratulate you, Mr Chairman, on your appointment to the Chair of this important meeting. It is our sincere hope that the convening of the present Congress will provide a forum for greater understanding and cooperation between Member States and provide a sound basis for progress and development of international postal services. It is also appropriate that I thank all those involved in the preparations for this gathering, and to congratulate all of them on the results of their efforts.

"Mr Chairman, as one of the first members of this Union, we place great value upon the strengthening of the spirit of cooperation in international postal services. The administration of the Islamic Republic of Iran is certain that such cooperation will also accelerate the recognition of the crucial role of postal services in the development of the economic, social and cultural affairs of the Member States, in particular for developing countries.

"As a country with an area of about one million six hundred thousand square kilometres of highly varied relief and extreme climatic variations, we in Iran are faced with a multitude of problems in our postal planning.

"Nevertheless, despite such difficulties and the imposition of eight years of war, in the past few years, we have undertaken a comprehensive programme for the development of our postal network and the establishment of modern postal services. I shall not strain the patience of the distinguished delegates with the details of these programmes, but as a few examples, one could cite the creation of a single postal authority, the Iranian Postal Corporation, resulting in greater efficiency, the establishment of services such as facsimile, financial post, EMS and telematics, the successful postal coding programme and the establishment of a postal museum. As a consequence of these efforts, in the period between the 19th and 20th Postal Congresses, the volume of postal services in Iran has experienced a tenfold increase.

"Mr Chairman,
Ladies and Gentlemen,

"The realization of budget requirements, and the undertaking of measures to reduce budget deficits undoubtedly constitute some of the major activities of any postal authority, in particular for developing countries. With a view to alleviating such budgetary difficulties, the Iranian administration solicits the attention of the distinguished delegates to the following proposals:

i With due consideration to the fact that modern postal services have made the utilization of telecommunication networks almost unavoidable, it is proposed that this Congress direct the Union to solicit the cooperation and assistance of the International Telecommunication Union, and other related regional bodies, in formulating ways and means of drawing up preferential rates for the use of telecommunication networks for postal affairs. Furthermore, it is proposed that this Congress direct the Executive Council to undertake a comprehensive review of the various possible means by which financial assistance of agencies from the public and private telecommunication sector could be sought in the establishment of postal services using telecommunication networks.

ii In view of the crucial role of statistical studies to fully demonstrate the economic, social and cultural impact of postal services, and in consideration of the use of such studies in the task of justifying the allocation of

hard currency to such programmes, it is requested that the distinguished delegates to this Congress ratify the resolutions proposed by our delegation for this purpose.

iii It is proposed that this Congress direct the Union to compile and distribute amongst its members a report on the methods employed and experience gained by various Member States in the management and development of their postal services, in particular, the problems and successes of providing postal services to remote and deprived regions.

iv With due consideration to difficulties created by private courier services in some Member States, as a result of non-adherence to internationally accepted regulations and standards, it is proposed that this Congress consider this issue and direct the Union to draw up criteria for the operation of such courier services.

"The long history of postal services in Iran, and the valuable experience that we have recently gained in the South and West Asia Postal Union, together with the great value we attach to the crucial role of the Union, encourage us to seek greater participation in the affairs of the Union. In this respect, we wish to announce our candidacy for membership in the Executive Council and the Consultative Council for Postal Studies of the Union. It is our hope that the distinguished delegates will grant our administration the honour of supporting our candidacy and provide us not only with the opportunity to actively participate in the task of strengthening the Union, but also to assist in building a more balanced and efficient international postal service.

"I am sure that none amongst us would disagree with the statement that the highest ideal of the international postal community is to facilitate and enhance communications between peoples. With such ideals, those whose national policies are intertwined with the trampling of rights of others have no place in this international community. Hence, Mr Chairman, the Islamic Republic of Iran, while respectfully thanking the distinguished delegates for the expulsion of South Africa, hereby further requests the expulsion of Israel, the occupier of Palestine, from the Universal Postal Union. By such an action, the Union would clearly demonstrate to the peoples of the world that it has maintained its determination to uphold its ideals.

"In closing, Mr Chairman, I hope that under your guidance, this Congress will be successful in achieving its aims.

"Inshallah (God willing)."

Taking the floor, the representative of CANADA spoke as follows:

"On behalf of Canada Post Corporation, I would like to thank you, Mr Chairman, and delegates for this opportunity to make a presentation to this distinguished Congress of the Universal Postal Union. I would also like to congratulate you, Mr Chairman, on your election and to thank you and your administration for the excellent arrangements made for the conduct and direction of this 20th Congress.

"As our ambitious agenda indicates, we continue to face a growing number of challenges worldwide. And this Congress provides a unique opportunity not only to renew our commitment to service but, more importantly, to address the means available to meet these challenges successfully.

"First, consider the challenges:

- Our parcel and courier business is under attack by large, well organized and financed multinational corporations.
- Market research is forecasting significant losses for postal administrations in the international parcel business in the years to come.
- Facsimile and other electronic product developments will continue to be a significant threat to our volumes given their high quality, low cost and instantaneous service.
- Aggressive capital investment by competitors is designed to further reduce our share in a $20 billion international postal products market.
- The growth of remailers, which is supported by some of us, is threatening our revenues.
- Current terminal dues provisions are inadequate.
- Governments are increasingly concerned about deficit financing.

"All of these challenges, I respectfully suggest, clearly underline the scale of our collective difficulty to manage successfully our postal business and to minimize competitors' growth and expansion.

"I am not an alarmist. But the time to act, not just talk, was five years ago! Although there is still time now, the task has become more difficult and the need for a united response to the competition has never been more evident.

"Have I overstated the magnitude of our concern? I don't think so! It has all been said before and each one of us can point to instances where opportunity has seemingly passed us by.

"But mine is not a message of despair or frustration! Rather, it is a message of opportunity to re-establish ourselves in a marketplace where fundamental values (known to all of us) still remain high on the list of customers' priorities – values based on reliability, accessibility and affordability. Such values can only be captured through innovation, adaptation to available technologies and, above all else, the maximization of common knowledge of systems and controls over our products and services.

"And what are some of the positive factors that can support our mission? Although administrations vary widely in size and marketing profiles, collectively, we are the giant in the world distribution business. As postal administrations, we have assets and advantages none of our competitors can match. We have, for example, through the postal administrations represented here today, a worldwide network that can provide the effective international movement of mail and parcels to and from almost every part of the globe. We have, through the Universal Postal Union and associated bodies, an organizational structure that should be used to enhance the service offering of every member nation. We serve every nation in the world in a way no competitor can, and we are capable of economies of scale that no one can match. I base my optimism not only on what I have seen in my visits to postal operations in other parts of the world, but also on what we have begun to experience in Canada. When I joined Canada Post, my immediate concern was to learn the postal business quickly. We visited other administrations to see how you had dealt with similar problems. From our perspective and experience, we have come to realize the mail business must be an integrated distribution process, supported by controls and documented

systems to measure and operate according to clearly defined standards. Stated another way: you can't manage what you can't measure. We have also realized that emphasis on postal monopoly needs to be shifted to a 'customer first' approach, to an awareness of competitors, of the demands and opportunities in the marketplace.

"I can't emphasize strongly enough the increasingly competitive nature of the postal business and the need to provide products and services that meet customer needs.

"Mr Chairman, allow me briefly to elaborate. From the outset, we have sought as a priority to re-establish our credibility as a reliable supplier of postal services, both internally with our employees and externally with our customers; to that end, we have moved to put into place an integrated distribution control system to match our performance against clearly defined standards. And to report publicly on our progress, we engaged an independent auditing firm to monitor that performance against our service standards and commitments.

"Cumulatively, these basic steps have started us along a path of renewal:

- of renewed customer confidence;
- of renewed employee self-esteem;
- of renewed and improved reliability and delivery performance;
- of renewed and increased mail processing efficiency;
- of increased volumes; and
- of renewed profitability – the first profit in 30 years, based only, I might add, on the provision of postal services.

"These noteworthy changes are certainly not limited to Canada Post. There are any number of business achievements being accomplished within the postal community. The DHLs, the TNTs, the Federal Expresses, the Emrys have just begun to see that the world's postal administrations are awakening and becoming major players in the marketplace.

"The point we want to make here is that these turnarounds in the international postal community are not dependent on expensive high technology. Rather, they are achieved through the application of basic business-oriented practices and principles that can be used in a postal administration of any size that is prepared to:

- set and meet realistic operational and financial targets;
- establish central control and direction to ensure consistency;
- measure and monitor the movement of mail through plants and transportation links by documenting systems, procedures and standards;
- use simple solutions wherever possible.

"One example of a simple solution is colour-coding batches of mail to define delivery commitments as we, and as many of you, have done. This could be standardized universally immediately.

"We must also learn from our competitors and others engaged in the distribution and communications industry how they are serving their customers, with:

- just-in-time inventory management;
- minimum warehousing;
- confirmation of delivery;
- billing;
- electronic manifesting;
- customs pre-clearance;
- track and trace.

"These are all features that our competitors are providing. They are the service standards of the marketplace.

"And when it comes to operating systems, what do our competitors have? Some have a network management distribution system. By network management I mean the continuous monitoring and control of the customer product through an operations network. To improve network management we established a National Control Centre at our head office in Ottawa. Linked to nine divisional control centres across 5600 kilometres of our country, the National Control Centre operates 24 hours a day, seven days a week. We developed a network management plan detailing each step a piece of mail takes through our network to enable the Control Centre to monitor critical points in our operation and develop pre-planned contingencies should something go wrong. This has enabled us to monitor the movement of mail through our systems and in the hands of our transportation carriers from the time it is picked up to the time it is delivered. If a flight is missed, or a truck breaks down, we know about it right away – and action is taken to ensure that delivery commitments are met. Initially this system was based on pencil, paper and chalkboard monitoring from the plant floor up to the National Control Centre daily by telephone. We have had four years of experience in evolving to a high-tech control centre concept in a domestic setting. I strongly believe it is time for the world postal community to commence building an international network management system. Now is an excellent opportunity for most postal administrations to take advantage of computer technology that has leap-frogged ahead, placing inexpensive electronic processing within the reach of most, if not all, administrations. I believe, Mr Chairman, we have started on our way with the introduction of international bar code standards and the commencement of the interchange of track and trace information between a number of countries.

"It is my experience that it is vital that all senior officers of a company or administration be aware of the daily operations that occur in a real-time situation in order to make decisions immediately to ensure we are meeting our service commitments to our customers. This is so important to our operations that we have taken steps to ensure that senior Canada Post representatives here in Washington can participate in our daily situation meetings at the National Headquarters via remote hookup. Concern for the customer's needs is the key to success in any business. We need to begin to work much more closely with our major international customers to ensure that our ability to service their needs is maximized. To meet customer demand, and the competition of couriers and remailers, we must have premium products and services that offer delivery in

less time than our commitment for the basic letter rate. On these services our rates must be more in line with those charged by the competition for equivalent service. In other words, customers who want faster service pay more.

"They should also be able to buy options at an additional charge, such as:

- track;
- trace;
- signature;
- unlimited insurance.

"We must provide end-to-end service. This means control of mail shipments from time of receipt to time of delivery. No longer can postal administrations assume their job is completed at the point of dispatch and then trust the rest to fate! We must have a universal-based track and trace system so that we can monitor the movement of individual items from pick-up to delivery. Admittedly, the challenges facing us are complex and serious, but there is no doubt that the delegates at this Congress today have the resources to develop practical solutions by doing no more than applying some of the management techniques and values that make other international business successful.

"The message I want to leave with you is that, based on our experience:

- we believe there is a bright future ahead for postal services both nationally and internationally, provided we can integrate modern management techniques and business-oriented values into traditional postal organizations.

"This is an historic organization, and like many long-established bodies we may have some practices and concepts that were shaped to serve the needs of another era, but they must be updated to meet the needs of today and tomorrow.

"Working together through such mechanisms as this Congress and subsequent working sessions, we can modernize our processes to meet challenges such as the aggressive thrusts of competitors into our traditional markets.

"The proposal before the Congress to delegate certain powers to the Executive Council is a step in the right direction. As the tempo of international trade and communication increases and old barriers disappear, we are best positioned to provide our customers with new levels of international services – services that none of our competitors can provide. It may sound like an impossible dream. But then, when we took over the turnaround of Canada's postal operations eight years ago, many people told us that it was an impossible task. I believe that the people I have met in the postal business in Canada and other postal administrations around the world, once they are committed to a task, deliver – in every sense of the word.

"Mr Chairman, Ladies and Gentlemen, I believe that with that type of commitment this Congress, with its focus on commercial and operational strategies of the Post, has the potential to be a turning point towards a new era in international postal services around the world – an era that will see postal services develop further as a healthy, viable world distribution network.

"We in Canada are ready to contribute, on the basis of our experience, to any efforts aimed at enabling postal services to play their full part in building a better world of understanding and communication among all nations and peoples represented here today."

The representative of CYPRUS then made the following comments:

The representative of CYPRUS congratulated the Chairman and the four Vice-Chairmen on their election.

He had every confidence that, under the Chairman's guidance, Congress would be fully successful in achieving its objectives. The Chairman's efficient and constructive manner of managing the proceedings of Congress was already proof of the assembly's wisdom in having elected him Chairman and he conveyed the congratulations of the President of the Republic of Cyprus along with his own best wishes for a fruitful Congress. Speaking on behalf of the Government and people of the Republic of Cyprus and for himself, he expressed his gratitude to the Government and people of the United States of America, the city of Washington and the United States postal administration for their hospitality. Cyprus attached considerable importance to the activities of the Universal Postal Union, especially to the proceedings of Congress, the supreme body of the Union. He felt it a great honour to be taking part in Congress, which was an assembly of different nations, transcending barriers of all kinds.

This Congress was being held at a very difficult time, when the Post was undergoing a great many changes in almost all its fields of activity, subject to increased competition from private couriers and having to find solutions that would allow it to respond to the growing demands of customers and provide them with better services at increasingly attractive costs. It was encouraging for the developing countries to note that the whole world was joining together in an effort to eliminate the gap between the developed and the developing countries. He was sure that with everyone's help, the developing countries would be able to improve their postal services and provide the people of their countries with better service. For his part, he was pleased to announce that the Government of the Republic of Cyprus, recognizing the important role of the Post in the development of the country, was in the process of reorganizing the postal service and automating it with the assistance of the UPU, the UNDP and a number of foreign countries.

He was sure that the Post would move ahead, with the help of all Union member countries, and in conclusion, he wished those in attendance every success and thanked them for their attention.

Agenda

Congress – Doc 3/Rev 1

The agenda (Congress – Doc 3/Rev 1) was adopted without amendment.

Consideration of proposals for amending the Rules of Procedure of Congresses

Proposals 1703.1, 1705.1/Rev 1, 1708.1, 1718.1, 1719.1, 1720.1

The CHAIRMAN, turning to the consideration of proposals for amending the Rules of Procedure of Congresses submitted by the Executive Council, New Zealand and Togo, recalled that any proposal for amending the Rules of Procedure of Congresses came into force immediately after adoption.

Proposal 1703.1 relating to article 3, paragraph 3, of the Rules of Procedure

The CHAIRMAN introduced proposal 1703.1, the purpose of which was to make it clear that delegates lacking credentials or whose credentials were not in order would cease to be empowered to vote from the time Congress approved the last report of the Credentials Committee. The proposal was the outcome of the study conducted by the EC in response to decision C 88 of the 1984 Hamburg Congress.

Proposal 1703.1 was adopted without objection.

Proposal 1705.1/Rev 1 relating to article 5, paragraph 2, of the Rules of Procedure

The CHAIRMAN stated that more than ten member countries had expressed their support for the proposal.

The representative of NEW ZEALAND said that the text currently in force could be interpreted to imply that representatives of non-governmental organizations were admitted to meetings as of right. That interpretation was neither desirable nor necessary. His country, of course, was in favour of contacts with non-governmental organizations in the interests of the customer but it felt that the invited non-governmental organization should present its views on topics of mutual interest and then leave the meeting room so that the Committees could discuss its statement in private. The Committees should decide for themselves on the advisability of allowing non-governmental organizations to take part in their deliberations. He noted that, among other things, there existed a proposal to amend article 28 of the Rules of Procedure of Congresses, to which his country had recently submitted an amendment, supported by sixteen administrations, that had a similar purpose to that of proposal 1705.1/Rev 1.

The representative of IRAQ proposed that the wording be amended as follows: "International non-governmental organizations interested in items on the agenda of Committees...".

The representative of JORDAN considered that it was the natural right of non-governmental organizations to take part in the work of Committees dealing with subjects of concern to them. He was in favour of retaining the present text, which reflected that idea.

The representative of GREAT BRITAIN said that in certain cases it would be necessary for the Union to discuss its relations with non-governmental organizations confidentially. As the proposal of New Zealand allowed that possibility he supported it wholeheartedly.

The representative of INDIA pointed out that article 5, paragraph 2, of the Rules of Procedure of Congresses drew a distinction between intergovernmental organizations and non-governmental organizations. No one challenged the right of intergovernmental organizations to participate in the work of Congresses but, in the case of non-governmental organizations, his delegation shared the views of New Zealand and Great Britain and supported proposal 1705.1/Rev 1 unreservedly.

The representative of CUBA wholeheartedly supported the proposal of New Zealand, which sought to restrict in an appropriate manner the participation of non-governmental organizations in the work of the Committees.

The CHAIRMAN said that, under article 28, paragraph 2, of the Rules of Procedure of Congresses, the proposal must be approved by at least two thirds of the member countries represented in Congress. As 146 countries were represented, 98 votes in favour were required.

Put to the vote, proposal 1705.1/Rev 1 was adopted by 123 votes to 9, with 4 abstentions.

Proposal 1708.1 relating to article 8, paragraph 1, of the Rules of Procedure

Proposal 1708.1

The representative of TOGO presented the reasons for his country's proposal.

The representative of BRAZIL was concerned that the proposal might make the Bureau of Congress too big and thus be detrimental to its work. In his view, there should be a small group with a limited number of members that would be able to take decisions as quickly as possible in a flexible and dynamic manner. His delegation was therefore against the proposal.

The representative of AUSTRIA agreed with Brazil.

The representative of CUBA expressed concern with regard to the practical application of the proposal. As, in his view, the matter should be considered with that aspect in mind, he asked for the opinion of the Congress Secretariat.

Mr ASCANDONI, ASSISTANT DIRECTOR-GENERAL, said that account had to be taken of the nature of the work entrusted to the Bureau under the Rules of Procedure. Should the number of members be increased there would be the risk of delays in the taking of decisions. Past experience in the matter had shown that the Bureau of Congress could function smoothly with its present membership.

The representatives of GREAT BRITAIN and PANAMA (REP) agreed with Brazil.

The representative of TOGO said his delegation fully understood the concern expressed by certain administrations and, in order not to prolong the discussion, withdrew its country's proposal.

Proposal 1708.1 was withdrawn.

Proposals 1718.1, 1719.1, 1720.1

The CHAIRMAN said that proposals 1718.1, 1719.1 and 1720.1, the purpose of which was to make some drafting adjustments to the Rules of Procedure recommended by the Executive Council as a consequence of decision C 2 of the 1984 Hamburg Congress, would be considered together.

Proposals 1718.1, 1719.1, and 1720.1 were adopted unopposed.

The CHAIRMAN, recalling that the amendments made to the Rules of Procedure of Congresses would enter into force immediately, stated that the Secretariat would issue a revised version of the Rules of Procedure.

The meeting rose at 12.25 pm.

For Congress: EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Third meeting of Congress

Tuesday, 14 November 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 3.10 pm.

Statements

The representative of GABON, speaking on behalf of his country, its leader, El Hadj Omar Bongo, and his delegation, extended cordial greetings of peace, brotherhood, and harmony, on the occasion of the 20th Congress of the Union.

He then thanked the Government of the United States of America and the United States postal authorities for the standard of the hospitality that had been extended since their arrival in the beautiful city of Washington. They were profoundly grateful.

He then congratulated the Chairman on his brilliant election to the chairmanship of Congress. Given the Chairman's extensive experience in postal matters, his spontaneous election to that post would guarantee the success of their meetings.

The Universal Postal Union was one of the oldest specialized agencies of the United Nations, and had always, in the eyes of Gabon symbolized the ideals of peace, brotherhood and harmony to which he had referred earlier. These ideals were easily embodied, thanks to the fact that the Post was a big family that worked towards peace between nations, helped to bring peoples closer together, and thus was a powerful factor for brotherhood, and strove to make our planet a single postal territory, thereby fostering harmony between human beings.

He was happy that the Universal Postal Union, through its various activities since its creation, was doing everything in its power to make a valuable contribution to building a world of peace, brotherhood and harmony. He expressed the wish that the 20th Congress would add yet another stone to that grandiose and sublime edifice!

The Gabonese Post had always been, and would continue with all its might to be, a part of that effort. It had previously given evidence of its commitment as a member of the Executive Council, and wanted to pursue that effort by seeking a term of office on the Consultative Council for Postal Studies during the present session.

Following these few generalities, he continued by discussing the postal organization of his country.

In Gabon, the Post, together with telecommunications, formed an organization known as the Posts and Telecommunications Office, a public institution with an industrial and commercial character endowed with a legal status and financial autonomy. A public service par excellence, in other words designed to serve the general interest, the Post exercised a monopoly in the collection and delivery of mail.

To fulfil that mission, the public authorities had set up a very dense network of postal establishments that would open up the most remote regions of the country. Thus today, Gabon had a modern postal network with a density of one office for 25 000 inhabitants. To that should be added a fully mechanized postal and parcel sorting centre, a giro centre and a postal savings bank. Moreover, the Gabonese Post also offered all the infrastructures needed to provide its customers with the services called for in the Universal Postal Union's regulations.

But the recent technological advances of the world, marked among other things by the arrival of deregulation and competition – he was referring to private couriers, telecommunications and the banking section – had led his country to conduct a partial review of the structures of the Post in order to adapt them to the exigencies of the moment, with special attention being paid to concepts of cost-effectiveness and competitive commercial policy. The Gabonese Post intended henceforth to enhance its credibility among the economic operators and the general public.

It was now a matter of going after the customers, of promoting traffic and of no longer being content with the conventional administrative stance that consisted of quietly standing behind the counter and waiting for the customer. To that end, Gabon had devised several projects, some of which had already been implemented.

One of these concerned a private company set up to convey the mail; known as EMS–DELTA PLUS, the company was a subsidiary of the Posts and Telecommunications Office, which was its majority shareholder, and was a member of the international EMS network. In these links, they paid special attention to the States of the Central African subregion, together with which they were considering the future of the Post, at the level of both the Central African Customs and Economic Union (CACEU) and the Conference of Posts and Telecommunications Administrations of Central Africa (CAPTAC).

Another project, which had not yet reached fruition, was the creation of an organization that would offer postal customers just about the same services as the commercial banks. Finally, other projects were under study, all with a single objective: to make the Post ever more attractive, efficient and competitive.

All of those measures, he reminded the meeting, were in response to the findings of the 19th Congress, held at Hamburg in 1984, which recommended to postal administrations that they improve the quality of the service.

In all these activities, they remained conscious of the indispensable assistance of their partners outside their national borders, given that some aspects of their development were linked to the participation of the other postal administrations in the world. Terminal dues, technical cooperation and relations with airlines were obvious examples.

Gabon, then, was aware that the best outlines of solutions to its problems and those of the other countries would be found within the UPU. For that reason, he did not doubt for a moment that on 14 December, when the time came for them to part, a major step would have been taken towards integration of the Post in their national economies.

Expressing confidence in that future, he concluded his statement with the words "Long live the Universal Postal Union! Long live international cooperation!"

(Applause.)

The representative of AFGHANISTAN made the following statement:

"On behalf of the delegation of the Republic of Afghanistan and that of myself, I would like to congratulate you on your election as Chairman of this august Congress. Your unanimous election is unquestionable evidence of your competence and qualities and the high esteem in which you are held by this Congress. We have no doubt that under your wise chairmanship the work of this Congress will be successful and lead to a further strengthening of the Union.

"I would also like to avail myself of this opportunity to express our thanks and appreciation to you, and through you to the authorities of the United States of America, for the warm reception and generous hospitality extended to us. Assigning such a beautiful and historical setting for this Congress, the kind expressions of friendship and the generous hospitality offered by our American colleagues, demonstrates the true spirit of international cooperation, and is deeply appreciated by my delegation.

"It is a pleasure and rich educational experience to hold this Congress in a country where the postal services have reached a very high level of development, where millions of postal items are handled quickly and accurately and where the annual per capita number of postal items handled is substantially higher in comparison to most other countries. Our pleasure is doubled by the fact that this high Congress, after the 5th Congress (1879), is once again convened in the homeland of Thomas Jefferson, who masterfully wrote the famous Declaration of Independence.

"Please also allow me to take this opportunity to present the warm and friendly greetings and the sincere good wishes of the peace-loving people of Afghanistan to you, and through you to the people of your countries. The Republic of Afghanistan, considering its traditional and historical policy, is desirous of friendship on the basis of mutual respect and peaceful coexistence with all countries and nations. We are aware that without peace and tranquility no step can be taken towards achieving socio-economic development. To the people of Afghanistan peace and progress are synonymous. We love peace and we want a peace based upon justice and human rights.

"The increase in the membership of the Union can be explained by the fact that participation and cooperation of countries in the work and objectives of the Union is a necessity if they wish to achieve a sound network of postal services. It is also very important that members of the Union are constantly aware of the need to strengthen the Union so that it will be able to achieve its fundamental goals. In this connection, I would like to congratulate and welcome all the new members of the Union.

"The Republic of Afghanistan has been a member of the UPU now for more than 60 years, during which it has fulfilled all its responsibilities and obligations with complete loyalty. We are honoured to be a part of this gathering because the Union provides a great opportunity for understanding, exchange of experiences, friendship and meaningful partnership reflecting the commitment of all members to international cooperation and solidarity. Our loyalty to the Union stems from our traditional foreign policy, the main points of which are the following:

- safeguarding national interests;
- consolidation of independence and national sovereignty;
- territorial integrity of the country;
- preservation of World peace and security ;
- peaceful coexistence;
- equality of rights and all-round development of international cooperation;
- respecting and observing the United Nations Charter;
- the Universal Declaration of Human Rights and other accepted principles and norms of International Law;
- pursuing the policy of non-alignment as a significant principle of the State's foreign policy and, as one of the founders of the non-aligned movement, striving for the achievement of its objectives;
- favouring the establishment and consolidation of friendly relations with all countries;
- sincere fulfilment of international commitments;
- relaxation of international tensions; and
- establishment of a new and just international economic and information order.

"Taking into account this policy, the Republic of Afghanistan, in spite of limited resources and the heavy burden of domestic priorities, has been one of the most active and earnest supporters of the UPU for more than six decades and will continue to be so.

"The Post is one of the oldest forms of communication between people, linked always to the history of civilization. It plays an important role in maintaining and strengthening good-neighbourly mutual relations. Moreover, the Post is a means of fortifying national unity, bringing together the Government and the public. The more organized and efficient the postal service of a country is, the greater is its role in the socio-economic and cultural development. The Post is thus, like the roads, railways and telephones, a fundamental part of the infrastructure.

"The organized form of the postal services in the Republic of Afghanistan came into being for the first time in 1870. However, it should be noted that the exchange of letters among Afghan people was prevalent many years before that. Today, our principle endeavour is to improve and develop postal services in the countryside, since post offices have been set up so far only in cities, centres of districts and sub-districts. However, the extension and improvement of postal

services in the countryside is extremely difficult due to a variety of problems, including the difficult geographical locations, human and financial limitations and, particularly, ruinous war.

"Although the postal sector requires a relatively low level of investment to produce considerable results, the necessary investment cannot come out of the normal budget. On the other hand, the public services of the Republic of Afghanistan, including the postal sector have been either disrupted or scattered over the last ten years by a series of unfortunate events. The result is that Afghanistan has not had any opportunity for development work, and that its limited communication network has incurred severe losses both in material terms and in human lives. The imposed war has resulted in 140 post offices being totally destroyed or rendered inactive. Generally speaking, the communications network has sustained serious damage value at about 12 000 million afghanis, 579 million of which have been in the postal sector. I hope our proposals included in the agenda and considered effective for rehabilitation of our postal services will be approved by the Congress.

"We are now engaged in the reconstruction and rehabilitation of public service facilities, including the postal sector. We are endeavouring to develop and extend postal services in the country, expand the postal network in proportion to the area and its population, introduce postal financial services and express mail, provide ways and means of postal training and improve personnel management and utilization of postal equipment.

"At present, house-to-house delivery of mail is offered only in big cities. For the reasons previously explained, this service is also at a minimum level. Fundamental postal services are limited only to cities and centres of administrative units. The rural areas, where the majority of the population lives, lack even ordinary postal services.

"In the Republic of Afghanistan, 360 post offices have been established. One post office has to serve, on average, either an area of 1000 square kilometres or 24 000 people; whereas, according to internationally accepted norms, one post office should cover an area of 20 to 40 square kilometres or 6000 inhabitants.

The postal services of the Republic of Afghanistan are still relatively primitive; the whole postal process is carried out manually and the conveyance of mail from one point to the other is made by ordinary transportation means; in the countryside on horseback, by bicycle or on foot.

"In view of the ever-increasing volume of mail, mechanization is considered to be the only way to improve the postal services. A number of countries already have access to this facility, but we must take a holistic approach to the world postal network. It is not sufficient to have in the network only a few countries having advanced machines for rapid sorting and swift means for the conveyance of mail, since the same mail will be processed manually and in a very primitive manner in many transit centres and destination offices. It is true that a letter will leave the territory of a developed country in less than 24 hours, but the same letter cannot reach the country of destination or the addressee in less than one week. Under the circumstances, a one-sided improvement and uneven development of the world postal network will not ensure the quick, sound and reliable circulation and delivery of mail. And the improvement of the world postal network as a whole is of major importance and should not be ignored. The developing countries comprise more than 80 percent of the world's postal

network. If 80 percent of the world network is imperfect and sometimes primitive, how can we expect it to provide an acceptable level of postal services as demanded by the people we serve?

"Developing countries are in need of assistance to keep pace with other countries in order to complete the world postal network. This aim can be achieved only by drawing up specific plans of technical cooperation as indicated in article 1 of the Constitution of the Union.

"Mr Chairman, at the time when 22 countries signed the first Postal Convention in 1874 in Berne, Switzerland, the world was living in a climate of conflict and contradiction. The treaty of Berne laid the foundations for the essential rules of international cooperation in one of the most important and sensitive fields. Since then, the UPU has pursued diligently its primary objective which includes: improving international postal services, providing technical assistance to developing countries and making the working conditions of millions of postal employees all over the world easier.

"It is my duty and pleasure to express our appreciation and thanks for the cooperation given by the UPU, the APPU, the UNDP and the administrations for the improvement of postal services in the Republic of Afghanistan. I hope that this assistance, which is very badly needed at present, especially as regards the supply of postal equipment, will be extended and expanded to enable us to be a strong, healthy and active link in the chain of the world postal network. With your support, Afghanistan will ensure that the circulation and delivery of international mail will be carried out as expected.

"A mechanism for international cooperation should also be created to provide a framework for the developed countries to assist developing countries to continue to make progress for the perfection of the world postal network.

"As the Declaration of Hamburg has pointed out, it is up to the UPU to study, work out and implement various mechanisms of international postal cooperation to take the world postal network out of its present state. The Union should also arouse in its richer members the will to provide greater assistance to enable those members having less possibilities to develop their postal network. In this way, in the course of time, the gap presently existing and ever widening between developed and developing countries will be reduced and, hopefully, finally closed.

"We have come to this Congress with a sense of responsibility, to share with you our postal problems and concerns which are common to all developing countries. More than six million postal employees working in more than half a million post offices and those who send or receive more than 300 000 million postal items each year are watching the work of the Congress and have great expectations for its outcome, which will regulate the operational methods of postal services for the coming five years. Our delegation, in turn commits itself to cooperating fully in the work of this Congress.

"In conclusion, I would like to extend my thanks and gratitude to Mr Botto de Barros, Director-General of the International Bureau of the Union, and all his colleagues, for the excellent work they have done between the two Congresses.

"I also would like to convey once again my gratitude to the host country for having taken the trouble of organizing the Congress in such a beautiful location and in such an excellent manner."

(Applause.)

The representative of THAILAND made the following statement:

"On behalf of the Thai delegation, I would like to take this opportunity to congratulate you, Mr Chairman, on your election as Chairman of this 20th Congress of the UPU and likewise your Vice-Chairman. I also wish to express our thanks and appreciation to the United States Government as the host country, and to the United States Postal Service, for their warm welcome and the excellent arrangements made in organizing the 20th UPU Congress.

"Since the last Congress, the UPU has made a significant contribution to improving the postal service in developing countries and to increasing international cooperation among the postal administrations of member countries. Its role has always been recognized and highly commended. My administration is very proud to be associated with the UPU in many of its activities in the Asia and Pacific region. The relationship between Thailand and the UPU dates back more than a century, since our admission to the Union in 1885. We have participated in various activities of the Union including meetings, conferences, seminars as well as technical cooperation development programmes. In addition, Thailand has contributed annually to the UPU Special Fund and intensified its full support of and cooperation in the work of the Union with a view to promoting the role of the UPU in the development of the international postal services and to strengthening activities to fulfill the purposes of the Union. With these effective contributions and positive support for the activities of the UPU and the member countries, Thailand has won the trust of the member countries and has served on the Executive Council and the Consultative Council for Postal Studies. As member of these two bodies, we have contributed to the various activities conducted by the two organs, including the provision of host facilities to many UPU seminars.

"I would like to draw your kind attention to our role in the regional activities. As one of the founding members of the Asian-Pacific Postal Union, Thailand has actively participated in the activities of the organization since its inception. We also have the honour to host the Asian-Pacific Postal Training Centre, which has trained 1236 middle-level officials from 37 countries in the Asia and Pacific region.

"Contributions both in cash and in kind have been given by my Government to the Centre, which is an autonomous organ of the APPU, and we are now extending the building of the Centre for the office of the Documentation and Postal Studies Service of the APPU.

"Please allow me to point out that the Thai postal services have been continuously developed and improved, especially during the implementation of the Sixth National Economic and Social Development Plan (1987–1991). The postal development projects cover three major areas: the provision of postal services to respond to public demand, the expansion of postal services both in urban and rural areas, the improvement of their efficiency, standardization, and mechanization of the services. The number of Post Offices has considerably increased and should reach nearly 6000 by the end of the Sixth Plan.

"In conclusion, I wish to emphasize that the Thai Government will continue to expand its contribution to the work of the UPU and hopes that the member countries of the UPU will lend their support to our endeavours."

(Applause.)

The representative of ALGERIA said that it was a great pleasure for him to address that august assembly and to take part in the initial proceedings of the 20th Congress of the UPU.

He was happy to associate himself with the earlier speakers in congratulating the Chairman most heartily, on behalf of the Algerian delegation, on his election and in presenting his warm thanks to the Postmaster General of the United States of America and the International Bureau for the friendly welcome they were given on their arrival in this beautiful country and for the consummate organization of the present meeting, which he hoped would be productive.

The large attendance at the meeting and the presence of a considerable number of senior officials of the Post from all over the world eloquently underscored the importance attributed to their deliberations.

It could be seen from the proposals submitted that the UPU could be proud of its members' objectivity and acute sense of responsibility.

It was thus reassuring to note that those two main elements that had always been the mainspring of the UPU still obtained. One could therefore take pride in belonging to this great ancient postal family and in continuing the work of one's predecessors over the one hundred and fifteen years of the Union's existence.

But the importance of this high-level meeting lay particularly in the search for effective solutions to the common problems that were affecting the harmonious development of the world postal service.

It was generally recognized that improving the international Post was the primary object of Congresses. But their outcome also had a great impact on domestic services because the Post constituted, in the current context of the vast communications market, an enormous enterprise, all of whose components worldwide had to develop coherently.

This was why there was a duty to discuss together the extent and diversity of the problems facing the developing countries, especially the lack or inadequacy of the necessary resources to modernize facilities and management systems.

In the days to come, discussion would be focussing on the problems of fierce competition and the need to increase the number of networks and to improve the quality of service to the customer, as the only ways to combat all the forms of competition that postal administrations were up against.

He considered he was expressing the general feeling in saying that it was in the common interest to look at all these probolems as a whole and to contemplate wide-ranging international cooperation encompassing technological, financial and development assistance.

He hoped that the present Congress would demonstrate courage, imagination and rigour in addressing those great problems, in a determination to find solutions marked by justice and active solidarity.

The 20th Congress would thereby mark the history of the Post and rise to the challenges confronted by that vital facet of the daily lives of the peoples of the world.

Congress had to identify ways and means for the Post to respond to the requirements of the times which were characterized by a growing need for speedy communication in all its multifarious forms.

The present important meeting was an opportunity to stress that the Universal Postal Union, which had gradually grown as dozens of countries had gained their independence, often at a cost of great sacrifice, must demonstrate complete solidarity with peoples like the heroic people of Palestine and South Africa that had been fighting for years for their existence.

In wishing the 20th Congress of the UPU great success in its work, he expressed his deep conviction that it would give a definite impetus to the Post throughout the world and that it would open up new avenues for fruitful international cooperation, in which lay part of the rationale for the Union devoted to liberty, peace and progress all over the world.

(Applause.)

The representative of MALAWI made the following statement:

"Mr Chairman, before I speak I would like to congratulate you on your election as Chairman of this Congress. I would like to take this opportunity to convey through you, greetings and best wishes from our Life President, His Excellency Ngwazi, Dr H Kamuzu Banda, the Government and the people of Malawi, to the 20th UPU Congress which is being held here in Washington, DC, the historic capital city of the United States of America.

"I would also like to express my delegation's gratitude to the host country and the postal administration of the United States of America for the warm welcome and hospitality accorded to us and for the excellent facilities which the Secretariat has put at our disposal.

"I see that there are a number of very important subjects on the agenda which require the attention of Congress but I shall be most grateful if you can spare time to consider matters concerning technical assistance to improve the postal services, particularly in the rural areas of developing countries. I have focussed on rural areas because the majority of the people in many developing countries live in rural areas where they are engaged in farming and other economic activities and they also require efficient postal services in order to communicate nationally and internationally for both social and economic purposes. However, the quality of postal services provided in these rural areas is much lower than that available in urban centres. If the UPU is to achieve the task of improving the quality of the international postal services, then some effort must be devoted to developing services in the rural areas, in particular the letter-post service, so that the quality of service is not far from that available in urban centres.

"Much as I would have liked to attend the Congress up to the closing day, my schedule is such that it does not allow me to do so and I will, therefore, leave before Congress ends. However, I am leaving behind the Deputy Head of the delegation and members who are going to attend until the end of the Congress.

"Finally, Mr Chairman, I would like once again to express on behalf of my delegation and on my own behalf our sincere appreciation for the warm welcome and hospitality accorded to us by your Government.

"I wish this Congress a great success."

(Applause.)

The representative of DJIBOUTI addressed warm greetings, on behalf of the Government of the Republic of Djibouti, in his own name and on behalf of the delegation that he led, to all the delegates and observers at the 20th Congress of the Universal Postal Union.

He also thanked the Government and the people of the United States of America for the hospitality and friendly welcome shown them since their arrival in the historic city of Washington.

The Congress of the Universal Postal Union afforded an opportunity to make a critical analysis of the situation of the postal service worldwide over the past five years and to allow each participating administration to put forward remedies or fresh initiatives to stimulate postal activity.

The Republic of Djibouti, known on the international stage as "the land of exchange and encounter", subscribed fully to those objectives.

Thus, along with developing and modernizing the most advanced telecommunications network in Africa today, his administration had set about expanding the limited postal system by increasing the points of contact, especially in rural areas. Along with this expansion, emphasis was laid on:

- renovating existing post offices and establishing new offices;
- introducing new services, such as EMS;
- continuing training of staff through the creation of a special training centre;
- improving service and customer reception;
- extending and diversifying international postal services.

This expansion of the Post in Djibouti came about through the Government's understanding of the role of the Post in social and economic development and with significant assistance from the International Bureau of the UPU.

He expressed his thanks to the Director-General of that august organization, Mr Botto de Barros, for his unfailing assistance.

He reiterated his thanks to the Government and people of the United States of America for their hospitality and wished Congress every success in its work.

(Applause.)

The representative of PORTUGAL congratulated the Chairman on behalf of the Portuguese delegation on his election to the chairmanship. He greeted all the delegations present and remarked on the excellent working conditions and the hospitality offered by the United States of America, which had taken on the responsibility of hosting the Congress. The Post played an important role in economic and social development; it was a primary support to development. The postal environment had undergone significant changes over the past few years as a result of the combined development of new technologies and new forms of communication and the trend toward increasingly diversified and specialized customer needs. The Post was called upon to play a twofold role vis-à-vis the society of which it was a part: on the one hand, as a basic support to citizens in satisfying their essential needs with regard to postal communication and, on the other, as a business organization. Competition had significantly increased in recent years along traditional lines or as a result of information technology. Many competing firms had sprung up, especially among the courier services. The Post had found ways of ensuring its development, satisfying customers and combating the competition. It had done this by developing new products and services along traditional lines or based on new technologies, leading to improved quality of service, in the constant concern to give greater customer satisfaction; the importance of the Express Mail and fax services should be underscored here. But competition could be expected to become increasingly fierce and customers more difficult to satisfy. The pace of postal development should be stepped up, and business attitudes adopted vis-à-vis the markets it operated in. The Post's strategies affected all countries in the same way, regardless of their level of development. In that perspective, coordination of efforts at various levels under the aegis of the UPU was necessary. Accordingly, there had to be a systematic, continuing effort to adapt the UPU to developments in the postal environment so that it could continue to be the guarantor of the universality of the postal system. In that context, it was especially important that the postal network linking all countries operate properly, because the universality of the system depended on it and it was the only way to combat the competition effectively. Portugal accorded the highest importance to the proposals submitted to the present Congress, which constituted a forum for world postal officials to discuss the basic problems of the UPU and the Post. Special mention should be made of the discussions that would deal with the new classification of correspondence, terminal dues and new rate-fixing principles. It should not be forgotten that regional organizations could not replace the UPU as the international regulatory and standardizing body. The UPU had to remain at the pinnacle of the postal system. After these references to the UPU's regulatory and standardizing role, he went on to stress the increased importance of cooperation as regards postal development. Better ways had to be found of ensuring such development, without delay and without ambiguity. It would not be easy. Portugal was ready to participate more and play a more active role in finding solutions to achieve greater cooperation. Portugal also wanted to state its intention of taking a greater role as an active partner in internationalizing postal activities.

He concluded with a brief outline of Portugal's policy on postal communication, the main features of which were as follows:

- implementation of a communications regulatory body – the Communications Institute of Portugal, whose functions vis-à-vis the Post would be:
  - international representation;
  - regulation of services;

- monitoring of service quality and prices and compliance with the contractual obligations of the courier services, and consumer protection;
- separation of postal and telecommunications activities through the creation of a holding company for the whole communications sector;
- modernization of the Post with a view to closer relations between Portugal and its partners in the Community, both qualitatively and quantitatively.

He concluded by addressing a message of friendship to the Director-General, Mr Botto de Barros, whose action at a particularly sensitive time for the Post had greatly contributed to the consolidation of the UPU.

He finished by saying that Portugal expected the UPU to emerge from this Congress stronger so that it could participate more actively and dynamically, and therefore more effectively, in the process of development of the Post.

(Applause.)

The representative of SOMALIA made the following statement:

"At the very outset, let me thank you, Mr Chairman, and through you, other leaders of the 20th Congress for granting me an opportunity to put forward our viewpoints on the problems relating to our domestic, as well as international, postal service.

"Somalia is a comparatively large country of Africa (638 000 km^2) with vast natural resources like livestock, ranges, fishery, mineral deposits, agricultural potential, etc. But at the time of accession to independence in 1960, the country inherited an outdated communications system and three different inefficient and disorganized postal service systems which were used by the occupation authorities as a means of exploitation. Agriculture, industry and communication systems could not develop due to the paucity of resources and expertise during the last few years.

"Somalia became a member of the UPU in 1960 and declared its decision to abide by the UPU Acts and Regulations. We also sought the assistance and expertise of the UPU to improve and organize our postal service. I am glad to say that the UPU readily agreed to help us and send several consultants to study our problems and needs. The consultancy missions helped to formulate a project under which, at present, one UPU expert and two consultants are working to improve our postal system. I take the opportunity to place on record our deep gratitude for the technical assistance provided by the UPU and the UNDP to our country.

"In the meantime, we have established mail links with most of the member countries of the UPU and have carried out some reforms of the colonial rules and procedures. Because of transport problems and limited air links with other countries, international mails suffer much delay. We also established EMS early in 1988 with 22 countries. The postal network is limited (105 post offices) but there is an urgent need for both horizontal and vertical expansion of the postal service. We need to open new post offices in rural areas and acquire motor vehicles to improve mail conveyance inside the country. Both technical and

financial support are urgently required for restructuring the postal organization and for the extension of postal facilities, such as opening of more post offices, home delivery, etc.

"Our administration admires the role of the UPU in bringing about uniformity of postal rules and procedures all over the world; it advocates an expansion of its technical assistance programme and the establishment of a trust fund so as to enable the UPU to play a more effective role in improving the postal services of developing countries.

"We are convinced that the EC of the UPU should be given adequate powers to lay down or modify rules and procedures relating to the international postal service during the period of five years between two Congresses. We believe horizontal cooperation between the member countries can be substantially increased under the auspices of the UPU. We also suggest that the Washington Congress should adopt a document like the Declaration of Hamburg to increase the areas of cooperation and collaboration between the developing and developed countries.

"The postal administration of Somalia believes that a customer-oriented postal service, as proposed by the UPU, would greatly assist in combating the evil forces of inefficiency and the competition posed by the private couriers.

"Other problems facing the international postal service such as S.A.L., customs clearance, sharing of terminal dues, settlement of accounts, speedy circulation of mails, etc, which are included in the agenda of the 20th Congress will be freely and thoroughly discussed so as to arrive at a consensus and acceptable decisions.

"Finally, may I thank the host administration for the excellent arrangements made for holding the Congress successfully, and also for the warm hospitality extended to the delegates. Let me also congratulate you, Mr Chairman on your mature and wise stewardship and versatile leadership. The International Bureau and the members of the EC and CCPS have also done a commendable job to ensure the success of the 20th Congress."

(Applause.)

The representative of TOGO said he was delighted at the great honour bestowed upon him in appointing him Vice-Chairman of the General Committee. It was also a tribute to the prudent international policy conducted by Togo. On behalf of the Tegolese Government and people, he wished to thank Congress most sincerely for that gesture. He also wished to thank the Director-General of the International Bureau and all its devoted staff for the interest shown by the UPU in the problems of the postal services of Togo through the technical assistance delivered to the Togolese postal administration in the form of consultants' or experts' missions, training fellowships and various types of equipment.

As the restructing of his country's posts and telecommunications, which had given birth to the Posts and Telecommunications Corporation of Togo (OPTT), was of only three years' standing, he attached very special importance to the development of technical assistance in its favour. His country continued to appreciate the efforts already deployed in this field by the UPU in the context of multilateral cooperation and by friendly developed countries present at Congress in the framework of Togo's bilateral relations.

At a time when the indebtedness of the Third World constituted a serious handicap to their development, the Universal Postal Union should intensify its technical assistance activities in the form of globally-financed integrated projects lest the considerable efforts it was making were brought to nought by the patent inability of the poor countries to undertake their own postal development, even partially.

The integrated project concept had already been presented by the Togolese delegation to the Hamburg Congress in the Technical Cooperation Committee and, convinced that it represented the right approach to his country's postal development problems, he was reiterating it once more. In most poor countries, the scale of the postal crisis was so worrying that it was hard to know where to start, given the many serious problems it entailed.

The most representative cases of this state of affairs could still be seen today, notably in many of the least developed countries, where, owing to lack of resources, it was impossible:

- to pay staff;
- to keep proper accounts at post offices, giro centres and money order control centres;
- to convey mails, etc.

With such situations prevailing, all corrective action should first be subjected to full and detailed analysis, as otherwise it would be impossible to know where to start. He hoped that his delegation's appeal to the Washington Congress would strike a chord in all countries and all hearts, for it should not be forgotten that the Post was a worldwide network which was severely impaired by any weak link. The postal administration of Togo had great expectations of the 20th Postal Congress, to ensure the smooth organization of which the people of the United States of America had made unstinting efforts.

He concluded with the rallying cry:

"Long live the Universal Postal Union! Long live international cooperation!"

Allocation of proposals of a general nature and Congress – Docs to the bodies of Congress

The CHAIRMAN said that Congress – Doc 35/Rev 1 contained a list of proposals of a general nature (Annex 1/Rev 1) and a list of Congress – Docs (Annex 2/Rev 1) indicating the bodies which might be entrusted with the matters contained in those documents.

Annexes 1/Rev 1 and 2/Rev 1 to Congress – Doc 35/Rev 1 were approved.

Congress – Doc 35/Rev 1

Annex 3 referred to proposal 1502.7 by Colombia, consideration of which would be at Congress's discretion under General Regulations, article 119, paragraph 2.

The representative of COLOMBIA apologized for the late submission of proposal 1502.7 and thanked all delegates in advance for the attention they would devote to it, bearing in mind its importance and possible repercussions on the very existence of the Union.

After checking that the quorum had been attained and in the absence of any objection, proposal 1502.7 was accepted and allocated to Committee 3.

Admission of the Press to the General Debate

Proposal 022

The CHAIRMAN presented proposal 022 which sought to admit the media to the 20th Congress General Debate as listeners without the right of speaking.

As no comments were made, proposal 022 was adopted.

Request by the International Federation of the Periodical Press (FIPP) and the International Publishers' Association (IPA) to attend Congress

Congress – Doc 80

The CHAIRMAN opened discussion of Congress – Doc 80 requesting Congress to authorize the Chairmen of Committees 4 and 5 to accept the International Federation of the Periodical Press (FIPP) and the International Publishers' Association (IPA) as observers when matters directly related to book and press mailing were being discussed.

Congress unanimously approved the request contained in Congress – Doc 80.

Request for participation in Congress submitted by the French National Committee of the International Chamber of Commerce

Congress – Doc 82

The CHAIRMAN said that the International Chamber of Commerce (ICC) had the status of observer in a number of United Nations organizations. The French National Committee of the ICC had submitted a request to participate in Congress as an observer.

The representative of GREAT BRITAIN expressed the view that since the UPU had already had contact with the ICC in the past there was no reason not to accept it as an observer at Congress. However, it might be asked why the request was coming from a national committee and not from the ICC itself. Furthermore, it would be advisable to obtain further information about the person who would represent that organization and who, according to the letter reproduced in Congress – Doc 82, would be an international consultant specializing in postal affairs.

Mr ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, stated that article 102, paragraph 6, n, of the General Regulations and article 5, paragraph 2, of the Rules of Procedure of Congresses provided for the admission of observers from governmental or non-governmental international organizations. However, a national committee was not an international organization. For that reason, the International Bureau took the view that the French National Committee of the ICC did not fulfil the prescribed conditions for admission as observer.

The representative of BRAZIL opposed the granting of observer status to the French National Committee of the International Chamber of Commerce (ICC).

The representatives of FRANCE and IRAQ expressed agreement with the International Bureau's view.

Having failed to gain the support of any country, the request for participation in Congress submitted by the French National Committee of the International Chamber of Commerce (Congress - Doc 82) was rejected.

Request for participation in Congress submitted by the UPU International Bureau Staff Association

Congress – Doc 79

The CHAIRMAN informed the meeting of the request of the International Bureau Staff Association for representation by two of its members at the plenary meetings and at the meetings of Committees 2 and 3 when questions concerning the staff were considered.

Congress agreed to the request of the International Bureau Staff Association contained in Congress – Doc 79.

Congress – Docs 48 and 48.1

The CHAIRMAN indicated that documents 48 and 48.1 contained information of a practical nature on the organization of and procedure for the General Debate on Thursday, 16 November, and referred to the introductory statement by the Chairman of Congress (Doc 48.1/Annex 3). He also drew attention to the Secretary-General's memorandum (Doc 48.1/Add 1) on the attitude towards the competition.

The representative of CHILE, referring to Doc 48.1/Annex 1 dealing with the timing for the General Debate, questioned whether the time set aside for the oral contributions of all the delegations following each paper would be sufficient. He considered that this time (60 minutes) was too short, and suggested that provision be made for a preliminary list to be drawn up for each topic in order to let each delegation know how much time would be available for its oral contribution to the General Debate. He also asked for clarification as to whether all delegations present at Congress would be permitted to take part in the debate following each paper.

Mr MAZOU, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that it was true that 60 minutes for the whole of Congress on each statement might seem insufficient, but the organization of the General Debate, and particularly its length, had been dictated by the total length of the Congress itself, and in order that the Debate and the discussions involving each delegation would not be too long, the Bureau of Congress had decided to set up a preparatory group for each of the topics, thus enabling the concerns of all regions of the world to be brought together. These preparatory groups, representing regional and worldwide coverage of opinion, were shown in Doc 48.1/Annex 2.

With regard to the question asked by the delegation of Chile, it would be possible to make up, in agreement with the Chairman of Congress, a list of speakers in such a way that timings could be assigned to their oral contributions. It would also be possible, if the speeches were too long, to publish them later as written contributions to the Debate. In any event, the timing which had been laid down must not be exceeded.

It would be possible to make up a preliminary list of the countries to speak on each topic, it being understood that all delegations had the right to take the floor, within the 60-minute limit laid down for the discussion of each topic.

The representative of JORDAN said that, clearly, the time laid down for the General Debate was very limited and all delegations had the right to join in debate and speak on the points they considered important. However, it would perhaps be desirable for delegations to content themselves with speaking on one single topic and avoid speaking again on other matters, in order to give other delegations the chance to express their opinions.

The CHAIRMAN proposed that all the remarks which had been made should be taken into account at the preparatory meeting to be attended by all those taking part in the General Debate and those in charge of it.

Comprehensive report on the work of the Executive Council 1984–1989

Congress – Doc 16

Mr KOLLER, CHAIRMAN OF THE EXECUTIVE COUNCIL, introduced the Comprehensive report on the work of the Executive Council 1984–1989 (Congress – Doc 16).

He drew the meeting's attention to the following topics in particular, which had been the subject of proposals by the Executive Council:

- future legislative functions of the Executive Council;
- new regulations concerning terminal dues in the international letter-post service;
- additional system of letter-post classification;
- condensing and improvement of the provisions concerning postal banking and financial services.

The report also described the many other proposals by the Executive Council which were being submitted to Congress, as well as the background elements pertaining to the Universal Postal Union budget. In another vein, the Executive Council had made a number of decisions concerning the organization of the 20th UPU Congress at Washington, which had been implemented from the beginning of Congress.

In view of the growing threat posed by the competition, the General Debate held during the Hamburg Congress had dealt with the adjustments that would have to be made by the Post in the fast-changing postal market and had led to the Declaration of Hamburg. The EC had followed the spirit of that Declaration and, during the past five years, had strengthened its activities. At the end of its term of office, the EC wanted to report on the measures it had taken to meet the imperatives set out in the Declaration of Hamburg.

These were discussed separately in the joint report by the three permanent bodies – EC, CCPS and IB. The speaker nevertheless wanted specifically to stress that the activities described in the EC's report were strongly imbued with the spirit of the Declaration of Hamburg, which called on all to join forces in order to secure a place on an increasingly coveted market.

The activities of the EC traditionally dealt to a large extent with the preparation of texts to be adopted by Congress, but the EC was also responsible for coordinating and supervising all Universal Postal Union activities.

It seemed henceforth desirable for the EC to be endowed, within a carefully defined framework, with its own legislative function. The objections originally raised against such a move had vanished in the face of recent developments in the postal service. Given the penetration of private firms into the postal service field, which was also occurring on an international scale, it was necessary to find a tool that would allow a suitable response to be made in less time than the five-year period between consecutive Congresses. It seemed appropriate to this end to endow the Executive Council with a limited legislative function.

It was also conceivable that during a second phase, the legislative functions of the EC would be expanded to cover all of the Detailed Regulations. That possibility, however, still required detailed study by the next Executive Council.

The Executive Council, in a manner of speaking, had outstripped the framework of its traditional functions and moved on to activities more in keeping with current needs and, sustained by the confidence of its member administrations, it was preparing to add new activities to its functions relating to the operation of the Union.

Most of the Executive Council's activities had resulted from the instructions received from the Hamburg Congress and suggestions put forth by administrations and international organizations, as well as its own initiative.

The speaker then described the results of the work of the Executive Council Working Party established in 1988 at the instigation of the Director-General, Mr Botto de Barros, with a view to proposing measures for improving the work methods of the Union. This Working Party had reached concrete results, giving rise among other things to the following draft proposals:

- resolution seeking the permanent institution of a General Debate during Congress, which would set the broad guidelines for Universal Postal Union activities;
- resolution and proposals seeking to improve the quality of the service;
- proposal according to which the Executive Council would be empowered to modify, no more than once between two Congresses, the basic letter-post charges.

The establishment of a data bank at the International Bureau, advocated by the Executive Council, was also the result of a Working Party initiative.

The speaker then mentioned the proposal for new regulations to govern the international letter-post terminal dues, which had been discussed at the round table held in Berne the previous April.

The proposals for a new letter-post classification system also came under this heading. They concerned the maintenance of the traditional classification system based on content, and a classification by priority, while accepting the coexistence of both systems.

The speaker then commented on the results of the EC activities concerning EMS. Common regulations, in the form of a Framework Agreement, had been adopted as a recommendation by the Executive Council.

A further EC study had shown that the postal savings bank, collection of bills and subscriptions to newspapers and periodicals services were greatly underused in the context of the Universal Postal Union's Agreements. The Agreements relating to those services should therefore be deleted to reduce the volume of the Union's regulatory texts. Lastly, improved texts had been prepared for the Agreements concerning the other banking and postal financial services.

The work of the Executive Council had also brought about improvements in the International Bureau's internal situation. In accordance with the Declaration of Hamburg, the efforts deployed in the public relations sphere had been stepped up.

The Executive Council had strongly endorsed the initiatives taken by the Director-General of the International Bureau to avoid any increase in the budget and, thanks to a limitation on the Union's net expenditure for the years 1986 to 1988, it had proved possible to achieve that aim for three years. The increase in the budget for 1990 was due exclusively to the special measures planned for improving the postal services.

Through the intermediary of the EC, the Universal Postal Union had risen to meet the contemporary challenges. It had embarked upon the route leading to change, to a review of its objectives and working methods. However, that could not be achieved from one day to the next, only by well-considered but rapid adaptation to necessities.

Yet adopting proposals and reforms was not enough in itself. For however well-planned they might be, they nevertheless had to be systematically applied and implemented to ensure their lasting success, which alone could guarantee the prosperity of the postal services. Further, the Post must develop its attitude, realigning it upon a new dynamism and response to customer needs.

The Declaration of Hamburg was first and foremost a declaration of intent, but the EC had succeeded in breathing life and action into that text, thereby laying the right foundations for future developments.

The success of the EC's work would have been inconceivable without close cooperation with the International Bureau and the CCPS and the contribution of a large number of high-ranking personalities. In particular, he wished to thank the Vice-Chairman of the Executive Council, the Committee Chairmen, the Chairman of the CCPS, Mr Houissa, his predecessor, Mr Balma, and more particularly the Secretary-General, Mr Botto de Barros, with whom he had cooperated in a spirit of friendly trust. That spirit had inspired all those concerned to solve complex problems and had set a distinctive stamp on the style of their cooperation. He was also grateful to the Deputy Director-General, Mr Cicéron, and to all the International Bureau staff.

He also wished to thank Dr Florian, who had proposed him for that post on behalf of the Federal Republic of Germany, as well as his close colleagues, Messrs Hilgers and Leinung.

It was a great honour after the Hamburg Congress to assume the duties of Chairman of the Executive Council, which represented the summit of his work.

The representative of JORDAN said that his country had occupied one of the posts of Vice-Chairman of the EC and had endeavoured to make the maximum effort according to the resources available. However, it had to be acknowledged that Jordan had benefited greatly from the member administrations of the EC, which body had launched some important initiatives thanks to the efforts and skills of Mr Koller, who had demonstrated his great ability to pilot the ship safely from Hamburg to the shores of Washington.

The representative of the YEMEN ARAB REPUBLIC said that the report presented merited due appreciation given the major efforts deployed by the EC, responsibility for which had been assumed by its Chairman, Mr Koller. He wished to stress the historic significance of the Declaration of Hamburg, which had paved the way for great strides to be made and had facilitated changes in the postal service, notably in the developing countries. All the initiatives undertaken by the EC and seconded by the International Bureau and its Director-General had yielded heartening results.

The representative of HUNGARY (REP) said that the postal administration of his country had carefully studied the report submitted to Congress by the Chairman of the EC. The report dealt not only with the important technical and professional matters of the Union and the implementation of the resolutions of the Hamburg Congress, but also with matters stemming from the Declaration of Hamburg and the conception of the Union, which was striving to solve the problems raised by the postal administrations in the face of the competition. The EC's efforts had focused upon the quality of the postal services and the new methods of improving relations with the customer. The positive manner in which the IB had endeavoured to adapt its structure and activities to the new requirements in order to introduce certain rationalization measures also needed to be stressed.

Further, in many countries where the postal and telecommunications services were under the same roof, governments gave priority to investments in telecommunications at the expense of the Post. That question required detailed consideration during the General Debate. He expressed his sincere appreciation of the work undertaken by the EC over the five-year period and thanked the Director-General of the International Bureau and his staff for their excellent work. Lastly, he wished to stress in particular the decisive role of the Federal Republic of Germany and its representative, Mr Fritz Koller, Chairman of the EC during the past period, in the efficient implementation of the EC programme. On the strength of the arguments put forward, he proposed that Congress approve the EC report.

The representative of EGYPT said that the work undertaken by the EC since the Hamburg Congress had been most important. The proposals prepared by that body, which would be discussed at Congress, were the fruit of painstaking and constructive work. He wished to take the opportunity to thank the EC Chairman, Mr Koller, for his consummate skill.

The representative of the USSR said that the report submitted was not only a summing-up of the work already undertaken but a springboard for future action as well. Mr Koller had succeeded in assembling around him people with the skills to complete this substantial task and he proposed that the EC report be adopted.

Congress – Doc 16 was approved.

The meeting rose at 6.30 pm.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Fourth meeting of Congress

Wednesday, 15 November 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 9.40 am.

Statements

The representative of INDONESIA made the following statement:

"First of all, I would like on behalf of my delegation, as well as on my own behalf, to congratulate you, Mr Chairman, on your election as Chairman of this very important Congress of the Universal Postal Union, here in Washington, D.C., the capital of the United States of America.

"I would also like to congratulate the Vice-Chairmen of the Congress, as well as the Chairman and Vice-Chairmen of the Committees, on their election. Indonesia, having been elected as Vice-Chairman of the Postal Financial Services Committee, wishes to express its gratitude and appreciation for the honour bestowed on us, and I would like to give the assurance of my delegation to do our utmost to fulfill that task in the best possible manner.

"Furthermore, my delegation would like, through you, Mr Chairman, to thank the host country of this 20th UPU Congress for the warm welcome and hospitality extended to us, and for the excellent arrangement in organizing this Congress, prior to, as well as after, our setting foot on United States soil.

"The presence here of the Indonesian delegation to the Congress represents the postal interests of about 175 million people of the Republic of Indonesia, an archipelago of more than 13 667 islands, of which about 1000 islands are inhabited, spanning a distance of one eighth of the equator. Even as a developing country, the awareness of the people concerning the postal services is such that the best quality of the postal services rendered to them is always expected, both the domestic postal services as well as the international services.

"The high quality of services is furthermore pertinent in serving foreign visitors, both business visitors and tourists, and the multitude of joint ventures in a variety of productive economic sectors, that are operational in the country.

"In Indonesia, Mr Chairman, postal growth, penetration to the more rural areas, diversification of services and improvements in quality have so far been achieved in a relatively successful way during the past years. One of the reasons may have been the establishment of the State Enterprise for Post and Giro since the year 1965, an autonomous company entrusted by the State to provide the public with the required services in the postal field. In this regard, it is fair to

say that the availability of expertise and other resources mobilized by or through the UPU, and extended to Indonesia as a developing country, has made important contributions to that success, for which we are extremely grateful.

"Today, five years after the 1984 UPU Congress in Hamburg, postal organizations continue to encounter many challenges, with a tendency to be even more severe in the future. Equipped with the spirit of the Hamburg Declaration, UPU member countries have endeavoured to meet several of the challenges. With the guidance of the Executive Council, the support of the CCPS and excellent coordination of the International Bureau of the UPU, we have participated among others in the monitoring of the quality of world postal services. These activities have opened our eyes on the real quality of our products as offered to customers, and measures to remedy the weaknesses may have been taken by UPU member countries accordingly. My delegation wishes that these efforts be continued and if possible even more strengthened.

"It is my belief, Mr Chairman, Distinguished Delegates, that, in order to face this variety of challenges, it is of the utmost importance for us, UPU member countries, to realize more than ever before, that the postal organizations serving the public in our respective countries need to recruit, train and develop manpower with the highest possible skills in business management, and manpower conversant in the application of computers and communications in business, as well as other professions which are needed for a modern postal organization. The success of our efforts in developing countries will be greatly dependent on this kind of human resources that we can develop together, with the assistance and support of the UPU, as well as multilateral and bilateral sources, to supplement sources available in our respective countries. The involvement of regional organizations, in particular the Asian-Pacific Postal Union, should definitely be pursued.

"Besides that, enhancement of cooperation between the postal organizations with the providers of telecommunications services, for mutual benefit for the service providers as well as for the customers, seems to be one of the ways to proceed, as is being actively carried out by the postal organization in Indonesia.

"In solving these problems, I sincerely hope that the General Debate during this 20th UPU Congress, with the appropriate topic "Caring for the customer", will yield meaningful results for the benefit of the world postal community.

"In this plenipotentiary Congress we will evaluate the work that has been done so far; we will renew, if necessary, our strategies and we will lay down improved international postal rules and regulations. The work as scheduled for this Congress has to be finished within the time limit set for this Congress. So, let us endeavour to tackle the agendas of this 20th Congress with expedience, and abiding by the high spirit of cooperation which has always prevailed in the work of the Universal Postal Union.

"May God Almighty bless us with the strength to do so."

(Applause.)

The representative of RWANDA, in his own name and on behalf of his delegation, expressed his sincere gratitude to the United States Government and people for the cordial welcome they had received since their arrival in that hospitable country, the United States of America.

He also thanked the organizers of the meeting, and more particularly the Congress Secretariat, under the wise guidance of Mr Botto de Barros, for the remarkable quality of the working documents which had been submitted. He also wished to convey his sincere congratulations to the Chairman of Congress and to the other members of the Bureau on their election. His delegation pledged its full cooperation in achieving a successful outcome to the proceedings.

The 20th Congress of the Universal Postal Union was being held at a turning point in the organization's history. The happy opportunity which had presented itself for evaluating the action undertaken since the last Congress at Hamburg in 1984 should thus be grasped in order to detect the gaps which needed to be filled and to provide a new impetus for the operational and commercial services of written communication. The challenges which the Post had to meet at both the national and international levels were not only linked to postal activities as such but also to the upheavals of countries' economies and societies in the last decade of the 20th century, prior to the advent of the civilizations of the 21st century, of which major innovations in the communications sector were the precursors.

To avoid being eclipsed, it was imperative for the Post to solve the following main problems as a matter of urgency:

- the competition from private courier firms;
- the rapid obsolescence of postal material and equipment as a result of technological innovations in the field of communications in general and telecommunications in particular;
- the unsuitability of national and international postal structures in the face of the economic and social realities characterized by marketing, the search for profitability and productivity and meeting the increasingly exacting requirements of the customer.

To meet all those challenges, Congress would, during its deliberations, have to make decisions crucial to the future of the Post. With that in mind, it was important to carefully study the theme of the General Debate, namely "Caring for the customer – Commercial and operational strategies of the Post". That subject represented a new approach to the Union's discussions, for it was no longer a matter of limiting oneself to the regulations and the legal acts; concrete programmes of action also needed to be identified in the fields of marketing and rational management of postal investments.

That priority must go hand-in-hand with improving the quality of the postal services with a view to meeting increasingly exacting customer needs.

To that end, development policies and strategies needed to be clearly defined at both the national and the international levels.

Of course, each country was free to choose its own policies. Nevertheless, it was important to bear in mind the Treaty of Berne creating the UPU which, one hundred and fifteen years ago (in 1874), regarded the postal network as being linked to one single territory. Even though the UPU family circle had expanded, from 24 members in 1874 to 170 postal administrations today, the fact remained that solidarity in the interdependence of the various countries was daily being reinforced. Far from sharpening conflicts of interest, the globalization of the Post

should widen international exchanges, especially as the modernization of transport had shortened distances, thereby facilitating the circulation and delivery of domestic and international mail.

To meet the challenges listed above, cooperation was required between the postal administrations. In particular, faced with competition from private couriers, the UPU would have to strengthen the machinery for coordination and standardization of postal policies and strategies, since each postal administration constituted one link in a chain. Furthermore, since the economic and social realities were developing apace in the wake of technological progress, national and international structures must undergo periodic reform to adapt to the demands of development. In concrete terms, the thoughts of those present should essentially be geared to the institutional reform of the national postal services in order to make the Post more efficient, profitable and competitive.

His country, Rwanda, had just embarked upon that route. Studies on the institutional framework as well as on the evaluation of infrastructure and equipment costs had already been completed. The Government had indicated its support of an autonomous administrative and management structure. It had also just embarked upon infrastructure projects, starting with the construction of a more up-to-date national sorting centre and the modernizing and development of post offices in areas that lacked them.

His country was concerned more particularly with postal services in rural areas. The Head of State, in his keynote speech of 15 January 1989, had said that the municipalities ought to contribute to postal infrastructures in rural areas.

The attention of local authorities had therefore recently been drawn to the fact that they ought to participate in the building of the local post offices. Certain municipalities had already begun to translate the watchword of the President of the Republic into practical terms. It should be noted that the postal development programme concerned went hand-in-hand with the expansion of the rural telephone network with a view to the installation of a public telephone box in each post office. Despite the efforts already deployed, his country was counting on foreign support and assistance, notably from the UPU, and also from other international cooperation agencies and friendly countries for the successful implementation of that institutional reform.

If he had mentioned his country's experience, it was simply in order to invite the members of Congress to exchange ideas and experience on that subject so that all parties could benefit from what was being undertaken elsewhere as regards restructuring the postal services.

The strengthening of regional and international structures also merited particular attention. In fact, the international Post was increasingly demanding regular consultation machinery in order to coordinate the action taken and harmonize development policies. At a time when economic communities were being created in one place and another all over the world, should the Post remain aloof? No, on the contrary, the Post was an important factor for communication in the development of regional economic areas, as evinced by the conferences of PTT Ministers, which were often specialized institutions of the existing economic communities. Hence, in Africa, PAPU, APTU, CAPTAC and the other subregional postal bodies were smoothly integrated into the socio-economic cooperation activities in accordance with the Lagos Plan of Action, whose fundamental aim was, and continued to be, the African Common Market by the year 2000.

All such institutions formed an appropriate framework for the harmonization of regional postal and technical cooperation policies. However, in the interests of greater efficiency and effective intervention in the member countries, certain countries, and above all the developing countries, needed foreign aid to acquire adequate human and financial resources. At a time when the Post was joining the trend towards technological innovation and productive investment, the regional organizations concerned ought to serve as links with the UPU in order to adapt those innovations and the postal studies to the social and economic realities of each region or sub-region. For its part, the Universal Postal Union, in its capacity as a United Nations specialized agency, was particularly suited to promoting postal coordination at world level.

While welcoming the activities of the International Bureau and its various bodies, namely the Executive Council and the Consultative Council for Postal Studies, it had to be acknowledged that the UPU's room for manoeuvre was limited owing to the inadequacy of its resources for technical and financial intervention.

Also, the machinery for the implementation and follow-up of the decisions of Congress, the UPU's supreme organ, needed to be restructured with a view to the improved management, coordination and harmonization of the world postal network as a whole, as well as the development of cooperation between member countries. That implied the strengthening of the UPU Special Fund to transform it into a true fund for modernizing the postal network, with emphasis above all on the least developed countries, after the fashion of IFAD (International Fund for Agricultural Development) for the FAO.

In addition, the supervisory bodies for the activities of the International Bureau and for the postal studies, viz the Executive Council and the Consultative Council for Postal Studies, needed to be revitalized to ensure that, between two sessions of Congress, those bodies could take decisions in the interests of the international Post and bearing in mind the rapidly changing socio-economic realities.

After those general considerations, he wished, before concluding, to put the view of the postal administration of Rwanda on the main items on the Congress agenda.

As regards terminal dues, an important tool of international postal exchanges, twenty years had just passed since their incorporation into the Acts of the UPU at the 1969 Tokyo Congress.

Although certain countries criticized imperfections in the present system, revising it called for particular care.

In considering that item, account should thus be taken not only of the individual but also the general interests of the international Post, while avoiding minus values, above all where the developing countries were concerned, confronted as they were by an acute economic crisis.

With respect to technical and financial cooperation, the industrialized countries and development aid bodies should show greater generosity by contributing, among other things, to postal training and equipment in the developing countries and more particularly in the least developed ones. In recent years, the

UPU, whether with its own resources or with the financial support of the UNDP, had made great efforts towards modernizing the Post in the young countries of the Third World. The UPU was therefore owed a debt of gratitude.

However, there was still a long way to go before the customer was provided with a better service and all the regions in the developing countries were covered as regards postal infrastructures and equipment. In training, the bilateral and multilateral cooperation bodies should re-think their approach towards intervention, making a far greater contribution to the training of staff in the country receiving the aid by helping with the creation or development of subregional postal training centres to ensure better adaptation of the instruction to the local context.

Where financial and material aid was concerned, its effectiveness was measured by the satisfaction of local requirements clearly identified by the recipient administrations, bearing in mind the recurrent charges related to the investments thus granted. In order to enable all the UPU member countries, and above all the developing countries, to keep in step with each other, the assistance needed to be geared, among other things, to new products such as EMS and Bureaufax as well as towards new techniques for sorting, delivery, circulation and management. Likewise, greater aid was expected in order to finance regional or sub-regional projects for manufacturing postal equipment suited to local economic structures or countries with the same level of development.

Confident of the vitality of the UPU, Rwanda wished to participate more actively in its operations and with that in view, was carefully following the work of Congress, from which it anticipated decisions crucial to the future of the Post. He also hoped at a later date to contribute to the follow-up of the implementation and regular evaluation of achievements in the framework of the permanent bodies of the UPU.

In conclusion, he wished the 20th Congress every success in its work.

(Applause.)

The SECRETARY-GENERAL said that the UPU had followed with great interest the considerable efforts that had been made to develop the Post in Rwanda. He pointed out that Rwanda was in the process of carrying out a pilot project financed by the World Bank. Satisfying progress had been made with that project. He thanked the Minister for having informed them of the success of the project, and said he thought that many administrations taking part in the Congress would soon be able to improve their level of postal development thanks to assistance from the World Bank.

The representative of ZIMBABWE, on behalf of his delegation, passed on greetings and best wishes from the President, Government and people of Zimbabwe to the 20th Congress, and expressed his deep and sincere gratitude to the United States authorities and to the organizers of the Congress for the warmth of their welcome. He also congratulated the Chairman of Congress and the persons elected to the vice-chairmanships.

His delegation had already been present at the Hamburg Congress, and had taken an active part in the last CCPS. They had derived great satisfaction from the work that had been done there and looked forward also to working within the EC, if elected.

In recent years the International Bureau had organized technical assistance for the greater benefit of developing countries, and for that reason he wished, on behalf of his Government, to express gratitude to the UPU and especially to its Director-General and his colleagues for their magnificent work. Thanks to various studies carried out by consultants, the Government of Zimbabwe had recognized the urgency of an overall development plan for postal services. A request to the UNDP for funds was pending. He hoped that the UPU would participate in carrying out that operation.

Still on the subject of the technical assistance which Zimbabwe received and would continue to request, he expressed his country's gratitude, but also its belief that it ought in fact to be able to rely on national self-sufficiency.

It was likewise fitting to mention that his Government was relentlessly pursuing a policy to develop postal infrastructures. The decisions reached at the meeting of Ministers of Posts at Nairobi in November 1988 had, furthermore, given extra impetus to the measures envisaged for the improvement of Zimbabwe's postal service.

Seeing that Congress was an important time for the UPU, because decisions taken there would be binding on the Member States for five years, he wished to say a few words about the most important questions on the agenda.

He mentioned first of all the problem of terminal dues, on which a consensus had been reached at the round table of 6 and 7 April 1989 after a minor change in the proposals made by the EC Working Party. That was a problem which greatly concerned the developing countries. His delegation sincerely hoped that a fair decision would result from the deliberations. The cordial atmosphere in Washington would without any doubt contribute to the reaching of agreement on a realistic but equitable solution with no detriment to the countries present, whether developed or developing.

With regard to the transfer of certain legislative powers from Congress to the EC, their desire was indeed to make the running of the Union more effective. It was necessary, however, to move with care and define very precisely the changes that should be made to the present rules in order to know exactly what powers would be granted to the EC.

Lastly, he wished to say a few words on the burning subject of the threat from the competition. The theme of the present Congress, "Caring for the customer", reflected the challenge faced by the Post today. That theme was a very wise one to have chosen, because it was time for postal administrations to recognize the importance of the customer and to acknowledge that in reality the Post was no longer in a monopoly situation. He fervently hoped that in the debates a consensus would be found to decide on and carry out a plan of action to be implemented by all postal administrations. It was, however, already reassuring to note that all administrations were aware of the threat to the Post and that immediate action would prevent a situation from developing in which it would be too late to act. The International Bureau should be congratulated for all its efforts to increase awareness among administrations of the scale of that problem. He believed in the flexibility of the Post and its indispensability, but it would be

naive of them to rest on their laurels and fail to take concrete measures to bring about the development of good postal management. Action had to be taken to enable the Post to go from strength to strength. It was, however, disagreeable to hear that in certain places administrations had made remailing agreements. That showed short-sightedness, especially in countries that were short of foreign currency. Such agreements ran contrary to the basic principles of the Union, which were to further international cooperation. For that reason, his delegation earnestly requested Congress to adopt the necessary measures to put up a fierce fight against that practice.

The UPU was the symbol of international cooperation and had as its aim the establishment of a single postal territory with freedom of transit. It was sad to note that in southern Africa it was necessary to reroute mail well away from South Africa and its apartheid régime in order to safeguard its security. He hoped that other administrations throughout the world would send their mail for Mozambique via Labeira and Maputo.

He concluded with the wish that friendly deliberations should prevail right through the Congress, and that decisions would be reached in an atmosphere of wisdom and fraternity.

(Applause.)

The representative of NIGER, on behalf of his delegation, expressed great appreciation and sincere gratitude for the warm and enthusiastic welcome and the generous hospitality shown to his delegation in Washington.

The 20th Congress of the Universal Postal Union was being held at a particularly crucial moment for the economies of the developing countries, which were experiencing an unprecedented crisis, with increasingly crushing debts and a slump in the price of raw materials. In that crisis situation the Post had to face a number of challenges, among which he felt the following should be mentioned:

- adaptation to technological innovations;
- improvement of the quality of service;
- ever fiercer competition from private couriers.

The Post was an important vector of the economic and social life of all countries.

To fulfil that role properly, it must carry out as effectively as possible its traditional tasks, such as the dispatching and delivery of mail. That kind of activity, which was the unchanging basis of the Post, must be supplemented by a sustained effort to increase the range of services provided to customers who were making ever greater demands.

The key idea was that the Post now had a greater need than ever to act in concert with its preferential partners in the economic sector. In Niger, despite the constraints of the shortage of resources and the austerity of the environment, the Government had taken the following important steps to improve the position of the postal sector:

- the servicing of rural areas, exemplified in the proliferation of rural motorized postal rounds and the building of post offices. In this sphere,

despite what had been achieved, Niger was still far from reaching the standards set by the UPU, ie one post office for 3000 to 6000 people;

- the computerization of postal financial services; these services were experiencing fierce competition from the banking system, and would need a suitable injection of dynamism to keep in step with other financial institutions;
- the improvement of reception facilities, the aim being to improve the brand image of the Post through a radical change in the design of postal establishments;
- the introduction of new products, in particular EMS.

Following the example of almost all the member countries of the UPU, Niger had committed itself firmly to that service of the future, in the hope of being able to fight the multinational mail conveyance companies on their own ground.

All of those actions had been made possible thanks to the kind help of the UPU and of certain friendly countries, and he thanked them sincerely on behalf of Niger and of its President, General Ali Saibou.

The Post of today found itself at an important turning-point in its development, and as it emerged from the 20th Congress it must meet, as it had been able to do in the past, all the challenges he had just mentioned.

Technological development, rapid economic expansion and the development of trade made it necessary to think again about the directions in which the Post was going in order to provide the user with the facilities he was entitled to expect.

This concern was clearly reflected in the agenda of the present Congress, and particularly in the topic chosen for the General Debate: "Caring for the customer – Commercial and operational strategies of the Post".

It was to be hoped that the General Debate would throw up ideas and suggestions which would enable the Post to break away from its well-worn paths, because in the market of the future it would be playing for high stakes.

In that particular area, Niger, which was classified as one of the priority countries for UPU action, could testify to the effectiveness of cooperation – whether the provision of materials, the granting of fellowships or the sending of experts and consultants – which had involved every sector of postal activity.

That effectiveness would, he hoped, be increased in the future, through the greater presence of the UPU in the field with regard to technical cooperation.

In conclusion, he congratulated the Director-General of the International Bureau of the UPU and all his staff on their remarkable achievements over the previous five years, and wished the 20th Congress of the Universal Postal Union every success.

(Applause.)

The representative of KOREA (REP) said it was an honour for him to be able to address that august assembly on behalf of the people and government of the Republic of Korea. He warmly congratulated the Chairman on his election, wishing him every success in that position and paid tribute to the United States Postal Service for its excellent organization of the Congress and to the members of the Secretariat for the hospitality shown his delegation and himself.

As they all knew, the Republic of Korea had become a newly industrialized country thanks to fast economic development over the past thirty years. The holding of the 24th Olympic Games in Seoul had shown the whole world what Korea had succeeded in doing. Athletes from 160 countries had taken part in the Seoul Olympics which had been a demonstration of harmony in which the whole world had joined hands and he was sure that the development of the infrastructure and telecommunications, including the development of the Post, had made a major contribution to the economic, social and political development of his country.

The Korean postal service had made tremendous progress since the establishment of a modern service. The introduction of a network of numerical telephones throughout the country had made it possible to set up an automated telecommunications service for the whole country. The Korean people also had easy access to post office on-line computerized networks linking 3000 post offices throughout the country.

His Ministry was about to implement a long-term plan to reorganize the postal service on the eve of the 21st century. When the plan was fully implemented, the postal service would be a complete office offering a wide range of services to the community. For instance, the postal service would deal with all the formalities on behalf of people needing various official certificates. Computer terminals would be available to the public for obtaining information on aspects of everyday life. The postal service would even go so far as to allow members of the public to arrange various social and cultural meetings on postal premises.

It was a source of satisfaction to note that the Universal Postal Union had made a major contribution to world peace. The Union had responded to the ideals of deeper understanding among the peoples in a single world postal territory. He was sure that technical cooperation in communications could make a great contribution to world peace. Since the post and telecommunications helped villagers throughout the world to understand one another, transcending racial, religious and ideological differences and national boundaries, they attached considerable importance to that exchange of information and technical cooperation within the framework of the Universal Postal Union. It could not even be said that the developed countries were really abreast of the developed standards of the postal service if mail from those countries was not properly delivered to addressees in the less developed countries. It was therefore in the interest of the developed countries to help improve the communications infrastructure in the developing countries. He wished to express his full admiration for the measures taken by the UPU in application of the ideals in the Declaration of Hamburg.

His administration was prepared to share with other postal administrations its hard-won experience in postal development. He was happy to inform them that his Ministry planned to marshal as many human and financial resources as possible to take a much more active part in UPU activities from the 1990's.

In that context, the Government of the Republic of Korea had invited the UPU to hold its 21st Congress in Seoul, Korea, in 1994 and was applying to become a member of the Executive Council on the occasion of that 20th Congress. He trusted in the favourable support of delegates and looked forward to seeing them all in Seoul. He wished the 20th Congress every success.

(Applause.)

The representative of WESTERN SAMOA delivered the following address:

"I want to thank you, Mr Chairman, for the privilege of allowing me as the representative of the Government of Western Samoa to address this distinguished gathering. It is indeed an honour for my country, Western Samoa, to participate in this 20th Congress of the Universal Postal Union.

"There is a reason for my request to you, Mr Chairman, to allow me to address the assembly this morning. We have heard through the deliberations and addresses given the past few days that the Universal Postal Union comprises 170 member countries. It is my honour to inform the other delegates and participating nations that the Independent State of Western Samoa is the 170th member admitted into the UPU. Yes. We were privileged to become the 170th member of the Universal Postal Union in August of this year 1989, just 3 months ago.

"But we have had many contacts with the UPU in the past years through kind assistance given to us in consultancy missions and technical assistance in fellowship training, especially in Bangkok (Thailand) Postal Training Center. Also with equipment donated to us by the UPU.

"Western Samoa is a small country with a population of 160 000 people and an area of 1100 square miles. We are located in the South Pacific Ocean four hours flying time north of New Zealand and five hours flying time south of Honolulu, Hawaii.

"However, we were the first South Pacific nation to gain its independence on 1 January 1962.

"Some of your Executive Council, like the Doyen of this Congress, Mr K R Murthy, have honoured us with a visit to our country. They will be able to inform you that we still sort mail by hand, and some mail delivery is still being made by canoe. Western Samoa handles more than 2 million pieces of mail per annum.

"Nevertheless with our recent membership in this worldwide organization we now feel we are not being left behind in this world of modern technology and progress in the postal structure worldwide.

"We give greetings to all member nations from our Government and extend a warm invitation for you to visit our small but beautiful country.

"I would especially like to thank the United States Postal Service for hosting the 20th Congress in this historic city of Washington D.C. The opening address by President George Bush at the John F Kennedy Center and the wonderful dinner and music at the Building Museum was thoroughly appreciated and enjoyed by everyone.

"We know our visit to Washington D.C. for the 20th Congress of the UPU will be remembered by all participants for the rest of their lives, and would like to say on behalf of all members 'Thank you for the hospitality'.

"Again, Mr Chairman, thank you for allowing me to say a few words of greetings and appreciation on our being admitted to the Universal Postal Union as its 170th member.

(Applause.)

The representative of BOTSWANA delivered the following address:

"I wish to congratulate you, Mr Chairman, and your Vice-Chairmen on your unanimous election to the leadership of this Congress. I also wish, on behalf of the Government and people of Botswana, to present warm greetings to all participants of the 20th Congress of the Universal Postal Union. I would particularly like to express my thanks to the Government of the United States of America for the very warm hospitality that has been extended to us since our arrival in this beautiful city of Washington D.C.

"I feel it would be appropriate to express our gratitude, through you, Mr Chairman, to President Bush for the inspiring message he gave us at the opeing session.

"The year 1989 marks the 115th anniversary of the Universal Postal Union. Since its founding the Universal Postal Union has striven to bring people closer together by providing improved postal communication systems.

"Throughout these years there have been conflicts between nations but these have never hindered the links of international cooperation of postal services. In this sense the Post has been an important factor in promoting peace and harmony in this planet.

"It is also gratifying to note that the rules and arrangements developed and implemented through the international cooperation and harmony for the smooth operation of the Post, have been earnestly adhered to by all Member States irrespective of political differences prevailing from time to time in various corners of our postal community.

"The Republic of Botswana is a landlocked country in the troubled region of southern Africa, with a small population of 1.2 million. Although my country covers a large land area, much of it is the Kalahari Desert and this small population is scattered all over the country wherever agriculture and stock breeding is possible. It is this scattered population that the Post has to serve and serve satisfactorily.

"In the 23 years since independence we have strived to develop our primary infrastructure in the populated areas to an acceptable standard. However, if we were to compare our postal network and systems to the technological standards of developed States we still have a long way to go. Though we have been able to provide the minimum postal services to most of our countrymen, Botswana still has a small number of remote habitats which do not make use of any postal communication services at all, mainly due to difficult geographical conditions. It is one of the primary tasks of my Government to extend postal services of

international standards to all parts of Botswana. In doing this my country has been and always will endeavour to work with the members of the International Postal Union towards strengthening postal services.

"My administration has been keenly following the recent developments in the international postal arena and we are impressed by the results of the strenuous efforts undertaken by the International Bureau through the positive contributions of various technical study groups, especially in the field of combating the aggressive and unhealthy competition by courier companies which threaten a profitable sector of postal services. I am pleased to inform you that my administration has now reached an advanced stage of introducing the UPU recommended expedited mail service.

"Mr Chairman, before the Postal Services Ministerial Conference of the South Sahara African Countries recommended the reorganization of postal services, during a meeting held in Nairobi, Kenya, in November 1988, my Government had taken appropriate steps to have our postal department transformed into an autonomous commercial body. This change has been effected recently. The new organization will certainly endeavour to improve the quality of service to meet the social and commercial needs of our country.

"I wish to acknowledge with great appreciation, all the assistance extended to least developed countries such as mine, in order to facilitate the continued improvement in our service standards.

"I am especially gratified to note the valuable contributions provided through the expert assistance from various postal administrations. I am delighted to report that all such efforts have been greatly beneficial to our postal administration, and I would like to thank these administrations for their valuable contributions.

"Finally, Mr Chairman, I wish you all the best and success on this important event in the history of the Universal Postal Union."

(Applause.)

The representative of BOLIVIA, on behalf of his country and delegation, congratulated the Chairman on his election to the chairmanship of that highly important Congress and also thanked the postal administration of the United States of America most sincerely for its generous hospitality.

The Post in Bolivia had been a nucleus of permanent communication for many years despite the many limitations which it had overcome over the years. For instance, they had had to overcome the absence of a road network. So far, because of limited resources, they had been unable to expand the postal service as much as they would have liked. At that time, under the dynamic leadership of the young President of Bolivia, Mr Paz Zamora, and with the great support of General Bánzer Suárez, they were creating coordinated national development with the very firm intention of improving the postal infrastructure of Bolivia through modernizing its services. They had received invaluable aid from the UPU and that aid would continue over the coming five years. He took that opportunity to thank Mr Botto de Barros, Director-General of the UPU, for his great cooperation with Bolivia in recent years. His country would be the site in

the second half of January 1990 of an important seminar under UPU auspices for Latin American countries on the detection of narcotics in postal items. He wished to thank the postal authorities of that noble American nation and expressed his best wishes for the complete success of that Congress.

(Applause.)

The SECRETARY-GENERAL said he wished to point out that, in Bolivia, there was a law stipulating that terminal dues had to be allocated to the development of the Post in that country. In addition, as the representative of Bolivia had said, that country would be hosting a Seminar, in cooperation with the UPU, the aim of which was to study the most effective ways of preventing the transmission of drugs by post. He congratulated Bolivia on the two measures it had taken.

The representative of BHUTAN conveyed greetings and best wishes for success from his country's King to the Chairman and, through him, to all the assembled delegates. A new era of cooperation had opened up in the postal history of Bhutan since its admission to the UPU in 1969. In addition to the immediate benefits accruing from the Acts of the Union (the Agreements, international postal regulations and so on), his country had received invaluable assistance, particularly in the areas of management training and consultant missions. This had resulted in better management of their services, and they were deeply grateful to the Director-General of the International Bureau of the UPU and all his associates and to those responsible for the UNDP.

Analysis of the current situation of their postal services led to the following conclusions:

- postal service in rural areas required the introduction of fast and reliable systems (handling and transport of mail, etc);
- the postal services had to become self-financing and produce profits;
- the Post, as a factor in development, had to be integrated into the global strategy of development plans and receive appropriate investments;
- it would be desirable for Congress to do everything possible to increase the flow of technical assistance from institutions and donor countries to the developing countries. This assistance would take many forms (management training, provision of equipment, organization of services and so on).

He conveyed to all those participating in Congress the hope of the King and people of Bhutan that the UPU would continue to promote human brotherhood, peace and understanding between the nations and peoples of the world.

(Applause.)

The representative of COTE D'IVOIRE (REP) said that his delegation to the 20th UPU Congress wished to join with the delegations preceding it and express congratulations and gratitude to the Government and postal administration of the United States of America on behalf of the people of Côte d'Ivoire, their Government and their Head of State, His Excellency Mr Félix Houphoüet Boigny, for the excellent organization of the Congress and for all the marks of attention that they had received since their arrival in the beautiful city of Washington.

His delegation was also grateful to the Doyen of Congress, Mr Murthy, for kindly coming out of his well-earned retirement to share with the delegates the benefit of his long and rewarding experience.

He then congratulated the Chairman of Congress on his election. His vast experience of postal affairs and his intrinsic qualities were an undoubted guarantee of the success of their work.

Congress was meeting for the delegates to confer together and thereby further strengthen the necessary international solidarity that had to prevail in their relations. His delegation wished at this stage in the proceedings to voice some thoughts that this fact inspired in them.

The topic for the General Debate of Congress was "Caring for the customer – Commercial and operational strategies of the Post". This topic was complementary to the topic discussed at the Hamburg Congress, namely "Changes in the Post in view of the development of the communications market". Both of these topics called on them to make a necessary adaptation and improvement of their services to meet the competition. In these circumstances, the fight that they had to wage together to raise their services to a satisfactory level of quality had no chance of success without perfect international solidarity.

The universal nature of the Post placed them, as they knew, in a situation of mutual dependence. The inadequacies and inefficiencies of the delivering country always had an impact on the dispatching country regardless of its level of development. His delegation therefore hailed as truly valuable EC proposal 013 to make control of the quality of service a permanent activity of the UPU and to provide the means necessary to implement it.

The Post, as they knew, was a transportation and distribution business requiring the use of considerable human, material and financial resources, and, in this vast movement of exchange, no distinction existed between developed and developing countries; for the missions were the same: to collect, forward and deliver mail as quickly as possible under good conditions; the difference lay only in the means employed. Where means were concerned, especially material and financial ones, it was no secret to anyone that the Post did not always occupy a high place in the scale of priorities of development programmes, particularly in the developing countries.

The principle of international postal solidarity therefore had in his delegation's view to form the very basis of international postal cooperation. This applied even more so to the battle that they were waging against the fierce competition from private couriers and also to the operation of the EMS mail service, which had undergone a phenomenal expansion since the Hamburg Congress.

Much had already been done within the framework of technical cooperation, but much also remained to be done. The postal administrations of the developed countries had to agree to provide more help to those of the developing countries to modernize their infrastructure. This help could take many forms; consideration must be given to those forms, and Congress would certainly find many formulas.

The Executive Council had done a remarkable job in this regard. He stressed the extreme importance in his delegation's view of an increased UPU presence in the field in technical assistance.

UPU regional representation comparable to that of the other UN specialized institutions would provide noteworthy support to the administrations of the developing countries, first, by affording the necessary coordination for the various projects and, second, by heightening the awareness of the national authorities to the importance of the postal sector in the economy.

Such efforts by everyone, and in particular the UPU, were essential to the survival of the Post.

His delegation was convinced that every country, conscious of this need for solidarity, would make its contribution to solving the problems raised and to finding compromises acceptable to all.

Confident of this, he reiterated his congratulations to the Chairman on his election and trusted that the work of Congress would be fully successful.

(Applause.)

Comprehensive report on the work of the Consultative Council for Postal Studies, 1984–1989

Congress – Doc 17

The CHAIRMAN OF THE CONSULTATIVE COUNCIL FOR POSTAL STUDIES said that it was his honour and pleasure, as Chairman of the Consultative Council for Postal Studies, to present to the meeting the Comprehensive Report on the work of that body for 1984–1989. However, he would restrict his remarks to those aspects of the Council's work that specially warranted comment.

From the information in chapter I on the work programme for the period in question, the importance of the programme could be seen, as regards both the number of studies conducted and the diversity and topicality of the subjects studied.

The programme had produced:

- 38 new studies, seven of which had been carried out at the express request of the 1984 Hamburg Congress;
- 3 reactivated permanent studies; and
- 19 supplementary studies in connection with the main study on EMS.

Thanks to the unfailing efforts of all the member countries of the Council and many other Union member countries that had taken part in the studies, this fairly heavy programme had been completed on schedule.

Apart from the publication of study reports, CCPS activities had culminated in 118 decisions and 15 proposals submitted to the present Congress. Most of the decisions concerned the development of EMS and improving the quality of service.

The proposals submitted to Congress mainly centred on introducing new or improved regulations on provisions to modernize operating systems with a view to better postal service.

The development and publication in an enhanced format of the fifth edition of the Multilingual Vocabulary of the International Postal Service was worthy of mention. Its usefulness for the smooth running of the world Post was incontrovertible.

In connection with the methods and procedures used in carrying out the work programme, he stressed the excellent results obtained from symposia and working party meetings.

The nine symposia and eight Working Party meetings organized in connection with the four annual sessions of the Council, attended by many experts and specialists, had generated very lively discussions and an in-depth analysis of various study topics. This had also made it possible to take specific measures and maje concrete recommendations within reasonable time frames – an important consideration.

Chapter II of the report described relations with the Executive Council.

This was surely the ideal point to stress the full and fruitful cooperation between the two bodies.

Aware of their increasingly important role and concerned to better serve the interests of the Union and all its member countries, the two Councils had worked in perfect harmony, constantly mindful of the need to improve postal services and of the Declaration of Hamburg.

In connection with that Declaration, the role of the ad hoc Coordination Committee as a think-tank and coordinator should be highlighted. The representatives of the three permanent bodies of the Union on that Committee had coordinated their activities regarding action stemming from the Declaration of Hamburg and had held very productive discussions on other major questions related to improving service quality and the operation of the postal service.

With regard to technical cooperation and within its sphere of competence, the CCPS had done its utmost for the maximum benefit of the administrations of the developing countries.

Of the 41 main studies conducted, 28 were of most interest to those countries and nine of particular concern to them.

In addition, in conducting the studies on the work programme, major consideration had been taken of the policy guidelines of the Declaration of Hamburg and the technical assistance dimension.

Regarding relations with the international organizations, UPU relations with the ITU had been strengthened, especially in the field of new electronic messaging technologies. In addition to intersecretariat relations and reciprocal representation at meetings, close cooperation had been established between the CCPS and its counterpart, the CCITT, through the creation in 1984 of the CCITT–CCPS Contact Committee.

Closer cooperation with the ISO had been maintained not only through the ISO–CCPS Contact Committee, which dated back to 1960, but also through the ISO Technical Committees and Sub-Committees on which the UPU was represented.

Promoting this openness to the outside, the CCPS had concerned itself with relations with the Post's customers, more specifically the international organizations representing the press, publishing and book trades. Thus, representatives of those three organizations had been invited to take part in a symposium on the press and postal traffic, held at the Union's headquarters in 1987.

In furtherance of dialogue and the search for solutions to the problems of postal operations, traffic development and the fight against the competition, a Publishers–UPU Contact Committee had been created in 1988.

Chapter VI of the report outlined the organization and operation of the CCPS.

The Council constituted by the Hamburg Congress had initiated a general review on this subject in 1987, resulting in a number of conclusions leading to proposed changes regarding the design and execution of the programme and the improvement of work methods and procedures.

In drawing attention to those few points arising from the report on the work of the CCPS over the previous five years he had simply wished to convey some idea of all the efforts that had been made by the outgoing Council to show that it was useful, efficient and dynamic, fully served the interests of all Union member countries, and proposed guidelines for future action which took account of new realities and of the fundamental concerns of postal administrations.

He thanked all those who had dedicated themselves to carrying out the tasks entrusted to the Council – the Vice-Chairman, the Chairmen of the Committees, the reporting and coordinating countries of the studies and the members of the working parties. He also expressed his gratitude to all the countries that were not members of the CCPS but had nevertheless contributed to its studies.

He stressed once again the excellent relations between the three bodies of the UPU – the EC, the CCPS and the International Bureau – and thanked Mr Koller, Chairman of the EC, and Mr Botto de Barros, Director-General of the International Bureau, the true worth of whose competence and devotion to the cause of the CCPS and the Union he had been able to appreciate.

The representative of the YEMEN ARAB REP paid tribute to the CCPS and congratulated the Chairman, Vice-Chairman and members of the Council on accomplishing the tasks entrusted to them by the Hamburg Congress. The excellent proposals submitted by the CCPS deserved special attention at the present Congress. The findings of its studies could be utilized to rationalize postal services, especially in developing countries.

The representative of CHINA (PEOPLE'S REP) said that his delegation had read the report of the CCPS with great satisfaction. By drawing its inspiration from the CCPS studies, his administration had succeeded in introducing new services, in particular a computerized system for the settlement of international postal accounts and another for the processing of airmail dispatches (AV 7 delivery bills).

It had also been thanks to CCPS studies that his country had become aware of the important role played by the bar-code system in the automated processing and tracing of registered items. His administration was at present contemplating introducing the bar code into its domestic and international systems.

His administration had taken an active part in the work of the present CCPS by chairing a Committee.

The representative of the USSR said that, owing to the highly diverse experience of administrations in the postal field, the various characteristics of postal relations were examined within the traditional framework of postal studies. Besides such studies of the conventional type, it might be possible to bring together specialists who would look at the future prospects of postal relations. Use could also be made of newspapers and the exchange of specialists for certain tasks of major importance. The Union's potential was enormous but it was dispersed in the various countries; their task was to unite all that potential. A data bank accessible to all postal administrations members of the UPU should be established.

The representative of JORDAN, observing that the CCPS had accomplished a considerable amount of work in the five years from 1984 to 1989, congratulated the two Chairmen, Mr Balma and Mr Houissa. He noted that of the 60 studies undertaken during that period 32 had been conducted by working parties (reporting countries), but only 9 of the latter by developing countries. It would be desirable for developing countries to take a more active part in the work of the CCPS. In his view, the CCPS should undertake a study in cooperation with the International Bureau to evaluate the benefits derived by postal administrations from postal studies.

The representative of the LAO PEOPLE'S DEM REP congratulated the Chairman of the CCPS on his excellent report.

The 20th Congress of the UPU was taking place at a moment when the world was in the throes of profound and rapid changes characterized by a growing intensity in the struggle for freedom, democracy and progress and of changes in the field of international relations through closer ties between peoples. Scientific and technical progress, which were decisive factors in the economic development of the world, made it necessary for nations and peoples to live in ever greater interdependence and to cooperate peacefully. From that stemmed the importance and the present form of the international postal system, which was a typical expression of international cooperation. Thanks to technical progress, the processing of mail took no more than a few hours and it could be forwarded from one point in the world to another in a matter of days. Yet the universal postal system still left much to be desired. There were still immense disparities between the network's level of development in the advanced countries and the considerable backwardness of the postal service in developing ones, especially the least developed. There might exist, for example, a central administration of posts and some post offices in the urban centres of the least developed countries but virtually nothing in the rural areas. The gap between the postal service of the developed countries and that of the most disadvantaged was widening. That chronic weakness had been made worse in recent years by critical economic and financial problems such as the debt of the developing countries, which amounted to over a thousand billion US dollars. It was the poverty of the majority of member countries that constituted the main obstacle to the smooth operation of the world postal service and the improvement of its quality. If it was desired to make the international postal service better more attention would have to be paid to the real needs of the poor countries. Cooperation and technical and economic assistance by more developed Union member countries in favour of the most disadvantaged should be strengthened. The role of the UPU, in particular its permanent bodies, should be reinforced so that it could act as a catalyst and serve to promote development.

In the least developed countries, where most of the people hardly knew how to read and write, it was not just a matter of market research or knowledge, but above all a matter of satisfying the basic needs for development or at least the need for a decent community life for each people, of which the postal service formed an integral part.

The representative of GREAT BRITAIN said that the excellent report on the work of the CCPS proved that that body had become increasingly dynamic over the past five years under the highly competent leadership first of Mr Balma, and then of Mr Houissa, from Tunisia. It was most important that this dynamism should be further developed during the five years ahead and for that purpose the draft work programme was an excellent point of departure. A wide range of techniques would have to be used, such as a greater number of symposia for experts, a further reduction in bureaucracy and in restrictive working methods like an excessive concern for rules of procedure, repeated reports, and so forth. His country would take pains to ensure an effective approach. He agreed with Jordan that they should strive to do a good job for the benefit of the greatest number of administrations, especially those of the developing countries.

The representative of SAUDI ARABIA expressed his satisfaction with the efforts put forth by the Chairman and Vice-Chairman of the CCPS and all their colleagues. The studies conducted by the CCPS would help all administrations to improve postal activities. He therefore wanted to express his gratitude to the members of the CCPS and to its Chairmen, Mr Balma and later Mr Houissa, and to all the Committee Chairmen and members for the commendable efforts they had made during the past five years.

His delegation strongly supported Jordan's view that the developing countries should be given a greater opportunity to participate in the work of the CCPS.

The representative of CUBA said that as a member of the CCPS during the period under review, his country had contributed to the best of its ability to the work of the CCPS and had attached considerable importance to that vital body. He completely endorsed Jordan's opinions regarding the need to increase the participation of developing countries in the activities of that important body.

When the time came to consider proposal 020 which made up the CCPS work programme, they would have to bear in mind the need to conduct studies in the interest of the developing countries so as not only to ensure a balance in the activities of that body, but also to close the gap in the level of development of the various member countries of the UPU.

The representative of IRAN (ISLAMIC REP) also fully supported the idea of greater participation by developing countries in the studies of the CCPS. Moreover, he suggested the creation of a permanent committee which would be known as the "Marketing Committee", and would be responsible for conducting studies on these matters and consequently for helping these countries in their marketing activities.

The CHAIRMAN expressed his gratitude to Mr Houissa and to his predecessor, Mr Balma, for having guided the work of the CCPS which had successfully completed 41 studies over a period of five years.

Congress – Doc 17 was adopted.

Statement

The CHAIRMAN said that he was pleased that Congress would be able to watch a televised press conference that was to be held at the United States Postal Service at 12.30 pm. The United States Postal Service had succeeded in obtaining official world sponsorship for the 1992 winter and summer Olympic Games, which gave it exclusive rights to provide four postal services. They were going to announce their sponsorship to the world that day and were pleased to include 22 postal administrations present at the meeting, as co-sponsors of that initiative. Three postal organizations, including the UPU, their postal partners, as well as celebrities from the Olympic Committee, would be taking part in the press conference. This would be an auspicious beginning for that major programme and was further proof of the ability of postal administrations to act in a dynamic manner in an environment as competitive as today's. For those member countries which had not yet had an opportunity to see it, it would provide an excellent overview that would allow them to decide whether or not they wanted to be included as co-sponsors of the Olympics.

The meeting rose at 12.30 pm.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Fifth meeting of Congress

Wednesday, 15 November 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 3.15 pm.

Statements

The SECRETARY-GENERAL reported, in connection with sponsorship of the Olympic Games, that he had just participated in a very interesting marketing meeting, which proved that the world postal services were beginning to organize their own marketing. The UPU had received a very special invitation to participate in that important event, with no financial repercussion on the Union budget. He thought it desirable that they all participate and, as proof of their solidarity, that they devise a formula for support which would help the developing countries to participate, the latter concern being shared by the United States postal administration and the UPU. The fine opportunity offered by the Olympic Games should be used to initiate a form of marketing for postal products – correspondence, postage stamps and others. On behalf of all those present, he thanked the United States postal administration for that felicitous measure and for having associated the UPU with it.

The CHAIRMAN thanked the Secretary-General for his contribution and for his support, adding that he had been deeply moved by the video pictures that had been transmitted directly from the press conference. He hoped that the Olympic Games would raise the awareness of as many of them as possible and stir them to action, and also that the Games would become an occasion for mutual assistance and solidarity, thereby allowing them to develop the postal service, the very reason for their presence in Washington during those five weeks.

He also reminded the participants of the "Be our guests" programme which would be taking place on Saturday, 25 November, a programme under which they would be invited to American homes, so that they might get acquainted with American families, share a meal with them and learn about their way of life. The staff of his administration was made up of people from various countries and, furthermore, some of its members had travelled in a number of countries. Both groups were looking forward to receiving guests who were nationals of their country of origin or of a country visited. He suggested that they respond in great numbers to that invitation by promptly completing the appropriate registration form.

The SECRETARY-GENERAL said that this was a magnificent idea and said that to his knowledge, this was the first time that such an activity was being organized at a Congress. He asked all delegates to support that innovative invitation.

As he had often mentioned, the UPU was beginning to open up to the world and they could see the dawn of a new era; whenever it was possible they should support new initiatives of that kind. The invitation from their American colleagues would provide them with an opportunity to converse directly and without the assistance of interpreters, whose services he nonetheless appreciated.

The representative of MOROCCO warmly congratulated the Chairman and the Vice-Chairmen, all of whom were eminent colleagues highly devoted to the Union and most of whom he knew personally. He added that his delegation was highly appreciative of the arrangements made to ensure the success of the Congress. As the Secretary-General had just pointed out, this was the first time that they were being invited into the homes of postal staff members, and he considered the event worthy of note.

The 20th Congress was being held at a time when all over the world the Post was in the process of negotiating one of the most decisive turning points of its very long history. Although it was undeniable that the Post, as an institution fostering the well-being of people and closer relations between countries, held an irreplaceable place in the life of mankind, it was also undeniable that all the peoples of the developing countries were even more aware of the role of the Post. A letter, a money order, a savings bank book, these for the great majority of the population remained the only elements of their integration into the economic networks and the only means of communication available to them.

This was why, as the Universal Postal Union prepared to discuss as important a topic as competition, they should all show attention and interest. Indeed, despite the modest development of their means of communication in general, and of the Post in particular, they were not impervious to the incursions of private couriers who had their eyes set on their capitals and large cities in order to skim off a concentrated and profitable traffic.

In other words, for them, it was more than a battle to retain a market: it was a battle for the survival of a basic public service indispensable to their large rural populations.

Morocco did not escape the rule and it too was subject to the repeated onslaughts of the private courier firms. They had responded with such conventional weapons as the monopoly, customs inspections, lawsuits. But faced with the determination of the competition, they had decided to use the only arguments they thought would have any effect, namely improvement of the quality of the service and diversification of products.

For that reason, his country, Morocco, under the enlightened leadership of its King, His Majesty Hassan II, and within the framework of its policy of progress, welfare and openness, had been implementing a programme for the development and modernization of the Moroccan Post.

As early as 1984, the post and telecommunications sector had acquired a legal status and financial autonomy, which in the speaker's view testified to the importance of the role of the Post as a means of communication within the reach of everyone.

The new legal status thus conferred upon the Post gave it the management flexibility it needed to cope with the many challenges it was facing.

Its new organization had enabled it to revise its rates and to take advantage of additional resources, to acquire its own means of transport for use over the major routes, to offer new services to the public, to equip and modernize its offices, to expand delivery and to automate a number of tasks, both postal and financial.

The development plan approved for 1988–1992 provided, along with expansion of the postal network, for a number of ancillary measures whose common denominator was improvement of the quality of service to the customers, and he stressed the word "customers", because they were the ones who were paying and they demanded quality, speed, diversity and regularity. And their demands were becoming increasingly legitimate, all the more because they could get what they wanted from the competition.

The same development plan placed special emphasis on service to the rural customers since two thirds of the investments were for their benefit.

They did not feel that they had attained all their objectives nor did they feel that they had averted the threat, but they strongly believed that this was the path that would have to be followed and they expected that the upcoming Debate would enrich and reinforce their experience.

His country had contributed to the preparation of the General Debate and thus had had an opportunity to express its views on that subject. The speaker's wish was that the Debate should lead to measures that would better prepare the Post for the new environment in which it would have to operate.

For its part, Morocco would continue to support the Universal Postal Union in forging a more dynamic, more enterprising, but always universal Post.

Morocco had always contributed to the activities of the UPU, and was convinced of the Union's role in the development of international cooperation.

Indeed, Morocco had served as the reporting country for the study on the future of the postal services, a study that had been able to diagnose the ills of the Post and indicate the broad lines of possible remedies. In this connection, he was pleased to note that a number of conclusions from that study had already been applied in the field.

Similarly, shortly after the Hamburg Congress, Morocco had been given the chairmanship of CCPS Committee 6, which had dealt with the management problems of postal administrations. It would continue to make its contribution whenever necessary.

He concluded by wishing every success to the 20th UPU Congress and once again congratulating the Chairman and all those who had contributed, directly or indirectly, to the success of that important meeting.

(Applause.)

The representative of NEW ZEALAND made the following statement:

"It is a great honour to be able to participate in this 20th Congress of the Universal Postal Union.

"May I also congratulate you, Mr Chairman, on your election as our presiding officer and also the conference organizers for their arrangements and particularly the courtesies shown to my delegation.

"Today the Post remains as important as ever. But it is facing some of the greatest changes in its history. New technology offers the customer alternative means of communication. And increasingly postal services, once regarded as a natural monopoly, are being opened up to competition.

"If the Post is to retain its position within the new communications industry it will need to be increasingly adaptable, innovative and responsive to its customers' requirements.

"Recent developments in New Zealand's postal regulatory regime reflect these changes. Let me sketch briefly the key elements of wider policy context for these developments.

"First, the creation of a new environment and mode of operation for all state-owned trading enterprises. This requires that state-owned trading enterprises (including New Zealand Post) are placed on a fully commercial and competitively neutral footing.

"Secondly, these enterprises have been exposed to competition to the fullest extent possible. In the case of New Zealand Post, the Government last year undertook an in-depth review of the letter post monopoly, to determine whether this service could be opened up to competition. The Government concluded finally that the basic letter post should be maintained in order to meet social objectives, such as universal price-equalized service. However, the scope of that protection has been significantly reduced.

"Thirdly, in return for continued statutory protection, the Government has sought undertakings from New Zealand Post that defined social objectives will be met. These undertakings are set out in a binding Deed of Understanding between the Government and New Zealand Post.

"These changes mark a new direction in the provision of postal services in New Zealand. I would like now to elaborate on each of these elements.

"The basic thrust of the Government's policies has been:

- to reduce Government intervention in commercial activity;
- to establish a regulatory environment which facilitates fair and open competition for the benefit of the consumer;
- to separate policy, regulatory and commercial functions, so that managers of commercial enterprises have clear, unconflicting objectives.

"The State Owned Enterprises Act, passed in 1987, was the vehicle for achieving these aims. It provided for a major restructuring of the public service to free managers from the need to balance conflicting social and commercial objectives, which all too often resulted in inefficiency and poor performance. As a result of this restructuring, New Zealand Post, together with a number of other state-owned trading enterprises, now operates as a fully commercial company. Day-to-day commercial decision-making is in the hands of the Corporation's managers, not the Government's.

"The Corporation has been freed from having to exercise policy and regulatory functions, as was formerly the case for the New Zealand Post Office. These functions are now the responsibility of the Ministry of Commerce. The position of Postmaster General has been abolished and its functions now form part of the responsibilities of the Minister of Commerce.

"The new commercial and operational freedom enjoyed by the managers of state-owned trading enterprises has been accompanied by increased exposure to competition. In fact, New Zealand Post differs from other State-owned companies in that it still retains limited statutory protection. In all other industries the Government has completely dismantled statutory monopolies, thus permitting open competition. New Zealand Post's monopoly applies only to the carriage of standard letters. Competition is permitted in all other postal operations.

"As I said previously, the Government has in fact examined the scope for introducing competition in the basic letter post itself. The review which we carried out concluded that net economic benefits would result from the removal of statutory protection on this service. Improved quality of service and lower prices were foreseen, especially for business mail.

"But the review also suggested that there could be negative social effects. In particular, there was a risk that the frequency of services to rural and remote communities could be reduced, and that the price of services to these areas would rise.

"The Government considered that the projected economic benefits of open competition did not outweigh the social costs involved. Hence our decision to retain statutory protection on the basic letter post, to enable New Zealand Post to continue providing a standard price-equalized service. At the same time, however, the boundaries of this statutory protection have been redefined. Legislation now before Parliament reduces the minimum weight and price limits above which other organizations can provide mail delivery services. This will provide an incentive for New Zealand Post to further improve service and reduce costs to the benefit of the consumer.

"To help prevent cross-subsidization of activities open to competition from those benefiting from protection, the Corporation will be required to publish separate accounts for these activities in its annual report.

"In return for its continued statutory protection, New Zealand Post has concluded a legally binding Deed of Understanding with the Government which provides for:

- specified frequency of deliveries;
- a nationwide uniform price for the standard letter post;
- an agreed price cap formula should New Zealand Post wish to increase the standard letter rate;
- maintenance of the Post Office network at specified levels.

"These undertakings are reinforced by provisions in the proposed new Postal Services Amendment Act. Under the Act, New Zealand Post will be required to publish a range of information in its annual report:

- to enable performance to be monitored; and
- to monitor compliance with the terms of the Deed.

"The Deed of Understanding and provisions in legislation thus complement one another. Together they provide tangible assurance that all New Zealanders will continue to receive an effective level of postal services.

"I am aware that the policies which I have just outlined may appear radical even in today's changing environment. However, these decisions were taken after careful consideration and represent an effective and practical balancing of economic and social concerns. I believe that these initiatives will provide an environment in which postal services continue to develop in response to the changing needs of customers, and to compete effectively in the wider communications market.

"New Zealand looks forward to participating in the forthcoming discussions in Congress and to exploring these issues further with its fellow members of the UPU, particularly in the General Debate."

(Applause.)

The representative of IRAQ said he brought a message of peace and fraternity and best wishes for the success of Congress.

He expressed his appreciation for the excellent work carried out by Mr Botto de Barros at the head of the International Bureau.

His country fully concurred with all the efforts for qualitative change to make the EC more operational and more effective. He called for comprehensive, objective and multidisciplinary action, for the remedy for the failure of certain operational activities lay in matching thinking, discussion and action in the field through training. The UPU had to monitor advances in telecommunications technology so as to keep in step and improve the quality of postal services to customers. He stressed that this should not just remain a pious hope. Action programmes should be constantly revised and adapted to the imperatives of the times. The challenge posed by the competition should provide the impetus to consolidate efforts to achieve a modern Post.

In spite of all its difficulties, Iraq, dedicated to peace and love, had never failed to respond to the appeals made to it and had applied the United Nations resolutions on the internecine conflict in which it had been engaged.

Within the UPU, it had participated as actively as possible in the work of the EC. Domestically, the city of Bassora had been rebuilt. With regard to postal infrastructures, thanks to the help of the International Bureau, a training programme had been launched which would help to make up lost time and improve the quality of service, both nationally and internationally.

(Applause.)

The representative of ZAMBIA made the following statement:

"Two days ago I had occasion to express to you my sincere congratulations on your unanimous election to the post of Chairman for this Congress. In the same vein I expressed the gratitude of my delegation for the warm reception and hospitality extended to us by our hosts. Allow me now, Mr Chairman, to reiterate these sentiments and also to congratulate the other elected persons. I wish also to express our gratitude for the various messages of congratulation conveyed to my delegation on our election to one of the four posts of Vice-Chairman.

"I would like to place on record my delegation's appreciation for the excellent and efficient manner in which the Director-General of the International Bureau and his staff have managed the affairs of the Union during the last five years, particularly in the area of technical cooperation.

"The Congress is meeting at a time when the world in general is grappling with serious and varied economic problems, economic problems which have a direct bearing on the aspirations of this Congress.

"The developing countries are still in need of assistance to improve the movement of mail between States, and it is therefore my sincere hope that bodies such as the Executive Council and the Consultative Council for Postal Studies will urgently address themselves to this problem, with a view to eliminating long delays and cutting down costs on mail conveyance. I say this because studies undertaken after the Hamburg Congress of 1984 revealed that postal items sent by airmail between some neighbouring countries in Africa, for example, were still taking weeks, if not months, to reach the final destination. Such a situation cannot be allowed to continue. The earlier studies should, therefore, be followed up by those concerned so that a way is found to improve on the transportation and delivery of mail in the affected areas.

"Technical cooperation plays a very important role in the development of postal services throughout the world, especially in the developing countries. Both the donor countries and receiving countries have a great interest in seeing that the resources allocated to technical cooperation are fruitfully utilized. In a number of cases, the offered technical aid has not been of much benefit to the receiving countries in that the consultants who have been sent to these countries have hardly got to know their environment before their missions were over. It is in the light of this situation that the question of effective decentralization of UPU activities must be seriously looked at.

"I will now refer to the activities of the Zambia postal administration. There are, at present, 400 post offices and postal agencies in Zambia, serving a population of about eight million people. In rural areas, some users of the Post have to travel an average of fifteen kilometres to reach the nearest postal facility. Considering the important role that postal services play in rural development, the situation calls for urgent attention so that postal services, including savings bank facilities are taken to the customers on a regular basis through the use of mobile post offices. In addition, mail transportation in rural areas poses a big problem mainly due to inadequancy of suitable motor vehicles which are required to cover long distances.

"In its efforts to improve internal mail transportation, the postal administration of Zambia has introduced a service called POSTBUS SERVICE which is used for conveyance of passengers and mail. This service is, however, only available

between post offices situated on the main routes. Lighter vehicles are still required to serve other areas. This has become necessary because public transport carriers have been found to be very unreliable.

"Plans are also under way to introduce a similar service to be known as POSTBOAT SERVICE which will carry passengers and mail on inland waterways (rivers and lakes).

"It is also hoped that with the assistance and cooperation of Finnish postal authorities, the banking service known as POSTAL GIRO will be introduced in Zambia in the near future.

"Since the last UPU Congress, we have seen a tremendous increase in the level of competition from the private couriers. This increase in the competition poses a serious threat to all the postal administrations, both big and small, and it is for this reason that a unified approach to the combating of this competition should be adopted by all the administrations under the guidance of the UPU. In spite of the challenge posed by our competitors, we are still optimistic about the future of the Post. What is required is for the Union to continue with consolidation of global action aimed at strengthening postal links and modernizing postal operations worldwide.

"With these few words, I would like to wish you, Sir, and all the distinguished delegates, useful and fruitful deliberations."

(Applause.)

The representative of the CONGO (PEOPLE'S REP) said that it was a great honour for him to convey a message from Aimé Emmanuel Yoka, Minister of Posts and Telecommunications of the People's Republic of the Congo, to the 20th Congress of the Universal Postal Union.

He associated himself with the warm congratulations addressed to the Chairman and Vice-Chairmen, certain that the Chairman's competence would ensure the success of Congress for the good of the world Post. He also expressed the gratitude of the Congolese delegation to the Government and people of the United States of America for hosting the 20th Universal Postal Congress in the beautiful city of Washington.

The 20th Congress of the UPU was a reminder of the Post's primary role in the economic and social development of nations, as a means of communication and exchange.

Thus, he warmly saluted the initiative to hold another General Debate. Its theme "Caring for the customer" challenged the Post all over the world. The debate should enable postal administrations to implement commercial and operational strategies that would certainly help the Post to position itself better in the communications market, where competition was fiercer than ever.

During Congress, discussions would take place on major issues relating among other things, to quality of service, terminal dues and transit charges, increased UPU presence in the field, and the promotion of new products.

The question of terminal dues and transit charges was an occasion for UPU member countries to demonstrate solidarity, in order that individual interests should be recognized and preserved. The guiding principle in discussions on this question should be the concept of the world as a single postal territory, through which problems such as remailing and the boom in private couriers could be fought.

In the field of technical assistance, the UPU should aim to be closer to the action than previously. More effective presence in the field was desirable and the People's Republic of the Congo supported the Executive Council's proposal to Congress in that vein. It was to be hoped that the situation in Africa would be analyzed objectively and adequate resources allocated.

The creation and promotion of new products was a question of survival for the Post in the world, particularly in the developing countries. For its part, the Congo had implemented the provisions of the Declaration of Hamburg. Thus, EMS service had been launched on 2 April 1987 and was in full expansion, and electronic mail had been introduced on 1 July 1989. The UPU should support the efforts of the postal administrations of the developing countries to promote those products, which had been introduced in most countries. A better knowledge of customer needs was necessary; unfortunately, not all administrations had the resources for that.

He concluded by remarking that the current world situation, marked by ongoing efforts for peace, favoured greater integration of national postal networks. The action programme that would ensue from the General Debate should make this a priority.

(Applause.)

The representative of ZAIRE said that in Africa, and especially in Zaire, the country of authenticity, people spoke from the heart and therefore he could not fail to mention the blessings they had been given. Therefore, he associated himself with his colleagues in congratulating and thanking the Chairman.

The central theme of the General Debate "Caring for the customer", the noble objective pursued by the UPU, was perfectly in keeping with the policies and programmes being followed in Zaire's post and telecommunications organization.

"Caring for the customer" should be the sacred duty of all the world's postal services to meet service quality standards based on speed, regularity and security.

In his administration's view, those standards could only be met where the basic postal function of circulating and delivering the mail was well organized and rooted in the rational management of available human, material and financial resources.

Zaire had always espoused those concerns, at the very highest level. The President-Founder of the MPR, President of the Republic, Citizen Mobutu Sese Seko had stated in his keynote speech on 4 December 1984 that the Post should not be seen to lag behind, with mails subject to long delays before reaching their destination.

Words led to deeds and Zaire's post and telecommunications organization, which had been a public market-driven business since 1968 with considerable administrative and financial autonomy, had to be reorganized.

Since then, management structures and methods had been overhauled and staff training upgraded.

The objective was to catalyze postal activity so as to meet the public's expectations and deal with the aggressive competition from the courier and carrier companies.

The shortcomings noted by the panellists regarding knowledge of the market, commercial and operational strategies and management structures and systems were identified as part of a restructuring of services currently under way in Zaire.

This programme of restructuring of services and implementation of a new system of management, catalyzing of the basic postal function of mail circulation and delivery, and quality control of services and upgrading of training, had been in effect since 1988 under agreements signed by the Zaire Government with the African Development Bank and the UNDP, for which the UPU was the executing agency as regards the Post; it was scheduled to continue until 1991.

The new structures called for postal and telecommunications activities to be organized into three independent departments: the Post, giro accounts and money orders, and telecommunications.

These structures would be headed by the Chairman/Managing Director and the board of directors of the National Posts and Telecommunications Corporation of Zaire.

The three departments were structured to give the marketing function a place of choice, with division status at management level in support of the marketing, but out of the administration, of postal products.

In addition to these structures in line with the objectives of a market-driven business, the Government was soon to sign a three-year contract with the National Posts and Telecommunications Corporation setting out performance targets for the three-year period.

The Post's objectives for the three-year period were:

- to reduce the average transmission time to D+3 in the major urban centres;
- to introduce expedited mail service domestically and internationally. In this connection, he was pleased to announce that at the end of the month EMS–ZAIRE would be in operation from Kinshasa, the capital of the Republic of Zaire, to Brazzaville, the capital of the People's Republic of the Congo, and would quickly be extended to the other countries in the Economic Community of the Great Lakes Countries, ie Rwanda and Burundi.

All action to date was designed to revitalize the postal services and improve the quality of service to the public. However, to ensure the development of the Zaire Post, a further, more ambitious and more comprehensive programme was planned, calling for the requisite investment.

He concluded by saying that in his opinion, on the basis of Zaire's experience, the change-over in the management systems of postal administrations to market-driven business enterprises, while maintaining their public service character, offered more benefits than drawbacks.

The representative of the DOMINICAN REPUBLIC expressed his delegation's satisfaction with and gratitude for the attentiveness shown by the Washington postal authorities since its arrival.

He also congratulated the Chairman on having been designated to head that important assembly and wished him every success in the task which he was executing impartially and ably.

The President of the Dominican Republic, Mr Joaquim Balaguer, had instructed him to convey warm greetings to Congress. Mr Balaguer was interested in seeing a concerted effort to benefit all postal services throughout the world.

The Dominican Post was a decentralized, State-subsidized government body. As in all developing countries, it faced problems, particularly because of the lack of financial resources. It had nevertheless drawn up an ambitious programme for improving and developing services, both in urban and rural areas where, as it well knew, the mail had to arrive as fast and safely as possible.

However, that important project could not be successfully completed without international cooperation.

There was no doubt that the assistance received from the Universal Postal Union had been most valuable, thanks to the efforts of senior International Bureau officials headed by their Director-General, Mr Botto de Barros, whose work had been highly effective. The delegation of the Dominican Republic congratulated the latter on his remarkable report for the period 1985–1989.

However, in the face of booming competition in recent years, efforts were required on the part of the delegates to attack its range of services by taking more decisive action.

The Post would have to improve its delivery service, organize sorting based on modern techniques, develop EMS and provide other new services which satisfied requirements.

The economic situation of the Dominican Republic even precluded implementation of planned projects and ideas. Its delegation had therefore wanted to draw the delegates' attention in plenary to the need to adopt technical cooperation on behalf of the least developed countries as a major component in order to promote priority sectors.

The technical cooperation needed by the Dominican Republic, undoubtedly along with all developing countries, should produce concrete results and have a direct, immediate impact on improving the service.

That called for a complete transformation.

His delegation appreciated the true value of the work of the experts from which his country had benefitted, although their efforts were foiled by the fact that the recommendations in their reports could not be implemented.

The postal services of the Dominican Republic wanted the support of technical cooperation for setting up the necessary services and installations, but not for reports which, in the final analysis, lay forgotten in some drawer.

In conclusion, he wished the delegates all the best and every success in their work.

(Applause.)

The representative of the UNITED ARAB EMIRATES, as Chairman of the Executive Council of the Arab Postal Union, made the following declaration to clarify matters following the Director-General's statement the previous day.

The Arab Postal Union had not disappeared. Its functions had merely been transferred to the League of Arab States.

That very afternoon, the Arab countries participating in Congress had designated Mr Haslen Al Qudah, from Jordan, as spokesman and Mr Mimoun Aoujil, a representative of Morocco, as his deputy.

The representative of JORDAN stated that in the absence of the General Secretariat of the Arab Postal Union, management of which had been transferred to the League of Arab States for administrative reasons, his colleagues had honoured him by making him spokesman for the Arab Postal Group within the Arab Postal Union.

Regardless of its organizational structures, the Arab Group would remain a unified entity supporting the universal postal service to the best of its ability and continuing to see the latter as a single service and business. That Group wanted to help increase the efficiency of the Executive Council and of the International Bureau which should in future function, not as an executive body, but as the general administration for that single, universal postal business.

The 20th Congress was taking place at a time when the international postal service faced great challenges, fierce competition and major upheavals in the standard of services provided by the Post throughout the world. Those factors made it easier for the competition to keep appropriating the market shares of the postal administrations.

The spokesman for the Arab Group emphasized the following points:

i resisting and combating competition in the market, not through legislation;

ii giving substance to a universal, united operational policy as a framework for all postal administrations;

iii attaching maximum importance to customer requirements;

iv combating remailing in all its forms and not authorizing private companies to use the postal network for illicit gain;

v reconsidering universal postal rates such as basic charges, transit charges, outward and inward rates and terminal dues from a rational, practical point of view so as to satisfy customer needs, be competitive and guarantee the share of the market which was the due of injured administrations;

vi promoting technical cooperation and developing policies, concepts and methods for that cooperation, including support for Universal Postal Union presence in the field;

vii working to keep pace with the rapid acceleration on the international communications market and operating new techniques to develop the postal service.

In conclusion, he reiterated the Arab Group's commitment, together with all the Restricted Unions, to the Universal Postal Union and to serving the Post worldwide.

Message

The SECRETARY read out a congratulatory message on the inauguration of Congress to the Secretary-General of Congress from Mr M C Cham, Minister of Transport and Communications, Gambia. That Congress was being held at a crucial time when the international Post as a whole was facing a serious threat from private couriers. The postal community would have to make a concerted effort to apply the Declaration of Hamburg on speeding up mail circulation. Congress would also have to give priority consideration to important issues such as commercial operations and management strategies. Mr Cham wished Congress every success in its efforts to improve the effectiveness of the postal service worldwide and particularly in the developing countries. He sincerely thanked the UPU for the documentation and invaluable assistance provided to Africa in general and Gambia in particular and expressed the hope that the special cooperation would continue to grow stronger.

Report of the Director-General of the International Bureau 1985–1989

Congress – Doc 18

At the end of the term of office to which he had been elected by the Hamburg Congress, the SECRETARY-GENERAL felt the need to give an account of his measures to guide and conduct the International Bureau's work over the past five years within the framework of the programme outlined by that Congress.

Congress – Doc 18, entitled "Director-General's report 1985–1989", dealt comprehensively with the International Bureau's management but was not an account of work since the Hamburg Congress; a detailed account was given in other documents before Congress, in particular the reports on the work of the Executive Council and of the Consultative Council for Postal Studies, on the Union's finances, relations with the UN and other international organizations, the various reports on technical cooperation and lastly in all documents dedicated to specific topics which would be dealt with in plenary or Committee.

Furthermore, every year the Executive Council had before it a report on the work of the Union which was then sent to all Union administrations.

On taking office in 1985, the Director-General had expressed his intention to give priority to basic questions, namely:

- implementing the decisions adopted by the Hamburg Congress to improve the postal service as a whole, including the Declaration of Hamburg, a document of capital importance in that it comprised the principles of a modern, effective postal system for dealing with postal competitors;
- accomplishing tasks entrusted to the International Bureau by the EC and the CCPS.

In the first few months of his term, he had identified other fields requiring special attention, in particular rationalizing International Bureau operations, reducing expenditure to the absolute minimum and maximizing revenue.

He had tried to strengthen relations between the International Bureau and Union member countries so as to guarantee the cohesion indispensable for the UPU's aims. Thus, in addition to its traditional tasks of liaison, information and consultation vis-à-vis postal administrations, the International Bureau had done its best to maintain frequent contacts with heads of postal services.

Independently of its technical cooperation activities, the International Bureau had taken the initiative in organizing several other technical actions in which many postal administrations had participated.

At the level of cooperation with the Executive Council and the Consultative Council for Postal Studies, the International Bureau, as their secretariat, had tried first and foremost to provide them with sustained support for the effective execution of their allocated tasks. It had also provided technical support for implementing numerous studies including those on the Union's structure with a view to making Union organization more flexible and better adapted to present requirements.

As regards cooperation between the International Bureau and the international organizations, the Secretary-General emphasized the International Bureau's complete awareness of the significance of being part of the United Nations system and the upholding of cooperation with organizations the work of which was of interest to the UPU.

As a specialized agency, the UPU worked together with many UN bodies and with other specialized agencies, contributing to attaining the objectives of the United Nations.

As the result of its UN status, the UPU took part in the United Nations Programme for Development (UNDP) and in that capacity was responsible for implementing postal projects financed by that Programme. Relations with the UNDP were very close and were presented in detail in the documents about technical cooperation.

As the delegates knew, the International Bureau attached special importance to relations with the Restricted Unions, the UPU's priority partners, with which cooperation had intensified even further over the period 1985–1989, in particular in the field of technical cooperation.

Relations with other international governmental or non-governmental organizations varied depending on the circumstances but had always been characterized by an excellent spirit of cooperation.

Regarding technical cooperation, the Secretary-General also referred the delegates to the separate documents detailing the International Bureau's work. He stressed his efforts at all times to follow the guidelines of the Hamburg Congress, adopting a disciplined approach in an effort to obtain the best possible results.

In the area of financial management his main concern from 1987 onwards had been to maintain a zero-growth budget; that had been achieved by austerity measures and judicious administration. However, as he had mentioned in his opening speech at the Congress, the UPU's budget had considerably diminished

in real terms over the years, owing to inflation and the growing number of tasks entrusted to the International Bureau, with the result that it was becoming necessary to return to a realistic level that would meet the needs of the International Bureau in present circumstances.

Regarding staff management, he had felt it his duty to conduct a policy which gave top priority to the interests of the Union and avoided as far as possible the creation of jobs that were not necessary. Accordingly, he had only made partial use of the authority to recruit additional staff granted to him by the Hamburg Congress, and this had made it possible to do without two posts in the General Service category.

Greater rationalization in the operation of the International Bureau was, as he had already said, one of the main objectives he had set for himself at the start of his term of office. His initiatives in that area had been successfully carried out thanks to the collaboration of the postal administrations of the United States of America and France but also thanks to the dedication of the staff, which had accepted the reforms and contributed through their efforts to their implementation.

The achievements in this field had made it possible to improve the quality of the work done and to cope with new tasks without increasing the staff. However, the rationalization process should be continued so as to enable the International Bureau to cope with the demands of modern management and perform its functions in a context imposed by change.

The last part of his report contained a brief summary of the present situation of the Post and its prospects. His analysis had attempted to be realistic, without illusory optimism or unwarranted pessimism. Faith in the future of the Post was justified so long as the Union was prepared to construct that future by taking the necessary steps.

He concluded by mentioning the cooperation over the previous five years among the three permanent organs of the Union, the Executive Council, the Consultative Council for Postal Studies and the International Bureau.

That cooperation had been reflected in particular in the comprehensive reports submitted to Congress on the work of the EC and CCPS. It had also emerged strongly in the joint report on Implementation of the Hamburg Declaration, the product of highly concerted action among the three bodies, which had joined forces within the "Coordination Committee to follow up and coordinate the work concerning the Declaration of Hamburg".

The relations established between the EC, the CCPS and the International Bureau could without hesitation be called excellent and productive owing to the enthusiastic contribution of all those who, in one way or another, had cooperated in the progress of the work. It gave him pleasure to stress before Congress the qualities of Mr Fritz Koller, the Chairman of the EC, and of Mr Mohamed Balma and Mr Abdeljelil Houissa, who had successively chaired the CCPS. The successes of the EC and CCPS were to a large extent made possible by the dedication, intelligent work and feeling for human relations of those three persons. He was most grateful for their confidence and understanding in regard to the International Bureau.

The representative of PAKISTAN expressed his satisfaction at the very full report presented by the Director-General of the International Bureau. It provided an excellent opportunity to appraise the activities of the UPU and showed how member countries should carry out their allotted task of giving their customers a more positive image of the Post. A certain degree of optimism was permissible provided that everyone was willing to "build" the future of the Post themselves. That explained the need to introduce new, more rapid services and aggressive marketing methods and to motivate postal workers. He acknowledged with gratitude the efforts of the International Bureau to implement the Hamburg Declaration and foster technical assistance activities aimed at improving postal services in developing countries.

He stressed in particular the importance of the International Bureau's activities in monitoring quality and defining standards for postal services. In his view, an excellent start had been made by enabling the UPU to concern itself with that type of problem, which was undeniably important for the Post and its customers. But attention should also be paid to other areas in which the UPU could participate directly in management activities for the benefit of postal services. Those areas could be considered and discussed at the present Congress and reflected in one way or another in the Washington General Action Plan.

The representative of CHINA (PEOPLE'S REP) congratulated the Director-General of the International Bureau on his excellent report, which showed how well he had carried out over the previous five years the task entrusted to him by the Hamburg Congress. He expressed his gratitude to the Director-General and his assistants for all the work that had been done.

The representative of BRAZIL, was particularly gratified at being able to congratulate Mr Botto de Barros for his long recognized professional qualities: he had always been known for his efficiency and knowledge of postal matters. Before being honourably elected to the functions that he was at present performing with such skill, he had been President of the Brazilian Telegraph and Post Office Enterprise and had initiated a considerable expansion of all postal activities in Brazil, leaving to his successor a postal organization that was modern, efficient, respected and above all ready to face the major changes that were taking place in postal activities throughout the world.

Many participants in the 18th UPU Congress, which had taken place in Rio de Janeiro in 1979, had seen the various achievements of the Brazilian postal service and it was precisely their recognition of Mr Botto de Barros's administrative qualities that had led to his election to the important office he was at present holding. The report he had presented to Congress naturally filled his Brazilian compatriots with pride. Brazil was ready and willing to exchange views with all members of the Union since its aim was to improve postal services throughout the world.

The representative of TANZANIA (UNITED REP) congratulated the Director-General and all his staff for their unceasing efforts to manage the activities of the Union and for the excellent report that had been submitted.

The remarkable performance of the UPU's various bodies, particularly the EC and the CCPS, as shown by the excellent reports on their work, bore witness to the total support given them by the International Bureau.

He observed that the relations between the UPU and the United Nations, its specialized agencies and other international organizations appeared to be satisfactory but pointed out that such relations existed only at International Bureau level. At the more general international level the UPU was scarcely known: apart from the UNDP, the other organizations of the United Nations system were unfamiliar with the Universal Postal Union. In his view efforts should be made and initiatives taken to remedy the matter.

He was troubled to note that the UNDP, although it remained the principal funding source for the UPU's technical assistance activities, had reduced its contribution considerably, from 71 percent for 1979–1983 to 56.8 percent for 1984–1988. Such a negative trend was a matter of concern since, in his view, it would affect the developing countries. That was why he had urgently requested the International Bureau to pursue its efforts and exert pressure on the UNDP to make it realize that more resources had to be allocated for the improvement of the postal sector in developing countries. As things stood, his delegation naturally supported all the decisions and initiatives aimed at finding other ways of mobilizing resources to promote the improvement of postal services in developing countries.

The DEPUTY SECRETARY-GENERAL recognized that the UPU was not well known internationally despite its regular attendance of meetings of United Nations bodies carrying out work of interest to the Union. Indeed, the UPU had done more than simply attend meetings since it had set its heart on developing its relations with the United Nations in the field of public information, not only through the exchange of information but also through its participation in meetings of the United Nations body responsible for public information, JUNIC. However, the UPU's public information relations at the United Nations level were minimal. For the UPU, in fact, the most important form of public information was that related to marketing: since marketing was concerned with products that the Post wished to launch, such information gave a dynamic image of the Post. Public information of that kind should rather concentrate on new activities and be developed in particular at the country level since it was the task of each administration to heighten the awareness of its public opinion in regard to the Post.

It was extremely important for the Post to be well known in each country so that users became familiar with what it had to offer: that was the essential aspect, and the International Bureau was ready to provide technical assistance for such activities at the national level.

The second question raised concerned the UNDP. That Programme financed projects supported by governments. If projects were not supported by the government the UNDP was not allowed by its terms of reference to finance them. It was not therefore a matter of asking the International Bureau to make active overtures to the UNDP; there again, the real problem was to intervene at the national level in order to convince governments of the Post's importance and potential role, and in that regard he felt that the present Congress must give precise guidelines.

The representative of BULGARIA (PEOPLE'S REP) said that the Director-General's report showed that the Universal Postal Union and the International Bureau together attached great importance to and were keeping a close eye on the practical application of the Declaration of Hamburg.

The future direction of the Union's work and the changes needed in its ways of thinking and acting so as to attain the objectives of the Union's ultimate purpose of improving services and creating new services in the international postal network were becoming clearer.

As a result it was becoming necessary to think and work hard in order to introduce qualitative changes in the postal services. His delegation was happy to take note of the report by the Director-General of the International Bureau of the Universal Postal Union on that matter.

The representative of TURKEY congratulated and thanked the Director-General, Mr Botto de Barros, for his excellent and clear-sighted report to Congress and expressed deep appreciation for the work and studies done by the International Bureau, particularly in the areas of relations with member countries, cooperation with the EC and the CCPS, cooperation with international organizations and postal technical cooperation.

Part VIII of the Director-General's report, "Conclusion and prospects for the future", drew attention to certain weaknesses or deficiencies in the postal service provided to customers. It showed what still remained to be done to ensure the survival of postal administrations and so enable the Post to play a role in modern society and the modern economy.

To meet the needs of customers, postal services had to become more dynamic and more modern in order to be more competitive in the marketplace.

The CHAIRMAN said that he had followed the Director-General's work very closely over the past eighteen months as well as the manner in which he had led the International Bureau and he had noted faithful implementation of the Declaration of Hamburg and the mandate resulting therefrom in particular in matters having to do with quality of service. Symposia and meetings had been held on technical subjects which had made it possible to identify the main obstacles to improving services.

The Director-General had encouraged technical cooperation with the developing countries, particularly with regard to the postal infrastructure. He had also started effective modernization by helping to define what had to be done to better meet customers' needs.

Over the past five years he had taken appropriate steps to streamline and simplify the structures of the International Bureau and to bring modern management to the Secretariat.

The Director-General had also encouraged cooperation among all member countries, because, without such cooperation, the postal service could not be universal as it had to be.

Congress – Doc 18 was approved.

Relations with the UN and other international organizations

Congress – Doc 22

The SECRETARY GENERAL said that the 1947 UN–UPU agreement formed the legal basis for the relations between the two organizations, making the UPU a United Nations' specialized agency. Over the years since then the UPU's relations with the organizations in the United Nations system and with other international organizations had grown stronger. These cooperative relations took the form of a significant exchange of correspondence, reports and documentation on highly diverse matters as well as participation in a number of meetings.

Every year, the Executive Council had before it a report on the UPU's relations with the UN and with other international organizations, mainly covering major matters of common interest.

Congress – Doc 22 gave a summary of the matters forming the subject of relations with the UN and its bodies, with the UN specialized agencies and with other governmental and non-governmental international organizations.

Technical cooperation activities – notably under the United Nations Development Programme – were set out in Congress – Docs 50 to 55. Implementation by the UN specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples was covered in Congress – Docs 23 and Add 1. Further, several aspects of cooperation with the organizations of the United Nations system and other international organizations were covered in other documents submitted to Congress.

Congress approved the report by the Director-General of the International Bureau on relations with the UN and other international organizations (Congress – Doc 22) and requested the Director-General of the International Bureau:

a to maintain relations with the UN and other international organizations;

b to continue to follow developments on the questions mentioned in the report;

c to take whatever action he may deem necessary in the interest of the Union and its members, having regard to any instructions from the EC;

d to report yearly to the EC to an appropriate extent.

The meeting rose at 6 pm.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Sixth meeting of Congress

General Debate

Thursday, 16 November 1989

In the chair: Mr EDWARD E. HORGAN Jr, Chairman

The meeting was opened at 9.10 am.

Statement

The DOYEN, on behalf of participants, thanked the United States Postal Service for the very pleasant evening of American music held in the Constitution Hall the previous evening when they had heard an excellent concert given by the Army Band. It had not only been an enchantment for their ears but also an opportunity to appreciate certain cultural aspects of the United States of America.

General Debate on the topic of: "Caring for the customer – Commercial and operational strategies of the Post"

Congress – Docs 48, 48.1, 48.1/Corr 1, 48.1/Add 1

The CHAIRMAN made the following introductory statement:

"Distinguished leaders of our elected bodies, members of the Bureau of the Congress, delegates, official observers, guests, ladies and gentlemen:

"I am very pleased to welcome you to the General Debate of the 20th UPU Congress.

"It is rare that a chairman shatters precedent with the first words he utters but that has been the case today, in the greetings I have just given.

"Today, for the first time at any of our Congresses, reaching back 115 years, our assembly includes officially invited guests – various national officials, major customers, members of the news media and others. The Executive Council initiated the proposal to allow their attendance, which applies for today, in what I believe was a highly constructive action.

"This move symbolizes UPU's turning outward to the public it serves and underlines our desire to be more responsive to this public. It also reinforces the theme of our discussion today, 'Caring for the customer'.

"To our guests, I want to say that by your very presence, you have added a small but meaningful landmark to the history of the UPU. We hope you will gain a better understanding of world postal matters today, and I would ask every postal colleague in this hall to join me in showing our appreciation for your being here.

(Applause for guests.)

"Ladies and gentlemen, we have a long and hard day ahead – and an unusual one.

"The major activity of this and every Congress, as we well know, is to update the Acts of our Union. Since the Acts define the workings of our organization and the relations between our administrations, this work is crucial. It quite literally keeps alive the easy exchange of mail between countries – one of the oldest and most complete examples of international cooperation.

"Yet as vital as the updating of our Acts is, our General Debate today may be more important.

"For our task today is to set the fundamental direction of the world's Posts for the next five years – to chart a course that, with future adjustments, will lead us successfully into the 21st century.

"Today we are asked to stand back from the details of our regulations, our budgets and our procedures and take a long view of the state of postal affairs.

"We are like the traveller who leaves his road briefly to climb a hill. From there, he can see how far he has come and what lies ahead. And from his vantage point, too, he can choose a route that will get him most swiftly and safely to his destination.

"Similarly, our task today is to look at the whole of our activity and to map worldwide, long-term strategy for the Posts.

"We meet, in effect, as a board of directors or a council of ministers might: to set policy ... far-reaching policy.

"The fact that we must accomplish this work in one day makes it imperative that we be concise, keep our comments on target and draw our conclusions carefully but rapidly.

"The task might be overwhelming except for all the preparatory work leading to this occasion and the expertise of the discussion leaders who will guide our way.

"In a sense, today's discussions are a prelude to the rest of our Congress because its themes will be pursued in many of our other meetings.

"Indeed, it is no accident that the General Debate is taking place on this, the fourth day of the Congress. It has been designed this way so that the principles and policies on which we agree today can find practical expression in all the work we do during the next month.

"Although the General Debate originated at the 18th Congress in Rio, it reached fruition at the Hamburg Congress of 1984.

"The legacy of that discussion was, of course, the Declaration of Hamburg, an historic document that serves as our example and starting point for today's work.

"The Declaration of Hamburg did many things but, above all, it laid out an action plan that has begun to change the way we conduct international postal business.

"The most important change has occurred in the area of service.

"The Declaration of Hamburg gave top priority to providing good service to our customers and it backed up its words by mandating action – a system of service-performance measurements.

"Thanks to the International Bureau, that system has been implemented. It has begun to inform us where service is good and where it is bad and it has given us the ability – for the first time – to concentrate our resources where they are most needed, on service improvement.

"Where service deficiencies are found, the International Bureau has systematically appealed to administrations to take corrective action. And some 60 administrations – more than a third of our membership – have begun corrective measures.

"We cannot delude ourselves that, having taken these early steps, the problem has been solved. Worldwide service still falls short of customer expectations. But we can and should take satisfaction in having acted in a practical, systematic way that has produced results.

"Today, we must build on that start.

"To make our task more manageable, we will look at the world postal situation from three perspectives. Under the expert leadership of Great Britain, France and Colombia, respectively, we will examine:

- first, our knowledge of the market;
- second, the commercial and operational strategies of the Post; and
- third, management structures and systems at national and international levels.

"We will address many questions, such as:

- Is the range of the services we offer adequate to meet ever-changing customer needs?
- Do our staffs realize that unless we care about our customers they will take their business elsewhere ... that, despite monopoly laws, there are many alternatives to the post office?
- Do they appreciate, really appreciate, the absolute necessity of making our business grow ... or do they treat new mail volume simply as a burden?

"We may also ask:

- How can we increase the professionalism and technical knowledge of our staffs and the financial resources available to us?
- Do we fully support the necessity of giving international mail the same treatment as domestic mail? and,
- Are we too tied to old forms of management nationally and internationally?

"These are just some of the questions that face us. But for every major question we raise today, we must also ask one other: What can we do to improve the situation?

"We must be doers, not talkers, and we should not leave this hall today without having established the framework of an action plan.

"As we pursue our task, it would be all too easy to dwell on the negatives ... to be discouraged by the lack of autonomy and support many of us face at the national level, by budget restraints and by the power of our competition.

"Such feelings are natural, but I would urge that we balance awareness of our weaknesses with a full recognition of our many strengths.

"Often we forget that collectively we possess a worldwide infrastructure and work force that not even the largest of our private competitors can match.

"Often we forget the value and importance of the public partnership we have with the people and governments of our countries.

"And often we forget that we are part of an organization that has achieved day-in and day-out international cooperation for more than a century and that the great success we have had in the past can be repeated in the future.

"In addition to these assets, we have another: momentum. We are on the move.

"In fact, it is probably true that in no previous five-year period has the UPU moved farther faster.

"In addition to the example I have already cited, the new emphasis on service is reflected in the increased number of service-related proposals that face this Congress and that have dominated at the regional level.

"In PUAS, the Restricted Union to which my administration belongs and thus the one I know best, practical topics related to service have come to dominate the agenda and have relegated procedural matters to the secondary position where they belong. And I know the same is true in other regional bodies.

"In Europe, we have seen the formation of a new multinational postal company that, along with North American and Pacific partners, has dedicated itself to new and higher levels of service performance.

"This rededication to service and quality control must, in my opinion, continue to be our number-one priority.

"During the last five years, we have also improved the way we work with each other. The round table discussions on terminal dues are one example and the annual EMS conference another.

"The new emphasis on the technical and the practical has also made its mark on the International Bureau. That body has been streamlined to emphasize such matters on EMS, quality control, computerization and technical cooperation – and who among us can be anything but pleased with this change?

"The same progress has occurred within our elective bodies. New, action-oriented Work Groups have been formed and the EC–CCPS–International Bureau Coordinating Committee has become a kind of internal quality control check to help ensure that we remain focused on our priorities.

"As a result of these activities, we have learned and grown and moved forward significantly in the last five years.

"We have a right to be pleased with this progress but, at the same time, we have to resist being complacent for even an instant. For, while we have moved ahead, so, too, have our competitors – the private couriers, the international remailers and the electronic communications companies.

"We must admit that these competitors are here to stay, that they are formidable and that they owe much of their success to the fact that they fill valid customer needs that the Posts have previously ignored or misread.

"Our most effective response, I believe, is to look anew and more closely at our customers ... to listen to them, learn what they want and then provide it. That is the essence of caring for the customer, which is our theme for today and which I hope will be our rallying cry for a long time to come.

"And the irony is that the best way to advance our own interests is by placing the concerns of the customer first, whether that customer is a single individual or represents a high-volume business mailer.

"Our competitors hold a major advantage over us in the fact that they have unified management and can control their business process from end to end. In contrast, management of the world's postal system is divided into 170 parts.

"We must ask ourselves how we can overcome this major handicap and, while not infringing on national prerogatives, coordinate our operations more effectively.

"In agreeing to membership in the UPU, each of our countries accepted the concept of "one postal territory". I think we must now examine how to extend this concept to serve our customers better and seek every possible way to have our administrations act as one. At a minimum, we must, in my opinion, move toward worldwide service standards and operational procedures that allow these standards to be met.

"Further, we must pursue this greater unity with utmost urgency, for time is not on our side.

"We have developed our customer awareness late and we have to make up lost ground.

"In addition, many postal administrations face increasing pressure at home to perform better internationally. The pressure comes from dissatisfied customers and, in some cases, dissatisfied governments and it carries with it the threat of loss of revenue and loss of authority. These administrations cannot resist these pressures indefinitely and it is understandable that they are anxious for positive change to occur soon.

"At the same time, some of our competitors have increased their overtures to various postal administrations to engage in alliances and cooperative ventures.

"Unless we improve the way we work with each other, these trends could continue and weaken both the UPU and the worldwide postal system. To prevent this, we must increase and improve our cooperative ventures now, at this Congress. We cannot afford to wait another five years.

"Though it has been said often, it remains true that we are only as strong as our weakest link. And, viewed positively, it follows that every action that strengthens one part of our system strengthens the whole.

"Therefore, we must support each other in every way possible, through a rededication to effective technical cooperation, through understanding each other's problems and being open in addressing them, through a new allegiance to the customer and through acting, to the maximum degree possible, as one system.

"As we look ahead to the next five years, we should also recognize that this time holds opportunity as well as challenge – indeed, a golden opportunity.

"For decades, economists and futurists have been talking about the advent of the global village and the global economy; now, in the late eighties, that development is full upon us.

"More and more people and goods are crossing and recrossing borders and every such movement creates a new opportunity for international mail.

"In fact, by one reputable estimate, the market in which we compete with the couriers, remailers and others is destined to more than double by 1995, to almost $40 billion.

"We must take advantage of this opportunity and win our fair share of this expanded market – not out of concern for our own importance, not just for the welfare of the hundreds of thousands of postal workers we represent – but for the benefit of those millions of our citizens who do not have access to or cannot afford such communications as facsimile and who rely on the Posts as their basic communications mechanism.

"Our private competitors concentrate on capturing the most profitable traffic and that is understandable from their perspective.

"But each of us has a broader mandate: to serve all our people so as to benefit the whole of our countries and the whole of the world community. We need always to keep this responsibility in mind to inspire all our efforts.

"This completes my introductory remarks. I quote what President Bush said to us at the opening ceremony of Congress at the Kennedy Center: 'The need to communicate by mail across national frontiers – despite the march of time and advent of telecommunications – has remained constant to this very day. The expansion of the world's postal systems, represented by the 170 nations of the UPU, staggers the imagination. For even our latest technology and instant delivery services cannot do what the postal system alone can do: Get the mail through, anywhere on earth, to any recipient at very small cost.'

"It is my pleasure now to turn the meeting over to my colleague from the United States, Associate Postmaster General Kenneth Hunter, who will serve as Discussion Leader. He will explain our procedures in more detail and introduce the panellists and members of our three discussion groups."

Mr HUNTER, THE DISCUSSION LEADER, said he was very honoured to be acting as Discussion Leader during that particularly exciting day. He asked all delegates to express their ideas briefly during that General Debate as was indicated in Congress – Doc 48.1, page 4, paragraph 10.3, because time was limited and they had a tremendous number of subjects to deal with.

He introduced the group which had prepared topic No 1 "Knowledge of the market", whose members were seated on the rostrum to his left:

Panellist

Great Britain	Mr William COCKBURN Managing Director Royal Mail Letters

Co-panellist

Malaysia	Mr Yusuf MADHI Director General of Posts

Members

Belgium	Mr Gilbert PIRSON Director General
Brazil	Mr Antonio ROLDÃO Marketing Director
Japan	Mr Shuji KUSUDA Senior Counsellor Ministry of Posts and Telecommunications
Pakistan	Mr Amir Nawaz KHAN Director General
Sweden	Mr Ulf DAHLSTEN Director General
Tanzania (United Rep)	Mr Francis M CHENGULA Director of Postal Services

Topic No 1
"Knowledge of the market"

The PANELLIST gave the following paper:

"Competition is here to stay and it is going to intensify. It certainly is not going to go away. It is very much stronger than I believe we realize. We have lost more ground to our competitors than our traditional operational data would have us believe.

"We have allowed major companies to develop and there are some familiar names among them. But it is not just these companies. Every time you sit in a traffic jam in any major city, look around you and you will see the competition, whether it is on motorcycles or in other vehicles. We are surrounded by competition. And it is not just that: the indirect competition, ie, other forms of

communication, is very strong and growing. For example, the threat from facsimile is very formidable and as technology enables the suppliers of fax machines to reduce the cost so that every small business, and perhaps a very large proportion of the households of our countries, are able to invest in facsimile, this could pose a major erosion of our traditional business. Knowledge of the market on the international level is very weak and fragmented and that is a key issue in its own right. But to help our discussion today, I have some data about Europe and about the United Kingdom which I would like to present. Even though that information is patchy and incomplete, the message nevertheless should be a cause of great concern to us, because I am sure that it is representative of what is happening elsewhere in the world.

"The key focus of this topic should be on the primacy of the customer. Frankly, he is not satisfied with the service we give. His demands for service reliability and value for money are increasing, and he has an increasing choice of alternatives. He does not owe us a living. He perceives us as unresponsive, slow and bureaucratic and, let us face up to it, there is a lot of truth in that. On the other hand, he has a great feeling of warmth towards the Post Office. He wants it to succeed, he wants it modernized, to invest in service and to change its culture to being customer-led rather than operationally driven.

"Now against that background, let us look at what is happening in Europe as a whole. There has been a major loss of market share during a period when the economy and exports have risen very substantially. The letter post has, in absolute terms, declined against other forms of communication and transport. Between 1977 and 1985 letter traffic has declined by 2 percent and parcels traffic has increased by 3 percent, whereas non-postal communications have grown by between 12 and 173 percent. It really is quite a dramatic difference. We see that, on the one hand, the benefit of economic growth, which is a growth above the line, has been more than offset by the impact of competition, so that in net terms we are worse off, even allowing for the benefit of growth. It is interesting to see that price is not the dominant factor. Competition is the key and the customer is searching for means other than the Post to satisfy his needs. That picture is acutely worrying and we need to develop a competitive, commercial response.

"I believe that the information we have here has happened without our knowledge. We have been taken by surprise and this is an inditement of our management process.

"In the United Kingdom we have a real growth of 42 percent in our business compared to the previous ten years. But there is no comfort in that because the market of which we are a part has grown much faster and we have therefore actually lost market share.

"I have to say that any trading enterprise faced with a position of loss of market share should be deeply concerned, because there is no comfort in absolute growth if the market share is declining.

"We have used market research to identify the major components of the marketplace. In the total communications market we find the following figures: advertising communications 38 percent, social communications 14 percent, financial communications 15 percent, high-speed communications 13 percent and miscellaneous communications 20 percent. In the letter-post market the percentages for our market share are: financial 37 percent, advertising 10 percent, social 10 percent, high-speed 2 percent and miscellaneous 20 percent. It is very important that we should look at each sector separately because each is a separate marketplace with different customer needs and different competitive pressures. This should form the basis of our marketing and sales strategies.

"You will note our very low share (2 percent) of the high-speed market, which is the fastest growing segment in the whole of the economy. Although direct mail advertising is the fastest growing mail stream in the United Kingdom, it is still only a 10 percent share of the total advertising market. I suspect this is the picture in many other countries too. It is interesting for us to take in isolation what has been happening to social mail. We have seriously lost market share in social mail even although in absolute terms again, we have grown, albeit modestly. As a consequence, we have stepped up our marketing and promotion of social mail.

"Now all the data we have looked at here should cause us urgently to develop strategies to win back the commitment and support of our customers to protect and increase our market share. That defence has got to be in the marketplace, not in the courts trying to defend legal monopolies or erecting barriers. What we have got to do is to listen to our customer and respond positively to meet his needs. I believe competition is good for us and it should be a real spur for us to be as good as, if not better than, the best of the competition and above all, we must keep well informed of competitive developments.

"Market research need not be complex or expensive, because we are all surrounded by information. What we have got to do is seek it out, use it, be outward looking, not inward looking. Now my panel has identified a number of key elements of a successful customer-led business and, interestingly, in the United Kingdom, these have been confirmed by independent market research. What our customers are saying they want is as follows:

i *Better access*

This is very highly rated by our customers. In the United Kingdom we have decided recently that we will sell stamps at 40 000 retail outlets. However the customer wants to interface with us, that access should be easy and professional and it should be better than that of the competition.

ii *Better reliability*

This is a key imperative for all of us, both domestically and internationally. What we need to do is to remove the uncertainty from our performance, to remove the gamble from the Post. In the United Kingdom we have recently sent out to every address in the country what we call a postal planner, a kind of directory, where we have given comprehensive information about service.

iii *A relevant product range*

We have to listen to our customers' needs, we must not inflict our services on them. We have got to rise to meet their needs; we must be flexible and enterprising.

In the United Kingdom we have been providing tailor-made products to meet these needs as other countries are doing, but we need to go further. Frankly, the courier companies are more effective at this than we are and we have got to be better.

iv *Customer care*

All major corporations invest a lot of money in customer care and we must do the same. A well handled inquiry or complaint can win you a fan and supporter. A badly handled customer causes greater frustration. Independent research has shown that a discontented customer passes on his bad news to at least 15 other people. If he is well handled, he may tell 15 people that he has had a good experience, and that will help our reputation.

We in the United Kingdom have invested in the customer care network 1500 specially trained staff. We have an independent check on how these units are performing, how our local managers are performing against standards that we set. We research customer attitudes on how their complaints and inquiries are handled – speed, courtesy, quality of response – and we score these. We measure independently customer satisfaction, and we produce a customer satisfaction index for each of our offices. We recognize achievement on an individual basis and on a team basis and as a consequence, over the past years, customer attitudes have improved very substantially.

v *Value for money*

Value for money is not just the cheapest price. It is price combined with quality. We are extremely well-placed to compete. Over the past seven years, in real terms, the price of postage in relation to the cost of television advertising has been very favourable. As a consequence we have seen a marked increase in direct mail advertising. That is how we can exploit the benefits of our economies of scale to support the growth of our business.

vi *Professional communication*

We see the need to communicate directly with our customers. We have a computer data base of our top business customers and we write to them. We speak to trade associations. In short, we want a strategic partnership with our customers. What we need is "Glasnost", or perhaps in our terms we should say "Postnost".

vii *Better internal communication with our employees*

Our employees are vitally important because they are the service. There is a need for two-way communication with our employees. We have to keep them up-to-date with the changes, listen to what they say and encourage them to be more customer-responsive. And we have got to have feedback from our sales people.

"Finally, I should like to identify actions and recommend them for your consideration:

Action 1: We need more national and regional market research cooperation to create internationally a data bank that we can all use.

Action 2: We need to promote positive training in the use of market research and customer care practices.

Action 3: We need to encourage customer care programmes modelled on the best external practice.

Action 4: We need to simplify our international regulations to make them more customer friendly and less bureaucratic. This is most important. We must outlaw bureaucracy. I am sure that our competitors can operate much more speedily than we can because they do not need a five-week Congress to arrange their regulations, and they move much more speedily. We have got to be faster on our feet. We strongly urge the International Bureau, the EC and the CCPS to review and streamline their procedures to make them less bureaucratic and much more customer-responsive and commercial. There is much that we ourselves can do as administrations to increase the knowledge of our market to the benefit of our customers and to the enrichment of our postal businesses."

(Applause.)

The representative of IRELAND gave the following address:

"I have been deeply impressed over the last few days with the new spirit in the UPU. I sense a deep level of commitment to meeting the needs of all our customers, and a new determination to change the way we do our business.

"Bill Cockburn has painted a very graphic and bleak picture of the situation facing our industry, an industry where not only are we failing to keep pace with market growth, but where we are experiencing an actual decline in mail volumes. Were we a private company faced with a similar market situation, the outlook for the future would be grim indeed. On the positive side, however, Bill Cockburn and his group have also indicated the direction which we, as the world postal community, must take if we are to respond to the commercial challenge which has been thrown down by our competitors.

"The realities of our market position and its implications for the future were recognized some time ago by the Irish Post Office. With the almost unanimous commitment of CEPT, the European Restricted Union, and with the support of the leading postal administrations we have already taken steps to change radically our approach to the communications marketplace. What we have done is to create a new, cooperative commercial enterprise, mandated to spearhead the determined actions of 21 postal administrations to meet the needs of our customers. The corporate mission of this novel international structure, now called UNIPOST, is to provide support and leadership to the international business activities of its membership and enable them to provide even better services to customers.

"What is unique and fundamental to UNIPOST's role is its board of only 7 members, a board of which I have the privilege of being Chairman. This management structure, which is unprecedented in the postal world, enables business decisions to be taken swiftly, an increasingly necessary requirement in the commercial market in which we must operate.

"The cornerstone to the relationship between UNIPOST and its 21 member administrations is a series of partnership agreements, which set out mutual commitments and define responsibilities. These partnership agreements include, among other things, mutually agreed quality of service standards for a comprehensive range of mail products, in particular EMS. These standards are monitored continually by an independently commissioned company. A further

departure is that provision has been made for remedial measures to be taken, where necessary, to ensure commitments are met. UNIPOST, for its part, plays a proactive role in the physical achievement of quality of service standards by operating its own dedicated overnight air transportation network within Europe and between Europe and North America.

"This quality of service definition, monitoring and control which UNIPOST is carrying out parallels closely the work which the UPU proposes to undertake during the coming term. UNIPOST recognizes the role which the UPU has to play in this area and sees this activity as complementary to its own work. Close liaison with the UPU has ensured that duplication of effort will not take place. It will also ensure that the additional resources being put at the disposal of the UPU will be concentrated on areas where the maximum impact can be made.

"A further key area identified in the preparatory group's paper was that of market research. For far too long we have been content to supply the same services to our customers, unheeding of the radical changes taking place in the marketplace. UNIPOST has already commissioned an outside consultancy market research study, designed to give us a more clear picture of our customers' mail product needs in the medium-term future. While this is a start it is evident that this area will require considerable time and resources if we are to keep up with the accelerating pace of change in the communications market. Again, it is UNIPOST's intention to put the outcome of its work in this area at the disposal of the wider postal community, through the agency of the UPU. UNIPOST and UPU have already agreed that UNIPOST will train some UPU experts in methods for checking offices of exchange and also that some basic equipment for tracking and tracing should be donated to developing countries. Other areas where UNIPOST is providing the vehicle for commercial development on the part of its members include:

- the accelerated implementation of tracking and tracking systems for EMS products;
- the establishment of commercial and time sensitive Customs procedures;
- the development of electronic mail and other new commercial products; and
- the provision of Customer Service Centres, together with improved inquiry response times.

"I have tried to give you in the short time available a glimpse of how UNIPOST is seeking to provide what our customers want, when and where they want it. If we are serious about our commitment to placing the interests of our customer first, then we need to act, and to act swiftly, if we are to reverse the downward trend in our mails volumes and regain market share. UNIPOST has already taken steps to reverse this direction and it is indeed a welcome development that the UPU is committing itself to the task on a worldwide scale. As I mentioned earlier, UNIPOST recognizes that regaining market share is dependent on the response of the global postal community and not just segments of it. UNIPOST is in consequence prepared to act as a role model for commercial development and to share its resources and experience with other administrations through the UPU. The challenge we face is perhaps comparable with that answered so dynamically by our predecessors who established the UPU over a century ago. What is required of us now is an innovative flair perhaps equal to or greater than that which they showed.

"One thing we can be sure of, however, is that time is not on our side, and that whatever initiatives we take today and during the coming weeks must be implemented swiftly, thoroughly and in a manner designed to let our competitors worldwide know that the Post Office means business."

The representative of the NETHERLANDS gave the following address:

"Mr Chairman, I should like to tell you how we in the Netherlands look at the market, our customers and particularly our attitude towards competition. We view competition not only as a fact of life, but as a vital element in keeping us in business.

"Before I go into this further, I have to give you some background on the current status of the Dutch Post. In the early Eighties, the Dutch PTT in conjunction with the government recognized that dramatic changes in the communications market locally as well as worldwide would be forthcoming.

"It was also recognized that we were ill-equipped as a government body in terms of organizational structure, financial and marketing tools. We had an inflexible inward-directed organizational structure, no means to expand our business by participation or takeover and we were not free to fix our own pricing and product policy. In short, in all areas Big Brother was watching us.

"In the meantime, of course, the competition in all segments of our business happily prospered and particularly attacked and actually took a large part of our high-level service markets.

"Now as from 1 January, 1989, after years of careful consideration, the government finally put us on an equal footing with others in the market able to compete fully. We are now an independent company, free of direct government influence with a flexible organization that is geared to the external market and staff that are no longer civil servants.

"We only have, and we think we only should have, a very small monopoly for letters up to 500 grammes and even that can legally be broken into by couriers under certain conditions. Further we are obliged to offer as a public service a nationwide transport and delivery of all items of mail up to 10 kg, all in full competition of course. Currently, we handle 60 percent of our volume against competition, this includes letters as well as parcels, printed matter, books, magazines and valuables.

"In fact we clash head on with the competition in every segment of the transport market, and contrary to what I have read in some of the papers, we do not look negatively at this; we find it inspires us.

"It will, in fact, be the only way to survive in the markets that we operate in. It is only under the pressure of direct competition that you find your ultimate limits as regards the highest possible service for the lowest possible price and still make a profit. I can tell you, under severe pressure, there is always a lot more scope than you ever thought possible.

"If we are to worry about competition in the postal world I suggest it is the competition of substitution although even that is often a matter of price.

"In terms of results, the Dutch Post had both in 1988 and 1989 relatively good profits and the outlook for the next few years is bright.

"Mr Chairman if you take the view, as we do, that for a better postal service competition is a condition sine qua non, there is also no reason to not consider possible cooperation or collaboration with competitors, if that gives added value to our customers. There is absolutely no reason to not cooperate with third parties, in fields where we cannot meet market requirements. This is a simple truth that applies in most, if not all, industries.

"Cooperation, in my view, can take a variety of forms, ranging from simple operational agreements in some segments to joint ventures in others, as dictated by what the market requires from us in a specific area. I find it therefore disappointing to read in one of the papers that such actions would be considered a danger to the international postal service.

"To conclude, Mr Chairman, we are of the opinion that excellent postal collaboration is the key to the future, but we also feel that we need a balanced view and flexible approach to relationships with other companies.

"Otherwise, I think we run the risk of being reduced in 10 years time to a social service useful only for the lower segments of the market.

"So the management of the Dutch Post considers its challenge for the future as retaining and expanding our market share in all segments of our business. This, however, can in our opinion only be achieved by carefully listening to customers wishes and then acting accordingly.

"We are confident that this is the best way to create continuity for our staff and a good return for our shareholder."

The representative of HUNGARY said that, nowadays, the evolution of private and government consumer habits and the differentiation of demand affected the use of postal services – a situation which called for an appropriate reaction on the part of the Post. The various services should be expanded, renewed and replaced wherever necessary and possible, and the interest of the respective services highlighted through public relations and by applying suitable charges.

Thus, the Post needed a more flexible marketing strategy than in the past and should adapt it to the new market. That required a new marketing policy, new resources and methods and changes of status, if necessary.

The sole aim of that marketing policy strategy was to satisfy demand for postal services.

The real problem as regards market strategy was not just the danger of the Post losing its markets and revenue to the competition but also the loss of public confidence as the most important basis for present and future cooperation. Hence, the need to strive for improved productivity. An appropriate marketing strategy would also guarantee that the Post always listened to the market and retained its power of self-renewal.

International experience showed that a marketing strategy could only be implemented successfully within the framework of a special marketing concept adapted to the new situation of the postal services.

Congress was studying numerous issues in order to make postal administrations aware of the threat of competition and of the need to improve the quality of their services, organization and management. In that way, the Post would be able to meet the technical and scientific requirements of the age and adapt to new market trends.

That was the background to the General Debate with its detailed discussion of the market situation, supply and demand and drawing up the Post's marketing and operational strategy.

However, that did not mean that postal administrations should await the decisions of Congress before taking action in that field. On the contrary! The Post everywhere was continually expanding and improving its services, using more modern technology wherever possible and beginning to operate as a business concern.

The Hungarian postal service was designing strategies as a potential basis for the Post of the future, using new technical solutions which took maximum account of the market, in order to improve customer service.

As an example of the many measures taken by the Hungarian postal service, its representative mentioned the use of market research, prior to introducing new services, to assess probable demand, eg use of expedited mail/EMS, or issuing, collecting and trading in postage stamps. Opinion polls on the Post and its services were conducted every three to five years.

The impact of new services and customer satisfaction with staff attitudes were monitored regularly. Postal employees were also consulted for their opinions and experiences.

Special importance was attached to public relations, especially with the press. The most interesting articles about postal activities were awarded a public prize.

The Hungarian Post took great care to ensure its staff behaved properly towards customers. Special courses had been held for 20 000 employees in contact with customers. Marketing seminars and lectures for interested members of staff were held from time to time, and an international postal marketing periodical was published for them and middle management.

Although marketing was becoming increasingly important in Hungary, it was not always well informed about developments in the field, changes in attitudes and the results obtained in administrations, although mutual knowledge of appropriate methods and their adaptation would benefit all concerned.

He therefore proposed that Congress include in its Action Plan the regular exchange of marketing information comprising the dissemination of administrations' marketing experiences, pooled knowledge of advertising methods and public relations to improve the Post's image.

The representative of ICELAND said that unless the Post gave customers the best possible service they would go to the competition. If it did not strive to process ordinary mail properly, its customers would consider it incapable of handling mail like EMS efficiently. If it failed to guarantee rapid delivery of postcards, nobody would believe that it could guarantee a fast service.

A mathematical instrument called a satisfaction barometer had been introduced in Sweden to get to know more about customers.

The representative of SWEDEN, in explaining that barometer, said that Sweden Post was trying to understand the impact of all measures oriented towards customer requirements which had to be met in the same way as in the business world. If they failed to do so, they would have to change tactics and seek new methods, even if that necessitated cooperation with the competition.

As the Secretary-General had said, attitudes towards terminal dues should be more realistic. After all, they were chinks in the Post's armour in respect of customer requirements and had provided its competitors with ammunition. What was the use of wanting to be protected by a monopoly if the postal service could not satisfy its customers?

Sweden had therefore introduced a customer satisfaction barometer which also took account of various Swedish economic sectors. It was a mathematical, interview-based system indicating customer satisfaction with a certain company on a scale from 1 to 100. Twenty thousand people from 17 economic sectors had been interviewed. A Japanese car retailer came out best, while a Swedish public television company came out worst. The companies participating in the study had formed a club so that those with good results could pass their experiences on to the others.

One interesting result of the study was that Sweden Post was the company which could increase its satisfaction rating more than any other merely by changing its quality/price and satisfaction ratios. Furthermore, its customers were more willing than any others to pay more for better service. Thus, quality of service should be given fundamental priority.

The Post was a family which should unite to help those lagging behind as regards development, and that whole family should face up to competition.

The representative of SWEDEN expressed the hope that, at the end of Congress, the delegates' work would make an even greater contribution than that of any other Congress to reinforcing the competitive nature of the postal family.

The representative of ISRAEL gave the following address:

"Mr Chairman, we have listened with great interest to the most informative presentations on today's subject, and are grateful to those delegations for sharing their insights with this Congress. I should now like to describe to our colleagues the recent experiences of the Israel Postal Authority, which we believe may assist other members of the UPU, especially those considering the transfer of postal services from a Government ministry to a more commercial form of organization.

"Until 1987, the postal service in Israel was part of a Government ministry. As a public service, it did not try to identify its customers and their various needs, but instead, it supplied services according to its own choices and interests, not the customers'.

"As a result the postal services suffered from:

- gradual deterioration in quality of service;
- a decrease in the number of postal items per inhabitant;
- penetration of competitors into the profitable sectors of the market;
- a poor image, in the eyes of the customer;
- employees' low self-esteem, weak motivation and poor performance.

"Upon the establishment of the Postal Authority as an independent entity, management placed the customer in the centre of all activities, and directed all plans and programmes towards the client. In a word, it became customer-oriented.

"The analysis of the market was conducted on three levels:

a the customer;

b the competitors;

c the strengths and weaknesses of the postal service itself.

"The assessment of the customer's needs was done by defining groups of customers according to their needs. As a new policy, marketing surveys were performed to provide a steady flow of information regarding the expectations and the changing requirements of the customers.

"Assessment of competitors involved learning the existing and potential market, and the companies participating in it. The Postal Authority is now examining the possibility of establishing a business information system, whose task would be to gather such data, and analyze and process it, on a regular basis.

"By studying its own activities, the Postal Authority discovered the synergy between its three main lines of service:

a transmission of written information;

b transmission of goods (parcels);

c transmission of monies.

"We discovered also the advantage of being able to offer the customer a complete product, a whole package of services, and not merely parts of it.

"At this stage, we realized that organizational changes were essential if we were to respond to the needs of the customers, and to plan our activities accordingly. The critical step was the establishment of a marketing department and designating marketing representatives in each of our six regions.

"As a result of these assessments, postal activity was organized according to six lines of business:

- letter-mail services;
- parcel-mail services;
- rapid services (electronic transmission of messages combined with physical delivery);
- counter services;

- banking services;
- philatelic services.

"An intensive effort has been expended in developing a market-oriented approach at both the regional and the national levels.

"We set up a control-and-follow-up system to analyze the performance of each regional marketing unit separately, and of the national system as a whole.

"New services were developed according to the needs of the public, such as:

- door-to-door courier service;
- transport of monies;
- international courier service (still in process);
- electronic telecommunications value-added services.

"Comprehensive research is being conducted on potential developments in the market's need. We recognize the importance of influencing and encouraging the performance of the national economy by offering vital new services such as telecommunications value-added services.

"We are in the process of establishing advanced computerized tracking and tracing systems on postal procedures in order to permit an immediate response to customer's inquiries.

"We also intend to reach out to all of our stake holders, namely the customers, the vendors, and employees and the community at large, and to encourage them to become involved in planning postal goals and strategy.

"The legal status of the Postal Authority monopoly is also being examined, and we are pressing the government to organize the postal services market, to prevent unfair competition from remailers, commercial banks and others.

"A first step in that direction has been taken lately by the governmental policy to grant licenses to private firms to provide some traditional postal services, thus opening the express mail sector to competition. Of course, any competition in the major cities will have an adverse effect on the income of the Postal Authority. To solve this problem and enable the Postal Authority to continue to provide uniform basic services throughout the country, licensees will be charged a fee. The monies so collected will be placed in a special fund dedicated to improving and expanding the postal services available in development areas and in remote sectors.

"As a result of the changes already achieved, we see a positive turn in the postal activities trend, and we expect a significant increase in the activity of the Postal Authority and in its economic potential.

"Along with these activities, we make an effort to collaborate with postal authorities worldwide, to simplify postal procedures and to increase and diversify the services offered to the public. As an example, we can mention the international courier door-to-door services, for which we would be pleased to find partners within other postal administrations. In this specific area, we believe this Congress has a very important task, and I am convinced it will be carried out in the best way possible."

The representative of EGYPT said the Postal Authority of the Arab Republic of Egypt, which had been one of the first to introduce EMS, followed with interest all the studies which emerged from the Union's bodies about that service and its expansion. Indeed, the studies done on EMS had had effects on several aspects and he wished to emphasize one of them which he thought could be termed the cornerstone of the introduction and development of that service, particularly for the administrations of the developing countries. That was the need for each administration to have a market research unit to ascertain customers' needs both as regards traditional postal services and the means of developing them and as regards new postal services which were primarily market-based services facing fierce competition from private couriers.

Responsibility for such a service would naturally be entrusted to qualified, trained staff of a high level of ability. He asked the Universal Postal Union, the Restricted Postal Unions and the postal administrations of the developed countries to provide all the facilities they had to train and initiate the staff who had to introduce new postal services and to enable those administrations to combat the strong competition and innumerable possibilities of the private carriers, on a scientific and technical basis tailored to customers' present and future needs, as market research was a relatively new concept even in the most advanced countries.

While, at first sight, it might seem that only the postal administrations of the developing countries benefited from that state of affairs, thorough consideration of the question clearly proved that even though it was to the advantage of those administrations in a way, it was the international postal service as a whole which benefited from the service that they were all trying to develop and promote for the benefit of the users of the Post.

The representative of COSTA RICA said that, for his administration, participation in that debate was highly important because of its interest in the improvement and development of national and international postal services.

His delegation fully agreed on the need to take intensive commercial action to enable them to retain and increase their share of the market.

They had to start from the idea that the creation of postal services was born of man's need and that they were therefore closely linked to the needs determined by society. However, while they had met customer needs at one time, a moment had come when it had no longer been possible to respond quickly to new market demands.

Because of that situation, various non-postal companies had taken advantage of administrations' weaknesses to provide the products the market demanded and even others that had never been thought about. The competition had shown that mail was a good business and, if it was well run, that it could be very profitable. That was why they could not really say in Costa Rica that the competition was a threat; his administration felt it could, on the contrary, be used to gauge the quality of its own services, apart from remailing which was unfair, base, savage and perverse competition.

There had been talk of technical progress which enabled other sectors to generate products which competed with the Post. That was a normal state of affairs. What they had to do was to take advantage of that same technical progress by being more efficient than the competition in creating their own products. Moreover, if they wanted standard products, they should develop them systematically using modern technology.

In the recent General Debate among the countries of the Postal Union of the Americas and Spain (PUAS) in Rio de Janeiro on "The Post in the year 2000", the following conclusion had been reached:

"The development of electronic networks will cause the appearance of new products which will compete with those of the Post, but the Post will be able to use those same networks to envisage new services."

His delegation felt that they should not regard technological progress from the negative point of view of noting the products which the competition could generate but in thinking of the products they could generate themselves, by taking advantage of technical progress to develop themselves with an urgency which was becoming more and more pressing.

In conclusion, he stressed that, if the developed countries had succeeded in converting administrations into entities with their own business philosophy, the same was not true for most developing countries. However, that was an essential concept if they were to take up the challenges they now faced throughout the world.

The representative of BENIN associated himself with his fellow Ministers and other Heads of delegation who had spoken before in expressing his delegation's appreciation of the:

- signal honour shown them, individually and collectively, by President George Bush by himself chairing the solemn opening ceremony of Congress;
- the perfect organization of their meetings;
- the principal concerns expressed both with regard to improving the world postal service and stimulating bilateral and multilateral technical cooperation through the UPU.

He took the opportunity of expressing his delegation's complete confidence in the Bureau of Congress elected the previous Monday and assured it of his support.

Coming to that day's General Debate, he stressed the judicious, opportune and topical nature of its central theme since it coincided perfectly with administrations' major concern. It also had to be admitted that the first topic "Knowledge of the market" set the tone for their discussions and its conclusions would certainly be the guideline which would enable them to accurately identify the problems they all faced. However, great account should be taken of the specific environment of each postal administration so as not to draw standard conclusions which, in the end, would not be worth much.

Indeed, while the socio-economic environment of a country like Benin might have some similarity with that of its neighbours such as Togo, Burkina Faso, Niger or in the West African subregion, it had nothing in common with that in France, Great Britain, Japan, Australia or the United States of America. In Benin, as in most of the African countries mentioned above, there certainly was a postal market and their administrations held a monopoly of it which had not yet been breached. Objectively and realistically, they had to admit, however, that they did not know their markets because:

- they could not say at that time who their major customers were;
- while they knew all users of the Post wanted a fast and reliable service, they were unable to identify customers' new needs since they did not have the instruments to assess that;
- nor did they have the means to create new products and arouse corresponding needs in their customers.

Those were all factors which led his delegation to propose that the UPU Directorate-General should carry out a study with the principal aim of providing the administrations of countries like Benin with instruments to analyze, assess and evaluate so as to obtain improved knowledge and consequently command of their market.

The representative of PANAMA (REP) said the delegation of the Panamanian postal administration and, through it, the postal officials of Panama wished to express their deep gratitude to the government and postal authorities of the United States of America for the warm welcome they had received and were delighted to be guests at such an important event.

He would speak of the quality of services, of that quality which had to be the main attraction for customers. That quality could not be that of any particular postal administration or of some of them, it had to be the main factor in all of them, throughout the international postal network.

As had been said, "a chain was only as strong as its weakest link"; that was why they had to become stronger and improve further.

Panama (Rep) had wanted to achieve such integration but came up against innumerable difficulties which brought its efforts to nought.

Some large countries from which Panama received all or most of its mail did not pay enough attention to the quality of their service. It was therefore useless for his administration to prepare to deliver such items efficiently when they arrived in his country with such delays or showed obvious signs of having been rifled.

Nevertheless, his administration endeavoured to provide a fast, high quality service, although, paradoxically, it was criticized by customers.

In conclusion, the large countries, which had sufficient resources, should improve their services as quickly as possible so that the general push contributed to improving the network as a whole.

The representative of CAPE VERDE said measures had been adopted at the 1979 Rio de Janeiro and 1984 Hamburg Congresses to improve the postal services in their countries and that had been reflected in significant results here and there.

However, those measures had not prevented many administrations from being confronted by the challenge of aggressive competition. That was why it was vital to quickly find appropriate solutions and to adopt strategies designed to limit or even eliminate the negative effects of that competition.

In view of its social role in the developing countries, the Post should make the best possible use of its human and material resources to combat competition.

Urgent measures were needed to make profitable use of available resources by introducing modern management systems, creating fresh mental attitudes in postal officials and in arousing staff awareness of the commercial nature of the Post. Advantage should be taken of technological development in transport and communications to adapt and improve the quality of postal services.

But such measures would not be successful unless they were adopted in a global context based on the potential of their markets and on coordinating rates regionally and worldwide.

One of the difficulties of the developing countries was lack of knowledge of existing and potential markets, this lack of knowledge being due to passivity itself linked to the monopoly which postal administrations enjoyed in those countries.

That monopoly should be earned and justified by an improvement in the services provided.

The competition had taken advantage of their weaknesses to expand rapidly and remailing companies were proliferating in their countries. They sometimes obliged administrations to use their services by offering apparently favourable conditions which, in the medium term, proved prejudicial to the Post as it weakened mail systems.

That was why his delegation thought that ways and means of remedying that situation should be the focus of the reflections of all the delegates assembled there.

The UPU had a major role to play in seeking solutions appropriate to the situation. His administration had complete confidence in the relevant bodies of the Union, particularly as regards simplifying and modernizing international postal regulations as well as constantly adapting them to present commercial and technical demands and the development of customer needs. His delegation stressed that any delay linked to bureaucratic formalities should be avoided.

EMS was already a fact in Cape Verde and his administration was working to expand it. His administration was also introducing and expanding electronic mail and was thinking of introducing further new services as soon as possible.

The representative of JORDAN said it was difficult to find new factors for the subject under discussion. However, many administrations regarded market research as an enigma. A great many administrations of Third World countries did not have the methodological know-how or the means to research their own

market. They therefore turned to the International Bureau. But they had to be realistic and realize that the IB could not study every market as that would require considerable resources. It was therefore proposed that the International Bureau as a rational, standardizing body should help countries in need to study their own market. For that purpose, the most appropriate way would seem to be the preparation of an operational guide which could be made available to administrations. It was true that markets varied from country to country but the main lines remained the same in most cases.

In addition, his administration hoped that the technical cooperation programme for the next five-year period would take into account awarding fellowships for seminars and study cycles on market research on behalf of the developing and least developed countries. In that way, his delegation hoped that the debate would have the best effects possible on improving postal services in the world.

The representative of NEW ZEALAND stressed three very important points with regard to the strategy of New Zealand Post:

i The existence of the competition was recognized and estimated at its true value and New Zealand Post had decided to combat it vigorously. To do that, the Post had changed and was no longer making a loss but a profit. Costs had been cut and service criteria improved in a competitive market, which had increased the Post's market share.

ii With the aim of improving quality of service, account had to be taken first of all of the key product – letters. If the quality of mail improved, the rest followed automatically. That was why New Zealand Post had endeavoured to satisfy its customers. It was not therefore always necessary to carry out market research to improve the service. There should be a commitment within the administration because there was always a chance to do so, even if it was expensive.

iii The last remark concerned simplifying products as market research had shown that customers preferred to have a simpler relationship with the Post and New Zealand had set out to restructure the domestic tariff system on the basis of envelope size, which was a more rational system.

They had also concluded contracts with major customers covering all postal services, sharply cutting costs for both sides.

That system had given customers security as regards costs and brought the Post increased revenue which would make it possible to increase traffic volumes while avoiding bureaucratic procedures. In conclusion, through the reorganization, they were targetting their goals much better. In the context of a highly competitive market, they were endeavouring to master the most critical points.

The PANELLIST said the discussion on the first topic could be summarized as a very strong consensus for changing the Post. They had heard new expressions with regard to the traditional Post such as partnership, fast reaction, flexibility, the use of marketing and the value of information.

At the same time, they were aware that the services they provided were good only insofar as everyone shared responsibility for making them better. The discussion had shown that competition was everywhere and getting stronger. In that context, it acted as a spur stimulating the Post to reform and exploit existing potential and facilitating deeper commitment.

Faced with the effects of the erosion of the market, the Post had to adapt and change its attitude, because it had to direct the market and not allow itself to be led by it. Among the criteria mentioned, it should be remembered that it was vital to take account of the customer and to know the capabilities of the competition, as the Minister from Zimbabwe had said.

The time had come to understand that the Post needed its customers and not vice versa. It was therefore important that the debate should culminate in measures to be followed by concrete steps to be taken by administrations.

There was no need for pessimism, the Post had great potential which would enable it to react positively to pressure from the competition. They therefore had to know the market in order to be able to provide an excellent service.

Topic No 2 "Commercial and operational strategies of the Post"

The DISCUSSION LEADER introduced the Panellist of topic No 2 and his preparatory group:

Panellist

France	Mr Jean-Claude RAUCH Inspector General

Co-panellist

Burkina Faso	Mr Jean de Dieu SOMDA Director General

Members

Australia	Mr John BRADY Group Manager Corporate Services and Secretary of the Australian Postal Corporation
Argentina	Mr Antonio EGUREN Director General a cargo de Asuntos Internacionales
Canada	Mr Donald SWANSON Vice Président, Network (Operations) Canada Post Corporation
German Dem Rep	Mr Eberhardt SCHUMANN Chef du service postal international
India	Mr Riazuddin SAIYED Director-General
Morocco	Mr Mimoun AOUJIL Directeur des postes

The PANELLIST gave the following address:

"The paper of the previous panellist showed that the Post is present on many markets and that it is encountering increasingly keen competition. My paper 'Commercial and operational strategies' follows logically on the previous one and should provide some answers to the question: 'How should postal administrations respond to market requirements, ie care for their customers?'.

"I shall follow the order suggested by the title, starting by examining the commercial strategies which should logically precede the operational strategies.

"1 Commercial strategies

"I have, of course, no intention in the time allotted to try to give a course on marketing. I should simply like to stress some obvious truths, which I consider to be valid for each national postal administration, and then emphasize the international aspect of the commercial strategies.

"1.1 At national level

"Postal administrations are in buoyant markets.

"We are entering the era of communication.

"The sectors of the economy, which are expanding, belong to the tertiary, or service, sector which communicates a great deal; more than heavy industry, for instance.

"Business mail, which accounts for 75 to 80 percent of all traffic, is still showing a strong increase in developed countries (especially expedited mail and advertising mail).

"Postal consumption per inhabitant, which is over 700 items a year in the United States of America and Switzerland, falls to 10 items a year in many developing countries, should therefore normally continue to grow.

"However, postal administrations are not certain of keeping their market shares: powerful competitors are interested in the postal markets and will take their customers if they are unable to satisfy them. This is already happening in many countries in which international couriers have started by offering expedited mail and then provided their customers, who are dissatisfied by the Post, with letter and parcel services in defiance of the monopoly.

"This leads me to an important conclusion already drawn by Mr Cockburn in the first paper but which needs to be hammered home: postal administrations have a public service mission to fulfil for all citizens but they are also having to deal increasingly with customers, businesses, in particular, who have more and more choice in their suppliers, are willing to pay but want services that meet their needs.

"To meet these needs, we have to know them. There are techniques for doing that but it is also very useful to listen to the customer, particularly to major customers, to go to see them and ask them about their relations with the Post. The good and the bad. Naturally, these contacts with clients must be decentralized but it is not a bad thing for top officials to have periodic contacts with their most important clients.

"The postal administrations of the developed countries have made tremendous progress in getting to know their customers and their experience should be used by other postal administrations, bearing in mind specific national features, to avoid making the same mistakes.

"From this experience, conclusions can be drawn which are valid for all postal administrations: 'Clients must be offered a full range of services which, at national level, will cover at least three tiers':

- very fast, high-speed mail (EMS), rates for which may be high;
- fast mail, letters, press, packets, which must also be forwarded quite quickly but mainly be regular and reliable;
- lastly, economic mail for which an effort must be made to avoid wide variations in delivery times, which clients do not understand.

"Speed is therefore an important, but variable, part of quality of service.

"Service standards, on which the administration must commit itself with clients, must be defined for each segment of the range on the basis of the national mail circulation networks. Compliance with these standards must be checked continuously.

"Reliability or foreseeability of forwarding times are decisive elements in the quality of service: what the customer wants most of all is regularity.

"Lastly, the most important element in the quality of service is, of course, the security of the mail, which means that it reaches its addressee in good condition without having been rifled.

"When this condition is not met, and this is unfortunately often not the case in some countries, the consequences are catastrophic for the Post, which loses the confidence of the public and of its clients.

"It is not enough, even if this is absolutely necessary, to have a good range and a good quality of service to attract and keep clients, particularly major generators of mail. In addition, an effort has to be made:

- to sell these products;
- to meet clients' special needs;
- to adapt to the reactions of the competition.

"The sales effort means the introduction of staff specializing in contact with clients, starting with the most important. They must be well versed in client needs, know all about the services provided by the Post and be given some leeway for negotiation:

- on the extent of the services;
- on rates.

"Large companies are increasingly vulnerable to the highly personalized approach of the Post's competition, which offers to relieve them completely of all their mail problems and provides door-to-door pick-up and delivery.

"In addition, rates reductions, based in particular on the amounts posted or on a contractual volume of turnover, are often granted as well as flexible methods of payment (monthly billing, for instance).

"This freedom for the salesmen is, of course, easier to arrange for Post Office Corporations than for postal administrations, but that brings us to the third paper which we shall be hearing shortly.

"1.2 At the international level

"The first remark I should like to make is that the application of sound commercial strategies at national level is essential before we can talk about commercial strategies at international level.

"Postal administrations are partners forming a chain, the quality of which depends on that of the weakest link, as Mr Horgan, the Chairman of our Congress, has opportunely reminded us: a high-quality international postal service can be built only on high-quality national postal services.

"But we must not forget that the organization of cooperation among world postal administrations, alongside the advantage of the universality of territory and procedures, has a number of handicaps.

"The latter were hidden by the above-mentioned advantage so long as the Post had no competition, but they become very marked when powerful multinational firms compete with the Post.

"A first handicap is in the decision-making process: the head of an international company can take very fast decisions on all aspects of management and enforce those decisions throughout his company everywhere in the world. The independent postal administrations, on the other hand, have to reach agreement at world level every five years at Congress to take the necessary decisions. We have made some progress in this direction since Hamburg but there is still much to be done.

"The required consensus of a majority of the 170 member countries for any decision concerning the range of services, procedures, the various limits, and financial compensation removes a lot of flexibility and greatly reduces the Post's ability to react to competition.

"The problem is especially serious in respect of financial compensation:

- the present system of terminal dues, is unrealistic; this file will be one of the major dossiers of Congress and we hope that the consensus reached at the Round Table and at the April Executive Council in Berne will be reached again in the proceedings of Congress Committee 5;
- the systems of rates for postal parcels can also be criticized: they are set unilaterally by the countries of destination and are sometimes too high so that competitive rates cannot be set in the country of origin.

"Further progress must therefore be made in all the problems of inter-administration financial compensation with the aim of expanding postal business, instead of setting unrealistic payments which could 'kill the goose that lays the golden eggs'.

"A further handicap for the development of the world postal service is the problem of Customs procedures for merchandise (small packets and postal parcels). In this field, too, much remains to be done.

"Lastly, and this is to be linked to the international Post's capacity for rapid reaction, a problem arises in the extension throughout the Union of strategic services with vital service components. I want to give international expedited mail, EMS, as an example.

"Thanks to the International Bureau, we have made substantial progress in the extension of this service, but numerous relations, some of them important for the partners, are not yet open and therefore cannot be offered to clients whereas the competition provides them.

"In addition, some elements of the EMS service are lacking in many countries although they are of strategic importance. This is the case, specifically, for electronic tracking and tracing systems, which are the only means of informing senders quickly and are greatly appreciated by them.

"The application of commercial strategies at international level therefore necessitates, apart from dynamic, high-quality national postal services, greater awareness by all concerned of the need to act quickly in the drive for excellence, in the interests of our clients and, hence, in the interest of the Post.

"Operational strategies

"1 At national level

"The first aim of postal administrations' operational strategies must be to guarantee compliance at all times with predefined standards of service quality, on which they must commit themselves to their clients, for the three aspects of security, regularity and speed.

"A method which has proved its worth consists of detecting the places where the main malfunctions occur and correcting them.

"This involves permanent monitoring of quality of service which may be started with simple means and gradually improved.

"The same concern for priorities leads to the suggestion that, when everything cannot be done at once, we should focus on essentials:

- letters before printed papers (letter mail accounts for the bulk of revenue);
- the capital and major conurbations before rural areas (the capital in some small countries accounts for 50 to 80 percent of total traffic), unless national policy lays down different objectives.

"From this point of view, EMS is of considerable importance: it may be used to demonstrate the Post's know-how with small quantities of mail, but is only credible in the long run if letter mail works well.

"It is essential to establish dedicated circuits and facilities for EMS so as not to mix it with the rest of the mail and give it the preferential treatment which is necessary. As you know, France has even delegated complete management of national and international expedited mail to its subsidiary, SFMI, and is highly satisfied at the result.

"The second important objective of national operational strategies is to keep control of costs, and therefore rates and, hence, a competitive stance.

"This involves, above all, sound use of human resources: postal administrations are still basically labour-intensive industries and while automation makes it possible to handle the enormous quantities of mail of major conurbations, it is rarely necessary when traffic is low.

"Moreover, automation itself requires sound use of human resources, although I shall not expand on this point as this problem comes under management systems.

"2 At international level

International operational strategies are hindered by the poor interconnection of national systems: mail can be moved faster from Brest to Nice (1500 km) than from Paris to Brussels, in Belgium (300 km). This is because each postal administration gives preference to its own system and does not always give the same priority to international mail.

"It is therefore important to strengthen solidarity and international cooperation to achieve an efficient postal service:

- by developing all factors conducive to the interdependence of national postal networks;
- by coordinating at UPU level the initiatives and innovations aimed at modernizing the international postal network; the UPU is a major asset for building up solidarity among postal administrations and resisting the competition.

"For this purpose, the role of the UPU in the improvement of the international postal service must be strengthened through systematic studies aimed at reducing forwarding times and ensuring the smooth operation of international offices of exchange and transit centres.

"The UPU should support both the efforts of administrations to compete with international couriers and the initiatives taken by the Restricted Unions

"In conclusion, I should like to stress four main directions in which I feel action should be taken over the next five years to ensure the success of the postal services in the buoyant communications markets:

1 Contact with the customer: to identify his needs it is necessary to listen to him, talk to him, visit him.

2 The definition of strict quality standards and the readiness to offer tailor-made services.

3 The development of a dynamic and all-embracing management system that will provide fair remuneration for services rendered and allow rate reductions as services expand.

4 Utilization of the single postal territory created by our elders to present the appearance of a single enterprise with a great many branches. This single enterprise which will unite all our energies already has a name: it is the UPU.

The representative of JAPAN said that he too, like many other delegates, considered it was high time that all administrations worked closely together to overcome the difficulties facing the Post both nationally and internationally so that its future could be assured. It was also high time that postal services took pains to identify the real needs of customers and introduced without delay concrete measures to provide services that satisfied the demand.

Before describing the basic strategy of his own country, together with some practical examples of his country's experience in the area under discussion, he offered his own views regarding the situation of the Post. In recent years the situation of the Post had been changing rapidly and was becoming increasingly difficult. The Japanese postal service, too, was facing strong competition owing to advances in telecommunications and the emergence of private messenger services. At the same time, customers' needs had become more diverse and their demands for better services greater. The markets in communications and in the conveyance of merchandise were undergoing profound changes.

In his view, such changes provided a powerful stimulus and new opportunities for the Post, as recent experience had shown clearly.

In regard to the changes in the Japanese postal service and the steps it had taken to cope with the dangers threatening it, he observed that private local and international messenger services had already been active in the small parcels market during the second half of the seventies. As a result, the traffic in postal parcels had decreased, dropping at one time to only two thirds of the maximum level reached in the past. As for the letter post, the public had been highly critical and many customers had stopped using it because, owing to its monopoly status, it had not been making the necessary effort to provide a service of quality and had often chosen the easy way out by increasing rates, which amounted to making users cover its deficit. The outcome was a serious financial crisis at the end of the 1980 financial year, when the deficit represented over a quarter of annual receipts.

At that point both postal employees and management began to realize that the Post would be in serious danger if matters were not rapidly improved. The unions themselves, which had hitherto opposed the management and taken action on several occasions, began to take the same view as the administration and changed their attitude in an effort to find, in cooperation with the management, a favourable solution to the crisis and a way to save the postal service. Lastly, the staff as a whole perceived that it had to increase productivity and provide services that satisfied the customer.

Thanks to that new attitude, the Japanese administration took steps to organize the commercial and operational aspects of the service. This reorganization could be summed up as "improvement of the service, development of new services to meet the demands of users, and an effort to sell its services".

The first concrete measures adopted with a view to improving and extending services was to give priority to basic services that were both quick and reliable. Accordingly, vast changes were made in the mail conveyance network and in the sorting system between 1984 and 1986. That reorganization made it possible to speed up delivery and to make the commitment to deliver both letter-post items and parcels on the next day or next day but one after posting.

The confidence of users was thus regained, and the result was an increase in traffic and an improvement in the financial situation.

As for the various new services introduced in an effort to adapt the Post to the increasingly varied needs of its customers and their demand for high-quality services, the most important were, firstly, the introduction of the national and international EMS service, the "superexpress" service and the "same-day delivery" service, all as means of meeting needs in the urgent communications sector; secondly, the introduction of the "Furusato parcel" ("provincial parcel") service which made it possible to dispatch products from one province to any other in Japan via the postal network. The aim of that service was to contribute to regional economic development. The third initiative was the development and introduction of Electronic Mail, which combined the advances in telecommunications technology with the advantages of a postal network covering the entire country.

Fourthly, some new postal products were offered, including the development and sale of new packaging materials, a home pick-up service for parcels and an electronic tracking system for domestic parcels and EMS dispatches to make it easier for customers to use the postal services. Lastly, he emphasized that postage stamps, besides their function as a means of prepayment and as a source of income, contributed to the dissemination of culture and to improving the image of the Post.

Those qualities had led the Japanese postal administration to develop and introduce a number of philatelic articles such as regional stamps and lottery postcards. More recently, a stamp-designing competition open to everyone in Japan or abroad had been organized. There would be numerous prizes for the most outstanding designs and the two best entries would be used for stamps to be issued on 1 June 1990 to commemorate the anniversary of Japan's accession to the UPU. It was hoped that designs fostering cultural exchange would be received from every country.

Turning to the subject of commercial measures, he emphasized the change in staff attitudes from providing services as favours to the selling of postal products. That new attitude should lie at the root of all the Post's commercial activities. The Japanese administration had therefore set up groups responsible for such activities at all levels (central management, regional management, post offices) and fixed annual sales targets for receipts and volume targets for parcels, electronic mail and EMS, three areas involved in direct competition with the private sector. Postal staff were competing with representatives of the private messenger services to conserve and extend the Post's market.

Another important measure not to be overlooked was the rate-fixing policy. As he had already said, the Japanese postal service had accumulated a sizeable deficit but, thanks to strenuous efforts to improve services and commercial activities, had recorded a profit in each of the previous eight years. The deficit had finally been wiped out in 1987. A point to stress was the fact that in those eight years the postal administration had not once increased its rates; on the contrary, some of them had been reduced and the range of reductions for bulk mail had been extended. That strategy had rendered the Post's rates more competitive and attractive to customers wanting "better services at lower cost" and generated more traffic and increased receipts.

He stressed that the key to postal development lay in the hands of the customer and that if the Post really wanted, the only way to make use of that key, was to reach agreement with the unions and, on the basis of that agreement, to implement one after the other effective measures that would benefit customers, whose needs should come first.

The Japanese Ministry of Posts and Telecommunications was a State body in charge of various enterprises besides the postal service in the strict sense, namely the postal savings bank, postal life insurance and the postal pensions service. He was convinced that such a range of activities was one of the main reasons for its rapid grasp of social trends such as the growing diversity of values, increasing computerization, the ageing of the population, the internationalization of the economy and culture, and financial deregulation, and hence for its ability to respond speedily and correctly to customer needs.

There was no doubt that the Post had contributed greatly to economic, social and cultural progress all over the world and throughout its long history by satisfying the requirements of each period. The official postal services, provided with a national and world network and operating as public bodies, were a common heritage of mankind and would, he was convinced, continue to play a vital role as a basic and indispensable infrastructure – but no time must be lost. They needed the wisdom and the courage to accept a role that reflected the new era's demands and to keep in step with change.

In that connection, he had always striven to the utmost to carry through an important programme of basic reforms and to consolidate the infrastructure. That programme had also included further improvement of the international postal service and the promotion of international cooperation as means of coping with the changes in recent years. Whenever there was an opportunity to introduce services that were needed and in the Post's domain, he intended to make the necessary effort without fear of possible interdepartmental disputes. His best ally, he was sure, would be "the voice of the country and of the customer".

He concluded by referring to the first article of the UPU's Constitution which provided that "The countries adopting this Constitution shall comprise, under the title of the Universal Postal Union, a single postal territory ...", which meant that the postal service constituted a single chain throughout the world and that if one of its links were to break the whole system would collapse.

As a member of the UPU, the Japanese administration was resolved to do all it could to foster the ties of international friendship and to contribute to world peace through the development of its postal services in cooperation with all other member countries.

The representative of IRAQ said that the issue at stake was a delicate one because it concerned both the Post and powerful private companies. He would therefore confine himself to some very general points focused primarily on that key concept, the market. Markets were inherently unstable and at the same time were based on an economic principle, the submission to supply and demand, which his postal service rejected completely. The fact was that a postal service created for humanitarian purposes must put economic questions second: when the market was considered, public service was forgotten.

Bearing in mind the legal foundations of the Union and the accession of Governments to that Union, he considered that the struggle against the competition should take place within the framework of international conventions. It was in the interests of all countries to use all possible means to fight the competition, which was gaining ground and threatening the official postal services run by governments. Mention had been made of the negative aspects but the public authorities and the interests of the country should come first. That was why supreme legislative authority should be accorded to the Union, which would be able to draw attention to all the dangers facing the Post and provide countries with the means of fighting against the competition.

Countries should be able to assume their responsibilities and implement measures that would limit the activities of private couriers. That should be the responsibility of each country. Iraq had forbidden all sorts of private activity in that field and had taken steps to prevent private couriers from operating there. The authorities had devised laws which imposed rates on those private couriers which continued to operate, but in other countries there existed no legal instruments to halt the activities of competing enterprises. His country therefore proposed that all member Governments adopt laws that would forbid private couriers to operate in their territory or that would restrict their activities.

The representative of CHINA (PEOPLE'S REP) said that business management of the Post was a topical issue in several administrations.

For many years, the Chinese post office had been managed as an administrative body. Social development had resulted in ceaseless expansion of the network, and the Post had become a government administration managed on business lines. Over the past ten years, there had been tentative experiments in that field, beginning with providing in postal legislation that the Post was an "enterprise with a public service mission" to which the Government applied a policy of self-financing. That legislation also decided to set up the cost calculation system in postal establishments to provide the necessary conditions for the Post's independent operation. It also stipulated that postal employees should enjoy the same salary and welfare benefits as those of a commercial enterprise. Application of that legislation had raised the standard of operational services in postal establishments, strengthened management, increased the initiative of postal staff and contributed to improved customer services.

Business management was still in its infancy in the Chinese Post which was currently trying to prepare the necessary conditions for separating administrative from business functions and making the Post and Telecommunications two independent economic entities, each with operational autonomy.

The fact that the Post was a public service implied an obligation to adapt its economic and social objectives, giving priority to the latter. On the one hand, it had to respect the enterprise's economic mandate and obtain reasonable returns thanks to the services provided to users in order to make the enterprise more dynamic and capable of continuous development. On the other hand, it had to remember the Post's social mission, supervising quality of service and seeing that the postal network served all regions of the country and that there was equality of access to fast, regular, safe and convenient services.

Different operational modes for the various services had been introduced on the basis of that guideline. At present, the Chinese Post provided two categories of services: traditional, public services such as letters and postcards, printed papers and newspapers, and recently introduced, business-oriented services such as EMS, express items, commercial parcels and electronic mail. A low flat rate was applied, regardless of distance for the first category. Service points had to be installed where necessary, regardless of whether the postal services made a profit or deficit, and there were currently 44 000 postal establishments in remote, rural areas, covering 83 percent of the whole country. In addition, 250 000 delivery stations for letters and newspapers had been set up in administrative villages, providing postal services for 99.3 percent of towns and 95.8 percent of villages. A different policy was adopted for the second category of services which had been introduced and expanded at the same time as the growth of the trading economy; accordingly, charges for them took account of distance, times, speed of transmission and the number of services provided. The Chinese Post tried as far as possible to follow economic rules, applying business management principles.

It would appreciate profiting from the experience of its colleagues in the field of business management and would like more frequent exchanges of experiences and symposia to be held on that subject later, within the framework of the Union.

The representative of DENMARK made the following remarks:

"Quality of service has been mentioned as a major issue, and rightly so. We have to admit that the existing service performance leaves a lot to be desired and we have to make great improvements if we are to recapture our lost market share, particularly regarding international mail. Success depends upon continued quality of service monitoring and analysis of the results with a view to getting rid of obstacles to improved quality of service.

"The remedies can be many but allow me to mention a fairly simple one. Our international performance is, of course, heavily linked to our domestic performance. But it is often found that international performance does not even live up to the rather meagre expectations you would have from adding the domestic performances of the countries involved. This indicates management problems, and not technical problems.

"Based on our experience from working with domestic and international quality of service monitoring, we have decided to separate the handling and sorting of international mail – both physically and management-wise – from domestic mail in order to avoid priority problems between these two types of mail, and this has proved successful.

"In general, I can say our experience has been that changes in organization at both central and local levels have proved to be effective ways of improving the quality of service and this is also – it should be noted – a cheap way, and in many cases a cost-saving way.".

The representative of HONDURAS (REP) thanked the United States Postal Service for its warm welcome. As the representative of a developing country, he assured the delegates that his administration would continue to cooperate actively within the world postal network of UPU members.

International mail made up more than 60 percent of all Honduran mail with the result that considerable resources, by that administration's standards, were poured into the international network. All administrations, particularly those of the big countries from which Honduras received most of its mail, should be aware of its efforts on behalf of the postal community.

Honduras was aware of its duty to improve the quality of its postal products and did so by taking an active part in PUAS projects, renewing its installations and training its staff.

However, it considered that the large nations had an obligation to find a way of contributing to its efforts, since their mail represented the lion's share of items handled by the Honduran postal service.

The speaker therefore requested that the conclusions of the General Debate highlight that the sacrifices made by small postal administrations to ensure an international postal service of a high standard should be supplemented by concrete efforts by the big countries.

The representative of CHILE said that in 1984, the Chilean Post had faced a worrying situation.

There had been a drop in traffic of 20 million items (– 15 percent) over the previous two years, and the Post's image was that of an outdated public service which took no interest in its users.

That state of affairs was aggravated by the Corporation's short-sighted business policy and its failure to realize that its customers were made up of two groups, private individuals on the one hand and businesses and institutions on the other. The higher costs generated by the first category of users were being borne by the second category. Furthermore, the Post was unaware of the fact that each of those categories had totally different motivations and requirements as regards its service.

The development of parallel postal services in the market reduced the Corporation's income and that in turn prevented its development and consolidation.

A business strategy to strengthen the Corporation's profitability by increasing traffic and revenue was an immediate necessity.

The first step was to divide the postal market into private individuals and commercial entities, to create separate, specialized services to study that market within the business sector and then to direct and prepare clearly defined strategies within the Corporation.

1 The business market

Progress by the competition had cost the Post 25 percent of its share of that market segment.

Parallel postal services charging 30 percent less than the Corporation managed to capture the Post's main customers for mail posted and delivered in Santiago. They did not operate nation-wide, merely from city to city.

That was the Corporation's main problem in 1985, and a strategy with the following four pillars was applied in an attempt to solve it:

a Personalized service for privileged customers

A centralized service, provided by heads of sales, was set up to liaise between the 100 main clients (representing 80 percent of traffic in that segment) and the Post.

The centre's basic function was to visit its customers, ascertain postal requirements, give opinions, provide an after-sales service and to find a solution to all types of problems likely to arise between users and the Post.

All the information obtained from the market by those specialized officials was studied and analyzed by the marketing service to modify policies so as to improve procedures and provide a service better adapted to requirements.

The most important thing was to find out why some customers preferred the competition as the key variants as to where improvements should be made.

b Special products and new services to customers

The "*Aviso Postal*", weighing up to a maximum of 10 g, with a computer-compatible format and costing 30 percent less than the rate for the first letter-step, was created and played a major role in combatting competition in 1985 and 1986.

Mail collection from the addressee's address was started but only for important, large-scale customers.

A specialized centre with modern systems for weighing and numbering items and a large parking lot had also been set up for accepting items posted by major customers. It now received 80 percent of such mail in Santiago. A computing centre for preparing statistics and bills had been created to enable the postal administration to know how many items a customer posted each month as well as the composition of the mail delivered (ordinary letters, registered letters, printed papers, parcels, etc).

c Volume-based rebate system

A further significant initiative had been the distinction between "private" and "corporate" rates.

Detailed analysis of each customer's traffic made it possible to determine the volumes above which it was profitable to give rebates. The present scale was as follows:

Items/month	
0 to 5000	0%
5001 to 10 000	35%
10 001 to 25 000	40%
25 000 and over	46%

The rate for a company posting more than 25 000 items per month was almost half the rate paid by a private individual.

That measure was clearly justified cost-wise because it was much cheaper for the Post to serve corporate, rather than private customers for whom it had to operate 50 offices in Santiago de Chile. That resulted in high costs, while two or three specialized centres at strategic points were sufficient to deal with corporate customers.

Furthermore, it was much more economical to accept 500 000 letters in bulk rather than in ones and twos, as was the case with private customers.

d Communication

Publicity measures had been taken, such as the distribution of notices or brochures advertising the creation of a specialized centre for big firms, instructions for using each product and the corresponding rates; furthermore, customers were informed of important events.

Measures such as the market research conducted on that segment in 1986 (questionnaire addressed to 100 major companies by a specialized consultancy firm), obtained substantial results in a brief space of time. The Chilean Post had an excellent image, far better than that of the main parallel postal companies.

Eight of the long list of customers won back from the competition were among the Corporation's 20 main clients.

In that segment, traffic had risen 75 percent (45 million items) over the period 1985 – 1988. Those figures clearly showed that the Chilean Post was able to combat rivals from the private sector on an equal footing.

2 Private market

The strategy in that sector was to encourage Chileans to write more.

To that end, access to the postal service had to be made as easy as possible, ie it should no longer be necessary to visit a post office to send a letter nationally or internationally.

There were three objectives:

a creating self-sufficient products;

b creating new outlets for postal sales;

c advertising the new method.

a New products

Sello-clip, a booklet with a catchy name containing ten stamps for the first domestic weight step, was created to solve the problem of messages within Chile. A further advantage was that the booklet sold ten stamps simultaneously.

A prepaid aerogramme with one and a quarter pages of text space was created to solve the problem of international dispatch.

b New channels

Sales points other than post offices for sending those products had to be sought. Those were to be situated in much-frequented places, mainly supermarkets and large shopping centres.

People go to the post office once or twice a month but to supermarkets once or twice a week, thus increasing the Post's range of products and their turnover.

The 12 percent commission granted to businessmen selling the product by installing special letter boxes on their premises made the strategy successful. Thus all supermarket chains and major shopping centres now sold basic postal products; the letter-boxes were well used by the public who had more confidence in them than in those on public roads.

The next step was to select businesses opposite public letter-boxes (bookshops, haberdashers, shops, etc) as outlets for postal products. At present, 1300 businesses sold such products; taken in conjunction with the 1072 postal establishments, that added up to a postal service unparalleled in Chile.

A sales structure, with sales teams visiting all businessmen selling postal products according to a prearranged schedule, was also set up at national level.

c Advertising strategy

The advertising campaign was based on three main pillars:

- marketing;
- special promotion campaigns;
- television.

First, a large number of posters had to be designed for new points of sale, indicating that postal products were on sale in each of the designated places; signs about the provision of postal services were also posted outside those places.

Second, better communication in supermarkets and shopping centres was called for to support the new system. A contract was concluded with 25 attractively-uniformed young ladies who advertised the benefits of the new product and the new system of posting. That promotion campaign was repeated every year, from August to December.

Lastly, television was considered to be the best and easiest way of maximizing use of Chile's postal products. On the advice of Lintas Chile SA (one of the four major advertising agencies), TV commercials were designed for aerogrammes and Sello-clip respectively.

In 1989, only two years after the project was launched, 500 000 aerogrammes and 2 000 000 Sello-clip stamps had been sold.

In the final analysis, "private" traffic increased by 42 percent over the period 1985–1989. The Chilean Post had an excellent image as a modern, skilled service concerned with the needs of the community. The promise made in the slogan "Chile Post, closer to you every day" which accompanied every campaign was kept.

3 Conclusion

The business strategy applied by the Chilean Post was now bearing fruit and postal traffic which had dropped 15 percent between 1983 and 1984 had increased 70 percent over the past four years.

Postal administrations had a series of strong points, a vast network, a leading position on the postal market, substantial manpower and government support; they had the capacity to deal with large volumes of mail, as well as the know-how. Those were aces which, if properly exploited, could all become profitable and self-financing, as Chile's experience had shown.

Admittedly, the progress of telecommunications would create obstacles to postal development over the next century because of its high cost, but there would always be a market for corporate bulk items as well as a "private" market for those with no access to telecommunications.

As long as postal administrations were capable of responding to needs with new products, new service methods and adequate forwarding times, their markets should not be threatened.

The representative of SENEGAL said that his administration had established, as part of its commercial strategy, a special department, a separate EMS service with decentralized management and a personalized service for major customers.

It should be remembered that the postal market in the African countries was completely different from that in the industrialized countries. It was vital that a global UPU strategy should be developed to combat competition throughout Africa. At the same time, postal administrations had a public service mission which they could not link to the market. He stressed that account should be taken of the specific nature of African markets as by the next Congress there would have been many changes in their countries and different markets would disappear over the next five years as the competition was not standing idly by.

The representative of MALAWI said he wanted to address the issue regarding their competitors. He was of the view, that their competitors continued to grab a greater share of the market because of the flexibility of their organizational structures and continued to take advantage of the existing rigid organizational

structures of many postal administrations. Many postal administrations were controlled by their respective governments as regards fixing rates for their postal services and products and were obliged to be exemplary in observing customs procedures. Their competitors could decide overnight on the pricing of their products and services and, in many instances, could evade customs procedures to satisfy their customers' needs which many postal administrations could not do.

The representative of ITALY said that, in his most interesting address the other day, the Director General of the Canadian Postal Service had drawn their attention to the dangers that the postal service today was up against as a result of the increasingly fierce competition from private organizations.

He had also pointed out the remedies and initiatives which that country had undertaken and which were quite similar to those adopted or about to be adopted by the Italian postal administration. Those measures aimed to improve the quality of the services and thus discourage the use of private services.

However, his administration felt in order to regain its lost clientele it had to provide more information on a broader scale concerning the services offered, with particular attention to the individual consumer who, while perhaps constituting the primary consumer group, was not always familiar with the services available because of the lack of information.

Indeed, frequently the only source of information available to the individual consumer was the telephone centres that dealt with inquiries and the special counters operating in the large offices, while in the smaller offices located in the more remote areas of the country such activities were left to the good will of the manager of the office concerned.

It was common knowledge that nothing alienated the customer more than a time-wasting office that seemed unsure of the information it provided and was basically unreliable.

If they were to improve the quality of information, their first commitment had to be to train personnel assigned to the counters and telephone centres in order to provide qualified and efficient specialists.

When the customer went to a window, which nowadays was distinguished only by a number, he or she had to be able to immediately identify the clerk concerned, whose name and title should be clearly shown.

Indeed, frequently the customers had expressed the need to have a more personal contact with the employees of the public administrations, so that they could feel that someone was taking a personal interest in their problems.

In Italy, in order to respond in concrete terms to those needs, arrangements were being made to set up a special structure to disseminate information about the services offered by the postal administration, concerning which people had either little or no knowledge, whereas the new identification system was presently the object of a vast programme throughout the public sector, starting, therefore, with the postal service.

As regards the new services such as electronic mail and the adoption of tracking and tracing for registered items and EMS, the postal administration was

publicizing those services by using the most advanced technologies and with the collaboration, during that initial phase, of the company which provided the equipment that did the processing work.

Special attention was being given to establishing the rates which, while covering costs, also had to remain competitive compared to the rates charged by private competition.

In any case, the direct contact that was established in post offices through their own employees, between the postal administration and customers, was still the most effective means of regaining that clientele that had left the traditional postal service and looked elsewhere, not only for better quality and efficiency in the services offered, but also because of the inadequate information about the services available.

The observer for the POSTAL UNION OF THE AMERICAS AND SPAIN said there had to be a product and two other elements, someone wanting to buy it and someone able to sell it; that was an essential condition. The question then was whether they had the product and whether they could sell it. The answer was "No".

Not all administrations had the product and of them some where developing countries and others were developed countries.

How were they to make a product which the market would accept?

Traditionally, the Post was a highly labour-intensive craft and therefore greatly dependent on the attitude of its staff.

For over a century, postal equipment had been designed for small-scale production and not for industrial installations. That was why the Post was slow and resisted absorbing leading-edge technology.

And the Post had worked well so long as it had its craftsmen, their famous postal workers.

But when there were no longer any craftsmen, the disaster started and they no longer had any products to sell.

So, how could they make a product which the market would accept? By replacing small-scale production and basically the craft concept of the Post by industrial processes.

Ford (one boss) made the same car throughout the world.

McDonald's (thousands of customers) made the same hamburger throughout the world.

What was to be understood by an industrial process in the Post? It was simply a matter of operating systematically on the basis of industrially designed processes, making greatest possible use of technology which was all the cheaper in that it was more modern.

If postal administrations made products using technology-based operational methods. they would obtain the product customers wanted and that product

would be stable and standard and would meet set quality levels. Indeed, a system was easy to monitor unlike people who were more and more difficult to check.

An advanced operating system was based on a network and was less dependent on labour which played a support role in the process.

Technology-based operating systems could be developed jointly by administrations.

The PUAS was already developing such systems and was trying to apply the "turn-key" system:

- the system was developed jointly;
- the staff was trained;
- the equipment was supplied; and
- start-up assistance was given.

A series of projects which they called BIT projects, based on the use of microcomputers, was the result of those efforts.

BIT account: It was used to settle international postal accounts.

BIT inquiries: It was used to investigate inquiries.

BIT AV 7: It was used for the preparation and electronic transmission of documentation from the airmail office of exchange.

YUELO BIT: It was used to prepare mail circulation plans by consulting databases.

EMS BIT: That was a simplified form of handling EMS items in small postal administrations.

The PUAS had also undertaken another joint project, specifically linked to commercial management and designed to prepare a commercial action and market model. It was being developed by technicians in Brazil, a PUAS country with special expertise in that field. They would, of course, be glad to share that project with other UPU countries.

They should all contribute in the bid to improve the Post by taking advantage of the intelligence of their people, in which they were all rich.

As things stood, millions of postal items were taking over 100 days to reach their destinations; they came from developed and developing countries alike.

It was not a postal product, it was an "anti-product".

It was a threat to one of the greatest human conquests, the Post, which they all deeply loved and on which they had lavished the best of their efforts and work.

The PANELLIST said that he would try, in the three minutes which remained to him, to produce a summary, which despite its brevity, would be a distillation of the important contributions received. He believed that he could summarize the the essence of members' concern by asserting that they needed a Post which was human, social, modern, and well managed.

A human Post since, to succeed, an enterprise employing more than 6 million people should motivate and mobilize its personnel with dynamic policies of involvement and human resource management.

A social Post, ie a Post oriented towards society, towards people as a whole; a Post which accepted its public service role was essential, otherwise they were not being true to their origins; but a public service role which should not turn a deaf ear to the diverse needs of its customers in a postal territory which, while being single, was not uniform or monotonous.

And it was a modern Post which would respond to the appeals of its customers, a Post receptive to advanced techniques both in the fields of mechanization and computerization, and in the commercial field. Only an aggressively commercial policy based on a realistic marketing approach and flexibility of regulations and charges would enable them to meet the competition on an equal footing; the adoption of the General Action Plan prepared by the IB should form the basis for widespread recovery of their market share.

But, in order to acquire the means to support this policy, they needed a well managed Post. When an enterprise was managed rigorously, rich seams of productivity were uncovered, which were the more profitable since they were not costly to keep up to date except in terms of human energy and the will to succeed. The reinvestment of profits quickly brought improvements in the quality of service, then in turnover, until the process became self-sustaining.

Finally this Post which was human, social, modern and well managed must also be universal, and this would only be attained by solidarity; the UPU, a sprightly centegenarian, was there without fail to revive this indispensable quality and to assert itself as the best guarantee for the future of the Post worldwide.

The meeting rose at 1 pm.

For Congress:	EDWARD E. HORGAN, Jr	A C BOTTO DE BARROS
	Chairman	Secretary-General
	L RUBENS	
	Secretary	

Seventh meeting of Congress

Thursday, 16 November 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 3.10 pm

General Debate Topic No 3 "Management structures and systems at national and international levels"

The DISCUSSION LEADER introduced the Panellist for topic No 2 and his Preparatory Group:

Panellist

Colombia	Mr Vicente ALONSO SERENO, in charge of the General Directorate of Posts

Co-panellist

Jordan	Mr Hashem AL-QUDAH Director of Postal Affairs

Members

Finland	Mr Asko SAVIAHO General Director
Netherlands	Mr Ton PIJNENBURG Head of International Postal Affairs
New Zealand	Mr Garry WILSON Chief General Manager
Senegal	Mr SERIGNE AHMADOU CAMARA Director-General of Posts and Savings Bank
Switzerland	Mr Emile BURN Chief, International Postal Service
USSR	Mr Evgenij MANIAKINE Deputy Minister of Posts and Telecommunications

The PANELLIST explained that his paper would consist of four main chapters.

I. Nature of the postal service in the contemporary world

The enormous technological development of the physical conveyance of information by electromagnetic and electronic means widely and fairly accessibly meet the basic communications needs of society, satisfying which has been the almost exclusive responsibility of the Post for several centuries.

This gradual, continuous development has had far-reaching repercussions, including the weakening and narrowing of the area of application of a legal institution which has long governed the life of the Post: the postal monopoly.

The Post has largely ceased to be an essential, fundamental and, in many cases, the sole means of communication to become one of many instruments in the global communications market. Its purpose today is to provide, alongside a host of other organizations, a particular branch or segment of activity: that of postal communications. The boom in demand for this category of communications has led to the appearance of private organizations which, exclusively driven by the profit motive, concentrate on the handling and conveyance of documents and goods. The postal service's immediate task then is to redefine its specific mission, objectives and field of activity in the overall national and international communications system, which, without a vital, prosperous Post, would be incomplete and definitely distorted.

This task of redefinition naturally encompasses everything relating to its management structures and systems: it is imperative to reshape postal administrations into organizations that, without losing their public service profile or their social role, are increasingly patterned on the management principles, structures and systems of the business world.

II. Weaknesses and shortcomings of postal management

1 Lack of adaptation of the administrative structure to the characteristics and requirements of the communications market

The Post's unsuitable structure is a particularly striking phenomenon in the developing countries, seen mainly in:

- a status characterized by excessive dependence on supervisory bodies and by diffuse and sometimes uncoordinated control by various government organs, clearly diluting and hindering decision-making;
- the absence of the appropriate management tools and systems to adapt services to trends in demand. Limited decision-making authority to apportion revenue, define and conduct procurement or accounting management programmes, leads to poor service in terms of quality and development, inefficient administrative procedures, lack of innovation, and products out of line with market expectations;
- lack of proper planning. This is a shortcoming often noted not only in postal administrations also, on an even more worrying scale, in the supervisory bodies. This leaves the postal service open to management by whim almost exclusively driven by short-term considerations and needs. Management is governed by immediate needs and the urgent prevails over the important;
- shortcomings in the training and development of middle and senior managers.

2 Lack of knowledge of the make-up and potential of the demand

The sphere of activity of postal services is generally determined by an administration's operational capability being restricted by considerations foreign to actual trends in the postal communications market. There is no system for evaluating this market nor for adapting to new user needs, especially the market segment of "major customers" which is increasing daily in size and diversity.

It follows that the Post cannot deal with certain segments of the market. Gaps are left in the range, immediately filled by competitors who find a profitable field in these unexplored areas or "niches". To some extent, the competition's field of action is demarcated and sectorized by the inability of postal administrations to capture the market. In some cases, these de facto complementary relationships are legally regulated.

The postal service, which delivers massive volumes of commercial documents, printed matter and goods, not to mention its financial services, remains an important instrument of economic, social and cultural development. The use made of the Post in the developed countries is proof of this. However, the imbalance between supply and demand prevents postal administrations from taking real advantage of an expanding market.

3 Budgetary dependence

The traditional concept of public service was based on the principle that this service should be subsidized as far as possible out of public funds. This entailed economic dependence expressed in administrative dependence and in limited room for manoeuvre.

Although the trend is toward fewer, government subsidies to the Post, because, among other things, of public spending restraint policies, this budgetary dependence definitely continues to weigh to the point that it considerably restricts the Post's potential to embark on more dynamic expansion.

Budgetary dependence also has often to be seen as one of the most frequent causes of lack of capital investment in infrastructure and service expansion.

4 Distortion of business management plan

The way in which the postal service is traditionally organized often hinders the establishment of an appropriate management plan to meet the challenges that face it today; lack of continuity, in particular, from frequent changes at management level, and frequent movement of staff at other levels, due largely to the lack of a status shielding the postal administration from considerations of a political nature, has the effect of changing and distorting what should be a real management plan predicated on purely management objectives geared to quality, economic viability and expanding the actual field of activity.

5 Inappropriate protectionism

The existence of excessively protectionist legal regulations rooted in the principle of the postal monopoly taken to its extreme, contributes to preventing the

adoption by the Post of the philosophy and dynamism proper to business management as it hampers the initiative and drive required to overcome inertia, low growth and bureaucracy.

6 Lack of information

The lack of a stable, properly designed, technically advanced policy of comprehensive information on the key aspects of the Post's management – capital spending objectives and viability, productivity indicators, financial trends and quality standards that customers can expect – has led to an ignorance of the Post and of its services on the part of the general public and those who are potential customers in particular.

7 Centralization and ineffectiveness of decision-making

The supervision exercised simultaneously by various government services and the consequent rigidity in staff recruitment, lack of planning, political interference and lack of administrative continuity, hampers decision-making. This is compounded by the lack of management, quality and cost control systems. This situation especially affects the activity of outlying offices and towns that directly depend on postal exchanges.

8 Ill-adapted organizational structure

The Post's administrative structure and management systems are more in line with the overall organizational philosophy of public administration generally than with the specific conditions of the postal service in its various manifestations. This is reflected in areas such as organization charts, assignment of premises and staff, procedures for selecting, recruiting, evaluating and dismissing staff, setting salary scales and social benefits, accounting procedures, the contracts system, budgetary management, and senior management training. Consequently, the traditional criteria used to determine the organizational and administrative structure of postal administrations should be revised.

9 The international context

The UPU should be strengthened and its organization enhanced to give it broader authority better geared to achieving objectives such as:

- launching and developing services such as EMS, a unique product in the world;
- creating the conditions required for the integration and improvement of postal networks;
- focussing more attention on upgrading postal service technology, and unifying and standardizing items;
- making concrete efforts to establish quality control systems;
- applying informatics and modern technology to the tasks of international postal network management;

- continuing the process of amending and relaxing international postal legislation and extending the authority of the bodies of the Union – Executive Council, Consultative Council and International Bureau – to enable them to act between Congresses.

III. The concept of the postal corporation as a management principle in the present context of the postal communications market

1 General objectives

To make the necessary conversion of postal administrations into more dynamic, market-driven organizations that are more efficient, flexible and productive, their legal status, administrative structure and management criteria must be patterned in form and content on the organization of a modern business.

The postal corporation must therefore be an entity which, while remaining a public service in its field of activity, service responsibilities and destination of its surplus revenue, conforms to the profile of a business corporation as concerns its administrative structure, accumulation of asset, organizational rules, recruitment and training of senior management, human resources management, acquisition and profitable use of capital, production capacity, and cost control. All this is necessary to so position the postal corporation that it generates surplus revenue that can be used to maintain, improve and expand the service.

This is the best possible strategy to achieve the ultimate objective of today's postal service which is to secure for the Post the maintenance and expansion of its own major sector of the vast communications market, as a vital link in the national and international communications chain, interacting positively and effectively with the other agents and instruments in this market.

2 Administrative structure

This kind of corporate status requires redefinition of the extent of political control and broader latitude for direct management. The preconditions for this are:

- independent management and self-financing must become the accepted practice. Decision-making machinery must be flexible to respond to market changes. It is impossible to revise, eliminate or modernize inefficient procedures and take calculated risks in an administratively dependent service. Self-financing must, in the short term, be an objective that justifies and supports the service's independent administrative structure and makes it possible initially to maintain and improve the service, if not expand it;
- the extent of, and the control mechanisms inherent in, political supervision must be reviewed, reducing it to a general supervisory function over management and finance, exercised as far as possible by a single agency or public institution at ministerial level, and doing away with the plethora of controls that in many cases make unwieldy the public service in general and the postal service in particular;

- all the various authorities directly related to service management and operation must be reviewed so that their general orientation, choice of policies, specific service objectives, and immediate and continuing monitoring stem from a collegial body that is part of the same administrative structure (at the Council, Board or administrative committee level) in a careful combination of corporate, technical, financial and commercial criteria. This body should be given broad latitude and decision-making authority over the product line, pricing, the location, opening and closing of offices, staff incentive measures, etc;
- headquarters organization should also be revised and restructured, with certain functions being strengthened, such as strategic and financial planning, marketing, and staff training;
- limited legal protection should be ensured. The postal service still has a public service role and therefore responsibilities of a social nature toward the various national communities and the international postal community, especially with regard to postal activity in outlying areas, depressed or relatively less-developed areas, and with regard to cooperation with other public services. To discharge these responsibilities, the postal service must continue to enjoy limited legal protection in the form of the postal monopoly for certain essential services, which, like letter post, are characterized by mass popular use, regulated rates and political pricing. This legal protection must extend to remuneration for certain non-commercial activities which are subsidized by the Post, such as postal exemptions.

3 Asset building

The prerequisite for the development of the postal service is recognition of the Post's absolute right to the assets that make up its infrastructure and to the revenue it generates. The Post will never achieve full management autonomy without this entitlement to the assets and revenues that underpin its activities and financing. Nor can self-financing come about without this precondition.

4 Organizational principles

The postal corporation's management plan and the underlying organizational principles must correspond, as far as possible, to the principles and characteristics of business management.

Given this criterion, powers must be redefined, management levels established, though kept to an absolute minimum, management control systems and results evaluation systems adopted, and working conditions created that promote employee motivation, a decentralized management style introduced, and highly qualified apolitical professionals with business experience appointed to the Board of Directors or Administrative Council and the management team.

Consideration should also be given to adopting a sectoral approach where the administrative structure is split into units or divisions corresponding to the most characteristic business activities or types of business: for example, letter post, postal parcels, counter services, express services. Each division could be designed to operate as a profit centre, with its own accounting system subject to audit and performance evaluation. Another solution would consist of organizing the whole administrative structure around two major management areas:

the commercial side and the operations side, the first dealing with outside market-driven activities and revenue trends, while "Operations" would be responsible for cost control and adapting products, services, procedures and methods on the basis of productivity and efficiency.

5 Financial structure

High productivity is more difficult to achieve when fixed costs are substantial. The postal corporation must therefore fundamentally try to reduce fixed costs or at least contain them and so structure itself that variable costs account for a greater share.

This objective can be achieved in various ways:

- related organizations can be given indirect management of certain services which, while losing nothing of their character of postal services and without weakening the responsibility of the postal corporation, would be managed physically and for a set period, by outside companies set up for that purpose. This could be the case for expedited mail such as EMS or bureaufax and certain methods of parcel dispatch;
- sub-contracts could be concluded with outside organizations acting on behalf of the Post and in conformity with its requirements with regard to routes, schedules, security conditions, etc, for certain postal operations in fields such as surface or air conveyance, the establishment of night air-mail networks, the expansion of points of sale of postal items and suboffices to receive and send mail, deliver some kinds of advertising material or bills issued by other public services, in the form of door-to-door service;
- joint operation of postal and telecommunications services, especially in rural areas, through joint offices allowing for the rational use of the resources of both networks, avoiding increased costs and the need to tie up heavy capital investment in offices with fixed costs;
- have local or municipal officials or agencies contribute to administering low-traffic post offices in isolated districts by supplying facilities and counter or delivery staff on hourly contracts;
- develop the system of post office boxes in selected areas for mail delivery.

At the same time, care should be taken in managing capital assets to analyze capital spending and avoid uneconomic projects. Capital investment should be primarily aimed at modernizing mail-processing equipment and rationally developing service automation.

6 Production capacity

With regard to operations, it is of the highest importance to modernize inefficient or costly procedures, where they cannot be cut or replaced. To facilitate the marketing and use of services, weight steps must be geared to more flexible simplified scales and rates.

Adapting and simplifying of mail classification to "priority/non-priority" also bring great benefits. The diversification and tailoring of services to customers in consideration of their significance in the overall make-up of traffic, are also necessary measures.

The creation of operational units by product or service can lead to an increase in production capacity because this allows each unit to be managed more flexibly and directly and makes for more accurate cost calculation and performance evaluation.

7 Staff management

The Post obviously needs some latitude in recruiting and paying staff, who as far as possible, should have a special occupational legal status geared to service characteristics, and providing for motivation and incentive measures, opportunities for appointment and promotion on merit, flexible ways of staffing services and remedying shortcomings, free from political considerations or bureaucracy in the selection and management of human resources. Finally, provision should be made for a broad, massive, continuous staff training programme and a fair pay system.

8 Role of the UPU

The UPU is called upon to perform a certain number of tasks aimed at setting general principles and developing organizational models for the postal corporation which can be adapted to the various stages of development of the postal market and also to cooperate with the postal administrations to help them more easily to obtain the appropriate status.

IV. Activities aimed at establishing a new postal structure

It is undeniable that in the developed countries there are instances where the conversion of postal administrations to genuine businesses has made significant progress in various services.

The developing countries generally suffer from ageing and poorly adapted structures and management systems, interference or obstruction from their supervisory bodies and a lack of financial and administrative independence.

Many administrations do not have their own budget for allocating their revenue and expenditure and, since they do not have the status of a corporation, they cannot, among other things, receive the proceeds from terminal dues.

Similarly, they cannot freely set their rates and are not reimbursed for their contribution to other public services or for the subsidized or reduced prices they offer.

This is why immediate action must be taken to gradually redefine management structures and systems, this objective being understood as the result of a converging process that can and must have current structures as its starting point to capitalize on any strengths. Some of these measures are worth mentioning.

1 Strategic planning in terms of the market

A strategy that can serve as a springboard to a gradual structuring programme for the postal corporation is to plan service development on the basis of extensive market research and the design and application of a model of postal demand. The demand model must be built around activities such as:

- diagnosis of the current situation of services, involving analysis of the current organization of the service (field of action, volumes, chief users, human resource profile);
- identification of the main variables affecting demand overall and by service, as well as by economic and geographic sector, with emphasis on variables relating to the use of telecommunications services, the competition, and the banking sector vis-à-vis the postal financial services;
- establishment of an information system for the regular collection of data for input into the demand model;
- analysis of the elasticity of demand by service in terms of rates and the general economic context;
- establishment of priorities for the allocation of financial, material and human resources in terms of present and future needs;
- design of the organizational structure required at the central and regional levels;
- analysis of the current and future main sources of financing and definition of financial and investment policies for the purposes of programme execution;
- study and development of systems and specifications for the equipment and facilities required for mail processing centres as part of "general support and specific procedures", consistent with service operating procedures; counter equipment and transportation equipment.

2 Formulation and preparation of a marketing plan

Attention should be given to identifying current and potential customers likely to be of significance in the make-up of postal traffic and in those sectors of the postal market that are expanding and growing most rapidly, such as expedited mail, parcels, business mail and advertising.

The action plan must be based on a corporate identity programme and include special customer-oriented activities such as information sessions, scheduled calls on customers, surveys through which the Post can generate real information exchange and propose various possibilities and ways of operating, and customers can make their wishes and requirements known with regard to operations, so as to introduce an acceptable operating system.

3 Asset management rules and transition budget

If receipts are to be tied to operating expenses and to the financing needs of capital investment programmes, negotiations must be held with the bodies concerned on drawing up rules allowing the Post to keep the budgetary and capital asset proceeds from the sale of its services. These resources will constitute seed

capital which in turn will generate fresh surpluses for consolidating the postal infrastructure and carrying out investment programmes to launch the modernization phase.

4 Revision of the rates system

The foregoing is also valid for the rates system: the Post's powers must be recognized, either to establish them or to arrive at a correct definition of them on the basis of an analysis of service costs and valid demand projections.

Here, there must be a switch from a standard rates system stemming from political prices, to a system of, at least, supervised freedom, in which the body responsible for setting rates marks out a general framework within which the Post can set differential rates according to the categories of service, particularly in the case of business mail which is directly subject to attack from the competition.

5 Revision of products and procedures and of the relation between fixed and variable costs

The management systems and measures described above regarding the diversification of services, replacement of products and inefficient or cumbersome systems, automation and modernization, can also be seen as actions aimed at the de facto consolidation of the concept of the postal corporation even before it is defined and formally instituted, because of their ability to promote the objectives toward which they are aiming, concretely and effectively.

6 Role of the UPU

In this field also, the UPU has a decisive role to play, namely, to provide analysis, information and projections on the experiments conducted by postal administrations on the measures outlined here, and, more especially, on the postal communications market and trends, by creating a data base constantly updated with the results of studies done both by the Union and its experts and the various postal administrations.

Similarly, the creation of a computerized network to monitor transmission times and quality control would be a significant boost to the efforts to provide administrations with analysis and guidelines on market realities, to make the market better known and to study it on the international level. This initiative might even culminate at the national level in methodology and information applications.

The representative of SWITZERLAND said that since his administration had been involved in preparing the topic "Management systems and structures at national and international levels", he would restrict himself to a few brief general observations in support of Mr Alonso's excellent analysis.

There was no gainsaying that in the present economic and social context postal administrations could no longer hide from the competition behind the postal monopoly. If the monopoly still applied in certain sectors, it had to be earned by

good quality service and by fast, continuing responsiveness to customer needs. To adapt quickly to new situations, some freedom of action was necessary. He therefore unreservedly supported the principles designed to:

- obtain commercial and management status in accordance with market-driven principles, consistent with the national interest;
- review the extent of political supervision;
- secure financial independence with regard to the budget and investment;
- constitute reserve funds to reinforce financial independence;
- provide for market-oriented strategic planning;
- allow supervised freedom with regard to rate-fixing.

On the basis of the Swiss experience, those ideas were realistic, in so far as the political will existed to improve the operation of the postal services. It was obviously up to each postal administration to seek the best solution for itself, founded in the concrete experience of other countries.

In Switzerland, the Government had given the PTT the authority to freely set EMS rates, for example. And since 1 September 1989, within general limits, special rates could be set for major customers of the international service.

Currently, the possibility of introducing a priority/non-priority system for letter post was under study, both domestically and internationally.

Generally speaking, it was felt that the future effectiveness of the postal services depended on a whole series of measures, among which were downward delegation of authority and the rational and social management of human resources. The Washington Congress could set the direction to be followed by taking the necessary decisions particularly to enable faster adaption than hitherto of international postal regulations, so as to be more responsive to present-day technical and commercial requirements. This was an essential requirement for future postal efficiency on which, in the final analysis, the survival of the Post would depend, as several other speakers had already pointed out. This was why he thought its chances of succeeding were good.

The representative of SIERRA LEONE remarked that the discussion on topic No 3 concerned the very essence of their service, ie customer service. After having listened to several experts on that subject, he thought it desirable to remind the meeting of the conclusion of the Conference of Ministers and Directors in charge of the Post of the African countries south of the Sahara, which had been held in Nairobi from 7 to 18 November 1988. The conference had been organized by the Universal Postal Union and was mentioned in the Director-General's report. The conclusions of that very important meeting, which had considered operational and management issues relating to the Post in Africa, had also had a direct impact on postal issues at world level. It was precisely for that reason that he wanted to draw their attention to the document entitled "Final Act of Nairobi".

It was very interesting to note that two of the panellists at the present Debate, the representatives of Great Britain and France, had also served as discussion leaders at the symposium of Directors-General which had preceded the Nairobi Conference, the conclusions of which could be summarized as follows:

Given the results of consultants' missions carried out in Africa thanks to the assistance of the UPU, and given the very serious problems of the Post in Africa such as loss of market share, deficits and poor management, it had been decided that the place of the Post, its organizational and management methods, and national priorities had to be urgently redefined. The Conference had recognized that the Post was still an essential means of communication, an important factor for the unity and the economic and social development of a country, but that it was also a commercial undertaking that should generate its own revenue to fund its services to the public and be self-financing.

The Conference had also felt that given the fast pace of technological change in the communications market and the growing awareness of user needs, the postal services should be made more productive and modern through an effective management system.

The fierce competition that the Post was subject to from private companies had been addressed. A strategy to tackle the competition and meet the challenge had to be adopted so as to provide services that would satisfy user needs and reduce the very heavy losses sustained by postal administrations. The conclusion reached was that quality of service had to be improved in order to improve reliability, regularity and speed. New postal and financial services should also be introduced, including EMS, quality standards set that would satisfy customers so as to win the confidence of the public, and marketing initiatives launched to make products more popular with the public. Efficiency had to be improved by eliminating bureaucratic red tape and establishing a reliable system of statistics that would also produce a human and financial resources policy; job profiles should be tailored to the needs of the Post and the utmost efforts made to develop employees' feeling of belonging to the Post.

The Conference had also recommended to the African Governments that structures be urgently reviewed so as to equip postal management, rise to the competitive challenge, develop new services, improve product quality and meet national social and economic needs. Postal leaders should be given greater latitude in order to meet these objectives. All these measures should be implemented as soon as possible so that objectives could be achieved. Postal administrations should be allowed greater flexibility to set rates and provide services in line with user needs.

The representative of TUNISIA said that the panellists for the topics related to knowledge of the market and commercial and operational strategies, which had already been discussed in the General Debate, had arrived at similar conclusions to those reached by Tunisia in its own analysis of the present situation of the Post and of the outlook for its development by the year 2001.

It was clear to all that better customer service depended upon a knowledge of customer needs. That approach was the only way of adapting the services to customer needs, as well as offering the customer reliable services at the best price. Indeed, the competition had benefited from the Post's inability to adapt to that strategy and had captured the remunerative market niches and the profitable traffic.

The reasons for that inability lay with the Post's legal and organizational system. Since its creation, the Tunisian Post had been managed conjointly with telecommunications, in one single administration, thereby suffering major

disadvantages in that it had had to bear greater public service constraints such as the fixing of low rates, poorly remunerated or unremunerated functions, and provision of service to rural areas.

The Post had thus lived in the shadow of telecommunications. By ensuring a balanced budget, telecommunications had inculcated in postal staff a social-welfare mentality. Also, the Post had not received adequate investment owing to the false notion that it was not profitable. Competition had shown that the opposite was true and, moreover, was essential for wrenching the Post out of its torpor. If the Post was to grow, it was also essential to have done with its status as a perpetual minor. As the predominant economic and social characteristics of the Post and of telecommunications differed, their development should also be different. The administration's status and constraints did not give the Post the flexibility to adapt to a changing market and to the heavy competition. The Post therefore had to become a corporation which could acquit itself of its public service mission fittingly.

The Post must maintain direct control over its basic and well-defined public service activities, whereas the competitive or premium activities such as high-speed mail and financial activities should be organized into autonomous entities, subsidiaries of the Post. The Post could then develop positively and face up to the competition on the basis of the same assets. The profits earned by the subsidiaries would thus help to finance the development of the postal infrastructure and provide a better-quality public service.

The representative of KENYA referred to the Conference of Ministers responsible for the postal services in Africa, held in Nairobi (1988) at the UPU's initiative. The results of that Conference showed the practical measures adopted by the participant countries to improve postal services in Africa. Kenya thanked the UPU for ensuring the success of that meeting and stressed one of the resolutions adopted on that occasion, namely that concerning the status of the Post. The Conference had recommended that the African Governments review postal structures in order to improve the standard of their administrations. That would enable them to respond more effectively to the competition and the needs of the modern market. The Conference had also appealed to those governments to allow their administrations greater flexibility and freedom in fixing charges and in management. Hopefully, the Post and telecommunications would be split up.

To improve its services, Kenya had adopted a whole range of measures referred to by the Minister of Transport and Telecommunications in his statement at the plenary meeting of 14 November. And Kenya was happy to have been able to play a role in improving postal services in Africa.

The representative of GREECE said that, at the national level, his country considered it necessary to improve and reform the Post forthwith in order to make it into a public corporation. That corporation should be independent so it could determine its objectives and pursue a policy of transparency in its financial management. On the basis of the experience of the Greek Post, which for twenty years had operated as a public corporation, his country considered that the Post needed reforming if it was to survive and develop, notwithstanding its inadequate corporation structure and the present competition.

The character of the postal corporation also needed transforming to make it into a more socially-conscious corporation and thereby enable it to function as a social partner – like the Government, consumers and other social groups – so it could determine the strategies of the Post and supervise its management. In that way, the Post would be better able to meet the needs of its customers. It was also necessary for employees to develop a keen interest in the development of their corporation towards meeting the competition. Their participation should be required at all decision-making levels. It would be useful to create, in the UPU, a contact committee with the IPTT, as was the case of the CEPT–IPTT Contact Committee responsible for such matters.

Internationally, immediate action was necessary to ensure that common policies were implemented worldwide. Greece therefore supported all the proposals aimed at extending and strengthening the role of the UPU as an executive body.

The representative of PARAGUAY said that a number of conditions, such as the establishment of a legal structure, a proper management system and the ensuring of good quality, had to be met if the development and strengthening of the postal services was to be guaranteed. Moreover, the PUAS countries had recently discussed at Rio de Janeiro the best way of organizing the Post in their region. They had wondered whether the Post should belong to the public or the private domain. Public sector corporations were less centralized, but lacked the ability to adapt rapidly to a fully competitive market. Mixed corporations retained a link with the State, yet kept a certain freedom, notably as regards rate fixing. Paraguay was seeking the most appropriate structure for guaranteeing the necessary development of its postal services, which matter would be discussed at the next PUAS meeting in Paraguay. It was important that priority should be given to the creation of a flexible legal and administrative structure. Quality of service also continued to be one of the Post's best arguments. Man thus remained the key element.

A number of public corporations had been privatized, but that could not apply to the Post. The Post must remain at the disposal of the whole community. The corporation had to be profitable, in rural and urban areas alike. It should not be forgotten that the United States Postal Service still used mules to descend into the Grand Canyon.

The UPU had to find a more flexible and less bureaucratic methodology for rapid decision-making. It should therefore become an umbrella corporation with the national Posts as its subsidiaries.

The representative of VENEZUELA said that his country's postal administration was decentralized. It was an autonomous institution which had to finance itself, with the result that it necessarily had to think of its customers and of ways of cutting costs, and becoming more efficient operationally. It had not yet succeeded, but was on the right road. Venezuela believed in private initiative. It therefore granted business permits to private postal services, on which supplementary charge was payable for each item handled. A particular effort was being made to compete with private courier services through the quality of the services provided. For instance, all the mail of the Commercial Bank had been successfully won back. To care for the customer, Venezuela had launched a major plan enabling neighbourhood associations to determine the location of post offices. The Ministry of Transport and Communications maintained a major portion of

the network, which continued to be a major asset. Monitoring the postal vehicles had, among other things, made it possible to offer the public fresh benefits and the Post had thus succeeded in increasing revenues by 22 percent. The Paraguayan example of adapting to the market was based on such factors as the need to create an autonomous organization by strengthening management and gearing it to customer needs, by the use of a very wide postal network seeking to provide new government services for the public, and obtaining the assistance of neighbourhood associations to maintain direct contact with the public in order to give it a better service.

The representative of BURKINA FASO drew attention to the efforts made by his country to make the Post into a genuine instrument of development and to implement the Nairobi resolutions.

Since 1984, his country had numbered the Post among its national development priorities, first through a popular development programme from 1984 to 1986 and subsequently through a five-year development plan from 1986 to 1990. The plan, which would soon be entering its final year, had already achieved the following:

- separation of the Post from telecommunications. Postal activity was under the management of a public corporation of industrial/commercial nature with legal status and financial independence (National Postal Corporation – ONP);
- the supreme governing body of the ONP was a board of directors which approved scales of postal charges;
- the rate of remuneration of postal savings bank funds from the public purse was the highest in the national banking system;
- from 1 January next, the Government, having confidence in the Post, would be working with the ONP within the framework of a contract, a profitable one for the postal service, for the handling of official mail.

In the meantime the Government had made a "Kiti" – which in other countries would be called a decree – dealing realistically with the question of the extent of the postal monopoly, the defence of which had been entrusted to the ONP. In that defence, however, quality of service had to take priority. The prospects seemed good, but theirs was still a young corporation. It was for that reason that the support of the UPU and mutual international solidarity were essential.

He wanted to mention the action of the UPU in his country in implementing and financing a "Postal services development project". That project, which was in the process of being carried out, covered the essential areas of improvement in postal quality of service. Its results should enable them to embark upon the second postal development plan with clearer vision.

To encourage the support of the staff as a whole, and increase the public's understanding of the problems of the Post, they had undertaken a year previously a massive publicity and awareness campaign covering all media (television, radio, the press, direct discussion at meetings; their postmasters were even going to the markets to sell their products, and bicycle couriers were travelling all over country areas collecting or delivering mail and selling postage stamps). Gradually, they were making the Post part of the everyday lives of their people

without the rigid constraints of administrative services. He thought that this would not have been possible without the flexibility and management independence the postal service enjoyed in his country.

With the help of the UPU, the necessary studies were under way for the overall improvement of their postal management. He hoped that Congress would give the UPU the necessary resources to enable it to continue its action and carry through the activities already embarked upon.

That assistance, which was complementary to postal administrations' own efforts, was essential to help the weaker parts of his postal service's network to make an effective contribution to improving the quality of the international postal service.

The representative of BRAZIL stated that the Brazilian Post had celebrated its 20th anniversary as a commercial undertaking that year. It had been organizing to compete on the postal market for a long time.

Thus, it had recently been designated Brazil's most credible institution.

Over the past three years (1986/1987/1988), it had also been recognized as the government corporation with the highest productivity rate in Brazil.

It had been self-financing for some considerable time now, and last year had been acknowledged as the government corporation with the best cash flow.

For approximately 18 months, it had been managed completely according to modern principles of internal and external marketing and a marketing branch had been set up three months ago.

The Brazilian Post's experience had been made available to the Postal Union of the Americas and Spain (PUAS), with a view to implementing a project to produce a "technical manual" to help other administrations wishing to know about it.

The Brazilian administration was at the UPU's disposal, should other postal administrations be interested in that kind of experiment.

The representative of IRAN (ISLAMIC REP) said that his country was aware of the needs of the market and of the possible impact of the communications market on the Post at the points where they came into contact, and emphasized the strength of the competition. Iran wished to have at its disposal information on other countries' results with a view to adopting a common strategy. The staff pay system had come to be seen from a more commercial viewpoint. Meanwhile, contact had been established with the competing couriers and the Post had been able to take over the whole of the government's mail again. Iran offered to let other postal administrations know the results of its experience and stressed that it was necessary to make profits in order to devote resources to the improvement of services.

Efficiency, for Iran, had to be looked for in the quality of service of each product, as well as in a trimming of bureaucratic structures and procedures.

The representative of the POLISH PEOPLE'S REP said that in his delegation's opinion, one of the things they should be debating was what their stand should be on the problems related to the Post's strategy.

Thus, it was a question of whether they were going to set the Post's strategy at that Congress from the standpoint of government policy vis-à-vis the postal market or whether they were going to set the Post's development and commercial policy on the basis of the position of the public corporations represented at Congress providing traditional postal services.

The difference between those two positions became more marked particularly in countries where the postal monopoly had been eroded, allowing other commercial undertakings to appear, especially private companies.

Judging by the present situation and the outlook for the future, erosion of the monopoly was an established trend. The abusive use of the postal monopoly in the past, especially as regards service quality, had led to its partial elimination in some countries under pressure of public opinion. Consequently, the emergence of competition in those countries was not accidental but the result of deliberate government policy and strategy with regard to the postal market.

Although there had been much talk of the increased competitive threat, it had to be realized that those ideas applied especially at the commercial level. From the standpoint of the national interest and the interest of society as well as from the government's standpoint, the development of competition would be the most desirable strategic goal. That was why governments should intervene as little as possible in the competitive battle in the postal market and remain somewhat aloof from the problem but, at the same time, they should encourage that battle on the basis of commercial principles of healthy competition. For that reason, the new enterprises should have to operate under the same conditions and the postal public corporations that had been created so far should operate along the same economic and financial lines as the newly created private companies set up in competition. Self-financing principles should be observed and the rate-setting and fiscal policy applicable to enterprises of that kind should ensure their stable and harmonious development.

The policy of allowing concessions of that kind should extend equally not only to the most profitable market segments but also to the less profitable ones, which should be serviced also in the public interest.

In his country's view, Congress and the present debate could become the forum at which the relevant recommendations could be formulated on the concession policy, consistent with the interests of the international Post.

Such an arrangement of the postal market would produce a remarkable improvement in service quality in keeping with user expectations.

The representative of ARGENTINA felt that, in view of their close relationship, the three topics of the General Debate could be considered together. He stressed that, although his administration had been a public corporation for over ten years, it felt the need to have greater autonomy so as not to be at a disadvantage in relation to the competition.

He noted with satisfaction the UPU's new policies which showed an interest in marketing activities as well as its new way of looking at customers. As regards the range of services currently offered by most Post Offices, he considered that it should meet most of the demands of the postal market: ordinary, registered and insured items; EMS, S.A.L., surface and air services; electronic mail, etc. In his view, the problem lay in the fact that those services were not always provided with the level of quality pledged to customers.

That was why, his administration maintained that the main thrust should be towards attaining standard levels of quality in all Post Offices, wherever possible.

He noted that marketing activities and commercial strategies should support the sale of products of guaranteed quality to be really effective.

The management, administrative and financial autonomy of the bodies providing the services, the rational use of the means available and the modernization of operating systems were the prerequisites for achieving that aim.

The representative of LEBANON, calling to mind the tragic situation of his country, stressed the efforts made to defend postal interests in the face of devastating competition. His administration had managed to retain some control over mail conveyed by the competition and to safeguard its income by collecting fees on mail diverted from postal circulation. The level of the fees charged meant that only some sections of the market were open to the competition, while the bulk of the customers used the normal postal system which the administration was determined to operate. His country also felt the need for greater independence for the Post, thus enabling better financing for the required modernization, administrative streamlining, and a more commercial attitude. The "EMS Review" was a welcome factor in the context of satisfying the need for the exchange of information, and also provided information about the competition.

The representative of CZECHOSLOVAKIA, on behalf of his Government, congratulated all the participants in the 20th Congress of the Universal Postal Union and wished them success in their important work.

He would like to inform delegates of the present situation and plans relating to the management structures and systems used by the postal services in his country. He was well aware that their experience was far from inspiring for some members of the Union; nevertheless, he thought that it would be useful to indicate some of the conditions specific to communications in Czechoslovakia, and ways of assuring the further development of the postal services. Although they were not directly affected by competition, they were trying to develop structures which would help them in future to face competitive trends without jeopardy.

In his country as in others, the requirements of the customers were increasing in line with the growing expectations of the public.

In this case, they came up against contradictions when existing resources did not match those requirements for quality and improvement of the postal services. In their situation, they had at their disposal financial resources

allocated to the wages and salaries of postal staff as a function of the volume and quality of their work, as well as investment resources for developing a technical base for the single postal network.

Henceforth, unfavourable features would be eliminated by various measures using the experience of other postal administrations and the conditions arising from changes in his country's national economy.

As of 1 July last, his country had created the Posts and Telecommunications Administration in Prague and the Posts and Telecommunications Administration in Bratislava, as two independent public corporations, wholly autonomous in economic terms, and self-financing. This meant that their receipts would be used to meet all expenses including, naturally, technical development and investment as well as the finance necessary for the adequate remuneration of staff. The higher return from telecommunications enabled them to offset part of the development expenditure of the Post. Having said that, it should be noted that the basic performance of the Post could be attributed to the high percentage of manpower utilization. Furthermore, the economic autonomy of public corporations inspired staff with a spirit of initiative, and encouraged greater cost-effectiveness and productivity, cost-cutting, and other rational approaches conducive to a more realistic evaluation of the role of the Post in his country.

Besides these organizational and structural changes, his country intended to create better working conditions for the Post, by implementing State-aided development programmes. Currently they were implementing State development programmes targeted at information technology, and at intensifying the process of change. It was undeniable that the Post was an integral part of these modern systems in the light of the impact which its new and traditional services had at the level of computerization. Postal transport and the associated processing urgently demanded a higher degree of rationalization and intensification. Consequently, public funding would be used for the development needs of the Post, particularly for the modernization of technical facilities, of money orders and for the mechanization and automation of technological processes for handling postal items.

Moreover, they were paying particular attention to the professional development of postal staff. Their training institute provided instruction for operational staff and for administrators in the practical application of modern technological methods and their further training in the operational and management spheres. In that institute they were helping the staff of other foreign postal administrations who normally followed courses of several months, to acquire their postal experience. At the same time they used well-tried specialist training systems for young people. Every year, the special postal schools, which in some cases issued certificates, trained young postal staff called upon to resolve very important problems of postal traffic.

Also, they considered the legal regulation of mutual relations and obligations between the Post and its users as an extremely important field. In this case, the exchange of mail was governed by the postal regulations which served as the executive standard for the postal laws. In view of the need to adapt instructions systematically to the needs of the market, the Czechoslovak postal regulations would be updated on 1 January 1990.

In summary, he said that his administration had briefly traced the route by which conditions for its development in the context of internal and international postal exchanges had been created.

The representative of NEPAL felt that the combined experience of so many countries from different geographical regions and varied levels of development would make a great contribution to the definition of the commercial and operational strategy they needed for customer service. He then summarized the experience of his own administration in that area.

Nepal was one of the least developed countries of the world, and its territory was very mountainous. Communication was difficult for most regions and the post was often the people's only means of communication.

In connection with postal service management, some of his administration's customers lived in high-altitude areas, but despite this fact they were still trying to improve all their services using the resources at their disposal. They were trying both to expand their postal network and to improve their services. They were drawing up constructive policies and programmes aimed at the development of the postal service.

Post offices were to be set up in all regions and in the urban centres within the next five years. They were also asking local communities to participate up to a maximum of 50 percent. They were going to initiate improvement programmes, including EMS. In order to improve relations between customers and the postal service, they had established centres at various points in the country. However, in a land where in a certain region the customer had to travel two days on foot to get to his post office, the problems were serious, perhaps even there was no satisfactory solution. His delegation agreed with the viewpoints expressed about the limitations imposed on postal management, but he thought that a whole series of problems would have to be solved before they would be able to establish a uniform management system for all countries, including the developing countries. In one region, they were forced to admit that they had been unable to establish post offices. The Government had agreed to supply the resources required to expand the postal network, for reasons of poverty and limited economic growth. Most of the expenditure had to be financed from the government budget. The postal service was supported by the Government and it did not seem desirable on the political level that this service to the public be made independent of the Government. There were problems that prevented them from implementing that new management concept in the postal service of their country.

Finally, his delegation wanted to suggest that the UPU establish a coherent programme, one that would take such difficulties into account. Otherwise, they would encounter many problems in applying a programme not suited to their situation.

The PANELLIST said that it was a very great honour for him to be able to make a summary of the high-calibre statements they had heard. This had indeed been a wonderful experience.

They had engaged in an exercise in dialectics and had begun to see the monopoly mirror from a completely different angle. All of those present agreed that the monopoly concept had undergone a profound change, and even though it had to be maintained, it would henceforth have to take on a different form, incorporating and taking account of the new reality imposed by market trends and modern technology. Everyone agreed that it was necessary to dust off the structure of their administrations and to transform them into enterprises with a vital and aggressive approach to the supply of services. For that reason, a good many

delegates had stressed that these enterprises needed management and financial autonomy in order to acquire the resources they needed. In that way, they could have the financial and budget means required to operate a satisfactory postal service and to maintain – and this was very important – the standard of relations between Union member countries.

They had also heard statements that had made them understand the urgent need to alter the legal context so as to ensure that this new reality would not remain a dead letter, but quite the opposite, that it would become reality. Many countries had stressed that what was needed was primarily the will to decide to do it, that they had to have faith in the postal service and that they also had to know that the postal service would continue to be a primary factor of peace and development for the member countries of the Union and for the Union itself.

As for technical assistance, especially as regards the services of consultants supplied within the framework of technical cooperation organized by the UPU, it seemed that such assistance would have to keep close pace with new realities yet to be uncovered, while taking account of studies and stocktaking conducted by the permanent bodies, namely the EC, the CCPS and the International Bureau, during the term of office about to begin.

Finally, they had gathered very valuable and very clear ideas, which he summarized as follows: "Our clearly expressed goal is to succeed in transforming the administrations into business concerns with a more dynamic, more market-oriented, more effective, more flexible and more productive organization. To do that, their legal status will have to be altered, the administrative structure will have to correspond to this new requirement and management criteria will have to include the special features needed to transform the Post into a modern and vital enterprise."

General summary

The DISCUSSION LEADER made the following statement: "Let me begin by thanking all the panellists and all the delegates who spoke today. We also extend our sincere apologies to those who were not able to speak and look forward to distributing your written input to everyone as an annex to the minutes of this meeting, in the language in which they were supplied. The interest in today's topics was simply overwhelming.

"We will now summarize today's proceedings. Because it has been a long day, I will try to be concise. This means we cannot possibly touch on all the points and thoughtful interventions that were made; I can only offer some of the most representative highlights. Please excuse any omissions in our summation. They can still be included in the more detailed written records pertaining to the topic.

"In general, there was a large degree of agreement in the views expressed today. While many delegates spoke (a total of 40 today), there appeared to be very little disagreement with the major contentions voiced by our three panellists. Rather, most comments addressed the question of how, not whether, we should engage in the kinds of change that were advocated. I was also struck by the quality of this debate, which met the high standard set in Hamburg. Speaker after speaker spoke with force, eloquence and determination, and this encourages us to believe our debate will lead to effective action.

"In introducing topic No 1, 'Knowledge of the market', Mr Cockburn of Great Britain began by giving us a good dose of reality. The posts are losing ground, he said, and in various charts and examples comparing our recent performance to others, this pattern was distressingly clear.

"In drawing conclusions from these charts, Mr Cockburn made the following points:

- We must find out what our customers want and give them the services they need.
- Even in many countries where mail volume is growing, it has lagged behind the growth of the overall communications market.
- In addition to present competition and existing alternatives, new threats loom on the horizon. Letter traffic is especially vulnerable to erosion, for example, should the use of low-cost facsimile machines become widespread.
- Service reliability is of extreme importance – perhaps more so than price. Customers will pay more, Mr Cockburn said, if quality is better.
- Different sectors of the postal market have distinct needs and must be served in different ways. We can see this in the wide variety of competition we face in each service sector.
- No country, moreover, regardless of size or location, can afford to ignore these trends or remain complacent concerning their meaning.

"As Mr Cockburn stated with force and eloquence, the key to addressing all of the above points is 'market knowledge'. He also emphasized that this knowledge exists all around us: it is both our challenge and our responsibility to gather and use it to create a market-led culture in the postal world.

"Mr Cockburn also emphasized the important role that the International Bureau and the Restricted Unions must play in developing this new outlook: first, by creating an international data base of market information, and next by coordinating marketing and customer care training.

"Finally, he said, let us minimize bureaucracy, modernize our regulations, emphasize service performance, develop new services and features (like tracking/tracing), and above all, learn what our customers want and need.

"During the discussion period for topic No 1, several key points were highlighted.

"Many delegates noted that the competition is here to stay; however, it should not be viewed as a threat, but rather as a challenge. We must ask ourselves, what has allowed the competition to make inroads into our market share?

"Others pointed out that the lack of market knowledge can be corrected in a wide variety of ways, but above all, our efforts to gain knowledge in this area must be based on a real determination to find out what our customers desire and the position of our competitors. In this sense, we must transform our traditional operations-based outlook into a customer-driven orientation. As several delegations mentioned, the UPU should play a pivotal role in this effort through its technical cooperation efforts and through the sharing of international market experience and expertise.

"And as one delegate so correctly noted, if we do not provide dependable core services, we cannot expect our customers to voluntarily choose our premium products.

"Mr Rauch of France opened our discussion of topic No 2 on 'Commercial and Operational Strategies' by emphasizing that the market which Mr Cockburn challenged us to study is a market that will continue to expand in the coming years.

"He continued by reminding us that this market consists of customers who do not have to use our services. That is, postal services are just one of many possibilities which these customers can use to send their messages. Therefore, we must be fully aware of what our customers want and also be able to fulfill these needs.

"On a national level, as Mr Rauch so ably stated, this ability is evidenced by the willingness to commit to defined, predictable service standards. These standards must also reflect the different levels of service which customers are willing to buy. He cited three general levels:

- very fast, high-speed mail (EMS);
- fast mail – letters and newspapers – which must receive regular and reliable service;
- and economic mail for which every attempt must be made to avoid wide variations in delivery time.

"Mr Rauch used the example of EMS to show that customers are willing to pay for rapid service if they can be assured that it will be provided on a predictable basis.

"Once these services and quality standards are assured, he continued, we must take the next step by aggressively selling them to our customers. This also means being willing to adapt to our customers' special needs and to the reaction of our competitors.

"On the international level, Mr Rauch pointed to the absolute interdependence of the world's postal administrations. It is indeed true that our communications link is only as strong as the weakest link in our chain.

"It is also true that strong international services depend on strong national services. But as Mr Rauch noted, if we are to achieve the worthy goal of creating a single, worldwide postal enterprise, all postal administrations must give the same priority to international mail that they now give to national mail.

"In conclusion, Mr Rauch aptly reminded us that once we gain knowledge of our market, it is then imperative that we translate this knowledge into effective commercial and operating strategies.

"During the discussion session for topic No 2, delegations cited concrete actions which they have taken to upgrade their commercial and operating strategies. Several delegations mentioned the restructuring of transport and sorting operations in reaction to market information indicating customers' requirements for different levels of service.

"Others talked of the introduction of new products and services in response to customer expectations, the potential of increased revenue, and the advent of new technologies.

"Some countries have also managed the difficult task of segmenting customer markets while still fulfilling the basic mission of serving the public.

"All of these new strategies are excellent examples of how postal administrations can translate increased market knowledge into concrete actions. Furthermore, they show that if we are flexible in our product and service offerings, and take advantage of technological advances in postal operations, we can compete effectively.

"Our third topic, 'Management structures and systems at the national and international levels', was introduced by Mr Alonso of Colombia. Mr Alonso began by reaffirming that we are indeed losing our market share due to the combined effect of new modes of communications, increased competition, and our own inertia.

"Instead of continuing to rely on traditional means to protect our portion of the communications market, he added, we must learn how to use our existing strengths to compete and grow. As he so ably stated, only the posts can provide universal, secure service to all customers. Mr Alonso also pointed out that there must be an evolution in postal management structures so that we can grow into commercially-oriented organizations with customer care as our first priority.

"In analyzing the components of these new structures, Mr Alonzo cited:

- increased financial and decision-making autonomy for the Posts, including a return to postal services of all their own revenues and assets;
- long-range corporate plans and policies which serve as guides for ongoing operations;
- distinct marketing units staffed by specialized, trained personnel.

"Mr Alonso also reiterated that the International Bureau, the Executive Council, the Consultative Council for Postal Studies and the Restricted Unions all have critical roles in helping postal administrations face the challenges of the rapidly changing communications marketplace. In the area of technical cooperation, this role must focus on training in marketing techniques and support for organizational restructuring. But, as he also pointed out, postal administrations should not wait only for outside assistance before starting to change over to more commercially-oriented structures and systems. The impetus and support for this change must come from within each postal administration.

"As he so correctly concluded, while each administration must innovate change in its own manner, all postal services must adopt the common goal of 'Caring for the customer'.

"During discussion on topic No 3, several consistent themes emerged:
"While numerous organizational models can be cited, all postal organizations must have the flexibility and freedom to manage their own affairs in a businesslike manner. As stated in the Final Act of Nairobi, this means autonomy in financial as well as operational matters. Indeed, the Nairobi Conference was an excellent example of how the UPU can support postal development worldwide.

"The Posts themselves must reform their internal procedures to ensure that these procedures are flexible, responsive, and supportive of rapid decision-making processes.

"Knowledge of marketing techniques must be universal and shared through organizations such as the UPU.

"The concepts of universal service and additional premium services are not mutually exclusive but rather two necessary aspects of caring for the broad range of customers we serve.

"However, we must always remember that only the Posts have the responsibility and the ability to provide basic service to all citizens of the world, regardless of their financial situation or location, at fair and reasonable rates.

"So ended the examination of topic No 3 – and a long day of dialogue.

"Through each panel discussion, I was struck by the fact that certain themes were repeatedly voiced:

- the need to ensure service quality;
- the need to define and enforce service standards;
- the need to be seen by our customers as a single worldwide system;
- the need for reorganizing along more businesslike lines while retaining our public service mission; and
- certainly, the need to listen to and care about our customers.

"The last was, of course, our stated theme for the day – a theme that I believe would have predominated even if we had not established it in advance.

"In identifying and agreeing on these needs, we have taken a major step."

The SECRETARY-GENERAL said that the image of the Post just described by the Discussion Leader was well known at the International Bureau as the result of on-site missions by technical cooperation experts and IB officials. The question arose as to why, with the same means of transport and the same number of staff, the competition was able to offer a higher standard of service than the Post. The answer was simple.

First of all, the competition was centrally coordinated; secondly, its employees were better trained; and thirdly, its employees were better paid.

The quality of the postal service depended on three factors: speed, reliability and security. All three elements depended on efficient and rapid means of transport. It was in that perspective that he wondered whether postal administrations would be prepared to use the first aircraft available to carry the mail, even if that aircraft did not belong to the national airline. The same problem arose with respect to transit. Sometimes, a great number of mailbags had been found to have been stored for weeks in an airport, waiting until an aircraft from the national carrier was able to load them. How could a quality service be provided in such conditions?

Another question that arose was whether they were respecting all the standards that the UPU had decided at Congresses and which had been approved by the plenipotentiary delegates of member countries.

The importance of marketing had been underscored, but before engaging in marketing, they needed a product that stood a chance of being sold. Moreover, marketing could sometimes have a negative effect. If an enterprise did not fulfil its promises to users, there could be a negative effect on customers.

Most of the suggestions and proposals put forth during the debate had already been the subject of UPU studies. There were plenty of studies. What was missing was application of the decisions contained in the studies. He hoped that his speech which had been distributed that morning, as well as Congress – Doc 48.1/Add 1, had attracted their attention and given them something to think about. He was impressed by the enthusiasm they had shown during the debate and hoped that it would endure even after they had returned to their countries so that they would be able to convert ideas and conclusions into concrete action.

He added that he and the staff of the International Bureau would always be at their disposal to implement such instructions as Congress might see fit to give them and he was delighted to assure them that the staff of the International Bureau, in whom he had every confidence, was extremely capable.

The implementation of Congress decisions and the introduction of new activities for the UPU required additional resources and financial means. He was sure that they would take that into consideration when approving the new activities of the UPU and deciding the new work programme of the International Bureau.

Conclusions

The CHAIRMAN OF CONGRESS said they had reached the end of a long and productive day, which marked the conclusion of a process that had in fact begun at Hamburg.

He congratulated the Discussion Leader on his excellent work, which had greatly contributed to the successful outcome. A major debt of gratitude was owed to all members who had prepared for the debate by their unstinting labours, and particularly to Mr Mazou and the Secretary-General for their comments and contributions. He also thanked all the delegates for being so brief and keeping to the topics under discussion. It was interesting to note that as many as 25 countries had taken the floor that day and made invaluable contributions, in addition to the 24 countries which had prepared the topics for the debate. There had therefore been contributions from all the regions of the world.

Over the next few days, the Secretary-General and the panellists would distill from those discussions the basic constituents of the Washington General Action Plan, which would be included in Congress – Doc 48.2 for consideration at the plenary meeting on 20 November.

After that plenary, the Chairman would be joined in the same venue, at 6.15 pm, by Mr Hunter, the three panellists, the Committee Chairmen, the International Bureau Directorate and the members of the International Bureau Working Party. There would then be an exchange of views designed to avoid conflict between the decisions taken in Committee and those included in the Action

Plan. The Committee Chairmen would also be invited to put forward ideas relating to their work and likely to improve the Action Plan. The definitive Action Plan would finally be submitted to members for approval during a plenary meeting towards the end of Congress, and it was that document which would guide the Union's policies during the five years to come.

On acceding to the UPU, the administrations had subscribed to the concept of a single postal territory. Measures should therefore be taken making it possible to adopt international standards and apply them, helping the developing countries to do likewise. It was possible that all the work in hand resulted from the aggressive competition, but the challenge had to be met. All speakers had stressed the need to increase the marketing of postal products and improve the service to the customer. But the effort expended that day would have been a waste of time if all the speakers' words remained a dead letter. During the day's discussion, the UPU catchword "the notion of solidarity" had cropped up repeatedly and it should be remembered during future discussions on technical assistance.

Lastly, the only major question remaining to be settled was to ensure that all the provisions they were going to adopt could be implemented in order to make the Post's product competitive.

The meeting rose at 6.30 pm.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L RUBENS
Secretary

Congrès – PV 7/Annexe 1

Contributions écrites au Débat général du 16 novembre 1989 (voir liste ci-jointe)

Congress – PV 7/Annex 1

Written contributions to the General Debate of 16 November 1989 (see attached list)

المؤتمر - محضر ٧/ملحق ١

المساهمات المكتوبة فى المناقشة العامة بتاريخ ١٦ نوفمبر ٠ تشرين الثانى ٠ ١٩٨٩
(تنظر القائمة المرفقة)

Congreso – Acta 7/Anexo 1

Contribuciones escritas al Debate General del 16 de noviembre de 1989 (véase la lista adjunta)

Congresso - PV 7/Anexo 1

Contribuições escritas para o Debate Geral de 16 de novembro de 1989 (ver lista em anexo)

Конгресс-Пр.7/Приложение 1

ВАШИНГТОНСКИЙ КОНГРЕСС

Письменные вклады в Общую дискуссию, которая проходила 16 ноября 1989 г. (см.список, прилагаемый ниже)

Thème 1	Thème 2	Thème 3
Chine (Rép. pop.)	Arabie saoudite	Bolivie
Indonésie	Bolivie	Libéria
Kuwait	Cap-Vert	Swaziland
Malaisie	Congo (Rép. pop.)	Togo
Sri Lanka	Emirats arabes unis	
Swaziland	Guyane	
Syrienne (Rép. arabe)	Israël	
Tanzanie (Rép. unie) (2 x)	Papouasie – Nouvelle-Guinée	
Uruguay	Swaziland	
	UPAP (3 x)	

Topic 1	Topic 2	Topic 3
China (People's Rep)	Bolivia	Bolivia
Indonesia	Cape Verde	Liberia
Kuwait	Congo (People's Rep)	Swaziland
Malaysia	Guyana	Togo
Sri Lanka	Israel	
Swaziland	Papua New Guinea	
Syrian Arab Rep	Saudi Arabia	
Tanzania (United Rep) (2 x)	Swaziland	
Uruguay	United Arab Emirates	
	PAPU (3 x)	

الموضوع الأول	الموضوع الثانى	الموضوع الثالث
الصين (الجمهورية الشعبية)	المملكة العربية السعودية	بوليفيا
أندونيسيا	بوليفيا	ليبيريا
الكويت	كاب – فيرت	سوازيلاند
ماليزيا	الكونغو (الجمهورية الشعبية)	توغو
سريلانكا	الامارات العربية المتحدة	
سوازيلاند	غويانا	
الجمهورية العربية السورية	بابوازى غينيا الجديدة	
تنزانيا (الجمهورية المتحدة)	سوازيلاند	
أوروغواى	الاتحاد البريدى الأفريقى الشامل	

Tema 1	Tema 2	Tema 3
China (Rep. Pop.)	Arabia Saudita	Bolivia
Indonesia	Bolivia	Liberia
Kuwait	Cabo Verde	Swazilandia
Malasia	Congo (Rep. Pop.)	Togo
Sri Lanka	Emiratos Arabes Unidos	
Swazilandia	Guyana	
Siria (Rep. Arabe)	Israel	
Tanzania (Rep. Unida) (x 2)	Papua Nueva Guinea	
Uruguay	Swazilandia	
	UPAP (x 3)	

Tema 1	Tema 2	Tema 3
China (Rep. Pop.)	Arábia Saudita	Bolívia
Indonésia	Bolívia	Libéria
Kuweit	Cabo Verde	Suazilândia
Malaísia	Congo (Rep. Pop.)	Togo
Sri Lanka	Emirados Árabes Unidos	
Suazilândia	Guiana	
Síria (Rep. Árabe)	Israel	
Tanzânia (Rep. Unida) (2 x)	Papua Nova Guiné	
Uruguai	Suazilândia	
	UPAP (3 x)	

Тема 1	**Тема 2**	**Тема 3**
Китай (Нар.Респ.)	**Саудовская Аравия**	**Боливия**
Индонезия	**Боливия**	**Либерия**
Кувейт	**Кабо-Верде**	**Свазиленд**
Малайзия	**Конго (Нар.Респ.)**	**Того**
Шри-Ланка	**Объединенные Арабские Эмираты**	
Свазиленд	**Гайана**	
Сирия (Арабс.Респ.)	**Израиль**	
Танзания (Объед.Респ.) (2)	**Папуа-Новая Гвинея**	
Уругвай	**Свазиленд**	
	UPAP (3)	

Contribution présentée par la Chine (Rép. pop.) au Débat général

Monsieur le Président,

Tout d'abord, j'aimerais dire que nous avons trouvé que le thème de notre débat «Pour mieux servir la clientèle» était bien choisi. Parce qu'il porte sur une question fondamentale préoccupant toutes les Administrations et que, sur cette question, repose toute la survie et le développement de la poste. Par conséquent, nous suivons avec beaucoup d'intérêt les exposés des divers pays afin d'apprendre leurs bonnes expériences. Par la même occasion, nous aimerions également vous faire part de quelques-unes de nos réflexions partant de la situation de notre pays.

Le développement du service postal soumis aux influences du marché et face à la concurrence venue de divers secteurs de la société, voilà un problème commun que rencontrent un grand nombre de pays depuis ces dernières années, et la Chine (Rép. pop.) ne fait pas exception. Avec la politique d'ouverture et le développement de l'économie marchande, la poste se trouve confrontée à de sérieux défis. Son ancien mode d'exploitation reposant sur le monopole du marché ne peut plus répondre aux besoins du marché d'aujourd'hui. Prenons comme exemple le service EMS. Ce service doit faire face non seulement aux concurrents qui sont des compagnies multinationales telles que DHL, mais également à la concurrence venue des entreprises chinoises et étrangères du transport du commerce extérieur et des compagnies du transport aérien. Dans le domaine du service des colis postaux, la poste doit concurrencer avec des entreprises d'Etat du transport et des transporteurs privés. Dans certaines régions, on constate même que certains organismes financiers transportent et échangent eux-mêmes tous leurs documents financiers. La naissance de cette situation nous a sonné la cloche d'alarme. Nous nous sommes rendus compte que, face au développement rapide de l'économie du pays et à l'augmentation accrue des échanges des informations, la poste, pour se développer, doit nécessairement recourir à tous les moyens qui lui permettraient d'être à la hauteur des exigences de la société et de mieux servir la clientèle. Et la plus importante des dispositions à prendre dans ce domaine, c'est le raccourcissement des délais d'acheminement.

Pendant ces dernières années, l'accent de notre travail a été plutôt mis sur deux domaines. Le premier visant à diversifier et vivifier l'exploitation. Ce qui veut dire d'abandonner le style de travail purement administratif et bureaucratique existant depuis longtemps et de multiplier les modes d'exploitation en envisageant, par exemple, la fourniture de services chez les clients, l'adoption de modes variés de dépôt pour les gros usagers, l'introduction de nouveaux services, l'élargissement de l'étendue des services, l'intensification des publicités des produits postaux, etc. Le deuxième domaine consiste à raffiner la gestion et l'organisation. Pour accélérer le délai de transmission et faciliter l'introduction de la mécanisation et l'automatisation postale, nous avons mis sur pied un système de centres de tri, en fixant les délais d'acheminement le long de tout le processus du traitement pour les envois EMS, les envois exprès et les lettres, délais qui figureront désormais parmi les normes de contrôle et de vérification des établissements postaux. Ceci pour garantir la rapidité et la sécurité dans la transmission des envois.

Nous pensons que la poste, en tant que structure de base de la société, confrontée à la concurrence, n'aura d'autre solution que de rechercher sans cesse les moyens d'améliorer la communication postale en même temps que son organisation et sa gestion, de persévérer dans ses efforts visant à fournir des services de bonne qualité et de prévaloir par là sur ses concurrents par la rapidité, la facilité de ses services, donc finalement d'attirer les clients par sa crédibilité.

Pour rendre la poste plus concurrentielle, il est important de renforcer la coopération et les échanges techniques au sein de la communauté postale internationale, en particulier dans le domaine des service EMS et du courrier électronique. Nous estimons que plus il s'agit de services nouveaux, plus il faut coopérer. Ainsi, on pourrait faire valoir pleinement les points forts du réseau postal international et conquérir de nouveaux marchés.

Contribution by Indonesia

1 Motivation

Motivation to use the approach of "Caring for the Customer" in developing countries like Indonesia is two-fold and not restricted only to face the challenge of "competition". As a result of total efforts in the national development, increasing the wealth of the people, the customer attitudes and needs become more demanding so that services have to be more tailor-made to the requirements of the general public. Moreover, the business community, national as well as international, intensively involved in Indonesia's economic development, need to be served according to their urgent needs.

2 Action programme (UPU)

The presentation booklet, "Knowing the market", used by Mr B Cockburn contains a proposed action programme for the UPU (page 24–27) which differs slightly from the points as stated in Doc 48.1/Annex 4. We regard that it would be optimum to take both texts in formulating the five years' UPU programme.

In particular, the programme mentioned on page 26 "Encourage Customer Care Programme Modelled on Best External Practice" is a worthwhile addition to the text in Doc 48.1/Annex 4.

However, Indonesia proposes to modify the programme as follows:

"Encourage and give assistance (where necessary) in Customer Care Programmes...etc..."

3 Concerning the usage of the expression/concept as presented in Doc 48.1/Annex 4 under conclusions (page 4) reading:

"We need to develop a market-led culture, where the needs of the customer comes first",

it is proposed to change the words "market-led culture" to "customers need-led culture". This expression was in fact used consistently during the presentation of Mr B Cockburn.

4 The Indonesian Delegation underlines among others the observation, that market-knowlxedge, international as well as national is weak, fragmented, so that intensive activities in market research and associated fields should have our attention. The intensifying of international cooperative efforts in the framework of UPU, to meet the challenge of competition is also endorsed.

المناقشة العامة

تعليق وفد دولة الكويت خلال المناقشة العامة

شكرا سيدي الرئيس ،

من أجل تحسين وتطوير الخدمات البريدية في بلدي ولابعاد المنافسين من السوق ، فقد قامت ادارتنا بالقيام بالاجراءات التالية من أجل هذا الهدف :

١- تطوير الموارد البشرية من خلال التدريب الذي يشمل جميع المستويات الادارية والفنية ، واعادة الهيكل التنظيمي لادارتنا بما يكفل حسن سير العمل .

٢- تطوير أساليب العمل من خلال استخدام التقنية الحديثة في قطاع الفرز والحاجز من أجل السرعة في خدمة الجمهور على الحواجز وكذلك لفرز المواد البريدية وتوزيعها بدون تأخير .

٣- تنويع الخدمة من خلال تقديم خدمة البريد العاجل الدولي ، وعقدت اتفاقات مع حوالي (٦٠) ستون دولة بهذا الشأن . هذا وبتقديم هذه الخدمة بصورة مضمونة وسريعة وبأسعار أقل بكثير من الشركات المنافسة ، سيجعل الزبن يعزفون عن التعامل مع تلك الشركات ويقبلون على خدماتنا .

وشكرا سيدي الرئيس ،،،

Contribution by Malaysia

First of all I would like to say how honoured Malaysia feel to have been chosen as a co-panellist for this debate and giving us an opportunity to share our views in this most important topic.

During the 1960's and early 1970's, most of the postal administrations did not give their full attention and emphasis on the problems faced in marketing their product or services. With the status quo of a government body we in a way forget to find out or identify the need of the consumers. This is because we know that whatever it was, the consumers will have to come to us and use the services of the Post Office. As a result we never endeavour to improve our services or our marketing system to maximize consumers satisfaction. In a way we are forcing the consumers to accept whatever services we provide.

We may not realize that from day to day this world is progressing fast and becoming more and more advanced in all aspects. With the development of science and technology which is growing very rapidly and with new inventions, communication amongst us around the world is made easier, faster and within seconds only. Therefore we should realize that advancement in communication is giving stiff competition to our product or services. This is no intention to prevent the advancement of communication technology, but what need to be stressed here is that we should always be aware of any existing opportunities and make full use of them so that the Post Office will always play an important role, as it is said "The Post Always and Everywhere."

The postal administrations should change their image and try to provide better service. As it was we were having the attitude of not bothering our customers, and hoping they would come to us to use our services, now we should change our attitude that is we should go to our customers and offer our services. We should never let our consumers search for other sources to solve their problems. In other words we should do research to identify the needs and wants of a well defined target market and deliver the desired satisfactions. We should generate customer satisfaction and long-run consumer and societal well-being as the key to achieving organisational goals.

The Present Marketing Concept

If we are still tied to status quo, we will think that marketing concept is the demand of products or services by consumers. This will be true in the case where we do not face any competition, but with the existing competition, the understanding of the marketing concept should change. Earlier we understand it as the demand of the customer for our services, but now it has to cover the aspect of how, or to what extent our product or services can satisfy our consumers and at the same time solve their problems. Looking at the new marketing concept, a lot of things should be taken into consideration. We should ask ourselves where we stand in this competitive market and how are we able to compete with our competitors. We have to identify our strength, weakness, opportunities and threats. With all this information, it will enable us to formulate marketing strategies and make better decisions.

The Marketing Knowledge in Malaysia

As a developing country, we are facing all sorts of problems. Problem like lack of specialists, trained manpower, equipments and also with tight administrative laws that restrain efforts to improve the marketing system to achieve organisational goals which is to deliver the desired satisfactions to the consumers.

But with the help given by the UPU/UNDP, a marketing consultant from the Australian postal administration was sent to Malaysia. The specific objective of the mission is to undertake a market study on courier, agency, remittance service and philatelic in Malaysia with a view to determine the nature and size of these services and their future trends and also in formulating appropriate marketing strategies for immediate and long term objectives of the postal administration.

Here, Malaysia would like to take the opportunity to thank UPU/UNDP and the Australian postal administration for their assistance to our postal administration. We hope that the same type of assistance will be given to other member countries which face the same problems. With the assistance from these specialists, member countries will have the opportunity to identify their strengths and weaknesses and to formulate marketing strategies to improve themselves.

We are happy to say that several postal administrations have the ability to use the expertise that they have to determine marketing opportunities and problem areas and recommend short term and long term actions to improve organisations overall marketing performance. But the question is how many countries are able to do so? We hope that those member countries who have the expertise in improving their marketing performance will be able to assist other member countries that need them. Assistance can be given in the form of books, questionnaires and others to be used as a guide for countries that are facing problems regarding the lack of expertise to formulate strategies to improve their organisation. The countries which need the assistance, should not hesitate to ask for assistance from the other members of the countries.

We feel that with the technical assistance and information on appropriate marketing strategies, all postal administrations will have a brighter and better future in improving their services to win the hearts of their consumers to use their service.

It is important for all members of the Union to develop a world wide "Postal Culture" whereby every customer be made to feel the sentimental value of communication by letters, cards and others rather than by using the electronic communication system. To develop this culture, every country needs to improve their quality of service.

While we are searching for ways to improve our services nationally and internationally, from the recent market survey conducted by the UPU marketing expert shows that our postal services are facing strong competition both direct and indirect whether they are letters, parcels, counter services and philatelic.

The study attempted to divide the market into two categories for mails:

1 Business and Government market sector
2 Private individuals market sector

The main features of the Business and Government markets indicate:

A. The requirement for fast, reliable service ranging from:

i pick–up service and delivery within one or two hours across the cities and towns;

ii same day pick–up and delivery across town and to some bigger destinations.

B. The importance of large users of postal services as regards to the volume of traffic handled for large users, they are to be given special treatment for they are sensitive to the availability of alternative to postal services.

The respondents to the survey indicated that most important factors when choosing which delivery system to use are:

i Ability to deliver packets/parcels urgently
ii Meeting stated delivery times
iii Ability to trace lost or delayed items
iv Availability of pick-up services when required
v Supplier covers a wide geographic area

It is needless to say that, quality of services in relation to what the customers need, should be the main concern of all administration. It is obvious that from the spontaneous response of the countries attending the UPU, the question of marketing should be looked at seriously and urgently by the IB. It is necessary at this stage that the IB should look into the employment of the marketing expert permanently to help in the coordination at least as regards the developing postal services.

I would like also to suggest that countries willing to handle voluminous traffics for their traditional business partners, should be able to come up with the satisfactory tested standards required.

For the EMS Service perhaps the system of charging on the basis of flat rates should be examined further, because such rates have the tendency of retarding the growth of the service at least from the Malaysian point of view. Certain discount rates seem to be more practicable for the purpose of negotiations.

I do hope whatever views I have put forward will contribute to the Union for planning future action to be taken on this particular subject.

Thank you.

Contribution by Sri Lanka

Sri Lanka delegation wishes to thank the Executive Council for its decision taken in 1988 to hold this General Debate. The subject chosen is most appropriate in the context of the threat the Post faces today. The paper introduced by Mr William Cockburn on behalf of the British delegation is most commendable. The graphic illustrations supplementing the paper give a comprehensive picture of the various facets of the whole problem in a matter of minutes.

Sri Lanka delegation falls in line with all other delegations who have already expressed the view that the customer is the most important component in the postal industry. He should receive the attention of all concerned. The postal organizations should study customer requirements first and then decide on their strategies. Their policies should be orientated to satisfy the customer. Failing that many a problem would follow and competition would be unavoidable.

This is a proven fact whether it be a developed country or a developing country. Sri Lanka delegation too underlines the necessity for caring for the customer. Back in Sri Lanka already action is being taken in its policy framing on this theme.

Sri Lanka delegation believes that the rest of the developing countries too in taking decisions on these subjects before this Congress would provide opportunities for the Post to care for the customer in the light of competition that exists today.

Contribution by Swaziland

1 Market research

A strategy must be devised to determine the size and profile of the potential market. Senior Postal Managers and the Directorate must be totally involved in the conduct of a market research for all of the services we provide including new products.

2 To conduct the research

2.1 Identify potential users of the service. The best point of departure is to determine which customers use the services of private couriers. This information can be obtained from various sources for example customs authorities or personal business contacts. A study of the volume and type of mail posted by existing users can also identify potential users.

2.2 Contact potential customers personally, by telephone interview or by written questionnaire to pinpoint individual needs (such as volume of traffic, frequencies, and destinations required) and general willingness to use the service being researched.

2.3 Contact other administrations with which there are close links (commercial, cultural, political, or religious, etc) to assess volumes of international delivery traffic.

2.4 Analyze the data collected to establish potential volumes, market share of the service, pricing parameters and possible introduction of new services such as EMS, etc.

2.5 It is essential to establish a marketing and research unit which will continually market existing and research and market new services. Such units have been neglected in most developing countries.

3 Costing and pricing

In setting prices for their services administrations should take into consideration:

- overhead costs (equipment, accommodation, location, etc);
- personnel costs;
- local transport costs;
- international air transport costs;
- imbalance charges in destination countries' transit charges etc;
- prices charged locally by private couriers;
- a reasonable profit margin;
- a margin in the price structure that allows the postal administration to offer discounts to big users of the service.

The major constraints in developing countries are mainly financial when considering the strength of their currencies against currencies of their developed partners.

Contribution présentée par la République arabe syrienne au Débat général

Intervention sur l'étude du marché

La nécessité urgente de l'étude du marché exige l'examen des services existants, traditionnels ou supplémentaires, en vue de satisfaire aux besoins du public en ce qui concerne la rapidité et la sûreté. L'Administration postale se doit aussi de répondre aux désirs des différentes couches de la société en assurant de nouvelles prestations qu'aucune entreprise privée ne puisse offrir ni concurrencer. A titre d'exemple, l'Administration syrienne a introduit le service du paiement des pensions de retraités auprès des bureaux de poste, tirant ainsi profit du réseau étendu de ses bureaux qui se trouvent partout à disposition des retraités. Une étude concernant le versement des pensions à domicile, et dont bénéficieraient les retraités en question, a déjà été conduite. L'Administration postale syrienne a bénéficié des revenus y relatifs. Nous sommes d'avis que la connaissance des besoins du public en matière de services à assurer par la poste peut être réalisée par le contact direct et l'écoute des points de vue des citoyens ou des secteurs qui les représentent.

المناقشة العامة

مداخلة حول دراسة السوق

ان الضرورة الملحة لدراسة السوق تستدعي دراسة الخدمات القائمة سواء منها الخدمات التقليدية أو الاضافية بحيث تلبي احتياجات الجمهور من حيث السرعة والأمان . كما يجب على الادارة البريدية أن تلبي رغبات شرائح المجتمع بتقديم خدمات جديدة قد لا تستطيع أية جهة خاصة اللجوء أو الدخول فيها الى المنافسة . وعلى سبيل المثال فان الادارة السورية قد قامت بادخال خدمة دفع رواتب المتقاعدين في المكاتب البريدية مستفيدة في ذلك من انتشار مكاتبها التي هي متواجدة في كل مكان وقريبا من المتقاعد وهناك دراسة لدفع الرواتب في أماكن الاقامة ان مثل هذه الخدمة قد أفادت شريحة المتقاعدين واستفادت الادارة البريدية السورية من العائدات وفي اعتقادنا ان اللجوء الى خدمة احتياجات المواطنين من الخدمات التي يمكن لمرفق البريد أن يقدمها ويمكن أن تتم عن طريق الاتصال المباشر والسماع لوجهات نظر المواطنين أنفسهم أوالقطاعات التي تمثلهم .

وفد ادارة البريد في
الجمهورية العربية السورية

Contribution by Tanzania (United Rep)

1 Present position in general

1.1 Knowledge of the market is part of the important subject of marketing which is supposed to be a management function concerned with the process of creating and delivering products or services which satisfy customer needs profitably for the survival of the business organization. Since the 1979 Rio de Janeiro UPU Congress, several member countries have carried out extensive market research relating to postal business. In some administrations, marketing activities have been firmly institutionalized because of the business competition which has developed in the communications market. Today there is a rich collection of studies on Postal Market Research undertaken by the CCPS and individual administrations. Almost all administrations have had access to these documents. In spite of the sophistication in the methodology and techniques used in conducting some of those studies it is reasonable to assume that the present Congress participants have a fair view of what the Post is like in the market place today.

1.2 The present scenario in the communications market does pose some threats as well as opportunities to the postal business. Technology has brought about a wide choice of communications media in the market place and the customer decides to use and selects that means of communication which is efficient, reliable, and fast so as to derive maximum satisfaction both materially and psychologically. This means that the Post has ceased to be in a seller's market in which the seller or provider of service dictates terms to the buyer. The forces of competition have necessitated the Post to shift its position in the market place so that today the Post has to listen and act according to the dictates of the customer. That is why the question of monopoly protection of the Post, though it may make whatever little sense that may remain in it, is no longer defensible much as it lacks tenacity and realism in the current competitive market environment.

1.3 In absolute and relative terms the postal administrations of the economically advanced countries have responded reasonably well to the challenges of competition and much effort in terms of material, financial and human resources, has gone into the area of marketing such as defining products and services in relation to customer needs; discovering the heterogeneity of the postal market and creating new products to satisfy those new wants; continuously expanding the knowledge of the market with a view of developing new services and exploiting whatever profitable opportunities which may unfold before them, so that the postal business in those countries continue to survive and prosper in spite of competition. In other words there has been deliberate strategy to invest in the postal sector so that the Post acquires the necessary capability for adaptation and change to meet the increasing pressure of market requirements.

1.4 On the other hand the Post in the majority of countries of the developing world has remained less fortunate and sometimes at a clear disadvantaged position to respond effectively to the dictates of the current market conditions. Indeed their pace of progress and adaptation is painfully slow at best, indifferently stagnant, or retrogressive at worse. The main reasons, among others, are poor economic conditions and institutional constraints. Some of the problems afflicting these administrations will be evident in the proceeding paragraphs.

2 Marketing in the postal service of developing countries

2.1 The concept of marketing is still a new idea in many postal administrations of the Third World, and this is testified by the complete absence of marketing activities in their postal services. Consequently the present knowledge of the market can only be implied by the range of services provided to the customers. The postal service, in its traditional sense, has always regarded its market simplistically as a homogenous "public" and its role viewed as that of providing a "common service" to a "common customer". Even the organizational and administrative framework of the Post has invariably laid emphasis on regulatory controls on the operations of the service more than paying attention to the needs of the customer. The absence of marketing consciousness is a result of the Post being considered as a social service provided within the framework of government public service.

2.2 Successful institutionalization of marketing within the organization and management of the Post must be preceded by the acceptance of the proposition that the Post is or can be a viable commercial enterprise. Otherwise real resistance will be experienced because of the prevailing:

a passive (sometimes negative) attitudes towards the Post in general;

b pessimistic views on the impact of marketing on business promotion and growth;

c bureaucracy in getting ideas approved or accepted;

d doubts and suspicions on the motives of the promoter of the idea;

e attitude on cost reduction at the expense of business promotion and increased revenues;

f lack of marketing skills amongst postal staff.

2.3 These constraints, institutional or otherwise, have to be overcome. Creative and innovative thinking on the part of postal executives is necessary in order to initiate the required changes. There must be a spirit of readiness to abandon the status quo and be market led by being flexible, adaptable, creative and ready to take risks in exploiting all opportunities and possibilities of making improvements in the postal services. Government officials in the Ministries responsible for Post, Chief Executives of administrations concerned and Postal Executives must all be open to new ideas, have progressive minds and be forward looking for the improved future of the Post.

2.4 Resistance to change is a natural human reaction especially when the direction of change and its consequences cannot be visualized in concrete terms. However, the deteriorating standards in the quality of services provided (in terms of availability and efficiency), the increasing levels of service complaints raised by customers; increasing competition from courier companies and other parallel organizations; the rising operational costs and declining of business volumes and revenues; all these are clear readings on the wall that if the Post is to cope and survive the pressures and demands of the market place, the need for immediate institutional reforms becomes very much apparent.

2.5 A dynamic, market oriented organization of the Post is now required because consumers are demanding better quality of service. It is not far fetched to state that competition has infiltrated the postal market mainly because the Post has failed its customers in terms of service reliability, speed, price and even convenience or comfort of the customer. Postal users today are interested to know when their mail reaches the addressee, is it on the same day? Next day and when, in the morning, afternoon, and some even go by the hour. In translating these delivery standards it is necessary for the Post to identify time sensitive items/services; price sensitive items/services and place (location) sensitive items/services. This kind of in-depth knowledge can only be available from systematic marketing activities in the areas of service categorization based on market segmentation. There are as many market segments as there are products to offer and each market niche requires specific marketing strategy to reach that specific group of customers with similar needs to be satisfied by the Post.

3 Market scanning (situational analysis)

3.1 Knowledge of the market comes from systematic analysis of the environment in which the Post operates. The internal environment has to be diagonized to identify organizational strengths and weaknesses. Appropriate action has to be taken to consolidate and improve the positive attributes of the Post and minimize or eliminate the effects of weaknesses on the organizational efficiency of the Post. At the same time external threats and opportunities have to be assessed and appropriate strategies taken to enhance the competitive efficiency of the Post in the market place.

3.2 The need for marketing research is increasingly being felt today because without proper knowledge of the market place in terms of the customer needs and customer attitudes towards the services provided, there is the danger of the Post distancing itself further away from its clients. It is always important to know what services to offer to what kind of customers; how such services should be offered; when the services should be offered; where should the services be offered, etc. The Post has to identify the specific service requirements, of the different categories of clients; for example the service requirements of bankers, importers and exporters, government departments, international organizations like WHO, UNDP, World Bank, Diplomatic Missions, etc are different and may therefore require different handling from one another. The private courier companies started infiltrating a small segment of the postal market, namely the business community of import/exporters and banks because they knew that the Post had not been able to identify the unique requirements of these customers.

3.3 Market segmentation is not only useful for identifying customers with common needs, eg school children, rural farmers, teachers, urban wage earners, high and low income groups, businessmen, etc, it is also useful in enabling us to know the cost and revenue contribution of each market segment to the total corporate budget. In this way it becomes relatively easy to know what services should be promoted for business growth and which services should be discouraged in preference to other given alternatives. For example, it may be advisable to promote the insured parcel service instead of the ordinary parcel service because of the added benefits to the customer as well as higher revenues to the company.

3.4 No doubt, the Post has now to be market-led in its survival strategies by having sufficient knowledge and information on the general economy of the society, prevailing political climate; social trends and consumer behaviour, technological developments generally and with respect to the communications market; nature and extent of competition in the communications market. Market orientation leads to customer orientation and customer care. The Post has to develop the ability to respond effectively to the present and future market requirements.

4 Indicative approach to market response

4.1 *Business philosophy*

The traditional services offered by the Post laid emphasis on customer compliance to service production standards in terms of size and weight restrictions of items, procedures and controls which have nothing to do with customer interests and satisfaction. The Post has to adopt a new business philosophy which looks at the business from the customer view point.

4.2 *Product/Service range*

The traditional service classification has remained static for a long time wrongly predicated on the assumption that the postal market is homogeneous with constant service values over time and space. In reality, however, the postal market has never been homogeneous and that customer

needs and preferences keep on changing in the market place. The service distribution systems have to be matched with customer requirements in terms of availability, reliability, speed (efficiency) and convenience. There must be a constant process of matching services to customer needs.

4.3 *Quality of service*

4.3.1 Little attention has started being given to the question of quality of service. The traditional attitude has been like this: "I do not care whether the customer comes to the post office or not. In any case, this is the only post office to come to, he has no choice." The market situation has changed and now we have to be concerned when customers do not come to the post office. It is business that is being lost to competitors.

4.3.2 Quality as an abstract concept can be subjective. However, quality can be measured in terms of standards set for each type of service offered. For example, mail delays, loss of customer's money or items whilst in the Post, queueing at counters, etc, all these are measurable aspects of quality of service. Customers now demand good quality of service not only in terms of speed, reliability, accuracy and security but also in terms of honesty, courtesy and the way he is actually handled by staff. Serious attention and effort has to be directed towards this important aspect as a matter of immediate concern if the Post has to maintain its goodwill and market share.

4.4 *Development of new services*

4.4.1 In many developing countries the process of launching new services can be slow and somewhat painstaking. It takes a long time to start a new service due to several institutional impediments such as:

a regulatory controls on legal aspects, pricing, etc;

b organizational constraints in terms of:

  i organization procedures;

  ii inadequate economic resource base (financial, equipment, materials);

  iii lack of appropriate skills in operating the new services;

c sheer bureaucracy in getting approvals from relevant authorities;

d lack of entrepreneurial freedom and reasonable autonomy in management decision-making (insufficient or lack of delegated powers).

Removal or minimization of these bottlenecks have to be considered in order to bring about efficiency in the marketing plans for new products.

4.4.2 The reason of introducing new services into the market is to expand and maintain a reasonable range of services to meet the various needs of the customers. However, the launching of a new service has to be preceded by good market research to ensure that:

a the new service fits in within the overall mandate of the postal business;

b the customers of the new service have been sufficiently identified in terms of needs, location, purchasing power, etc;

c the new service will satisfy the customers needs in relation to place, quantity, quality;

d cost/revenue projections have been made to estimate profitability of the service.

4.5 *Customer relations*

The importance of maintaining good customer relations as part of the marketing effort cannot be overemphasized. A quick review on some of the issues related to customer relations is captured here below:

a customer complaints on service features (strict regulations on procedures), availability of the service at the required place, time and price should be dealt with promptly;

b customer complaints on quality of service require immediate action to restore acceptable standards and customer confidence in the service concerned;

c suggestions or proposals made by customers should be taken seriously and where appropriate action should be seen to be taken in order to promote better interaction and understanding between the Post and its clientele;

d salesmanship and general marketing skills of staff are frequently lacking attributes. This is an area where appropriate training and incentives are required bearing in mind that the nature of postal services require constant contact with customers.

4.6 *Competition*

The degree of response to environmental changes (market dynamics) has been rather low or somewhat sluggish because of, among other things, the mistaken belief in monopoly protection. As a business organization, the Post has been losing out to competition both in terms of business and image. Although competition may be regarded as a threat to postal business, it is equally true that competition can be a source of inspiration, creativity and innovative thinking on the part of the Post. Competition should be accepted as a way of business life. Therefore, in order to survive, the Post has to be fully commercialized legally, organically and management-wise with a view of adapting postal services to match with customer needs, creating new services to satisfy new customer needs, improving quality of services offered by setting standards and modernizing operational methods, and lastly but by no means less important, changing the prevailing attitudes of indifference to a more dynamic and creative customer-oriented business approach.

5 Customer care

Customer care should constitute a continuous preoccupation of the Post towards its clients or service users. It has to be remembered that consumers of postal services will keep on demanding better services which meet their visible needs and perceived psychological needs and both aspects are of significant importance from the point of view of the customer. Customer care means getting to know the customer in terms of his requirements and satisfying them efficiently.

6 Conclusion

6.1 Commercialization of the Post backed up by appropriate organizational and institutional reforms are key areas requiring immediate attention in the respective administrations of the developing countries. Time has come when the Post must have adequate knowledge of the market and its customers. Who are the customers? Where are they? What are their needs? What benefits do they want? What are their sensitivities to the services provided? The Post has to concentrate more on the customer's needs and desires than in restrictive regulatory controls as ends in themselves.

6.2 Technology is rapidly breaking the traditional barriers between business organizations and specializations ushering mankind into a new electro-computer based information society.

For guaranteed survival, growth and profitability, the Post should take advantage of these technological developments to adapt existing systems to new market requirements. Procrastination in taking these initiatives will not be to the best interest of the societies served by the Post. Besides, time lost cannot be retrieved. It is not a stockable item.

6.3 Efforts should be made by administrations to acquire the necessary marketing skills in the postal business through appropriate training and exposure of existing staff and also through recruitment of personnel with requisite experience in marketing and general management from other commercial enterprises. That is the fastest way of raising the professional competence of the Post.

6.4 The future success of the Post lies within the armpits of the administrations themselves. The directional questions to be asked by every postal administration are: a Where is the Post now? b Where does the Post want to go? and c How should the Post organize its resources to get where it wants to go? The answers to these questions constitute the challenge which is facing all postal authorities with the UPU family.

Contribution by Tanzania (United Rep)

1 The reality of competition

1.1 The incursion of private courier companies into the traditional postal market has shattered the myth of State protection under monopoly legislation of the Post. Many countries of the Third World have now come to grips with the new phenomenon of competition as a normal way of business life. Trying to bid for the elusive clientele, postal administrations are taking concrete steps to acquire and apply the magic skills of market competition to ensure profitability, growth and survival of the Post.

1.2 The EMS as a national and worldwide postal product within the high speed mail services regime, has proved to be a very effective and competitive alternative to the private courier services. Some courier companies seem to be more of paper tigers banking on their successful publicity influence and image building than actual performance on the ground. This verdict has been borne out in some of the developing countries where the EMS has proved superior to private couriers in meeting quality of service criteria. Paradoxically, many administrations in the young countries can, with sheer courage, talent and modest investment, upgrade their fragile infrastructures to a level where they can compete effectively and do away with some of the "quack couriers" who seem to have taken the Post for granted, much to their surprise and disappointment, of course.

2 A legal strategy

2.1 There is, though, a difference in approach and tactics when fighting influential and well-established courier companies with world-wide connections, like DHL, TNT Sky Pak, etc. In this case the legal armoury can offer combat gear and this is where the Tanzanian experience comes in. Faced with an incessant pressure for the establishment of a private courier company allegedly to offer customer choice for the transmission and delivery of time critical documents and business papers, the administration was caught up between strong contending forces of legality based on postal monopoly, competition mood as a result of the current economic liberalization policies and powerful and influential interest groups within and outside government circles. In these very trying circumstances, the postal administration had to fall back on the legal technicalities which at the end of the day, ensured the continued recognition of the supremacy of the Post in the field of communication by the written word.

2.2 According to the existing legislation, the Post enjoys exclusive monopoly over letter-post items and any other postal articles which the Minister may so declare except printed matter and magazines. At the same time the postal administration is also empowered to engage other parties which may perform some of its business under contract or agreement. Interpretation of legal texts has always been risky and slippery. While invoking the application of these legal provisions with the aim of regulating the activities of a private courier company, the support of Government authorities was equally critical especially with the sad experience in other countries where Governments have demonstrated amazing indifference in defending their own legislations. In this case, the postal administration, supported by Government authorities, reaffirmed the unquestionable legitimacy of postal monopoly. This stage definitively concluded and sealed the argument that private couriers can only operate in Tanzania under the existing postal law.

2.3 The next step was to work out the modalities to accommodate competition within the existing legal framework. This process was less intriguing because the administration had secured the legal whip in its hands. The prolonged negotiations between the administration and the courier company led to an agreement which stipulates the conditions under which the private courier company must operate. Some of the interesting features of this agreement are:

a The courier company is authorized to operate only international courier services and restricted to specified cities with direct international air links. The company does not operate in the domestic market.

b The period of validity of the agreement is stipulated. In this case the company has been licensed to operate for the initial period of three years effective from May 1989, renewable.

c Courier operations are subject to inspection by the postal authority to ensure compliance with laid down conditions and procedures.

d The company is required to pay an annual licence fee and royalty the amounts of which are subject to negotiation.

3 Advantages of the agreement

3.1 In addition to the above regulatory controls, the Tanzanian model offers some significant advantages in favour of the administration, especially in the developing countries where the need to maintain some monopolistic legislation to protect the postal sector still seems to be rational. A proliferation of couriers will only cream off the profitable letter business in the urban areas leaving the Post to operate in the vast rural zones at large deficits because of low traffic volumes and revenues against high operating costs. At the same time Governments in the Third World are becoming reluctant to continuously provide subventions to loss making parastatal organizations. The only way to make the postal business profitable or economically viable is to retain the substantially lucrative urban market to enable the Post generate sufficient revenue to finance a universal postal service to the inhabitants. The development and expansion of the postal infrastructures can be seriously hampered if couriers are allowed to have a field day in mopping up profitable markets without sharing the responsibility of providing mass communication means to the majority of the country's population. The post has always operated its services with a strong dose of patriotism and philanthropy virtues which are glaringly lacking in private couriers because of their strict code of profitability criteria.

3.2 Another clear advantage of the Tanzania model is that the number of courier companies allowed to operate in the country can be controlled. This situation gives leverage to the administration in determining the amount of competition that should be allowed without jeopardizing the overall interests of the postal business. In fact one of the provisions in the agreement defines the category of items which can be handled by the courier company while retaining that business considered to constitute a significant revenue base in the administration. The existing legal provision on postal monopoly in Tanzania seems to be less vague compared to the texts in other countries (this by no means implies any perfection). The apparent clarity in the legal texts facilitated the efficient negotiations with the courier company.

3.3 Finally, the existence of an agreement which explicitly defines the terms and conditions to be complied with by the couriers gives the post an overall responsibility of keeping an eye on the behaviour of couriers. The postal authority may withdraw the licence and close the courier business if there is evidence that the latter is flouting the terms and conditions of the licence. The Tanzanian case may appear somewhat paradoxical because of the unique situation whereby a private courier who is competitor to the Post, operates under the close surveillance of the postal authority. However, this arrangement seems to provide a compromise solution between the various contending forces usually apparent in many developing countries.

4 Conclusion

4.1 The scenario presented in this paper may raise varied views of opinion among readers especially those who are not very familiar with situations in the developing countries where in spite of the existence of postal monopoly legislation, authorities have invariably opted to remain

ambivalent in the interpretation and enforcement of the postal law. Private courier companies, with little or no effort, have penetrated the postal market and ironically sometimes with the clear support of the government authorities. At the same time their own postal administrations are denied of such vital support to enhance the administrations' competitive capacity against couriers. It is logical to maintain that as long as Governments acknowledge the importance and need of retaining some monopoly of the Post, the same should be ready to defend such law against infringement by couriers. One effective way of achieving the needed protection is through licencing.

4.2 The Tanzania postal administration is fully aware that winning the legal battle is one different thing from winning the real war which is in the market place. It is for this reason that the administration, within its resource constraints, is putting greater effort in strengthening the EMS network, both in the domestic and international markets. The EMS product, like elsewhere, is proving to be very popular to a great number of customers because of the very competitive price offers and the high standard of service delivery. Didactically speaking, the solution to the problem of market competition is competition. This is the advice which the Tanzania administration, having said everything else, would like to give to the other administrations especially those which may be facing similar trying situations.

Contribución de Uruguay

Washington, 17 de noviembre de 1989.
Señor Secretario del XX Congreso de la UPU. (Doc 48.1/anexo 4)
Presente:
Sr. Secretario:

La delegación de Uruguay no pudo expresarse en el día de ayer, respecto al tema – No. 1 del debate – CONOCIMIENTO DEL MERCADO – debido a la cantidad de oradores anotados y desea formular por escrito sus apreciaciones:

1 A raíz de estudios realizados respecto al comportamiento de la competencia, la cual actúa con permiso de nuestra administración, se pudo detectar una realidad que da pavor, no sólo del punto de vista de la carga postal que se lleva, sino por la evasión de renta postal.

2 Ello determinó que se designara un Grupo de Trabajo, para su estudio y formulara sugerencias al respecto. En la oportunidad se entendió conveniente designar funcionario competente que estudiara en el ámbito de otra administración toda esa problemática, su contexto jurídico y sistema de control.

3 Realizada una Pasantía, con el aporte de la Cooperación Técnica de la UPAE., el Técnico designado realiza una serie de sugerencias a la administración, que comprende dos etapas a saber: a.)estadística a fondo para determinar la carga postal que circula por Correos y cuánta por la competencia (en Uruguay la legislación permite controlar en todos sus aspectos a esa competencia, en los propios lugares de trabajo) y b) estudio de mercado, consulta a la clientela, en fin indagar en todos sus aspectos el porqué de la escasa venta de nuestros productos; y que marcan los indicadores al respecto. Esto como etapa previa

Como etapa siguiente: a) estudio de la legislación vigente y propuestas de nueva normativa; b) crear infraestructura adecuada para defensa de la renta y no violación a la legislación; c) reactivar servicio competitivo o proponer uno tipo para recuperar mercado y d) mentalizar al trabajador postal del momento que se vive y los cambios que se avecinan.

Uruguay tiene una administración postal centralizada, es un país en desarrollo, pero ello no impide que se luche por poseer productos de calidad que constituyen la única forma de poseer una excelente clientela.

Pese a esos esfuerzos, la proliferación de la competencia existe con legislación o sin ella, constituye una realidad y esconder la cabeza o eludir los hechos, nada soluciona.

Se ha entendido, que la competencia utiliza o se aprovecha de nuestras carencias, posee otra tecnología, distintos recursos, vías más rápidas de respuesta, menos burocracia y además se lleva para sí, los mejores técnicos postales. Entendemos que si las grandes empresas de nivel interno o internacional mantienen un constante diálogo, se interrelacionan, como va a permanecer ajena a ello, la EMPRESA POSTAL – solución de futuro. El hecho de contar Uruguay con una legislación que le permite controlar y verificar en la propia competencia, con un diálogo periódico, que más razonable que, ampliar ese diálogo, extraer información de sus propias fuentes, observarlos en su hábitat y corregir nuestros errores.

El reto del futuro es luchar con las armas que la nueva tecnología reclama, convertirnos en una gran empresa, actuar con mentalidad comercial y trasladar esa mentalidad de cambio a todos nuestros agentes.

Necesitamos soluciones urgentes, la supervivencia está en juego, y entendemos que este Congreso – en este momento, constituye el medio – respuesta adecuado y se pueden trazar estrategias, que sin constituir moldes, ni trasplantes, permitan trabajar en conjunto respecto al diálogo con la competencia y no sólo enfrentar con valentía la situación, sino ser realistas.

El mercado postal es uno solo, una sola la sociedad y dada uno merced a su capacidad y competencia, tendría una franja más o menos ancha en el mismo.

Quizás a través de un grupo de trabajo o por la via del análisis en el ámbito de las Uniones restringidas, que permitan conocer el problema en su área, se pueda dar respuesta a ese aspecto del problema. Todo sin que ello se pretenda interpretar como intromisión en los problemas de cada estado o administración y trazar una estrategia en la materia.

En nombre de la delegación de nuestro pais, se acercan las experiencias en la materia y se formulan las sugerencias que anteceden.

Sin otro particular, saluda a usted con su más alta consideración.

Dr.
Alberto Soto Bogliolo.
República Oriental del Uruguay.
Representante.

المناقشة العامة

المملكة العربية السعودية

سيدي الرئيس ،

ان البريد يواجه في وقتنا الحاضر منافسة شديدة من قبل الشركات الخاصة ، تلك الشركات التي تغلغلت في سوق الخدمات البريدية وأصبحت مصدرا خطرا وقلقا يهدد سوق الادارات البريدية في جميع أنحاء العالم . وفي اعتقادي بأنه مهما اتخذت من قرارات في مؤتمرنا هذا أو في المؤتمرات القادمة فأننا لا نستطيع القضاء على تلك الشركات بهذه السهولة . اذا ما هو الحل ؟ أنترك تلك الشركات تلتهم السوق بشراسة ؟ وبدلا من أن نزيحها ونبعدها من السوق نجدها أنها قد أزاحتنا وأبعدتنا ! لا ، اذا لا بد أن لا نقف أمامها مكتوفي الأيدي . ولا بد من معالجة الأمر بصرامة وقوة . كيف لنا أن نحقق ذلك ؟ . من وجهة نظرنا فان هناك عدد من النقاط نذكر منها على سبيل المثال .

١) يجب على كل ادارة بريدية أن تنهض بخدماتها البريدية وتحسينها والرقي بها الى مستوى أفضل .

٢) يجب على الادارات البريدية منافسة تلك الشركات باسلوب جاد حتى تتمكن من اخراج تلك الشركات من السوق .

٣) عدم اجراء اتفاقيات ثنائية نهائيا مع تلك الشركات .

٤) يجب على الحكومات دعم مرفق البريد .

٥) يجب على الادارات البريدية أن تتلمس احتياجات المستفيدين من الخدمة البريدية وأن تبذل قصارى جهدها لتحقيق تلك الاحتياجات واجراء دراسات حول المقياس الذي يحقق رضى الزبائن وتلبية حاجتهم من الخدمة البريدية المقدمة لهم .

٦) يجب على الدول المتقدمة مساندة الدول النامية بما لديها من خبرات وامكانات .

٧) يجب على الادارات البريدية استحداث خدمات من حيث تطبيق النوعيات الجديدة في مجال الخدمة البريدية مثل خدمة البريد الدولي السريع ، وخدمة البريد الالكتروني .

٨) علينا كادارات بريدية اعادة النظر في الأجور البريدية بما يجعلها في متناول فئات الزبائن .

٩) علينا ملاحقة التقنية في مجال الاتصالات والاستفادة من تلك التقنية في مجال الخدمة البريدية .

١٠) نشر الخدمة البريدية في جميع أنحاء الدولة .

سيدي الرئيس ، إن تلك النقاط العشر التي ذكرتها ، هي النقاط التي تهتم بها ادارة البريد في المملكة العربية السعودية ولذلك ولله الحمد فان الخدمات البريدية في المملكة العربية السعودية في تحسن وازدياد مستمر بسبب كسب ثقة الزبن ومنافسة تلك الشركات منافسة جادة . الا أن ذلك يحتم علينا الاستمرار في تطوير خدماتنا البريدية والاهتمام بها للقضاء على تلك الشركات .

شكرا سيدي الرئيس ،،،

Contribución de Bolivia en relación con el tema nº 2

1. Somos todos conscientes de que la base para alcanzar el crecimiento y desarrollo del Correo frente a la competencia, es lanzar al mercado productos de alta calidad. La variedad de estos productos depende de nuestra imaginación y esto indudablemente se podrá realizar ya que no habrá límite que la agote. Nuestra tarea será ir agregando atributos interesantes a nuestros productos básicos, es decir, convertir a nuestros correos en empresas de valor agregado.

2. Estos atributos son varios, dijimos que está en juego nuestra imaginación. Sin embargo, yo deseo en esta oportunidad, referirme concretamente a uno de estos atributos, al que corresponde a la personalización del envío, en otras palabras a la necesidad y al derecho que tienen nuestros clientes para conocer con certeza la suerte que corrió su envío entregado a nuestro servicio, cuando no llega a poder del destinatario.

3. Esto sólo será posible de lograr si paralelamente a nuestra red postal funciona una red informática que nos permita conocer y superar los puntos críticos que dificultan su curso normal.

4. El Correo de Bolivia ha realizado una importante inversión tanto económica como logística para el servicio EMS con el propósito de atraer a la clientela, y podemos señalar que ha tenido éxito, pero tropezamos con grandes dificultades cuando se producen frecuentemente desvíos de las piezas postales sin que nosotros podamos explicar a los clientes qué es lo que ocurrió realmente con su envío una vez que salió expedido de nuestro país, ya que con el sistema actual no se tienen resultados definitivos cuando se emprende una investigación.

Es por este motivo, que la Administración a la cual represento, considera muy necesario que al margen de las iniciativas que al respecto tiene adoptadas el CCEP, sea este Congreso el que legisle sobre la urgencia de contar con una red informática que funcione paralela a la red postal, lo cual será un valioso aporte para lograr la calidad que deseamos.

Intervenção do Chefe da Delegação de Cabo Verde no Debate geral

Obrigado Senhor Presidente:

Ao tomarmos a palavra pela primeira vez nesta Augusta Assembleia, permita-nos Sr. Presidente, em nome da nossa delegação, felicitá-lo pela sua eleição à presidência do 20º Congresso da União Postal Universal e estamos certos que, com toda a sua experiência, com a sua competência, saberá conduzir e orientar os nossos trabalhos, no sentido do nosso Congresso vir a ser coroado dos maiores sucessos.

As nossas feleicitações se estendem também aos Vice-Presidentes eleitos.

Gostariamos de cumprimentar os dignos representantes das Organizações e Administrações Postais presentes e formulamos votos para que juntos possamos encontrar as melhores vias e directrizes para o prosseguimento da prestação do serviço postal com maior eficácia e eficiência.

Sr. Presidente:

Os dois últimos Congressos, o do Rio de Janeiro e o de Hamburgo, foram coroados de sucesso e tomadas medidas tendentes a melhor dignificar o serviço postal nos nossos países. Foram feitas recomendações e tomadas resoluções para uma melhor integração do serviço postal, os quais levaram a que progressos siginficativos pudessem ser registados nas nossas Administrações.

No entanto, essas medidas não impediram que muitas das nossas Administrações estejam a atravessar sérias dificuldades originadas por uma crescente concorrência. O momento torna-se decisivo para nós e, o futuro do correio nos nossos países dependerá daquilo que formos capazes de empreender nos tempos próximos, na perspectiva de serem encontradas soluções e adoptadas estratégias que minimizem os efeitos dessa concorrência.

O correio, considerado nos nossos países subdesenvolvidos como o parceiro pobre, terá de poder tirar o melhor proveito dos meios disponíveis, tanto os humanos, como os materiais, por forma a inverter, a modificar, a combater os efeitos da concorrência.

Não descurando a função social que lhe é reservada nos nossos países, medidas urgentes deverão ser tomadas com vista a rentabilizar os recursos disponíveis, introduzindo sistemas modernos de gestão, criando nova mentalidade em cada pessoa do correio, fazendo-a compreender que o correio terá de ser encarado como um negócio e, como tal, as regras de uma boa gestão terão de ser aplicadas, tirando o máximo proveito dos avanços tecnológicos nomeadamente os registados nos tranportes e nas telecomunicações que cada dia mais nos servirão para em conjunto melhorarmos o sistema mundial de comunicações.

Pensamos também Sr. Presidente, que essas medidas só poderão ser coroadas de êxito se elas forem adoptadas dentro de um contexto global, passando pelo conhecimento do mercado potencial existente nos nossos países, com vista à aplicação de medidas de planificação adequadas e por uma acertada coordenação de ordem tarifária a nivel regional e a nivel mundial.

Com efeito, uma das maiores dificuldadaes existentes nos nossos países é um desconhecimento do mercado existente baseado numa certa passividade, passividade essa motivada talvez pelo facto de nós nos deixarmos acomodar atrás do monopólio que nos foi acordado pelos nossos Governos.

Atravessámos uma fase em que esse monopólio terá de ser conquistado, através da qualidade do serviço que oferecemos aos nossos clientes.

Sr. Presidente:

As brechas originadas pelo desconhecimento do nosso mercado e a deficiente planificação e coordenação de medidas tarifárias são exploradas, são aproveitadas pelo concorrência que se tem desenvolvido com maior incidência e reflexos nos nossos países subdesenvolvidos.

As empresas do remailing surgem todos os dias e em alguns casos dirigindo-se às nossas administrações, solicitando a prestação do nosso serviço, oferecendo-nos condições, à primeira vista, bastante aliciantes, mas que a médio prazo poderão contribuir e têm já contribuído para o enfraquecimento do sistema do correio implantado nos nossos países.

Que fazer para combater essa concorrência agressiva? E que medidas para a rentabilização das nossas administrações são questões que a nossa delegação pensa deveriam merecer a reflexão de todos os congressistas, com vista à adopção de recomendações, para melhor nos orientarmos nos próximos anos.

A União Postal Universal tem dedicado a sua maior atenção ao estudo dessas questões que tanto nos têm preocupado e é com o maior apreço que temos registado todo o apoio que a UPU vem prestando às nossa administrações e pensamos, que hoje, mais do que nunca, está reservado à União um papel preponderante na implementação e coordenação das directrizes e medidas que vierem a ser expandidas. Referimo-nos concretamente ao apoio técnico que esperamos da União e que, a nosso ver, se consubstanciará no trabalho eficaz dos seus principais orgãos - O Conselho Executivo e o Conselho Consultivo dos Estudos Postais - em quem depositamos plena confiança para as tarefas que terão de empreender e muito em especial no que se refere à modernização e à simplificação da regulamentação postal, adaptando-a às exigências do momento presente e que já não se compadecem com delongas no cumprimento de certos formalismos.

Sr. Presidente:

O serviço do correio acelerado já é uma realidade em Cabo Verde.

Implementá-mo-lo com algumas administrações e desenvolvemos esforços para o seu alargamento a outras mais.

Na mesma medida tudo se conjuga para o incremento do correio electrónico nas nossa estações de correio e estamos também fundamentalmente empenhados na introdução de outros novos serviços, em concordância com os resultados dos estudos do nosso mercado, em curso.

Mas a nossa acção não se limita a essa nova dinâmica dirigida aos parceiros materialmente mais privilegiados.

Como país pobre e com uma emigração bastante importante distribuída por todos os continentes a nossa atenção é maior na melhoria do correio tradicional, com incidência particular no alargamento do correio nas zonas rurais e na redução de casos de perda, avaria e expoliação de objectos postais, de forma a garantir, cada vez mais, a confiança da nossa população.

Aliás, a redução substancial do tempo de entrega das correspondências e das encomendas postais é evidente na nossa estatística postal que cada dia vem sendo melhorada e adoptada na qualidade de um dos meios para o controle de qualidade do nosso serviço.

Sr. Presidente:

Não podemos terminar sem agradecer ao Governo Americano pelo caloroso acolhimento que nos tem reservado desde a nossa chegada a esta linda cidade de Washington.

Obrigado.

Contribution présentée par le Congo (Rép. pop.) au Débat général

Stratégies commerciales et opérationnelles

Le thème du Débat général d'aujourd'hui «Pour mieux servir la clientèle» met véritablement en évidence le problème qui se pose aux Administrations et Entreprises postales qu'elles soient dans les pays dits développés ou dans les pays en développement.

Le Congo (Rép. pop.) voudrait contribuer modestement au Débat à ce stade précis où il est question des stratégies commerciales et opérationnelles de la poste, car il est essentiel que le Congrès aboutisse à la mise en place d'un programme exhaustif et complet sur les stratégies que doivent mettre en œuvre les Administrations postales entre les Congrès de l'Union postale universelle.

Il convient tout d'abord de souligner avec l'animateur de ce thème, qu'effectivement les postes, qu'elles soient des pays développés ou des pays en développement, entrent sur des marchés porteurs. Nous assistons aujourd'hui à un développement des services de coursiers privés dans nos pays qui s'appuie sur un développement des besoins de communications des entreprises; la mise en service de l'EMS dans la plupart des pays fait ressortir avec évidence cette situation du marché.

Sur le plan national, l'Administration congolaise a défini la base de ce qui deviendra sa politique commerciale et qui s'appuie sur la nécessité d'offrir des niveaux différents de services suivant les besoins spécifiques de chaque catégorie de la clientèle.

La mise en œuvre de cette stratégie se heurte cependant à plusieurs difficultés liées à la connaissance des véritables besoins des clients, à la formation encore insuffisante du personnel et à l'absence de moyens adéquats pour traiter un certain nombre d'informations (notamment des moyens informatiques fussent-ils élémentaires).

Des actions opérationnelles sont mises en œuvre pour reconquérir d'abord la clientèle perdue (EMS, BUREAUFAX) et ensuite la fidéliser en réhabilitant ce qui constitue l'ossature même du système postal, l'acheminement du courrier. Dans le cadre des dispositions de la Déclaration de Hamburg, un accent particulier est mis sur le courrier international pour lequel des objectifs ambitieux ont été fixés.

Les problèmes des pays en développement sont si nombreux et l'état de leurs réseaux si délabré qu'il paraît évident que tout ne peut être fait en même temps. Cependant, il est urgent que des moyens adéquats soient mis à contribution pour que l'essentiel soit fait, mais vite fait.

L'essentiel en l'occurrence nous paraît être:

- l'amélioration de la qualité de l'acheminement postal pour une intégration plus harmonieuse des réseaux postaux nationaux;
- une formation plus adaptée aux exigences actuelles du marché (EMS, formation en gestion, informatique, etc.);
- une stratégie commerciale adaptée aux circonstances du marché mais plus active qu'auparavant.

L'amélioration de la qualité de l'acheminement postal devrait viser en premier lieu les secteurs urbains où se trouve concentrée la plupart de la clientèle et où en tout état de cause il est indispensable de reprendre la part du marché perdue au profit des coursiers privés. Le secteur rural ne devrait pas être mis de côté mais devrait bénéficier de l'amélioration du secteur urbain.

Les Administrations doivent faire des efforts pour maintenir les coûts (notamment de personnel) et veiller à définir des tarifs compétitifs et susceptibles en même temps de dégager des ressources substantielles. Les Administrations des pays en développement ont malheureusement, pour faire cela, un personnel insuffisamment adapté aux exigences actuelles du marché. Un programme de formation plus adapté a ces besoins devrait être mis en place.

Il est entendu que l'automatisation de certains secteurs du service postal dans les pays en développement ne constitue pas dans la plupart des cas une priorité. Il n'en demeure pas moins que le maintien de la poste en bonne place sur le marché de la communication exige l'utilisation de l'outil informatique pour le traitement des statistiques et le traitement de l'information sur la connaissance du marché notamment. Une stratégie bien pensée d'introduction progressive de l'outil informatique dans la gestion de ces Administrations est nécessaire.

En conclusion, le programme de l'UPU pour aider les Administrations postales à mieux servir la clientèle (notamment les Administrations des pays en développement) pourrait être axé sur les points suivants:

- promotion des actions et programmes d'amélioration de la qualité du service des acheminements dans les secteurs où il y a une forte propension à l'utilisation du service postal;
- élaboration et mise en œuvre d'actions de formation tournées vers la gestion, l'informatique et les produits nouveaux;
- promotion d'une action commerciale plus adaptée au marché.

المناقشة العامة

الموضوع رقم (٢) ، الاستراتيجيات التجارية والتشغيلية للبريد

البلد المشترك في المناقشة : **دولة الامارات العربية المتحدة**

ان الخدمات البريدية المنتظمة حديثة العهد في دولة الامارات العربية المتحدة وحتى وقت قريب كان ينظمها قانون حكومي اذ كانت ادارة خاضعة لاشراف وزارة المواصلات ، الا أنه وبعد اجراء دراسات عدة تم تحويل الخدمات البريدية الى مؤسسة عامة مستقلة تتمتع بالاستقلال المالي والاداري والشخصية الاعتبارية وذلك في عام ١٩٨٥ دون الاعتماد على الدعم الحكومي .

ان من أهم الاسباب التي جعلت ادارتنا تفكر في تغيير النظام القديم الى الاسلوب التجاري هو تردي مستوى الخدمات البريدية وعدم استطاعتها مواكبة التغيرات مما أتاح الهيمنة الشبه مطلقة لشركات النقل الخاصة على سوق البريد .

منذ ذلك التاريخ حققت المؤسسة تطورا كبيرا في تحسين الخدمة البريدية وبالتالي أدى ذلك الى زيادة الرواج البريدي داخليا ودوليا ، كذلك استطاعت أن ترفع حصتها في السوق في مجال خدمة البريد العاجل الدولي الى ما نسبته ٢٠٪ أمام وجه منافسة ١٥ شركة خاصة تعمل في المجالين الداخلي والدولي .

ان هذا التطور انعكس ايجابيا على الشؤون المالية حيث حققت المؤسسة أرباحا صافية متنامية بلغت الى ما نسبته ٣٠٪ من اجمالي العائدات خلال العام الحالي دون ادخال أي تغيير على التعرفة البريدية المعمول بها منذ عام ١٩٨٤ أي قبل قيام المؤسسة ، ان ما توصلنا اليه من نتائج هو باعتماد أسس اقتصادية بسيطة وبدون استعمال التكنولوجيا الحديثة ، حيث ركزت الاهتمامات على :

١- الاستماع للزبائن ومعرفة رغباتهم

٢- تنويع الخدمات

٣- ادخال نظام مراقبة دائم لمستوى الخدمات

٤- اعطاء الحوافز المادية للموظفين وتدريب مختلف المستويات

٥- حملات اعلامية دائمة .

هذا ويمكن التحدث عن المرحلة القادمة بربط مختلف الخدمات البريدية ومكاتب البريد بالحاسب الآلي وادخال التكنولوجيا الحديثة في أعمال الفرز والتوزيع .

بالرغم من كل النجاح الذي تم تحقيقه الا أننا نشعر بعدم رضى بعض الزبائن عن الخدمة الدولية وبالرغم من أنهم قلة نادرة فانهم يصنعون سمعة البريد ، فهم يتكلمون عما يحدث لهم بالبريد ويقدمون الشكاوي والاستفسارات حول التأخير وعدم تسليم بعائشهم . وعليه يجب أن تتخذ التدابير اللازمة لد هذه الفئة بالمعلومات الايضاحية بسرعة تزيد عن سرعة رد فعلهم وبالخصوص قبل أن يتخذوا القرار للتوجه للشركات المنافسة .

يتحتم علينا أن نعتبر أو وراء كل استعلام زبون غاضب يترصد الهفوات للتشهير بالبريد .

ان تصريح هامبورغ ساعد الاتحاد البريدي العالمي في التدخل لمراقبة الشبكة الدولية في مجال مهلات التوجيه ولكننا نرى من الضروري أن توضع دراسة لتعزيز مستوى الخدمة الدولية بواسطة تحسين خدمات ما بعد البيع ومنها الاستعلامات ، على غرار ما حدث بالنسبة لبعض الادارات البريدية المتقدمة بالنسبة للبريد العاجل الدولي وذلك باعتماد نظام تتبع أثر المواد دوليا .

ان هدف الدراسة أصبحت ضرورية على ضوء الاتجاه الجديد في تصنيف بريد الرسائل على أساس السرعة المطلوبة من قبل المرتفقين .

Contribution by Guyana

Mr Chairman, distinguished delegates, ladies and gentlemen,

As you are no doubt aware that the Post is passing through a very testing period in its illustrious history. Never before has competition been so fierce and threatening in several directions, to the extent that if we do not initiate changes to meet our customers' demand we may find it difficult to retain their patronage without which we cannot survive.

Mr Chairman, it would be true to say that no organization has a closer or more personal link with the people in any country of the world than the Post Office and there is hardly a single person who does not benefit in some way from the many services it provides. The Post can therefore be considered very vital to any community the world over.

The essential function of the Post is to meet the demand for postal service taking into account the range of services available and their quality, price, area of operation, etc, as compared to other available means of communication. Despite this, postal administrations must at the same time respect certain financial imperatives and other constraints. The former stems from the necessity of covering the cost of the service in one way or the other. The constraints relate to:

i Inability of the Managements to control the number of items to be processed and the origin and destination of the traffic.

ii Delivery points tend to rise independently of the volume of mail to be delivered.

iii Inability to alter charges to meet cost of operation.

iv Within recent years, inflation and its detrimental effect to labour-intensive enterprise, like the Post, whose labour costs account for about 75 percent of its expenditure.

v Alongside the above comes recession which has prompted users especially in the business world to cut costs, hence postal expenditure, eg N.I.S., Large Users Ins., G.E.C.

vi Technological advance in Telecommunications and the increase in Courier service have tended to make gains in letter-post traditional markets.

Faced with these circumstances, most postal Managements are in a problematical situation and must therefore seek *immediate or short-term measures*. The principal possibilities seem to be:

i *Changing established habits and conditions which will not be too easy to accept.*

Fortunately, we have our traditional loyalties and public services upon which to build.

ii *Increase traffic and receipts by:*

a Adapting the traditional services to bring them more in line with the current and future needs of existing and potential users – speed, availability.

b Finding new markets and develop new services and products, if necessary, particularly those appropriate to the Post's unique structure and its experience.

c Introducing differential rates favouring certain users or market sectors with special conditions.

iii *Reduce expenditure by:*

a Rationalizing the organization and method of work.

b Raising productivity by more efficient work methods and by more efficient use of manpower.

c Introducing mechanization where it would be worthwhile.

d Eliminating those elements of the service which are costly but do not contribute significantly to the quality of the service as a whole.

Guyana Post Office, as a Public Corporation, is expected to at least break even, then our aims must be geared to achieve optimum economy in working and thus increase the Corporation's revenue in the following areas:

a Rationalization of staffing positions in the Corporation

Expenditure (wages/salaries and allowances) has been rising over the last two financial years and this trend is likely to continue owing to Government's desire to improve the minimum wage position.

Because of the labour intensive nature of postal work, these increases naturally must have serious repercussions on the stability of the various postage rates, fees, commissions, etc. Indeed, if staff expenditure continues to rise, then it will lead to difficult financial situations.

In order to arrest the increasing staff cost, we must conduct a programme of rationalization of the entire service with a view to curtailing and redeploying staff where necessary thereby increasing its efficiency and viability – postal agencies, shedding telegraphs.

b Elimination of those costly elements of the service which do not contribute significantly to the quality of service as a whole

Over the years there has been a steady growth of postal agencies throughout the country. There has been no plan or systematic approach and as such, their development have been in the most ad hoc and thus undesirable form. In the light of our rationalization programme, it has been found that considerable savings could be obtained through modification in the service provided by agencies or reduction of them altogether by the grant of Stamp Vendor Licences. It is however recognized that extensive changes of this kind readily assume a political character – mechanical equipment, cutting tables, stamp-cancelling machines, franking machines.

c Maintenance of traditional services – delivery of mail

Over the last decade, the traffic in respect of (mails and parcels) are dropping. This has been so because of some Ministries and Corporations which previously enjoyed free Post and now that they have to pay for such services have resorted to various arrangements in the distribution of their mail contrary to the provisions of the Post Office Act. In some cases some Ministries were deliberately permitting the accumulation and dispatch same when senior officers visit outlying districts.

There should be no doubt in anyone's mind that the economic viability of the Postal Service in Guyana today and indeed in the world over depends on mail (letters and parcels) traffic. These two postal items account for about 70 percent of the main revenue and therefore provide bulk of any likely financial surplus.

The need for the development of mail traffic is therefore extremely important for the future economic growth of the Corporation. Of course, such a move go along with the effective and efficient delivery of postal items.

d Introduction of new services and expansion of traditional and non-traditional services particularly those appropriate to the Post's unique structure and experience

Mr Chairman, one of the Post's main source of income for developing countries is terminal dues, however, this source has been dwindling with frightening rapidity. In my country we have already infiltrated the non-traditional postal markets. Consequently, the Post Office Corporation of Guyana has already involved itself in the following non-traditional postal services:

i Payment to farmers (weekly/monthly) in the rural areas on behalf of the Guyana Agriculture Co-op and Development Bank.

ii Payment of Family Allotments on behalf of the G.D.F. workers at Eclipse Falls, Guyana Gold Board, etc.

iii Payment of Old Age Pensions and Public Assistance on behalf of the Ministry of Manpower.

iv Payment of Social Security benefits on behalf of N.I.S.

v The introduction of the International Express Mail Service with links to the United Kingdom, United States of America, Canada, Netherlands, etc.

vi Payment of salaries to out-of-town G.T.C. employees ie Timehri Bartica, etc.

In addition, discussions are in progress with the relevant authorities in respect of:

a Issuing of all forms of licences eg shops, dray-carts, motorcars, etc, currently done by Regional Development Officers on behalf of the Ministry of Finance.

b Sale of Passport, Will, Customs, Import Licences forms, etc on behalf of Guyana National Trading Corporation.

c Distribution of school books, exercise books, small packets, etc on behalf of the Ministry of Education, Social Development and Culture.

d Distribution of newspapers and periodicals on behalf of the Guyana Newspapers Ltd, etc.

e Extension of private letter boxes and bags services

These services should be expanded and developed in all the towns at certain senior district post offices, eg, Nigg Skeldon, Fort Wellington, Anna Regina, Wismar, Kitty, etc. In this regard, we have installed fifty (50) P.L.B.'s at Skeldon and McKenzie POs. Efforts to obtain several nests of boxes are in progress.

f Agency service for obtaining and delivering birth and death certificates

It is proposed as a community service to permit citizens in any area to arrange for their birth or marriage certificates through their district POs. The customer will receive all assistance from the Postmaster and will pay the postage and remittance fees for the certificates. The Postmaster will then be responsible for monitoring all information to the Registrar General who will make every effort to obtain and dispatch certificates, back to the District Postmaster who will be responsible for its delivery.

A reasonable agency fee will be charged for such a service. Discussions are in train with the Ministry of Home Affairs.

g Collection of examination fees

Collection of examination fees from schools and private students on behalf of the Ministry Education. Such an arrangement will obviate the trek to the Ministry in G/town. POs the world over are performing similar functions and there seems to be no reason why such transactions could not be most efficiently and economically dealt with by this Corporation. An approach has already been made to the relevant authorities.

h Introducing differential rates

The Corporation has instituted a system of granting special concessions for our very large users of the post in respect of bulk mails, money orders, etc.

I now submit that these are some of the main areas which can boast the revenue of the PO.

The gathering of senior officials in the Caribbean to this meeting is therefore the testimony of our firm intention to enrich our knowledge and experience in the postal field. It will also help to promote a better understanding and awareness among postal officials which is a fundamental element of postal cooperation.

I have very great pleasure in repeating my greeting and happy to be present this morning and would hope that our deliberations would be most fruitful.

Contribution by Israel

1 Upon its establishment in 1987, the Israel Postal Authority adopted a business strategy which included:

A. Improving the quality of service to enable delivery of at least 90 percent of the letters within two days, and to eliminate all delays and irregularities.

B. Improving operational efficiency and reducing costs by 25 percent.

C. Adjusting tariffs to the real costs of the various services (with some exceptions for public utility services).

2 After two years of activity, the Postal Authority achieved its first goals to a great extent, and has now set for itself further strategic goals:

A. Development of new services within the synergic system, including: transmission of written information, goods and monies, such as electronic communications value-added services, and the transporting of funds.

B. Implementing our commitment to the customer, first by establishing a tracking and tracing system that will enable immediate response to customers' inquiries, and following that, a commitment to provide high quality service.

Another service under study is automatic insurance for all parcel mail.

C. Initiating business collaboration with private organizations which provide similar services, and entering into joint ventures with them.

3 As a result of accomplishing the goals in the first phase, and developing our marketing strategy, the Postal Authority moved from a continual deficit of as high as 40 percent, typical of government services, to an annual surplus of income over expenses of approximately 3 percent.

4 In 1988, the Postal Authority decided, after careful study, on a business strategy for the future, based upon the following guidelines:

A. Focusing on postal and related services: as an example, we reduced our activities in retailing of non-postal items, and increased our efforts and investments in developing postal services, such as collection of bills by the postal banks, and public information services, including self-service units. New developments are possible thanks to the advanced computerization and communications infrastructure system which is now being installed in postal branches.

B. Developing a computerized retailing system, which enables postal branches to offer a large variety of postal services, to improve the efficiency, and quality of service, control and management. In addition, the Postal Authority developed a franchising system which expanded the network of postal agencies, in cooperation with other business firms.

C. Developing and diversifying banking services to the maximum, within legal constraints.

D. Increasing the scope of activities, in order to reach control and be the dominant factor in the market of letter and parcel transport. To make this possible, we must encourage and promote direct mail-ordering and direct marketing in Israel.

E. Initiating and promoting the privatization process systematically, first by converting the Postal Authority into a corporation, or business enterprise, then issuing shares and offering them to employees and to the public, and finally, by offering ownership of portions of the postal assets to private businesses.

5 In order to take advantage of its status as an international system, the Postal Authority is improving its international services across the country, by:

A. Developing a tracking and tracing system for international services parallel to the national system, which will enable us to join the international standards and control system.

B. Determining our priorities, and giving operational priority to national and international.

C. Widening the variety of services and removing bureaucratic constraints between various postal services.

D. The Israeli Postal Authority's attitude toward international standardization in different areas is positive. This will permit uniform mechanization and automation on one hand, and on the other hand will allow postal services worldwide to ensure quality services for their own customers.

Contribution by Papua New Guinea

The postal administration of Papua New Guinea fully support this document and wish to associate itself with other speakers of our experiences on this very important topic for General Debate "Caring for customers".

For the Post to survive in the modern age of competition and other communication technologies, all effort should be directed towards customers care and respect. It is indeed important for postal administrations to devote some time to critically examine their own services and ascertain whether customers are provided with speed and quality of services they demand. This is perhaps our weakest link where our competitors are concentrating their effort and winning our customers' confidence.

Having realized the problem, my administration has developed strategies to counteract the competition:

- Develop service standard for all mail.
- Expansion of EMS network to other countries.
- Conduct frequent tests on all services for improvement of service qualities.
- Institute market research.
- Provide on-the-job training for our field officers.
- Provide management training for middle and executive level managers.
- Provide customer education programme.

Whilst this has taken place, there are areas in our business that need to be improved to survive the fierce competition provided by international courier organizations. My administration is facing this problem. Papua New Guinea is a developing country but with the advent of social political and especially economic development being experienced, private couriers have moved into the country and virtually captured the distribution market of parcel business.

We have considered the importance of customers and how they can influence our business. The theme of our 1990 Business Plan is "Customer is number one". It is based on the theory that all services that we provide whether old or new must satisfy our customer needs. In other words the customer must come first. This we consider would motivate staff and convey how important our customers are.

We hope to obtain more constructive information and statements during this general debate in order to improve our service to meet our customer requirements.

Thank you Mr Chairman.

JULIUS P TAMAH

Papua New Guinea Delegation

Contribution by Swaziland

4 Commercial and operational strategies of the Post

4.1 The Post especially in developing countries is basically traditional. The postal business should be carried out in such a manner that it covers its own costs. It is imperative therefore that postal operations should cease to be run as government departments, but should be managed and run on commercial lines, with the task of giving, within their sphere of competence, the customers demanded services at reasonable prices. Confidence for the various postal activities will be created through efficient and reliable service and reasonable postage. Organization, quality and service must always be monitored and controlled. The customers expectations and wishes for new products and services must be continually monitored and timeously met.

4.2 In all member countries it is important to act for the improvement of mail conveyance by giving mail high priority and fast customs clearance. Surface mail sent between countries especially at regional level should as far as possible be forwarded by air (Surface Air Lifted (S.A.L.)). I am pleased that the UPU has assisted in the conduct of mail circulation studies and conferences in Africa particularly and it is our hope that the recommendations made by the consultants who conducted the studies and the resolutions made in such conferences will be implemented accordingly if maximum benefit has to be derived from such assistance. All postal administrations should strive for the introduction of the Expedited Mail Service (EMS), actively market this service and ensure that the targets set are achieved.

4.3 Developing countries should consider the introduction of postcodes in order to:

- facilitate manual sorting;
- create conditions for sorting bulk postings by senders;
- give better address information and reduce miss-sorts of correspondence;
- provide for mechanical sorting when it is introduced in the future by those countries who are still using manual sorting.

4.4 In most developing countries over 70 percent of the population live in the rural areas and therefore efforts should be continued to improve the conveyance and delivery of mail in rural areas.

4.5 It is suggested that the monetary services should be introduced where they are lacking and developed. Giro and savings bank services are seriously lacking in the developing countries of Africa. An appeal is being made to the Universal Postal Union and those developed UPU member countries who operate such services to assist with the introduction of such services in developing countries.

4.6 Swaziland as a developing as well as a landlocked country in Africa is conscious of the many limiting factors which militate against rapid postal development. Some of these are:

- financial limitations, to procure adequate postal equipment;
- shortages of adequately trained manpower;
- inadequate accommodation at sorting offices to deal with international mail;
- political and linguistic barriers between neighbouring States;
- foreign currency constraints for procurement of postal equipment and payment of international postal accounts;
- lack of workshops in the regions for the manufacture of postal equipment;

- infrequent transportation facilities for both surface and air conveyance of international mails, etc;
- lack of training facilities at higher level for postal managers, etc.

The World Body (UPU) and Restricted Unions are called upon to address these issues in a serious light if the Post has to survive in the 21st century and beyond.

Contribution présentée par l'Union panafricaine des postes (UPAP) au Débat général

Un nouveau produit pour l'Afrique

Les diverses stratégies de développement élaborées ont méconnu un aspect fondamental des réalités africaines, elles n'ont cerné jusqu'à présent que les villes, tout en oubliant l'écrasante majorité de la population, celle des villages, enracinée depuis des temps immémoriaux au plus profond du continent.

C'est donc une nouvelle approche du développement qu'il faut instaurer et qui visera à faire pénétrer le progrès et l'information dans les villages au moyen de supports ou d'instruments aptes à en faciliter l'acceptation par les populations, bref un moyen qui privilégierait l'«oralité».

En Afrique le taux d'alphabétisation oscille globalement entre 10 et 20%. Mais comme l'avait souligné le Chef Antony Enahoro «L'Afrique est le Continent à qui l'éducation a fait perdre ses propres valeurs».

Ainsi donc après avoir abandonné le mode de communication et de transmission de sa culture, nous nous sommes carrés dans une sorte de mimétisme.

Ce divorce et ses effets expliquent en partie, si ce n'est totalement, ce manque de courant d'échange d'idées qui devait engendrer le trafic postal (contrairement à ce qui se passe dans les pays avancés) entre les différentes couches de nos populations.

Comme on le dit souvent, la poste a largement contribué au renforcement des liens culturels et sociaux entre les peuples, surtout en Occident. Cela est aussi vrai dans le domaine économique.

Mais nos populations africaines ont très peu participé à ces échanges féconds de correspondances qui a été à la base de cette évolution, faute de n'avoir pas pu être alphabétisées.

Aujourd'hui encore, nous, postiers africains, nous nous plaignons du faible trafic existant entre nos villes et nos campagnes et l'éternelle raison avancée pour justifier ce fait contre nature est le non-accès de nos populations à l'écriture. Mais nous ne nous sommes jamais demandés comment contourner cette difficulté qui continue d'être insurmontable dans la majorité de nos pays.

Le colonisateur qui a introduit la poste chez nous, l'avait fait pour servir ses propres intérêts à savoir maintenir le contact entre les colonies et la métropole. Il l'a fait suivant les caractéristiques de la culture occidentale qui est une civilisation de l'écriture.

Avant l'arrivée des «Blancs», nos populations pouvaient elles aussi communiquer entre elles de diverses manières dont la plus connue est le tam-tam parlant que le professeur Niangoran Bouah de l'Université nationale d'Abidjan a surnommé la «drumologie», car le tam-tam parlant est une véritable science à laquelle il faut être initié tout comme l'alphabet morse.

Faut-il dès lors rappeler que l'une des caractéristiques principales de la culture africaine est l'«oralité» et qu'il fallait que nos responsables, après les indépendances, encouragent la promotion de cette richesse culturelle africaine?

Faute de n'y avoir pas pensé, les courants d'échanges épistolaires, fussent-ils oraux, ne se sont pas développés entre nos villages et nos villes au grand dam de la poste africaine.

C'est pourquoi le thème choisi pour le Débat général au Congrès de Washington «Stratégies commerciales et opérationnelles aux besoins de la clientèle» nous permettra de demander à la communauté postale internationale de nous aider à créer et promouvoir un nouveau produit, à savoir: la lettre parlée.

L'avènement de la lettre parlée créera, nous en sommes sûrs, un courant d'échange de communication entre nos villes et nos campagnes. Une prospection à faible échelle l'a prouvé.

Contribution présentée par l'Union panafricaine des postes (UPAP) au Débat général

Utilisation du réseau télématique SITA par les Pays-membres de l'UPU

Le rapport concernant ce projet initié par l'UPAP a été communiqué à la plupart des Pays-membres de l'UPU pour observations et suggestions.

L'UPAP, vu l'ampleur du programme et les multiples implications tant techniques que financières que pourrait engendrer ce projet, a fait appel à l'OUA et à l'UPU pour l'aider.

Et c'est parce que nous sommes conscients qu'à l'heure de la nouvelle mais silencieuse révolution industrielle que nous vivons, celle qui se déroule sous nos yeux par le biais de la télématique, etc.

C'est parce que nous sommes anxieux de voir la poste risquer de manquer une fois de plus le train de l'histoire que nous avons opté pour cette solution qui nous semblait la plus appropriée et la moins onéreuse qui consiste à utiliser le réseau SITA.

Convaincre toutes les Administrations de l'utilité du projet pour nos services

Il est donc impératif de lever toutes les appréhensions d'ordre psycho-sociologique qui, à n'en pas douter, sont les principaux obstacles à l'introduction de l'informatique ou de la télématique à la poste.

Il faut vaincre ou atténuer les résistances et convaincre de la pertinence de l'outil.

On a toujours «peur» de ce qu'on ne connaît pas. Et nos «anciens», qui sont encore aux commandes dans certaines Administrations, redoutent le changement qui, d'après eux, rendrait inutile leur savoir-faire et saperait ainsi leur autorité.

Pour la «vieille garde», c'était l'annotation des registres aussi compliqués les uns que les autres (les sommiers 1101–1102, le registre 1105, le PV 532, la formule 915, les comptes arrivants et les comptes partants, les lettres 158 de compensation, etc.).

Pour les jeunes, c'est l'ordinateur qu'ils manipulent aisément, cette merveille du siècle est de leur temps. Ne nous sentons donc pas frustrés et accordons à nos «jeunes loups» la chance de promouvoir nos services et nos méthodes de travail.

Les services que nous attendons de ce réseau

Il ne faut pas perdre de vue que nous entrons dans une ère où la poste ne doit plus attendre qu'on vienne du dehors lui proposer des solutions à ses problèmes.

Si aujourd'hui toutes les Administrations conçoivent ensemble, sous l'égide de l'UPU, les programmes dont nous avons besoin et qu'ensemble elles se greffent sur le réseau SITA, nous ferons un bond en avant inimaginable.

Hormis la garantie d'une liaison fiable permanente entre toutes les Administrations membres de l'UPU et entre celles-ci et les compagnies aériennes (les douanes aussi), les ordinateurs nous fourniront les programmes suivants qui ne sont pas limitatifs:

- toutes les statistiques de nos Administrations (EMS, colis postaux, chèques postaux, mandats, sacs vides, etc.);
- règlement des comptes internationaux;

- enregistrement informatisé des envois recommandés et colis postaux du service international;
- renseignements sur les horaires d'avion;
- transmission de données du bordereau AV 7;
- renseignements concernant les colloques, réunions, séminaires, conférences, etc. (lieu, date, décisions, résolutions, etc.);
- tous les Actes de l'UPU et les Unions restreintes;
- renseignements sur les établissements de formation (multinationaux ou nationaux avec programmes de cours, durée, etc.);
- liste des hauts fonctionnaires UPU, Administrations membres, Unions restreintes.

Pourquoi avoir choisi la SITA?

Certains de nos collègues se posent cette question mais notre souci à l'UPAP est de nous attacher les services d'une institution:

a) qui a déjà fait ses preuves dans le monde (toutes les compagnies aériennes y compris africaines utilisent le réseau SITA qui existe depuis quarante ans);

b) qui nous dispense des investissements nouveaux (le réseau existe déjà et couvre le globe);

c) qui utilise les normes agréées par les Nations Unies (EDIFACT);

d) qui dessert en même temps nos partenaires privilégiés (les compagnies aériennes et les aéroports du monde entier);

e) qui offre une grande facilité de raccordement et la formation de nos agents;

f) qui dispose d'ordinateurs à grande capacité (donc peut recevoir tous nos programmes);

g) dont le réseau télématique évolue de pair avec les progrès techniques effectués dans ce domaine;

h) qui a la charge de la maintenance des équipements;

i) qui, enfin, nous propose des prix de vente des services raisonnables.

Notre démarche n'a été guidée que par ces considérations.

La mise en œuvre de ce projet et sa réalisation rapprocheront davantage toutes les Administrations du monde.

L'UPAP réitère ici son appel de mai 1987 au Conseil exécutif pour que l'UPU prenne désormais en main ce projet.

Nous invitons tous les Pays-membres à suivre avec intérêt la démonstration à laquelle procédera la SITA à Washington avec la France, la Suisse, l'Allemagne, Rép. féd. d', et l'Ethiopie. Ces Administrations seront branchées sur le réseau SITA à cette occasion.

Union panafricaine des postes (UPAP)

L'EMS et la concurrence

Lorsque les Administrations membres avaient pris la décision d'expérimenter ce nouveau produit, l'EMS, les détracteurs habituels de la poste et surtout nos concurrents ont essayé de minimiser ou de dénigrer ce service auprès de notre clientèle:

- «Améliorer d'abord le courrier ordinaire»
- «Depuis quand la poste peut innover?»
- «Vœux pieux»
- «Laissons faire»
- «Laissons rire»

Aujourd'hui, les rieurs ne rient plus, mieux: certains abandonnent le terrain...

L'histoire de la poste est bien à la mesure des efforts que nous demandons aujourd'hui à l'UPU, mais aussi du succès qui nous attend chaque fois que nous puisons en nous-mêmes force vitale et énergie créatrice pour vaincre les obstacles du moment, interpelant l'essentiel, interrogeant notre positivité, pour échapper au péril de l'histoire et retrouver notre place, la meilleure dans ce secteur de la communication.

Le chemin que nous devons parcourir encore est long et pénible, car tout n'est pas encore gagné. Plusieurs Administrations africaines n'ont pas encore créé l'EMS.

L'UPAP, avec l'aide de la Corée du Sud, assiste actuellement les «retardataires» à emboîter le pas aux autres.

L'UPU de son côté fait le maximum pour nous aider.

Mais comme nous l'avions souligner au CE l'année dernière, le Bureau international doit consacrer une bonne partie de son budget de coopération à cette fin – jusqu'à ce que tous les pays africains exploitent ce nouveau produit.

Actuellement certaines Administrations s'abritent derrière le fait qu'elles n'ont pas encore introduit ce service pour ne pas distribuer le courrier EMS reçu des autres Administrations.

Sans une solidarité sans faille, nous courons droit à l'échec.

Ceci est aussi valable pour les pays avancés qui doivent nous aider à améliorer nos services pour qu'à l'autre bout du chaînon nous soyons aptes à travailler comme eux.

Lorsque les Administrations ayant mis en service l'EMS seront rattachées au réseau SITA, la qualité du service s'améliorera davantage, puisque le contact entre Administrations et compagnies aériennes sera permanent.

Notre drame serait de vouloir «s'en tirer tout seul». Aucune Administration ne pourrait s'en tirer toute seule sans le concours de l'autre. La solidarité doit donc jouer à fond.

C'est pourquoi le dernier Conseil d'administration de l'UPAP a expressément demandé au Secrétariat général de programmer une Conférence qui sera entièrement consacrée à l'EMS. Toutes les Administrations postales africaines y seront conviées. Cette rencontre aura lieu en juin/juillet 1990. Le lieu n'est pas encore déterminé.

Nous compterons une fois de plus sur l'aide des pays amis pour l'organisation de cette conférence.

Enfin, il faut pouvoir contrôler la qualité de ce service pour redresser rapidement les lacunes éventuelles.

Contribution by PAPU

A new product for Africa

The various development strategies drawn up have disregarded a fundamental aspect of the realities of Africa: they have to date been focussed on the towns, neglecting the overwhelming majority of the population: living in the villages from time immemorial in the depths of the continent.

Therefore a new development strategy should be adopted which will ensure that advancement and information would penetrate the villages by utilizing adequate means and instruments to facilitate its acceptance by the people: in short, a means which will favour *orality* (verbal communication).

In Africa, the illiteracy rate is on the whole between 10 and 20 percent. But as Chief Anthony Enahoro indicated, "Africa is the continent which has lost its own values through education".

So after abandoning the method of communication and handing down of our culture, we have settled down in a kind of apery.

This renunciation and its effects explain partly if not totally, this lack of flow of exchange of ideas which should develop the postal traffic (contrary to what happens in the developed countries) between the different classes of our people.

As it is often said, the Post has widely contributed to the reinforcement of cultural and social ties among peoples particularly in the West. This is also true in the economic sector.

But our African populations have participated very little in these fruitful exchanges of correspondences which have been at the roots of this development, because they were not educated.

Today again, we African postmen are complaining about the low traffic existing between our towns and our villages and the perpetual reason given to justify this fact against nature is that our people are unable to *write*. But we have never thought about how to overcome this difficulty which continues to be insurmountable in most of our countries.

The colonizer who introduced the Post in our countries, did it to satisfy his own interests, namely: to maintain the contact between the colonies and the mother country. He did it in compliance with the characteristics of the western culture which is a civilization of *writing*.

Before the "whites" came, our people could also communicate among themselves in various ways and the most common one was by the talking drum which Professor Niangoran Bouah, of the National University of Abidjan has termed "Drumology", because the talking drum is a real science to which one should be initiated just as the Morse alphabet.

Should it immediately be mentioned that one of the main characteristics of the African culture is *Orality?* And that our authorities after independence should have encouraged the development of this African cultural value!

Because we did not think about it, the flow of the exchange of letters even if they were oral, was not developed between our villages and our towns and this, to the detriment of the African Post.

This is why the theme chosen for the General Debate at the Washington Congress "Commercial and operational strategies to the needs of the customer", enables us to ask the International Postal Community to help us set up and develop a new product, namely: *The spoken letter.*

The advent of the spoken letter will bring about, we are sure, a flow of communication exchange between our towns and our villages. A survey carried out on a small scale has proved it.

EMS and the competition

When the member administrations took the decision to experiment this new product, the EMS, the usual detractors of the Post and especially our competitors tried to minimize or run down this service to our customers:

- "Improve first of all the ordinary mail";
- "Since when has the Post been 'innovative'";
- "Wishful thinking";
- "Let them do it";
- "Let us have a good laugh".

Today, those who were laughing are no longer laughing; better still, some are abandoning the field ...

The history of the Post measures up to the efforts we are demanding from the UPU today, but also to the success which awaits us every time that we ourselves put in the vital force and the creative energy to overcome the obstacles of the moment, challenging the essential, questioning our positiveness to elude the peril of history and regain our own place, which is the best in the communications sector.

The distance we have to cover is still long and difficult, because all has not been won. Several African administrations have not yet introduced EMS.

PAPU with the assistance of South Korea is presently helping "the late comers" to catch up with the others. The UPU on its part is doing its utmost to help us.

But as we mentioned at the EC last year, the International Bureau should devote a good share of its cooperation budget to this end – until all the African countries operate this new product.

Presently, some administrations give the excuse that they have not yet introduced this service so that they do not have to deliver EMS mail received from other administrations.

Without an unfailing solidarity, we shall be courting failure.

This also applies to the developed countries which should help us to improve our services so that at the other end of the chain we would be able to work like them.

When the administrations which have introduced the EMS service will be connected to the SITA network, the quality of the service will improve the more, since the contact between the administrations and the airlines will be permanent.

Our tragedy will be to want "to manage it all alone". No administration can manage it all alone without the assistance of the other. Solidarity should therefore be displayed thoroughly.

This is why the last PAPU Administrative Council expressly requested the General Secretariat to organize a conference which will solely be devoted to EMS.

All the African postal administrations would be invited. This meeting will be held in June/July 1990. The venue is yet to be fixed.

We are counting once more on the assistance of our friendly countries for the organization of this conference.

Finally, we must be able to control the quality of this service in order to be able to correct rapidly the possible shortcomings.

Utilization of the SITA telecomputing network by the UPU member countries

The report on this project initiated by PAPU was sent to most of the UPU member countries for comments and suggestions.

PAPU, considering the magnitude and manifold implications both technical and financial which this project could entail, contacted the OAU and the UPU for assistance.

We have chosen this solution of utilizing the SITA network which to us seems to be the most appropriate and less expensive because we are aware that it is the age of new but silent industrial revolution, one which is taking place before us through telecomputing, and we do not want the Post to miss once more the historic train which would enable it to develop its services.

To convince all the administrations about the usefulness of the project to our services.

It is therefore imperative to clear all misgivings of psychosociological nature which undoubtedly are the main obstacles to the introduction of the computer science or the telecomputing system into the Post.

We need to overcome or reduce the resistance and be convinced about the importance of the tool.

We are always "afraid" of what we do not know; and our "seniors" who are still in command of certain administrations fear the change which, according to them, would make their know-how obsolete and will thus undermine their authority.

For the "old gards", it was the filling of various registers, each one being complicated and so different from the other (Registers 1101–1102, Register 1105, Minutes book 532, Form 915, in-coming and out-going accounts, compensation letters 158, etc).

For the young ones, they freely manipulate the computer. This wonder of the century is of their time. We should therefore not feel frustrated and give to our "young wolves" the chance to develop our services and working methods.

Services expected from this network

We should not forget that we are entering an era where the Post should no longer wait for outsiders to come and propose solutions to its problems.

If today all the administrations draw up together, under the auspices of the UPU, programmes which we need and together they are connected to the SITA network, we would have made an unthinkable leap forward.

Apart from the assurance of a permanent reliable link among the member administrations of the UPU and between them and the airlines (Customs included), the computers would give us the following programmes which are not exhaustive:

- all the statistics of our administrations (EMS, parcel post, postal cheques, money orders, empty bags, etc);
- settlement of international accounts;
- computerized recording of registered items and postal parcels of the international service;
- information on flight schedules;

- forwarding data on AV 7 forms;
- information on seminars, meetings, colloquia, conferences, etc (venue, date, decisions, resolutions, etc);
- all Acts of the UPU and the Restricted Unions;
- information on the training institutions (multinational or national with course programmes, duration ...);
- list of high officials – UPU, member administrations, Restricted Unions.

Why choose SITA?

Some of our colleagues have been asking themselves this question – but our concern at PAPU is to attach ourselves to the services of an Institution:

a which has already proved its merits worldwide (all the airlines, including the African ones, use the SITA network which has been in existence for the past forty years);

b which does not require us to make new investments (the network already exists and covers the globe);

c which utilizes the standards accepted by the United Nations (EDIFACT);

d which at the same time serves our number one partners (the airlines and the airports throughout the world);

e which offers a wider facility of connection and training for our staff;

f which has computers with large capacity (so all our programmes can be received);

g whose telecomputing network is abreast of the technical advancement made in this field;

h which caters for the maintenance of the equipment;

i which finally is offering reasonable selling prices for the services.

We are only motivated by these considerations.

The implementation of this project and its realization will bring the administrations worldwide closer.

PAPU is hereby reiterating its appeal made in May 1987 to the Executive Council so that the UPU henceforth takes up this project.

We are urging all member countries to follow with interest the demonstration which SITA will be making in Washington with France, Switzerland, Federal Republic of Germany and Ethiopia. These administrations will be connected to the network on this occasion.

Contribución de Bolivia en relación con el tema nº 3

Las grandes dificultades que confrontan los Correos de nuestra Unión, y que han sido mencionadas por el conferenciante, son comunes, especialmente en los países en vías de desarrollo. Como solución a estos graves problemas se analizaron en detalle los cambios de estructuras y los sistemas de gestión en los niveles nacional e internacional, mostrando así la organización ideal tan necesaria en estos momentos.

Si bien es normal que cada Administración debe enfrentarse a la adopción de sus propias decisiones y acciones urgentes e inmediatas para lograr una adecuada reorganización de sus sistemas de gestión postal, consideramos que tiene especial importancia el hecho de que este Congreso adopte determinaciones muy precisas sobre las acciones a emprenderse a este respecto. Estamos seguros de que la UPU se enfrenta a un reto histórico que la coloca en la urgencia de orientar y cooperar con las Administraciones de los países en vías de desarrollo para lograr estos objetivos al más breve plazo, en el marco de proyectos regionales financiados por el PNUD, si no fuera posible hacerlo con ayuda del Fondo Especial debido a la insuficiencia de sus recursos.

Washington, 16 de noviembre de 1989

Contribution by Liberia

Mr. Chairman, Ladies, and Gentlemen,

The three topics being debated:

Knowledge of the market; commercial and operational strategies; and management structures and systems at national and international levels, seem to be quite interwoven. The achievement of one affects the other.

The various presentations here today seem quite representative of the Post as an autonomous entity. But in cases where the Post is tied in with governmental administrative systems, it is much more difficult and time consuming to achieve immediate structural reforms to enhance more effective customer oriented activities.

This means that all postal entities will have to strive for autonomy so as to eliminate the bureaucratic hoddles which mitigate the undertakings of sound consumer oriented activities. Also there is a need for a great deal of information sharing among postal administrations, so as to enhance the capability of lesser developed postal authorities to cope with changing reform demands and the interdependence which is sine qua non for effective global postal operation.

Another lesson which needs to be learnt is that in situations where national postal authorities are unable to provide certain services, cooperation definitely does not hurt. It is therefore essential that in the light of competition, cooperation must also be explored.

In spite of the fact that the postal administration in Liberia is a governmental entity, we have undertaken several actions to meet the demands of the customer and accentuate his primacy:

- Accelerated training of postal workers who come into contact with customers.
- Improved standards for service delivery.
- Increased public relations and advertisement of services linked to specific customer demands.
- Information exchange and acquisition from more advanced postal administrations.

Finally, Mr. Chairman, there is definitely a need for the establishment of a postal data bank in the International Bureau to enhance international market research.

I thank you.

Contribution by Swaziland

5 MANAGEMENT STRUCTURES AND SYSTEMS AT NATIONAL AND INTERNATIONAL LEVELS

5.1 In order for the Post to survive it is important that management structures and systems be changed to suit the changing environment in which the postal business operates today.

5.2 It is not enough to cling to outdated management philosophies which totally disregard the present day needs of our customers. Postal administrators must ensure that their internal legislations are liberalized and in keeping with present day business trends:

- Postage rates must as far as possible be harmonized and reflect the true costs of the services we provide.
- The weight limitations of postal items should be reviewed and rationalized to accommodate present day business and commercial practices.
- Postal monopolies in the legislation should be done away with and competition for the services encouraged.
- Postal administrations should as far as possible be autonomous in nature to enable the managers to take quick business decisions without undue interference from central governments.
- Revenues derived from postal operations should be retained by the administrations for the improvement of the services they provide and introduction of new ones.
- Efforts should be made to make the various sections of the postal businesses profit centers in order to properly assess their viability or otherwise.
- Management training at higher level should be intensified and management seminars should be increased.
- Regional offices of the Universal Postal Union should be established in order to look after member countries' regional problems.
- Regional offices should ensure that consultants' reports made on regional basis are implemented by the countries of the region concerned and regular progress reports made to the annual meetings of the Executive Council and Consultative Council for Postal Studies.

Contribution présentée par la Délégation togolaise, M. Dablaka A.P.

La gestion économique et commerciale de la poste

Elle suppose l'abandon du système d'administration de type traditionnel, car la gestion économique et commerciale de la poste ne peut s'opérer dans une structure lourde, rébarbative et centralisée:

- où les centres de décisions étant trop éloignés de la périphérie où elles doivent s'appliquer gênèrent des circuits excessivement longs et des décisions tardives et inadaptées;
- où le patrimoine de la poste est inexistant parce qu'il est non défini et confondu avec le patrimoine de l'Administration et de l'Etat;
- où l'absence de règles codifiant les relations de l'Etat et de la poste est une source de confusion grave.

Dès lors la gestion économique et commerciale passe par:

- une structure de gestion souple et non bureaucratique;
- des systèmes de gestion identiques à ceux de l'entreprise privée mais sans pour autant abandonner la mission de service public.

L'autonomie de gestion est une condition de développement du service postal, même si elle n'est pas la seule condition. Quels que soient l'ampleur et le volume de l'assistance technique internationale bilatérale et multilatérale et quels que soient les résultats d'exploitation, si cette assistance et ces résultats vont se fondre dans la masse nationale sans pouvoir profiter directement au redressement postal, on n'aura pas démarré.

En fonction de ce qui précède, l'un des objectifs de l'UPU doit être, de concert avec les Administrations qui en expriment le désir:

- l'étude et la mise en place des formes de gestion souple et autonome du service postal;
- l'application à la poste des règles de gestion économique et commerciale;
- le renforcement de l'autonomie de gestion existante, de même que celui des règles de management et de marketing, peut aussi être nécessaire pour les services postaux qui ont déjà une certaine avance dans le domaine de la gestion commerciale et économique, que l'expérience soit pour eux positive ou non.

Cela peut ressembler à toucher à la dimension politique du problème postal, mais c'est la condition technique de sa restructuration et de son développement.

Chaque étape vers les objectifs ci-dessus définis doit absolument être précédée par un diagnostic complet et profond et si l'analyse fonctionnelle liée à un tel diagnostic doit faire appel à toutes les réalités locales et internationales existantes, elle doit s'attarder sur le cas traité, car chaque cas est différent d'un autre.

Eighth Meeting of Congress

Monday, 20 November 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 3.10 pm.

Statements

The CHAIRMAN reminded the meeting that, under the programme of philatelic activities organized on the occasion of Congress, that day had been UPU Day and had been marked by the issue of the aerogramme in honour of Montgomery Blair.

The representative of CAMEROON said that he had great pleasure in addressing Congress and passed on greetings from the people of Cameroon and their Leader, President Paul Biya, to the Congress and to the people of the United States.

He wished to follow all those who had already spoken in heartily congratulating the Chairman and all the Vice-Chairmen. He also expressed the gratitude of his delegation for having benefitted amply from the legendary hospitality of the people of the United States. He assured Congress that the Cameroon delegation would be unstinting in its efforts to contribute to the success of the Washington Congress, and expressed thanks for the confidence shown in Cameroon by making it one of the Vice-Chairmen of the important Committee 4.

One of the bases of Cameroon politics, under the wise and clear-sighted leadership of H.E. Paul Biya, was the pursuit of a policy of fostering peace and of actively participating in strengthening international cooperation. It was no doubt because this receptivity and commitment had been recognized by the international community that there had been many signs of confidence in Cameroon. He was pleased to point out that since Hamburg, his country had been a member of the Executive Council, and asked for the Congress to renew its mandate and the expression of its confidence in Cameroon's holding this position.

Since May 1988, Cameroon had acted as Chairman of the Conference of plenipotentiaries of the Pan-African Postal Union (PAPU).

The Washington Congress no doubt provided an opportunity for assessing the implementation of the Hamburg Declaration. As had emerged in the General Debate, however, it was to the future that the attention and the efforts of the UPU must be directed. The Washington General Action Plan would surely help the UPU to meet the two challenges facing it, namely:

- to make each administration an efficient business whose sole aim was to satisfy its customers;
- to strengthen the world network, based on the principles of an equal quality of service throughout and mutual support among all the participants.

This mutual support must take the form of increased assistance from developed countries for the benefit of developing countries. He wished to emphasize the importance developing countries assigned to decisions relating, on the one hand, to terminal dues, and, on the other, to technical cooperation. The allocation of resources to those two areas should be seen for what it was: an investment in the strength of the world network. His country, at any rate, was determined to make its contribution to the strengthening of the edifice.

Like other administrations, the postal administration of Cameroon had embarked on a huge programme of reforms and modernization. On 1 July 1988, they had introduced the subsidiary budget which allowed them to allocate all their income to the operation and equipping of their network.

They had, for one year, been implementing a three-part modernization policy:

- so-called industrial modernization, the purpose of which was to introduce new services, carry out building and renovation work, and equip their postal establishments;
- management modernization, which implied a review of their organization and procedures, particularly those relating to postal operations;
- training-based modernization in the field of performance, without which the first two types of modernization would be pointless.

They were thus able to look to the future of their business with new confidence.

As present Chairman of the PAPU he felt he could not end without paying well-deserved tribute to the Director-General of the International Bureau and all his colleagues. He also thanked all friendly countries for their assistance to the Post in Africa, particularly the United States of America, France, Great Britain, Canada, Fed Rep of Germany, Japan, Belgium, Switzerland, Brazil, and finally Korea (Rep).

He hoped that the work of Congress would be crowned with success and thanked all the delegates for their attention.

(Applause.)

The representative of LIBERIA gave the following address:

"We are greatly honoured and indeed gratified that Liberia has been given the opportunity to address this 20th Congress of the Universal Postal Union. Permit me, therefore, to begin by happily conveying to the friendly Government and enterprising people of the United States of America, and you, our distinguished colleagues from postal administrations the world over, warm and fraternal greetings from my President, His Excellency Dr Samuel Kanyon Doe, and the gallant people of the Republic of Liberia.

"As we meet in the American capital, Washington D.C., we entertain the unwavering hope that an atmosphere of democratic interaction, characterized by effective participation, will prevail during this Congress. As you are aware, America is the home of Thomas Jefferson and George Washington, men who were unbending in their pursuit of democracy. Therefore our words and deeds during this Congress must represent that spirit.

"The delegation of the Republic of Liberia is not surprised by the impeccable hospitality accorded us and other delegations since our arrival into the confines of the United States of America and to this historic and magnificent world capital, Washington D.C. The arrangements, resources and facilities put at our disposal have just been superb. It is memorable to note that nearly a century ago, Washington D.C. and the postal administration of the United States of America played host to the 1897 UPU Congress, when this venerable union was still in its embryonic stage. Since that time, the Government of the United States of America has continued to support and commit itself to the ideals of the Union and to resolutely promote programmes geared towards achieving its objectives. This is indeed representative of the nature of America's role within the comity of nations, which impacts many spheres of our global international relations and endeavours today. The Liberian delegation wishes to salute the United States and, in particular, the U.S. postal administration for the excellent arrangements and facilities made for this important Congress.

"My delegation and I wish to extend warm felicitations and sincere best wishes to Mr Edward Horgan, Jnr, and his corps of Vice-Chairmen, and to the Committee Chairmen and Vice Chairmen, for their election to lead this 20th Congress. We are certain that with Mr Horgan's rich background of association with the U.S. postal administration, coupled with the 40 years of energetic postal work by the Doyen of the 20th Congress, Mr Murthy, the leadership of this Congress will be marked by unprecedented success and will set the UPU on a bold march towards the 21st century.

"About five years ago, my Government actively participated in the 19th UPU Congress in Hamburg, Federal Republic of Germany. Today, we look back with pride and adoration at the meticulous efforts made by the Secretariat to adequately implement the decisions and resolutions of the Hamburg Congress, to which we at the time unanimously committed ourselves. We wish to record our thanks and appreciation to the Secretariat for the technical assistance accorded our nation in the form of training for our staff and the secondment of consultants to assist with postal improvement studies. In consideration of the successes achieved in implementing the programmes and resolutions adopted at that Congress, I wish to express my Government's appreciation to the Director-General of the UPU, Mr A C Botto de Barros, a man of unsurpassed effective managerial capabilities, his able staff and all those who have steered the affairs of the Union up to this 20th Congress. It is the sincere hope of my delegation that this organization will remain as it has always been, an oasis for dealing with postal problems, rather than an arena to promote selfish global political and other agendas.

"Each and everyone of us here today is fully aware of the increasing number of problems and challenges facing our Union, particularly at this time when the Post is being recognized as the single, cheapest avenue of global communication. The worldwide technological advances in telecommunications and electronics as a whole could threaten any advances in the development of our universal postal system if we do not expand dramatically to institutionalize technological development in our various national systems. While my Government recognizes

that technological advances are excellent for the improvement of our human conditions, it believes that technology cannot and must not be allowed to replace the traditional role of the Post. Postal development and improvement must march in cadence with technological change. This means that the postal network must be in the vanguard of developing and adapting technology to improve its processes and mechanisms.

"It was in recognition of the changing environment of the Post that when we met in Hamburg in 1984, a number of resolutions were adopted, among which were those calling for the development and improvement of postal services world-wide so as to enhance its ability to cope with the increasing challenges of the 21st century. Since Hamburg, the world, particularly the developing nations, has been plagued by a deteriorating economic base and a general decline in national incomes vis-à-vis increasing budget deficits. This has sparked a chain reaction in terms of resource unavailability for many public service programmes; consequently, a decline in investment for public facilities.

"In spite of the aforementioned debilitating realities, the Government of Liberia, under the determined and dynamic leadership of His Excellency Dr Samuel Kanyon Doe, has made the development and improvement of our nation's postal system one of the priority areas of its national development programmes.

"In furtherance of the importance it attaches to the programmes of the Posts in Liberia, and in compliance with the UPU recommendations, and determined to make the postal services more responsive to the needs of our population, 75 percent of whom live in the rural areas, my Government has effectuated a number of new measures and activities.

"Since 1988 it has launched a four-year postal development project (1988–1991) which is intended to improve and expand postal services with particular emphasis on developing the rural postal infrastructure and services of our country.

"Recently the legislature of Liberia repealed chapter 5 of the Postal Service Law and instituted a new chapter 5 which allows for the establishment of the domestic money order, EMS and INTELPOST services.

"We have revised our national and international postage rates in consonance with UPU standards. A UPU-sponsored study revealed that our domestic and international postage rates were far below the average UPU accepted international standards.

"Our postal administration has adopted a new postal code which has made mail sorting, though manual, faster. We wish in this public manner to extend our thanks to the Government of the Federal Republic of Germany for its assistance in developing this new code.

"I wish to seize this opportunity to appeal to all developed nations who are members of the Universal Postal Union. It is not sufficient for developed nations of the World to be only satisfied with the level and extent of their internal postal development. There is an urgent need for increased international cooperation in improving postal services and facilities in developing countries. We are fully aware that developed countries themselves have internal resource constraints, but with planned and concerted efforts and imagination, nations

can immensely benefit in numerous other ways. We therefore urge all nations, developed as well as developing, to explore every iota of international cooperation, so that the Post can remain, uninterruptedly, an admirable medium of peaceful communication.

"The historic role of the Republic of Liberia in championing the causes of human development in the world, especially, the African Diaspora, remains noteworthy today. Ever since 1847 and our advent in the family of nations, Liberia has been a bastion of hope for positive human development and a champion for freedom and progress. For those nations here today who were in San Francisco in 1945 remember Liberia as a founding member of the UN. Our role also in the founding of the Organization of African Unity in 1963 continues to remain memorable. It was in this light that we began our association with the UPU in 1879. Since then, we have jealously participated and operated in a framework to promote the growth and development of this Organization. This is why we are here today in the American capital, to reaffirm our commitment to the process of international peace and collaboration as the sole medium for the interaction of nations of the world.

"May I seize this opportunity to state the resolute intention of the Government of Liberia to continue to play its historic role in world affairs. Accordingly, may I declare the intention of my Government to seek election to the Executive Council of the UPU. We urge all our traditional friends, brothers and partners in the process of international postal cooperation, to lend us their support and cooperation.

"In conclusion, as we go through the proceedings of this Congress, it is the hope of my delegation that we will all continue to work collaboratively in promoting the ideals and objectives of this Union. It is our expectation that at the end of this Congress the following will be achieved:

- that there will be a clearer understanding of the problems and achievements of the Post in the Third World;
- that a workable blue print for greater international technical cooperation will be drafted;
- that a restructuring of the authority and power configuration between the Executive Council and the Congress will be achieved to enable the Executive Council to become more effective between Congresses; and
- that adequate information sharing will occur so that developing member nations will benefit from the innovations of more developed UPU member nations.

"In closing, I wish to pay tribute to the late Postmaster General of the United States of America, Honourable William Bolger. Honourable Bolger was not only a friend of Liberia, but a pillar in the process of international postal cooperation. We vividly recall his visit to Liberia during the early 1980s. We wish at this juncture to extend our sincere sympathy to the U.S. postal administration and the Bolger family on the passing of our good friend.

"I wish you all a successful 20th Congress."

(Applause.)

The representative of MALDIVES gave the following address:

"As I take the floor for the first time, let me, on behalf of the delegation of the Maldives, very warmly congratulate you, Sir, on your appointment as Chairman of this august gathering. I am sure with your wealth of knowledge and expertise in the field of postal services, the meetings of the Congress will find its course to a very fruitful and a successful conclusion.

"Mr Chairman, let me also extend through you, our delegation's deepest gratitude for the very generous and warm hospitality extended by the United States postal administration and for the excellent arrangements made for the conduct of this important meeting.

"In this beautiful city of Washington D.C., we all are gathered to discuss and deliberate upon the common theme of improving postal services in this age of technological advances and severe competition from parallel services. We feel the discussions and decisions of this Washington Congress will contribute immensely for adopting relevant commercial and practical strategies for postal administrations of different geographic regions and of varying stages of economic development.

"Allow me, Mr Chairman, to briefly touch upon some important aspects of the postal services of the Maldives.

"The Archipelago of the Maldives, with well over 200 inhabited islands scattered in the expanse of a vast ocean, has a postal network of 25 post offices extending its services to a population of 0.2 million. It is our target to have one post office serving each inhabited island by the year 2000. With this lofty objective, we are at the same time compelled to divert our serious attention to the proliferation of courier services and the severe competitive circumstances they are posing on us today. We, in the postal services of the Maldives, are striving hard to compete such parallel services and we do hope for a just balance in the future days ahead. Our administration has recently formulated a plan to expand our network and develop the services to cater to the needs of the clientele. We are also open in our vision to introduce new services in order to keep abreast of the fast changing circumstances and environment surrounding the postal services of today.

"Mr Chairman, with this brief note of introduction of the postal services and policies of our organization, may I conclude with a high notion of thanks to the UPU and the UNDP as well as some of the administrations who assist us in achieving our aims and objectives. We look forward to an increased cooperation and a prosperous postal future.

(Applause.)

In a written statement the representative of MADAGASCAR congratulated the Chairman on his election to the Chair of the 20th Universal Postal Congress and asked him to convey to the American Government and people, his delegation's sincere thanks for the welcome they had received. He also offered congratulations to the four Vice-Chairmen on their election, and extended fraternal greetings to all delegations present.

He said that his delegation's presence bore witness to the importance which his Government attached to the UPU and its bodies in the development and improvement of the postal services.

The 19th Universal Postal Congress, by adopting inter alia the Declaration of Hamburg, which made the improvement of quality of service an absolute priority, had fostered at the national level a climate which encouraged the review of postal activities in a more favourable light.

He explained that the implementation of this Declaration, which highlighted the weak links in every country's postal network, had taken place in his country during a period of crisis which affected the whole of their postal services: the disaffection of private carriers for anything concerning the transport of mail for a multiplicity of reasons (relatively low approved rates, the frequent stops necessary for the delivery/collection of postal dispatches, etc), all of which had disorganized and slowed down tremendously the routeing of the mail to those 800 odd contact points not serviced by an, albeit well-established, air network (more than 50 stops) or by rail.

Consequently, the first requirement had been to liberalize transport charges, a step which had made it possible to return to using certain private carriers, and to establish a postal bus service, for the transport of mail and passengers, in order to make the system profitable. But their problems were not yet resolved, given the limited resources which could be marshalled.

To preserve the integrity and prevent the disappearance of certain ordinary dispatches (parcels, periodicals), it had also been necessary to treat them like registered items on removal from their dispatch bags, and to deliver them against a signature. In other words, his country had for several years been using a system similar to recorded delivery which was the subject of a proposal before this Congress.

During these meetings, decisions would be taken concerning both the flexibility of the Acts, and the granting of legislative powers to the Executive Council or would arise from the General Debate "Caring for the customer – Commercial and Operational Strategies of the Post". His delegation were convinced that these decisions would deepen their knowledge of improvements in the quality of service and of combatting the competition. Moreover, if quality control needed to become a permanent activity of the Union, it would be coming at an opportune moment just as the competition was becoming more and more aggressive. He warned however that the results would be decisions on paper only for some countries if they lacked the means to remedy any problem areas which might emerge.

Consequently, his delegation believed, in cases where the financing could not be reserved for this purpose immediately, that proposals submitted to Congress for a decision and which related to the principle guiding future technical cooperation, should lead to more effectiveness and a fairer sharing of aid.

He wished to conclude with a few words on terminal dues, a matter close to the heart of both creditor and debtor countries.

Although it was in the natural order of things that the countries who benefited from these dues wished to collect as much as possible, whilst debtor countries wished to pay as little as possible, his delegation thought that the real problem lay elsewhere, in the struggle with the competition which could invalidate all discussion of the subject by seizing a large share of the traffic at the expense of all members if the agreed rates were not fair and equitable.

Thus he was convinced that Congress would ratify the consensus which had emerged during the Round Table held at Berne, since the basis for calculation was probably clearer and easier to understand than that advanced during the previous Congress as a stop-gap.

He thanked Congress for its attention and wished it every success.

The representative of QATAR thanked all his colleagues, and addressed special congratulations to the Chairman on his election to such an important position.

He reminded delegates that as international postal workers they had left families and jobs to come together to discuss means of developing and strengthening the postal services. Since the 20th Congress would be shorter than earlier ones, delegates should strive to achieve the maximum in the interests of the Post world-wide.

The CHAIRMAN said he was glad to welcome among them the new Secretary-General of the ITU, Mr Tarjanne, and invited him to take his place on the rostrum to make his address.

The SECRETARY-GENERAL OF THE ITU said:

"It is indeed a very great pleasure for me to be here today and to be attending – albeit for a few days only – the 20th Universal Postal Congress where I am happy to see so many familiar faces.

"My presence here provides me with an opportunity, after my recent election by the ITU Plenipotentiary Conference to the post of Secretary-General of that organization, of briefly addressing you, no longer as Director-General of Finnish Posts and Telecommunications, but in my new capacity which has been assigned to me by the member countries of the ITU,

"I should like to assure all my former postal colleagues that, in my new post, I shall do my utmost to continue to develop the traditional contacts which exist between the UPU and the ITU.

"Historically, our two organizations are closely associated with one another and their fundamental objectives (as solemnly enunciated in their constitutions) are identical since both organizations seek to develop communications between peoples by ensuring the efficient operation of their respective services.

"In thus defining the purposes of our two organizations, the Member States of the UPU and the ITU are committed to doing everything in their power to foster the development of peaceful relations and cooperation with a view to ensuring peace and social and economic development in all countries.

"Relations between our two organizations have always been excellent – they have enjoyed what may be called a "family" relationship, so much so that it is not uncommon, when one of our organizations wishes to refer to the other, for the term "our sister organization" to be used.

"Since the 19th Congress in Hamburg in 1984, these links have been strengthened further by the setting up, at the end of that year, of a Contact Committee between the CCPS of the UPU and the CCITT of the ITU which was agreed upon at the VIIIth CCITT Plenary Assembly (Malaga – Torremolinos, 1984).

"The forging of these new links met one of the requirements referred to in the Declaration of Hamburg which drew attention to 'the need to adapt postal services better to the development of customer needs, bearing in mind the possibilities offered by the new technologies, particularly in telecommunications'.

"It is particularly gratifying to note that, at its last meeting in May 1989 in Geneva, the CCPS–CCITT Contact Committee identified in its work programme no less than six CCITT questions in the study of which the postal administrations wish to take an active part, and seven other questions about which they wish to be kept informed. Apart from these questions, the work programme includes two topics inherited from the previous CCITT study period, notably the establishment of new funds transfer services based on telecommunications facilities other than telegraphy.

"In order to be able to guarantee and improve the quality of the services offered by the member countries of our two organizations, the administrations concerned have to adapt to the rapid pace of technological progress and the evolution of services. This emerges clearly from the Declaration of Hamburg and also from a resolution recently adopted by the ITU Plenipotentiary Conference (Nice, 1989) on the 'role of the International Telecommunication Union in the development of world telecommunications'.

"Notwithstanding the advantages and possibilities offered by the existence of the vast world network of post offices and offices of exchange and the enormous telecommunication network, we are both faced with the same challenge – to continue to work towards the harmonization, development and improvement of services throughout the world. For both the UPU and the ITU this means doing everything possible to encourage technical cooperation between all the member countries of our organizations.

"Among the major topics for discussion submitted to the present Congress for decision, the problem of the Post and Telematics is of particular interest to the telecommunications sector.

"It is highly gratifying to note that, given the expansion of Telematics in the business world which is making increasing use of the multiple facets of electronic mail and the growing activity in this field on the part of the partners of the postal services, particularly the Customs, transport and banks, the Executive Council has come to the conclusion that the UPU should lose no time in initiating Telematic links with its commercial partners and in deriving benefit itself from this technology which combines computers and telecommunications.

"As regards in particular the various applications of electronic mail, the telecommunications sector is fully aware of the important role played by the postal services in ensuring the physical delivery of messages addressed to recipients who do not yet have telematic terminals. Such deliveries are only possible thanks to the wide-ranging network of post offices which represents a major asset in the competitive conditions facing the postal services. As a matter of fact

some postal administrations have already and successfully shown that they have an important strategic competitive edge when it comes to postal electronic mail and other hybrid sources.

"How about the future? The decisions to be taken by the present Congress will undoubtedly be of paramount decisive importance in helping the postal services to prepare for the 21st century.

"In particular, it is evident that the ideas and conclusions of the General Debate have clearly demonstrated the challenges the postal services are facing from the new competitive environment.

"A brief survey of the history of the postal services shows that they have always known how to adapt to technological progress in order to improve their facilities and services. This willingness to adapt continues to be a feature of those postal services which are now planning to make increased use of telecommunication facilities. Within this context, I am particularly happy to be able to assure the Universal Postal Congress that the ITU will not fail to support it in every way by providing any assistance which the UPU may deem necessary for the attainment of its objectives.

"In conclusion, I should like, on behalf of the ITU, to express my best wishes for the success of the 20th Universal Postal Congress and to assure you that I shall personally do everything in my power to maintain and strengthen the excellent relations which already link our two organizations thanks to the determined efforts of the past.

(Applause.)

The CHAIRMAN thanked the Secretary-General of the ITU for his extremely interesting remarks and considered that relations between the UPU and the ITU, under his leadership, would be stronger than ever, for the benefit of the customer for which both organizations were working.

The observer for PUAS, extended his cordial greetings and those of the Postal Union of the Americas and Spain which he represented at Congress.

He said it was important to be aware and firmly convinced of the need to find concrete solutions to the serious problems that affected the very survival of their postal organization, by abandoning once and for all any idea of speculation, mere slogan or stereotyped solution. All members of the PUAS were determined to fight energetically to find a way out of the labyrinth.

As everyone was aware, the United States of America, which was a very active member of the Union, had taken a number of initiatives some of which had transformed the most important activities of PUAS, particularly those concerning information technology, the security of mail and EMS. He was therefore honoured that Congress was being chaired by a person of great human and professional qualities with a spirit of serenity and warm friendliness which he succeeded in transmitting to everybody.

The meetings of Congress had proceeded without the least sign of violent or uncompromising attitudes, without bitterness or aggressiveness. From the start, every participant had concentrated entirely on postal questions, the first time,

judging from his own experience of five Congresses, such a thing had happened. Delegates had shown passion and fervour, but solely for postal issues. That had always been the aim of Congresses, and it had been achieved at the present one. Everyone should work together to ensure that that atmosphere continued throughout the forthcoming meetings up until the end of Congress.

The Washington Congress should be the Congress of brotherhood, understanding and unity, and the Chairman and his staff had done everything in their power to achieve that end.

He expressed his gratitude and fraternal feelings to all the U.S. officials, who were both colleagues and friends, for their untiring efforts to satisfy, and even to anticipate, the least desires of the participants.

An atmosphere of cordiality had reigned from the very first day, from, in particular, an opening ceremony that had been enhanced by the presence of President Bush and Postmaster General Frank. That meeting had been unforgettable, frank and direct, devoid of protocol, and it had triggered warm, spontaneous and unanimous applause.

All had felt the magic of togetherness at that inaugural ceremony, which had constituted an excellent presage for the Congress itself. Moreover, President Bush had – and that was very important – expressed his solidarity with the Post and carried his postman's bag.

He concluded by expressing his gratitude and said that the Union could count on the assistance of the PUAS.

(Applause.)

General debate

Approval of the General Action Plan

Congress – Doc 48.2

The CHAIRMAN said that the General Debate had revealed the measures needed to make the Post a dynamic and competitive organization able to contribute to the economic development of countries.

In regard to Congress – Doc 48.2 he drew attention to a change in the wording of the last sentence of paragraph 3, which should read as follows: "The Action Plan will be studied by Congress at a plenary meeting after the General Debate and will be finalized at the end of Congress to take account of action stemming from other Congress decisions". Accordingly, all contributions, amendments and suggestions would be taken into consideration in the drafting of the final text. The present text of the General Action Plan took account of the general policy recommendations worked out by the EC, the CCPS and the International Bureau, particularly as regards quality of service, competition, remailing and various aspects of postal management selected at meetings of senior officials.

It also took into consideration the advantages stemming from the Post's environment and the expansion of national and international postal markets. It had also drawn attention to the Post's weaknesses compared with a competition which in many cases responded more effectively to the needs of customers because postal administrations lacked a coherent marketing policy. The Action Plan challenged the Post to respond to its market with much more dynamism. The draft resolution contained in Congress – Doc 48.2/Annex 1 provided the

framework and the necessary legal force for the adoption and implementation of the Action Plan. Attachment 1 to annex 1 summarized the topics discussed during the General Debate.

He stressed the special importance of chapters III and IV of Congress – Doc 48.2, which dealt with coordination of the work of the UPU's permanent bodies, the periodical assessment of results and the general evaluation of the actions carried out. Provision had also been made for the three permanent bodies to submit a joint report to Congress, at the end of the next five-year period after adoption by the EC and CCPS. He ended by stating that the objectives and actions of the Washington General Action Plan were contained in Congress – Doc 48.2/Annex 1/Attachment 1.

The representative of SPAIN emphasized the high quality of the document submitted to them, which reflected perfectly the concerns of administrations as expressed during the debate. He proposed the addition of a paragraph concerning the establishment of a permanent unit to monitor customer service. He observed that the actions listed would be of undoubted assistance to administrations striving to implement the programme.

The representative of NEW ZEALAND said that the best way of fighting the competition was to ensure top quality in the delivery of all types of mail. Therefore, the essential factor was to ensure the steady improvement of the domestic postal service, which would then have a positive impact on the international postal service.

The representative of the NETHERLANDS doubted whether it would be possible to implement the large number of actions mentioned in the GAP during a period, 1990–1994, that was relatively short. In the Netherlands, the modernization of the postal services, which had started in 1960, had required vast investments and the considerable improvements made had been the result of important political decisions. Moreover, the great disparities in the level of postal services in different countries made him wonder whether the actions proposed were the most appropriate ones for getting results without the need for considerable financial backing. Since the actions listed were related to the proposed resolution they ought to be regarded as mandatory and to be achieved, at least in part, before 1994. In his view, therefore, it would be wiser not to link the draft resolution to the actions mentioned in attachment 1. The latter could serve as a reference document to assist and guide administrations towards a more commercially minded service. The adoption of a general resolution based on the present text would already constitute an important achievement that would emphasize the determination of all member countries to adapt their services to a constantly changing postal environment.

The representative of CHILE proposed that consideration of Congress – Doc 48.2, which was of considerable importance to the future of the Post, be deferred to a later plenary session, in order to allow delegates sufficient time for reflection.

The CHAIRMAN replied that they were not going to adopt the document that very day, but that they would have an initial discussion to decide the order of priority and the direction to be given to the action plan. They would finalize the document in keeping with the comments made by the participants in the debate.

The representative of BRAZIL thought that the document contained ambitious objectives that some postal administrations would find difficult to achieve within a five-year period. Nevertheless, it was of considerable value as a stimulus for postal administrations to act with more energy and flexibility. As regards quality of service, however, the document should more clearly underscore the need to respond to the hopes and expectations of the customer, who was the focus of their activities. The very reason for the existence of the Post was to serve the customer. Postal administrations should direct their efforts towards this end, given that the present climate was propitious for doing so. In all countries, there was a great desire to improve the standard of service. By means of that document, they would attempt to define terms and methods of action that would be valid for all postal administrations in market research. They should consider the establishment of marketing units within postal administrations to enable them to combat competition. The intercountry exchange of marketing techniques and information should be encouraged. In this connection, Brazil was fully prepared to make a contribution under technical cooperation.

The representative of CANADA expressed satisfaction with the document, which would be used as a work of reference by the permanent bodies of the Union and by postal administrations over the next five years. He then proposed the following drafting changes to the draft resolution:

- in the part of the draft headed "Appeals urgently", replace the words "decentralized modern management system" by "management system independent of government bureaucracy";
- in the second line of subparagraph i, d, of the part headed "Calls on administrations to make every effort to", delete the expression "elementary standards", since all standards had to be strengthened, elementary or otherwise;
- in subparagraph iv of the same paragraph, replace "to the International Bureau for the information of the Executive Council" by "to the Executive Council through the International Bureau".

The representative of MOROCCO said that document 48.2 represented a change in attitude, as indicated by its title. They were moving from the Declaration of Hamburg stage to the Washington General Action Plan stage. That meant that the 20th Washington Congress would have been marked by action resolutely turned towards the future of the Post. He endorsed Canada's suggestion for deletion of the word "elementary" in subparagraph i, d, of the draft resolution, since "elementary standards" was in contradiction with "quality postal services" which appeared in subparagraph ii. He even wondered if the text of subparagraph i, d, should be retained at all, since those same ideas already appeared in the preamble to and in article 1 of the UPU Constitution. He wondered if, at a time when they were resolutely striving for quality of service and customer satisfaction, it was necessary to mention yet again the international cooperation that had marked their activities for the past 115 years.

Attachment 1 to annex 1, which provided the details of a genuine action plan, could be considerably shortened. For example, there was no point in listing items 1.2 to 1.6, which were the basic and essential tasks involved in the creation of specialized commercial services. Similarly, items 3.2 and 4.1 of

section F "Increased role of UPU permanent bodies" were already given in the technical cooperation programme, hence it did not seem necessary to restate them in the Washington GAP.

The representative of GREAT BRITAIN found the document extremely interesting, and his delegation appreciated the opportunity of examining it once again before its final adoption. Nevertheless, his delegation already had two reservations to make. These concerned items 3.1 and 4.1 of section B "Commercial strategies", which dealt with competition and the constraints of a public service. The policy on competition was very dear to the hearts of some Governments, including theirs. That was a question of policy which came under the jurisdiction of Governments and not that of the UPU. Moreover, the European Community intended to study it. For all these reasons, his delegation expressed the previously mentioned reservations.

The representative of JORDAN found, that to a very large extent, the document was a sound reflection of all the viewpoints expressed at the General Debate. He did not consider it a problem if the document contained several details of action, because the more details there were the greater the choice for postal administrations in applying the GAP. Member countries should be pleased if they were able to implement part of the action plan, if not all of it. Accordingly, his delegation was against any substantial abridgment of it.

The representative of ZIMBABWE, referring to section D "Management independence", drew the attention of the Working Party to the "Declaration of Nairobi", which contained measures approved by the Ministers responsible for the postal administrations of the African countries south of the Sahara. That declaration was of considerable importance in his region and could have a substantial effect on implementation of the action plan, especially as regards the independent legal status of postal services.

The representative of AUSTRALIA said that his delegation supported the document and its fundamental measures. If the Post wanted to remain competitive, it would have to make use of all currently available technological developments. But in practice, progress along these lines was frequently hampered by a lack of determination on the part of some postal administrations to introduce them as vigorously as was necessary. The document therefore should stress the role of technological developments in the modernization and improvement of postal services, by devoting an entire new section to this important aspect, as a means of attracting the attention of those concerned.

The representative of JAPAN mentioned that a few years earlier, his administration had established for its own use an action plan comprising some 100 points. Of course, it had been impossible for them to apply all of those measures immediately. Some could be implemented at once, others in the course of time. Similarly, it would be up to the postal administrations to classify the activities proposed in the action plan according to whether they were to be implemented in the short, the medium or the long term. The International Bureau, for its part, could prepare a general picture for international cooperation.

The representative of SPAIN said that in the light of the comments of the preceding speakers, his delegation saw no problem in the action plan being fairly detailed, since it would be used as an inventory or a reminder of action to be taken by the postal administrations and by the permanent bodies of the UPU.

He also proposed the following amendments to section C "Operational strategies":

i Amend 1.2 to read:

"Adopting quality standards, applying them and updating them".

ii Amend 1.3 to read:

"Ensuring, at international level, the best possible interconnection of circulation networks and (remainder unchanged).

iii Under 1.5, eliminate the unpleasant reference to "inefficient" carriers, since it was the postal administrations which were responsible in the first place for selecting adequate means of transport.

The representative of TANZANIA (UNITED REP), in connection with section B "Commercial strategies", endorsed the viewpoint of Great Britain as regards 3.1, which dealt with defining the attitude to be adopted towards the competition. He thought a more cautious text would be required so as to take account of the diversity of various countries' socio-political systems, and also of the flexibility that would allow postal administrations to contend with the competition on the basis of local market conditions. As for subparagraph 1.1 of section C "Operational strategies", which called for a surveillance programme, he pointed out that there was a disparity between the developed countries, which had sophisticated means of tracking items and mails, and the developing countries, which had no such means. A study would therefore have to be conducted as to how this problem could be solved, so that they could respond to the needs of customers seeking information about their items.

The representative of TOGO insisted on the legal status of the Post and on the possibilities of converting it into an autonomous, flexible business organization. His delegation wanted that aspect included in the GAP.

The CHAIRMAN asked delegations which had proposed improving the General Action Plan to submit their proposals in writing to Mr Mazou, Assistant Director-General at the International Bureau, so that the Working Party could improve, amend, supplement and submit the document at one of the final plenary meetings for consideration.

Immediate application of the new legislative powers of the EC

Proposal 01

The representative of GREAT BRITAIN said that it would be unwise to rush into applying the EC's new legislative powers immediately. All the delegates and Committee Chairmen were ready and willing to study the proposal submitted to that Congress. If a large share of the work of Congress were transferred to the Executive Council, what would the delegates do with the remaining time?

His delegation thought that there were numerous drawbacks and little advantage to applying the EC's new legislative powers immediately.

The representative of the NETHERLANDS said that to date his delegation had supported all proposals to transfer the legislative powers of Congress to the Executive Council but was unable to accept proposal 01 to give the Executive Council additional powers as from that Congress. In the Netherlands, Parliament approved the UPU's new Acts and fixed the date of their entry into force. Consequently, as far as the Netherlands was concerned, the Executive Council's new powers could come into force only on the date fixed by Parliament for the coming into force of the Washington Congress Acts. In his delegation's opinion, other countries would also encounter legal problems as regards the fast application of the Executive Council's legislative powers. For those reasons, and for the reasons mentioned by Great Britain, the delegation of the Netherlands proposed that the date of entry into force of the new Executive Council powers should be the same as that for the coming into force of the Washington Congress Acts.

The representative of SWITZERLAND, Chairman of Executive Council Committee 3, recalled that the purpose of proposal 01 was to give Committee Chairmen the opportunity of referring certain proposals to the EC. Practically speaking, that was necessary and would save time. There were other positive aspects to deciding to provide for immediate application of those measures. Delegates would not need to sign the Detailed Regulations at Congress, which would simplify matters. Moreover, the Executive Council would have the possibility of dealing immediately with any questions which might arise, without awaiting the date of coming into force of the Washington Congress Acts which might be 1 July 1991. During the General Debate, everybody had insisted on the need to react fast. Proposal 01 was designed to give the Executive Council the means to act very fast.

The representatives of ITALY, CANADA, CUBA, JORDAN, EGYPT, SPAIN, BELGIUM, ARGENTINA, IRAQ, PHILIPPINES and SOMALIA spoke in support of proposal 01, emphasizing that immediate application of the Executive Council's new legislative powers did not mean that Congress would refer all proposals to the EC. That application constituted a safety mechanism which would enable the UPU to take fast action through the EC. The majority of proposals would indeed, have to be considered at that Congress, as far as time allowed.

The representative of TANZANIA (UNITED REP) supported proposal 01 with a reservation about the scope of signature. According to article 3 of the Rules of Procedure of Congresses, delegates entitled to sign could do so subject to the approval of their Government. In his delegation's opinion, the fact that the entry into force preceded ratification was contradictory.

The SECRETARY explained that the amendments adopted at the last meeting of Committee 3 (General) were to be incorporated in the Final Acts of Congress and would be subject to approval and ratification by the various governments in accordance with their national legislation, as appropriate.

However, there was a principle of tacit ratification in the UPU. In that way, the Acts came into effect and were compulsory for all member countries, even if they had not yet been approved and ratified in accordance with national internal legislation. Thus the early entry into force of certain provisions did not detract from the usual approval procedures.

The representative of PAKISTAN said that during the general discussion of Congress – Doc 72, the delegates had already discussed proposal 1523.1 according to which EC decisions would come into effect on the same date as the Acts of the Washington Congress. There should therefore be no problem about putting the new legislative powers assigned to the EC into effect immediately.

The representative of KOREA (REP) said that resolution 01 raised no serious legal problems for it. The Korean Constitution stipulated that the Detailed Regulations were simply prepared by the postal administration; thus, formal agreement and the signature of plenipotentiaries was not required. Even within the framework of the Union's present system, the adoption of amendments to the Detailed Regulations was generally not subject to parliamentary ratification.

The representative of ZAMBIA said that Committee 3 (General) had just adopted proposal 1502.2 to give the EC the power to revise the Detailed Regulations six months after Congress. The next EC would not hold its ordinary meeting until April 1990. By then, it would have been possible to take care of all the necessary formalities. As a result, the period between the Congress and the next ordinary meeting of the EC was not included in the concept of immediate application. He therefore invited all delegations to support proposal 01.

Proposal 01 was adopted by 112 votes to 9 with 13 abstentions.

Oral report of the Chairman of Committee 1 (Credentials)

The CHAIRMAN OF COMMITTEE 1 said that the Committee had met on 17 November 1989. Among other things, it had discussed three cases of credentials, the texts of which permitted a somewhat restrictive interpretation as regards the rules laid down in article 3, paragraph 1, of the Rules of Procedure of Congresses.

As a result of the intensive discussion, Committee 1 decided that a more flexible interpretation should be applied to the definition of the scope of credentials which did not contain any specification, particularly as regards the expression "right to represent the country" used in some credentials. It was agreed that the word "represent" should be regarded as sufficient to give the country concerned not only the right to vote, but also the right to sign the Acts unless the right to sign was expressly excluded or only the "right to speak and to vote" was mentioned in the text.

All credentials which did not explicitly or implicitly contain the right to sign would be reviewed by the Committee's Secretariat on the basis of the decision taken by Committee 1.

A letter from the Secretariat of Committee 1 would be sent to all countries present at Congress, whose credentials were not in order, (absence of the right to sign) or whose credentials had not yet been deposited with the Secretariat of Committee 1. Countries which had not deposited their credentials by the second and last meeting of the Credentials Committee on 23 November, would be excluded from the voting and the signing of the Acts with effect from 24 November. However, the countries in question could still regularize their situation at any time after 24 November by depositing their credentials in due and proper form.

The current status of the credentials deposited was as follows:

- 138 credentials had been deposited (including 4 proxies);
- 124 contained the right to sign;
- 14 did not contain the right to sign;
- 14 countries which were present had not yet deposited their credentials.

In other words, most countries would have the right to participate in the elections of 24 November and it was to be hoped that all the credentials outstanding would still be received so that no delegation was excluded from the voting commencing the same day.

The SECRETARY said that the interpretation given to the term "right to speak" did not pose any legal problem. The last sentence of article 3 of the Rules of Procedure of Congresses was unequivocal in that respect. The Committee thus considered that the power to represent a country was, in fact, equivalent to full credentials.

From the legal standpoint, there was nothing against such an interpretation. Moreover, it corresponded to the wishes of the EC, which wanted the most flexible procedure possible.

The interpretation given to the word "represent" by Committee 1 was approved.

The meeting rose at 6 pm.

For the Congress:

EDWARD E. HORGAN, JR
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Ninth Meeting of Congress

Friday, 24 November 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting opened at 9.40 am.

The CHAIRMAN invited those present to observe a minute's silence following the assassination of the President of Lebanon.

The representative of LEBANON thanked the Chairman of Congress, and all those colleagues who had shown sympathy at the tragedy of the loss of his country's President.

This death, which had come after Lebanon had obtained the support of the Security Council and permanent members of the United Nations, and of the whole world, presented a grave threat to their struggle for peace. They took this opportunity to affirm their desire for peace after 15 years of war.

He said that their 6000 year old civilization had always followed the word of the prophets and glorified God. And still, injustice had destroyed both souls and holy places.

Lebanon hoped soon to regain its place in the concert of nations. Its Post was well developed, and between 1965 and 1975 had been equipped with an ultra-modern electronic centre. Unfortunately, this had been destroyed. They wanted to rebuild it, restore peace, and emerge from the present economic crisis, with the financial and material help of all nations.

Since Lebanon had been cut off from the world, they had not been able to participate in the last meeting of the CCPS, nor get their appeal for financial help to the International Bureau on time. Fortunately, certain friendly and sister nations had given support, either in kind, or by cancelling some of Lebanon's debts. They would however, like to invite the International Bureau, and all administrations, to give greater assistance, particularly as regards their rates and contributions to the UPU, in order that they should be able to resume their place in the international postal network.

Statements

The DEAN thanked the United States of America for the excursions organized for delegates to Charlottesville and Baltimore, and asked the Chairman to convey thanks to the local postal staff for the remarkable work they had done to afford such pleasant moments to the delegates. He also thanked the USSR, Canada, and Japan, for the magnificent receptions they had kindly given.

His thanks would be incomplete if they did not include Mr Horgan, and the Secretary-General of Congress for the various meetings and working lunches in the course of which the guests had become better informed of the important moments of Congress, and had been able to renew old friendships. Finally, on behalf of everyone, he offered warmest thanks to Mr and Mrs Horgan, to members of their family, and to their friends in the postal services for the unforgettable festival of Thanksgiving Day, when they had shown members the warmth of American hospitality. He wished, too, to thank the various Committee Chairmen for the discussions which enabled Congress to proceed as planned. A week had already passed; it had been filled with effective work by Congress and agreeable recreation organized by the American postal administration.

The CHAIRMAN thanked the Dean and assured him that the message of thanks to the postal staff would be passed to them.

The representative of GUINEA, speaking on behalf of his Government and his delegation, expressed his sincere congratulations to Mr Horgan on his brilliant election to the chairmanship of the 20th Congress of the UPU. His proven competence, long experience and lucidity presaged the success of that forum.

The speaker also expressed his country's great appreciation of the excellent organizational arrangements and thanked the American Government and people for their efforts. His delegation was also deeply grateful to the new Chairman's predecessor, who had carried out the tasks assigned to him by the Hamburg Congress with great intelligence and a spirit of initiative, and it commended the untiring efforts of the Director-General of the UPU's International Bureau to extend the influence of the UPU and promote international cooperation.

He regretted that, owing to important matters of national interest under his responsibility, the Guinean Minister of Posts and Telecommunications had been unable to attend Congress in person, as he would have liked to do.

He said that Congress was being held in an international context characterized by détente and at a time of prodigious scientific and technological development. Under that influence the postal sector had undergone some profound changes which had enabled it to play a praiseworthy role in bringing people and nations closer together, in international understanding and in the economic, social and cultural development of mankind.

The active participation of the Post in relaxing international relations increased the UPU's responsibility in the preservation of peace and the promotion of international cooperation for development through the revolution of science and technology.

The disadvantaged countries, engaged in their own processes of development, were particularly interested in the postal sector, which was of capital importance to economic, social and cultural development and fostering multiple relations with other countries.

In that context the Government of the Republic of Guinea, as part of its programme for economic and financial recovery, was considering some institutional reforms of the postal sector that were expected to lead to the setting up of a legally independent institution.

To that end contacts had been established with the World Bank for preparing legislation, stimulating awareness and mobilizing funding agencies. Clearly, such reforms would require people of competence and experience and human and financial resources.

In that regard, his Government had prepared a programme focused on the training of instructors and the further training of available staff to help them adapt to the profound technological changes and the new methods of rational management in order to upgrade his countries' services with a view to improving profitability. To ensure the feasibility of the programme, his Government was determined to promote bilateral and multilateral cooperation with no source excluded so that its action would meet with the success hoped for.

His delegation was encouraged by the fact that its concerns were shared by the Secretary-General who, in his address to the 20th Congress, had declared: "The spirit of solidarity among administrations, which is indispensable if the Post is to fulfill its worldwide mission, also manifests itself through technical cooperation. Postal administrations have an important responsibility in this field because we cannot forget that the weakness of one link in the chain constituting the world's postal system has repercussions on the quality of the entire network. The world postal community must show itself to be united and determined by joining its efforts towards the development of the postal system through the activities of the UPU, the Restricted Unions and all those who do their best for the development of the Post."

He observed that some important questions of common interest concerning postal and financial exchanges between UPU member countries had been placed on the Congress agenda. Those questions, which related to regulations, inter-administration payments, the Union's finances and basic Acts, etc, should be examined with detachment and serenity in a patient search for ways and means of finding generally equitable solutions.

More particularly his delegation was confident that the proposals made in the specific area of the study of terminal dues would find a favourable echo and make a consensus possible.

The positive changes in the international context already referred to could not be guaranteed and given continuity unless countries refused to be distracted by such results and did not lose sight of the corrosive influence of the deterioration of the world economic environment on the development efforts of Third World countries.

In that respect, his delegation considered it politically significant that Congress was being held in Washington, the capital of one of the world's great economic powers and a permanent member of the Security Council that assumed special responsibility for the safeguarding and preservation of international security.

There was no doubt that history expected Congress to take useful measures that would make it an important date in the annals of the UPU and he was sure that the Chairman would give a new dynamism to the activities of Union members and their attempts to harmonize the various interests represented.

To achieve that end his delegation would base its approach on the sense of responsibility of the wealthy countries to strengthen the determination of the poorer countries to achieve a balanced development for the affirmation of the values and greatness of the human species was at stake.

He again quoted with approval from the remarks of Mr Botto de Barros, the Director-General of the Universal Postal Union's International Bureau: "This solidarity must above all show respect for the interests of other postal administrations. It is therefore urgent that some of them abandon practices that strengthen the position of the competition. By casting aside their basic mission and seeking easy profits, these administrations not only compromise their own future, but also harm the entire postal community." In other words, the civilization of universality to which all nations aspired was rooted in international solidarity, which was the invigorating sap of the new relationships destined to be created by a common future. His delegation would remain faithful to the virtues of dialogue and to its sincere desire for cooperation.

Agenda

Congress – Doc 4

The CHAIRMAN proposed that they should first consider item 8 on the agenda "CCPS work programme for 1989–1994", before proceeding to item 4 "Approval of last report of Committee 1 (Credentials)".

The agenda (Congress – Doc 4) was adopted as amended.

Approval of minutes

Under this item, the CHAIRMAN noted that no minutes had yet been distributed.

CCPS work programme for 1989–1994

Congress – Doc 69 and proposal 020

The CHAIRMAN invited Mr Houissa, Chairman of the CCPS to present proposal 020 which dealt with the programme of work for this body for the period 1989–1994.

Under this agenda item, the Chairman noted that no minutes had yet been distributed.

The CHAIRMAN OF THE CCPS (TUNISIA) said that proposal 020 was doubtless one of the most important ones to be submitted by the CCPS, since it dealt with the Council's programme of work for the next five years.

Although the procedure used for the preparation of this programme had been the same as that followed for previous ones, its conception was different, arising from a different viewpoint which took into consideration the constant evolution of the commercial and technological environment of the Post.

This viewpoint, new in conception, in content and in implementation of the future work programme, was expounded in Congress – Doc 69. It was based on a series of proposals from both postal administrations and the International Bureau.

The CCPS elected by the Congress of Hamburg, after examining these proposals, and analyzing its own experience, had thought fit to propose to the Washington Congress a work programme comprising a limited number of studies, which could be reviewed annually and adapted to new realities and priorities. It had also thought it useful to pass on to its successor a series of proposals and ideas aimed at improving the organization and working of the CCPS.

Furthermore, having regard to the excellent results obtained by organizing symposia and working party meetings for the conduct of certain studies in the 1984–1989 programme, and anxious to hasten the start-up of studies in 1990, the first year of the five year period, the retiring CCPS had taken the step of preparing, for its successor, a series of documents relating to the timetable of meetings of symposia and working parties, the appointment of proposed studies by field of activity and each of the 17 principal studies in the draft work programme featured in the annexes to Congress – Doc 69.

At its 1988 meeting, the CCPS had studied a draft work programme prepared on the basis of the results of the 1987 consultation of all postal administrations and Restricted Unions.

At the end of that study, it had given its approval to the broad lines of the programme, and entrusted the task of finalizing the draft to a Restricted Working Party which it had set up.

The remit to that Restricted WP was to apply a more exhaustive selection to the subjects to be studied, to state precisely the objectives of the studies and the results to be achieved, to make a preliminary classification of the studies by field of activity, and to define working methods more fully.

The Council had also delegated powers to its Steering Committee to finalize at its May 1989 meeting and in the light of the work of the Working Party, the draft programme for submission to Congress.

This Working Party, composed of Canada, France, Great Britain and Morocco, had been chaired by Mr Halpin, who could give additional information on that subject.

First, he said that he would like to thank Mr Halpin and all members of the Restricted WP for the excellent work carried out, and all administrations which had contributed to the preparation of the programme for 1989–1994. His thanks also went to the International Bureau for its great help and valued contribution.

He hoped that the explanations just given, and those which the Vice-Chairman of the retiring CCPS would give, would encourage Congress to adopt the proposal in resolution 020 and its annex.

Finally, on behalf of the retiring Council and himself, he wished every success to the CCPS which would be elected in the next few days.

The VICE-CHAIRMAN OF THE CCPS (CANADA) said that, as the Chairman of the CCPS had indicated in submitting that body's report for the period 1984–1988, those years had been marked by progress with studies and by the considerable improvement achieved in the Council's working methods. The 1989–1994 work programme (proposal 020) and the policy guidelines in Congress – Doc 69 were based on progress. During its meeting in October 1988, the CCPS had considered a draft work programme based on a list of suggestions and requests from UPU member postal administrations; they reflected the administrations' interests but did not take sufficient account of international priorities. The CCPS, with the help of the International Bureau, had worked out a logical and consistent programme on the basis of that draft, drawing inspiration from the guidelines in the Declaration of Hamburg. This had made it possible to define better what studies had to be carried out and to shorten the time-scales for their completion, in some cases from two years to eighteen months. In addition, the results of the studies could become concrete recommendations, instructions, or annually-announced standards, which administrations would be able to apply. Since the CCPS elected in Washington would not be able to meet for three to six months after its constituent meeting, it would have to allocate the work and the studies at that meeting. Any postponement of work in the present rapidly-changing world would be inexcusable. Many studies which had been proposed arose out of symposia held between 1984 and 1989. To draw up the work programme, the CCPS had set up a Working Party consisting of France, Great Britain, Morocco and Canada, and ably assisted by the International Bureau. The programme contained general policy guidelines on the objectives to be attained by the Committees as well as allocating the studies depending on the fields of activity involved and their profiles. As a result, six fields of activity had been defined, in order to allocate the studies in a more coherent manner by origin, context and aim, all linked to the overall strategy of the development of the postal services. Since the new CCPS had to meet an unprecedented challenge, it was hoped that the work done by the outgoing CCPS would be very useful to it, enabling it to move into action immediately upon election, without wasting time. Meanwhile, Congress should leave it to the CCPS to determine its working methods. Congress – Doc 69 contained the main instructions to that end. It also took into consideration the needs of developing countries, which had, incidentally, played a very active role in the work of the outgoing CCPS. The planned symposia would open the door to discussions to form a better idea of the specific problems of the least advanced and most disadvantaged countries. Finally, proposal 020 provided for the possibility of using the working methods which were best suited to the subjects to be dealt with, in order to arrive at the best results.

The representative of the UNITED STATES OF AMERICA said that his delegation fully supported the proposed programme and appreciated the high quality of the work carried out under the leadership of Mr Houissa, the Chairman of the CCPS, and of Mr Halpin, the Vice-Chairman of the CCPS. Since his delegation attached great importance to the security of the Post, he wished to emphasize their satisfaction that the question linked to postal security had been included and that the adoption by Committee 4 of proposal 2000.5 giving instructions to the EC and to the CCPS in their respective fields of responsibility for the International Bureau to convene a meeting of a group of experts on security to work out what initiatives could be taken before the next Congress. Proposal 2000.5 and the work programme put forward under the topic of "Management" seemed to be complementary. Since there was a division of responsibility between the EC, the CCPS and the International Bureau in the implementation of the work programme and the Hamburg Declaration, his delegation considered it essential that their work should be coordinated.

The representative of CUBA said that his delegation's concern was not with the work programme but with the reasoning behind it. Since 1969 the CCPS had not had a policy favouring the development of postal services in the least advanced countries. Analysis of the work programmes showed that the majority of studies undertaken by that body had been aimed at solving the problems of the postal services which were already fully developed. His delegation would like to see particular attention paid to the improvement of postal services in the least advanced countries, which were being increasingly left behind, and thought that without a coherent international programme it would be possible neither to improve the postal network nor to combat the competition. The Cuban delegation thought, therefore, that Congress, the EC, and the CCPS ought to prepare guidelines which would provide energy and urgency for the necessary impetus to be given to action aimed at bringing administrations out of the underdevelopment which was a feature of most Union members. Congress should be united in that concern, and should build bridges which would make it possible to give the Post a surer future. Appeals were made to developing countries to overcome their difficulties and use their resources better, but without political will it was extremely difficult to reach the necessary level of development. Besides, the UPU and the postal administrations of the rich industrialized countries ought to feel obliged to make a more concrete contribution to the development of poor countries, many of which were still suffering from the evil legacy of the past. Those countries did not have the resources or the elements necessary to consolidate existing services or to improve them. For the above reasons his delegation considered that the work programme of the next CCPS should make provision for carrying out specific studies to establish the bases for immediate action on giving these countries technical assistance. Therefore, at its first meeting, the CCPS should make provision for organizing a symposium on the situation of the postal services in the developing countries and the immediate steps which could be taken with a view to improving them. If Congress approved that idea, the International Bureau could be given the responsibility of organizing it.

The representative of SWEDEN joined in congratulating the CCPS on the quality of the work done and the programme submitted. His delegation, for its part, would have placed greater emphasis on the transport of light goods as an extension of EMS, which was a great success of the CCPS. Its suggestions to that end were set out in proposal 5000.2/Rev 1, which would shortly be dealt with in Committee 7 (Parcel Post).

The representative of GREAT BRITAIN thanked the outgoing Chairman, Mr A Houissa, and his predecessor, Mr M Balma, for the remarkable progress achieved by the CCPS. As a member of the Working Party on the CCPS Programme, his delegation felt that its conclusions would be very useful, even to the developing countries.

While not going so far as Cuba as to advocate creating a new field of activity centring on the developing countries, his delegation supported the idea of a symposium specifically devoted to their day-to-day practical problems.

For the rest, his delegation agreed with Canada's position on starting up CCPS activities at the constituent meeting.

The representative of the USSR joined with the preceding delegations in expressing congratulations and thanks. The technical problems posed by the development of communication services had been identified, and that would enable solutions to be found to them in the future.

The symposium proposed by Cuba was a very interesting idea and would be useful for exchanging experiences in introducing new communication services as provided for in the CCPS programme. He cited EMS as an example.

The representative of JORDAN desired more equitable participation of the developing countries in CCPS studies. Equal representation of the developed and the developing countries would make it possible to achieve very beneficial results for the latter. All those countries could more easily implement studies together if they had taken part in them.

The representative of SRI LANKA said that Congress – Doc 69 was very analytical and thorough. It would make it easier to implement the conclusions of the present Congress and enable the CCPS to save time.

The proposed work programme was in line with the changes occurring in the other areas of social and economic activity. His delegation supported Congress – Doc 69 and proposal 020, which conferred a certain independence of action on the CCPS.

The representative of IRELAND said that paragraph 12 of Congress – Doc 69 referred to new ways of conducting studies, in particular by involving more specialists.

Coordination would also help to shorten the time taken by studies.

His delegation felt that it was more effective to place emphasis on the sharing of ideas and above all experiences, as was the case notably at the Technology Conference in Washington in 1988.

The saying that 80 percent of the results came from 20 percent of the effort spoke volumes in that regard.

Cuba's proposal could be effective and useful for the developing countries. A study conducted by a few selected countries could thus serve more quickly as a model for others.

He was very interested in the proposal to set up a Research and Development Group. His administration had itself benefited from the services of foreign postal research laboratories. It therefore supported the idea of letting a larger number of countries benefit from the results of research that few countries could afford.

He felt that it was more important to achieve useful results quickly than to achieve absolutely perfect results.

The representative of ITALY said that Congress – Doc 69 developed very positive ideas. The necessary broadening of the range of services offered must not come about at the expense of the existing basic services. In order to ensure operation at the same level all around the world, it would be necessary to be able to refer to a basic standard.

His delegation therefore supported the proposal put forward by Cuba for a symposium on postal services in the developing countries.

His delegation supported Congress – Doc 69 and resolution 020.

The representative of FRANCE said that his country had been involved in drawing up the CCPS work programme and unreservedly supported it.

His delegation considered a symposium specifically devoted to the problems of the developing countries to be a very positive idea and felt that it could be included in field of activity 5 on management.

He recalled that the UPU had already organized such a symposium with the active cooperation of Great Britain and France.

The CHAIRMAN said that the Secretariat had noted the numerous comments and suggestions called forth by the CPPS work programme.

The comments would be referred to the CCPS, and the suggestions to the Coordinating Committee, if it was established by Congress. If need be, they could be included in the Washington General Action Plan.

Congress – Doc 69 and proposal 020 were approved.

The CHAIRMAN again congratulated Mr A Houissa, Chairman of the CCPS, and Mr J G Halpin, Vice-Chairman, for their unflagging efforts and self-sacrifice, and their administrations for having achieved this work on the CCPS. The results of this work were very important for the world as a whole.

The CHAIRMAN OF THE CCPS said that, before returning to his homeland of Tunisia, he wanted to thank all those who had spoken to express due appreciation for the work of the CCPS. Mr Balma would be replacing him as of next week at the present Congress, and he most heartily wished him success.

Approval of the last report of Committee 1 (Credentials)

Congress/C 1 – Rep 1

The CHAIRMAN asked the Chairman of Committee 1 to present his last report.

The CHAIRMAN OF COMMITTEE 1 said that during its two meetings, Committee 1, on the basis of the interpretation of the word "represent" approved by Congress at its 8th plenary meeting, had recognized 147 credentials as being in due and proper form, including five proxies, and six credentials which did not include the right to sign the Acts. Of the remaining 23 countries, 11 were not participating in the work of Congress, 10 were participating in the work of Congress but had not deposited with the Secretariat any credentials from the competent authorities and would no longer be authorized to vote from the time when Congress approved the present report until such time as the situation was regularized, and two countries had deposited their credentials just after the last meeting of Committee 1, thus making a present total of 149 member countries whose credentials were in order. In accordance with the Rules of Procedure of Congresses, Congress was asked to authorize the Chairman of Committee 1 to recognize any credentials which might arrive later and subsequently to inform Congress thereof.

The report of Committee 1 (Congress/C 1 – Rep 1) was approved.

The CHAIRMAN said he had just been informed that the credentials of Zaire had now been regularized, which brought up to 150 the number of member countries whose credentials were in order.

Election of the Director-General of the International Bureau

Congress – Doc 41 and annexes 1 and 3

The CHAIRMAN commented on Congress – Doc 41 and its annexes 1 and 3 concerning the election of the Director-General. In accordance with article 108, paragraph 2, of the General Regulations, Mr Botto de Barros, by letter of 1 December 1988, had informed the Government of the Swiss Confederation of his interest in a renewal of his term of office as Director-General of the International Bureau. By International Bureau circular 301 of 12 December 1988, UPU member countries were informed of Mr Botto de Barros's decision. Article 22 of the Rules of Procedure of Congresses stipulated that elections shall be held by secret ballot. As there was no other candidate for the post of Director-General, Mr Botto de Barros could be elected by acclamation.

Mr Botto de Barros was re-elected Director-General of the International Bureau by acclamation.

Election of the Deputy Director-General of the International Bureau

Congress – Doc 41 and annexes 2 and 4

The CHAIRMAN explained that the election of the Deputy Director-General would be held by secret ballot according to the procedure laid down in article 108 of the General Regulations and that the candidate who obtained a majority of the votes of the countries present and voting was elected.

Abstentions, as well as blank or null and void ballot papers were ignored in counting the votes required for a majority. The candidate who obtained the least number of votes in any one ballot was eliminated. As many ballots were held as were necessary for a candidate to obtain the majority.

After the announcement of the vacancy of the post of Deputy Director-General by the Government of the Swiss Confederation, the following candidatures were submitted:

- Mr Jaime Ascandoni, Spain, Assistant Director-General at the International Bureau;
- Mr El Mostafa Gharbi, Morocco, Assistant Director-General at the International Bureau; and
- Mr Jean-Claude Rauch, France, Inspector-General of Posts and Telecommunications, Director of Posts of the Rhône-Alpes region.

In accordance with article 19, paragraph 3, c, of the Rules of Procedure of Congresses, the following countries were appointed tellers: Kenya, Thailand and Hungary (Rep).

The CHAIRMAN declared the vote open and had the ballot papers distributed and the roll called.

The CHAIRMAN announced the result of the secret ballot as follows:

Ballot papers distributed:	148
Ballot papers returned:	148
Abstentions, blank or null and void ballot papers:	5
Votes cast:	143
Majority required:	72
Mr Ascandoni:	59
Mr Gharbi:	35
Mr Rauch:	49

Mr Gharbi, having obtained the least number of votes, was eliminated.

The CHAIRMAN proceeded to the second ballot and had the ballot papers distributed and the roll called. As the voting procedure took some time, the assembly simultaneously continued its consideration of the other items on the agenda.

The representative of BRAZIL said he took the floor with great pleasure. The re-election of Mr Botto de Barros to the office of Director-General of the Universal Postal Union had very special significance for the Union.

Mr Botto de Barros's performance over the past five years had confirmed the confidence placed in him by the member countries at the 1984 Hamburg Congress. All the geographical regions alike had benefited from his management at the helm of the International Bureau of the UPU, earning him the respect of both the developed and the developing countries.

There was no need to mention his constant concern for the Union's finances. His management had been based on balanced budgets, thereby maintaining the UPU's freedom of manoeuvre without increasing expenditure, and, consequently, without overburdening the member countries.

In spite of the important administrative responsibilities inherent in his office, Mr Botto de Barros had never neglected the technical and operational questions that were the rationale for the UPU. Many symposia and round tables had been held over the past five years on a multitude of subjects, including quality of service, electronic mail, terminal dues, EMS and the competition's activities.

As a member of the Executive Council and the Consultative Council for Postal Studies, his country could bear witness to the constant unreserved support that the International Bureau and Mr Botto de Barros had given to those two bodies so that they could fully carry out their mandate from the Hamburg Congress. The result could be seen in the high quality of the proposals submitted for consideration at the present Congress.

He could not fail to stress the remarkable impetus that Mr Botto de Barros had given to technical cooperation activities. In spite of funding difficulties, a multiplicity of projects had been developed thanks to his efforts to enhance interaction with the Restricted Unions and encourage greater solidarity among administrations.

The outcome of those five years of work had been highly positive. The Union had become more dynamic and increasingly modern.

The Brazilian postal administration felt very honoured to see a former chairman of the Brazilian Postal Corporation, who had held that position for over ten years, occupying such a high office; it thanked Congress warmly for its expression of confidence in Mr Botto de Barros. This acclamation crowned long years of work and gave fresh impetus for the upcoming period which undoubtedly would be fruitful for the universal postal community.

The Brazilian postal administration maintained its firm intention of cooperating closely with the UPU, as it had done for a long time. It was aware of the need to enhance the value of the Union's work, especially in the field of technical cooperation. It was only together that they could work harmoniously throughout the world for the benefit of each postal service and the strengthening of the Post's position on the market.

Report on the work of the CEPT

Congress – Doc 81 and annex 1

The CHAIRMAN invited Great Britain, managing administration of the CEPT, to present the report on the work of the CEPT.

The representative of GREAT BRITAIN said that the CEPT greatly appreciated the opportunity to present its report to Congress, in the belief that it would be interesting and worthwhile for the other countries. Without going over the whole report, some important points should be highlighted.

The CEPT had carried out a series of reviews and tests after which certain measures had been taken to correct weaknesses. Direct agreements and arrangements had been made between CEPT administrations to monitor the

mail so as to determine and improve transmission times. The possibility was being investigated of establishing a new network for ordinary items as had been done within the CEPT for EMS items.

Market research had allowed the CEPT to become more aware of customer needs and to determine the Post's market share.

For the future, the CEPT intended to take an active part in the implementation of the General Action Plan adopted by the Washington Congress.

Congress took note of the CEPT's report (Congress – Doc 81/Annex 1).

Implementation of the Declaration of Hamburg

Congress – Doc 21 and proposals 012 and 013

The CHAIRMAN turned to consideration of agenda item 12 "Implementation of the Declaration of Hamburg".

The representative of BRAZIL said that, having taken part in all the quality of service studies and tests conducted by the International Bureau his administration felt that the methodology should be studied by the EC.

The CHAIRMAN asked the Chairman of the EC and the Chairman of the CCPS whether they had any comments on Congress – Doc 21.

The representative of GERMANY, FED REP OF, as Chairman of the Executive Council elected at Hamburg in 1984, introduced the "Report on the implementation of the Declaration of Hamburg" on behalf of the EC, the CCPS and the International Bureau.

He then commented on the main lines of the report given in Congress – Doc 21.

The report was based on the Declaration of Hamburg adopted by the 1984 Congress. That Declaration was reproduced in annex 1 to the report.

At the very end of the Declaration, the Hamburg Congress had instructed the three permanent bodies of the Universal Postal Union, namely, the EC, the CCPS and the IB, to take appropriate measures, within the framework of their own responsibilities, to achieve the objectives of the Declaration of Hamburg.

The three bodies were to report to Congress on the results of their activities in that regard and at the same time to submit proposals for continuation of their work, if appropriate.

Because the instructions given to all three bodies were identical, the EC had decided at its 1986 session to set up a Committee composed of the top representatives of the EC, the CCPS and the International Bureau, to coordinate the work of the three bodies pursuant to the Declaration of the Hamburg. From 1986 to 1989, the Coordination Committee had met seven times under the speaker's chairmanship.

The Coordination Committee had decided, among other things, that the three permanent bodies could comply with their instructions to report to Congress given in the Declaration of Hamburg by preparing a single joint report on their activities pursuant to the Declaration of Hamburg; that report was being submitted to Congress as document 21.

The Declaration of Hamburg had resulted in the three permanent bodies undertaking especially extensive and productive activities. Thus, they had before them a report that was very rich in substance, of considerable importance to the international postal service, and focussed on the future of that service.

The report was in five parts:

I. Introduction;

II. Implementation guidelines;

III. Main lines of action;

IV. General considerations;

V. Conclusion.

Immediately following the last page of the report (page 33 of the English text) was a list of its eight annexes. annexes 2, 3, 4 and 6 set out the resolutions and decisions of the EC and the CCPS concerned with the implementation of the Declaration of Hamburg and a description of the measures taken by the International Bureau for monitoring mail transmission times. A description of the results achieved by those measures was given in annexes 5, 7 and 8.

One of the results of the activities under discussion was reflected in the draft resolution in proposal 012 explaining that Congress would now have to decide on the establishment of a coordination committee so that future coordination would be a permanent activity not limited to measures taken under the Declaration of Hamburg, but one that would provide similar coordination for the activities of the three bodies: the committee would coordinate the activities of all three permanent bodies, but would not itself be a permanent body of the UPU.

Proposal 013 was also a consequence of the Declaration of Hamburg. According to that proposal, Congress would make quality control a permanent international task of the Universal Postal Union.

He then reported on the most important of the many ideas and thoughts contained in the draft joint report.

In that connection, he dwelt at greater length on parts

III. (Main lines of action) and

IV. (General considerations).

Part III described the measures that had already been taken under the Declaration of Hamburg. Section A, ii, (pages 11 and 12 of the English version) reported essentially on the positive development of new services – EMS and electronic mail.

Part A, v, (page 13) mainly concerned improvements to Universal Postal Union regulations as the result of studies by EC Committees 3, 5 and 8.

Part B (starting from paragraph 54, page 15) described the great new quality control system as well as the results obtained up till then.

The speaker considered part IV (General considerations, beginning at paragraph 112 on page 27) especially important.

That part drew conclusions from the tests that had been conducted until then within the framework of the Declaration of Hamburg and pointed to some future prospects.

It was stated in part A of chapter IV that the Declaration of Hamburg had given rise among the member countries and the bodies of the Union to a new spirit of responsibility for the quality of the services offered. The speaker said that this spirit must not be allowed to lose its momentum but that it should be intensified in all regions of the Union, as it was a prerequisite to all future improvements.

That attitude had already been reflected in the new understanding that the bodies of the UPU had of themselves and their mutual cooperation. One concrete result was that the Coordination Committee would be a permanent institution created by Congress, although it would not have the character of a body of the Union.

In future, the Union would no longer be able to limit itself, as regards postal operations, essentially to its regulatory role and to the exchange of information between postal administrations. It would also have to bring its influence to bear on the operations themselves. A very important step in that direction would be to give the UPU permanent responsibility for quality control which would also include a responsibility for the International Bureau to insist on administrations' eliminating transmission time irregularities and others; this was the aim of proposal 013.

By its very nature, permanent comprehensive responsibility for quality control would require a larger staff and additional organizational structures and financial resources. That subject was addressed in chapter IV, D and E, page 29 et seq.

In conclusion, the speaker referred to the conclusion set out in chapter V (page 33 of the English version).

He asked on behalf of the three bodies and himself that Congress approve the report and adopt proposal 012 on creating a committee to coordinate the activities of the permanent bodies of the Union, and proposal 013 which sought to make international control of the quality of the service a permanent feature.

In this connection, account should also be taken of the considerations and proposals set out in Congress – Doc 73 on adapting the working methods of the Universal Postal Union to present economic and technical demands.

Election of the Deputy Director-General of the International Bureau (cont)

The result of the secret ballot was as follows:

Ballot papers distributed	148
Ballot papers returned	148
Abstentions, blank or null and void ballot papers	3
Votes cast	145
Majority required	73
Mr Jaime Ascandoni	88
Mr Jean-Claude Rauch	57

Consequently, Mr Jaime Ascandoni was elected Deputy Director-General of the International Bureau.

(*Applause.*)

Swearing of oath by the Director-General and Deputy Director-General of the International Bureau

Messrs Botto de Barros and Ascandoni were escorted by Messrs Leavey and Langheld to the Chairman's rostrum.

The CHAIRMAN informed Mr Botto de Barros of his re-election by acclamation to the office of Director-General and Mr Ascandoni of his election to the office of Deputy Director-General of the International Bureau. He thanked Messrs Gharbi and Rauch for putting their extensive experience and talents at the Union's disposal.

Mr BOTTO DE BARROS took the following oath:

"I renew the solemn promise I have made at my first election to exercise in all loyalty, discretion and conscience the functions entrusted to me as Director-General of the International Bureau of the Universal Postal Union, to discharge these functions and regulate my conduct with the interests of the Union only in view, and not to seek or accept instructions in regard to the performance of my duties from any Government or other authority external to the Union."

(*Applause.*)

The signatures of Mr Botto de Barros and of the Chairman were then appended below the oath.

Mr ASCANDONI then took the following oath:

"I solemnly swear to exercise in all loyalty, discretion and conscience the functions entrusted to me as Deputy Director-General of the International Bureau of the Universal Postal Union, to discharge these functions and regulate my

conduct with the interests of the Union only in view, and not to seek or accept instructions in regard to the performance of my duties from any Government or other authority external to the Union."

(*Applause.*)

The signatures of Mr Ascandoni and the Chairman were also appended below the oath.

The CHAIRMAN said that, in view of the late hour, delegations which had requested the floor after the election could take the floor at the afternoon meeting.

The meeting rose at 1.25 pm.

For Congress:	EDWARD E. HORGAN, Jr Chairman	A C BOTTO DE BARROS Secretary-General
	C LANGHELD Secretary	

Tenth meeting of Congress

Friday, 24 November 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 3.15 pm.

Election of the Director-General and Deputy Director-General of the International Bureau

The CHAIRMAN said that he felt honoured to hand Mr Botto de Barros his letter of appointment to the post of Director-General and invited him to address the Congress.

Mr BOTTO DE BARROS, DIRECTOR-GENERAL OF THE INTERNATIONAL BUREAU, thanked the Chairman and the meeting, saying that he was deeply touched by their applause and their expressions of esteem.

In re-electing him to head the International Bureau, they had confirmed the confidence they had placed in him five years before, at the 1984 Hamburg Congress. He appreciated their trust in him and expressed his profound gratitude.

He felt justified in thinking, moreover, that their decision to renew his mandate indicated approval of the activities of the International Bureau since 1985, and this he found enormously rewarding the encouraging. If, during that period, the International Bureau had succeeded in performing its work and making a real contribution to the aims of the Union, it was thanks to the dedication, intelligence, professional abilities and human qualities of all his staff. He wished to pay tribute to them and also to all those who had contributed, in whatever way, to the smooth running of the work.

As he had already had occasion to say in his reports to Congress and in his address at the opening session, the Union would have to face up during the next few years to the challenges set by a rapidly-developing postal market and this would require from everyone a dynamic and courageous attitude. He was pleased to be able to say that such an attitude was already being shown in the decisions that Congress was in the process of adopting, thanks to the clear-sightedness and professional awareness of the delegates of the member countries. He was convinced that the 20th Congress represented a gateway to the Post of the future, and that it would go down in the history of the Union as an event of outstanding importance.

The way ahead was wide open and would demand continued effort and resolve. He gave assurances of his own determination to work hard to improve postal services and further the interests of the Union. His determination alone, how

ever, would not be sufficient if he were not able to count on the support of the member countries. He therefore asked for their help in placing the necessary resources at the disposal of the International Bureau.

He was very happy to associate himself with the congratulations extended to Mr Ascandoni on his election to the post of Deputy Director-General of the International Bureau.

Since 1985, Mr Ascandoni had been one of his loyal and dedicated colleagues, and he had always been happy that he could rely on Mr Ascandoni's extensive professional knowledge, his practical ability and his good sense. In the postal world, Mr Ascandoni had a solid reputation, which he had won through his professional abilities and his human qualities. He was convinced that in his new duties Mr Ascandoni would make an invaluable contribution to the work of the International Bureau. He was delighted to be able to carry on working with him and continue benefiting from his very great ability as an administrator.

He also congratulated Messrs Gharbi and Rauch. They had all the time been working independently, but in a spirit of harmony. It was worth noting that during the whole period leading up to the election the three candidates had maintained high standards of conduct and great generosity of spirit.

The UPU was one large family and they all had to continue with their efforts to improve its work. He thanked all those present and expressed his heartfelt pleasure in working with them.

(*Applause.*)

The CHAIRMAN extended his personal congratulations to the newly re-elected Director-General on the unanimous support shown him by Congress. He saw the universal support shown to the Director-General as indicating support for the direction in which he had guided the UPU during the previous few years.

He had complete confidence in the way in which the Director-General would guide the destiny of the UPU in those historic times.

He then expressed his pleasure in handing to Mr Ascandoni his letter of appointment to the post of Deputy Director-General and invited him to address the Congress.

Mr ASCANDONI, DEPUTY DIRECTOR-GENERAL ELECT, said that he was deeply grateful and thanked those present sincerely for the confidence they had just shown in him. As they might imagine, he was deeply affected by the great honour done to him by the 20th Congress of the Union in entrusting him with the responsibilities of the post of Deputy Director-General of the International Bureau. He wished to take the opportunity to assure them of his commitment to justifying their confidence by doing everything in his power to further the objectives of the Union, with all the enthusiasm which the present-day international postal service demanded.

He extended gratitude also to the Government of his own country, Spain, which had put forward and supported his candidacy, and to all his colleagues in the Spanish postal service, on whom he wished the honour he had just received to be reflected, in the very year in which their Corporation was celebrating its first centenary.

His experience of working at the International Bureau would no doubt be enriched in his new post, and he would have the great pleasure of working, in an auxiliary role, with the Director-General, Mr Botto de Barros. He wished first of all to congratulate him on his splendid re-election which, by virtue of his professional abilities and human qualities, he amply deserved, and to assure him that he would always be able to count on his collaboration and support in their joint labour of serving the loftiest ideals of the Union and of achieving the objectives laid down in the General Action Plan instituted in the General Debate. He thanked Mr Botto de Barros for his kind words.

He was aware of the responsibility which went with his new duties in the International Bureau, where he would be happy and proud to be able to follow in the footsteps of previous Deputy Directors-General, whose fruitful work was well-known to all present. He indicated his sincere intention to do his best to follow their example.

At that very emotional moment, his thoughts turned, in friendship, to his two fellow-candidates, Messrs El Mostafa Gharbi and Jean-Claude Rauch, who had demonstrated throughout the campaign that the sense of friendship was more important than any personal interest. He expressed to them his great esteem and respect.

In a further expression of his deep gratitude, he thanked the whole Congress once again for the confidence it had just shown in him.

The CHAIRMAN thanked Mr Ascandoni and greeted him as the Deputy Director-General elect.

Having already worked with him for eighteen months in the CCPS and the EC, as well as working long days and nights with him in preparing for the 20th Congress, he had been able to appreciate the full extent of his competence, authority, and dedication to the UPU. He was entirely confident also that he would do a great deal to help the organization move ahead on the basis of the consensus which they had seen emerge in the previous two weeks.

The representative of AUSTRALIA congratulated Mr Botto de Barros, the re-elected Director-General, and Mr Ascandoni, the Deputy Director-General elect, and extended his best wishes to them for the next five years.

The DOYEN said that it was a pleasure to be able to congratulate Mr Botto de Barros on his re-election to the post of Director-General. They were very much aware of the enthusiasm he had brought to his work, of the efforts he had made to improve the standard of services, of his dedication to furthering the Post in developing countries and of the support he had given to the streamlining and modernization of postal services throughout the world.

There was no doubt that under his highly competent leadership, the UPU would be able to achieve its objectives, take up the challenge of today's world and carry on the great tradition of service to the community. He wished Mr and Mrs Botto de Barros every success and much happiness in the future.

He also congratulated Mr Ascandoni on his election to the office of Deputy Director-General. His human qualities, wide experience and signal abilities were known and would be of great use. He wished him and Mrs Ascandoni great success and much happiness in the future.

He then complimented Messrs Rauch and Gharbi on being great soldiers and great administrators in the service of their countries and of the UPU. He knew them both very well and hoped that their continued cooperation with the International Bureau and the international Post could be counted on.

The representative of GERMANY, FED REP OF, offered Mr Botto de Barros the best wishes of the Federal Republic of Germany on his re-election to the office of Director-General. He had given great service to the International Bureau and the Post in general, for which he had earned everyone's gratitude. It was in recognition of those services that the Federal Minister of Posts had recently awarded him the Heinrich von Stephan medal. He added his own congratulations, as Chairman of the EC elected by the Hamburg Congress, to those of his delegation. They had worked together in a climate of great friendship, and that spirit had reigned over all their endeavours and had lent a quite special character to their collaboration. He was very grateful to Mr Botto de Barros for this and was sure that this spirit would continue to infuse the incoming EC for the benefit of the UPU and the general good.

He also congratulated Mr Ascandoni on his election to the office of Deputy Director-General. As Chairman of the EC, he had had the honour in 1985 to be present when Mr Ascandoni took the oath as an Assistant Director-General. He wished Mr Ascandoni every success, in the certainty that he would continue to serve with the distinction for which he was known.

The representative of PAKISTAN said that every five years a new chapter in the history of the UPU was written with the appointment of its new leaders. The re-election of Mr Botto de Barros as Director-General was a reassuring sign for the Union's future, since under his leadership the UPU could sail with confidence through the troubled waters that were ahead. Pakistan was therefore very happy to congratulate Mr Botto de Barros on his re-election. In electing the Deputy Director-General, a very difficult choice had had to be made between highly qualified candidates. Mr Ascandoni's election was the result of the free choice exercised by a large number of delegations representing every corner of the globe. It was a well-merited choice and he wished them both every success and assured them of Pakistan's continued support in the service of the UPU.

The representative of EGYPT added his hearty congratulations to Mr Botto de Barros on his re-election. This was indeed an occasion for Congress to indulge in self-congratulation because the qualities for which he was recognized, his great competence, excellent management, far sightedness and dedication to the UPU over the past five years had prompted his re-election, as an expression of confidence. He wished him every success and the best of health in the years

ahead. He also congratulated Mr Ascandoni on the great confidence shown in him by the delegations taking part in Congress in electing him Deputy Director-General and wished him every success in his new duties.

Lastly, he wished Messrs Gharbi and Rauch, who were highly esteemed, better luck in the future and every success.

The representative of CHINA (PEOPLE'S REP) offered his warmest congratulations to Mr Botto de Barros on his re-election and to Mr Ascandoni on his election. He was convinced that the International Bureau under their leadership would be able to contribute very actively to the realization of the Washington General Action Plan through the implementation of its policies to develop the international Post, consolidate ties between postal administrations and strengthen technical cooperation in support of the development of the postal services in the developing countries.

He wished Messrs Botto de Barros and Ascandoni good luck and every success in carrying out their duties, assuring them that they could rely on his country's co-operation.

The representative of URUGUAY expressed his delegation's pride at having been a part of such a striking example of the civic and democratic process as the one they had witnessed that day. They were gathered there in the world's largest parliament as the representatives of different societies, social orders and countries at varying levels of development. The postal problems confronting them were intractable and the road ahead difficult.

He thanked Messrs Gharbi and Rauch for their praiseworthy conduct and congratulated Mr Botto de Barros on his re-election and Mr Ascandoni on his election. With their leadership of the International Bureau, they could count on a productive future for the UPU. He asked for a round of applause in acknowledgement not only of the successful candidates but also of all the leaders of the international Post.

The representative of CZECHOSLOVAKIA, on behalf of the Czech postal administration and the women working at Congress, extended her most heartfelt congratulations to Messrs Botto de Barros and Ascandoni on their election to their lofty functions and every good wish for a successful professional and family life.

The representative of SPAIN, in his own name and on behalf of the Spanish delegation, sincerely congratulated Mr Botto de Barros on his re-election by acclamation. This was as it should be for someone who had successfully directed the work of the Union over the last few years. He also congratulated his compatriot and friend, Mr Ascandoni, on his election as Deputy Director General after a hard contest between very worthy candidates, which had made Congress's choice difficult.

The UPU was engaged in an accelerated process of change which would require great efforts from the International Bureau and the postal administrations. He wished Mr Botto de Barros and Mr Ascandoni every success in their duties in view of the problems ahead, and assured them of the full support of the Spanish

postal administration, along with that of all the administrations of the Union. He also thanked the delegations that had supported the candidate sponsored by Spain.

The representative of JORDAN, on behalf of the group of Arab countries, warmly congratulated Mr Botto de Barros on his re-election to the post of Director-General of the International Bureau. His election by acclamation bore witness to the unanimous confidence of the Union's member countries in him. During his term of office, he had always worked with great devotion to further the aims of the Union. His re-election marked an important step towards realizing the objectives of the Washington Congress. The speaker also welcomed the election of Mr Ascandoni to the post of Deputy Director-General of the International Bureau: everyone was convinced of his competence and devotion to the ideals of the Union. The noteworthy aspect of Mr Ascandoni's election was the presence of two extremely able competitors, Mr Gharbi and Mr Rauch, whom he saluted.

The representative of the UNITED STATES OF AMERICA congratulated Mr Botto de Barros on his re-election to the post of Director-General. It had been a great privilege for his country to have Mr Botto de Barros at the head of the International Bureau while it was preparing to host the Congress, and it had been very happy to work with him over the previous five years. He also congratulated Mr Ascandoni on his election to the post of Deputy Director-General. Mr Ascandoni had been chosen from among three highly competent candidates, to whom he paid his respects.

The observer for the AFRICAN POSTAL UNION (APU), speaking as the representative of one of the Restricted Unions, warmly congratulated Mr Botto de Barros on his re-election. His Union was grateful for the continued support Mr Botto de Barros had given to the developing countries, which made up the majority of UPU members. He also congratulated Mr Ascandoni on his election to the post of Deputy Director-General. His Union was also grateful for the support which the latter had given to the developing countries, especially when he had been at the had of the Technical Cooperation Division.

The representative of MOROCCO said that his country remained firmly attached to the Universal Postal Union's ideals, which were based on international cooperation, collaboration and solidarity. It was for that reason that his country had since 1971 placed at the disposal of the UPU one of its best officials, Mr Gharbi, whose merit and competence had been many times emphasized by the international postal community and had been borne out in remarkable fashion by the number of Committees that he had supervised during the present Congress. Mr Gharbi had served and would continue to serve the ideals of the UPU with his special wisdom, foresight and competence, and with his loyalty to the very principles that underlay the Union. The three candidates had taken part in a competition with neither winner nor loser. Congress had been obliged to choose, and had done so by electing to the highest posts of the International Bureau Mr Botto de Barros and Mr Ascandoni, who enjoyed his country's esteem, consideration and friendship. He wished them every success in their work at a time when the Post, one of the most venerable institutions of mankind, was going through a period that was both exalting and difficult, exalting because the Post was being given a fresh opportunity to show itself able to adapt to the demands of its environment, and difficult because, quite simply, its very future was at stake.

The representative of SOMALIA warmly congratulated Mr Botto de Barros on his re-election. The fact that it had been by acclamation was an excellent sign of the UPU's confidence in him. It also gave him pleasure to congratulate Mr Ascandoni on his being elected to serve as Deputy Director-General. He wished them both every success in the execution of their work.

The representative of IRAN (ISLAMIC REP) extended his sincere congratulations to Mr Botto de Barros and to Mr Ascandoni, and offered his best wishes to them both for the five years ahead.

The representative of INDONESIA congratulated Mr Botto de Barros on his re-election, which reflected the appreciation of Union member countries for the excellent work he had done during his first term of office. He was convinced that with the collaboration of Mr Botto de Barros, the Union would make great progress in the next five years. He also congratulated the new Deputy Director-General, Mr Ascandoni, and wished both of them every success in carrying out their new tasks.

The observer of the SOUTH AND WEST ASIA POSTAL UNION (SWAPU) congratulated Mr Botto de Barros and Mr Ascandoni and said that SWAPU, whose members were the Islamic Republic of Iran, Pakistan and Turkey, had recently been reorganized so as to achieve the following objectives: development and improvement of the postal networks, use of all resources to satisfy customer needs, competition with private courier services, adaptation of postal services to technical progress, better knowledge of the market, reduction of customs formalities related to the processing of international mail, cooperation with the UPU and more initiatives aimed at improving the exchange of experience and technology among its members. SWAPU would do everything in its power to implement the decisions taken by the Washington Congress.

The representative of the YEMEN ARAB REP offered his congratulations to Mr Botto de Barros and Mr Ascandoni and his best wishes for the future. He also paid tribute to Mr Gharbi and Mr Rauch for all their efforts on behalf of the Union.

The representative of ITALY warmly congratulated Mr Botto de Barros on his unanimous re-election and on the great competence he had displayed over the previous five years. He also congratulated Mr Ascandoni on his election and wished both officials every success in their work. He also expressed his sincere friendship for Mr Gharbi and Mr Rauch.

The representative of COLOMBIA expressed his delegation's great pleasure at the re-election of Mr Botto de Barros. With the reforms introduced into the activities of the Executive Council, his contribution would be much more dynamic than in the past. He greeted Mr Ascandoni and welcomed the participation of Mr Gharbi and Mr Rauch in the democratic elections.

The representative of CHAD congratulated Mr Botto de Barros on his unanimous re-election as Director-General and Mr Ascandoni on his election as Deputy Director-General. Mr Botto de Barros's re-election was a sign of the Union's confidence in him. He wished both officials every success in their future work. He also congratulated Mr Horgan on his unanimous election as Chairman of Congress, the Union's supreme body, and thanked the Government and people of the United States of America for the warm and friendly welcome delegates had received since their arrival in Washington. Lastly, he felt he would be failing in his duty in not congratulating in particular the postal administration of the host country on its excellent material organization of the Congress. As participants would be aware, his country, which was one of the least developed in the world, had been through a period of very serious troubles, which had caused a great deal of damage, including the total destruction of the communications network. It was not until the Third Republic had been installed at the end of a historical process begun on 7 June 1982 under the enlightened leadership of His Excellency El-Hadji Hissein Habré, Head of State and Founder-President of the National Union for Independence and Revolution, that Chad had returned to a normal social, political and economic life. In Chad, the Post was recognized by the Government as a factor of national unity and political cohesion as well as an instrument of administration and communication. As such, it had received special attention and, in spite of all the problems it had encountered, had been built up again. Its rehabilitation had been made possible by the exceptional efforts of the country's National Posts and Telecommunications Corporation and the great assistance accorded by the Universal Postal Union. He thanked the International Bureau and all the international organizations for their generous contributions to the reconstruction of his country. However, the work of reconstruction would continue in order to extend the service to rural areas. In that connection, his administration had established, on a trial basis, a rural mobile post office with very simple facilities, the results of which had been satisfactory. His administration also had to adapt its methods of management to the new technologies in order to improve performance, and that effort required considerable financial resources. That explained why it was once again requesting the assistance of the Universal Postal Union even though the latter had already made great efforts, in particular by sending experts and consultants to Chad and by awarding fellowships for the further training of staff. In conclusion, he observed that Congress was being held at a time when private couriers were conducting a lightning invasion of the postal market. To survive, the Post had to strengthen its position on the market, since the monopoly law as no longer enough. That was why the theme chosen for the General Debate urged everyone to maintain a powerful solidarity so that the Post would remain always and everywhere a matter of real priority.

The SECRETARY-GENERAL, speaking for himself and on behalf of Mr Ascandoni, warmly thanked all those who had spoken in such a friendly way and those who, owing to the large number of speakers on the list, had refrained from taking the floor. He also thanked the officials who had supported him during the twelve years he had been at the head of the Brazilian postal administration, and expressed his gratitude to the Brazilian Government for its unfailing support.

Committee to coordinate the work of the Union's permanent bodies

Proposal 012

The CHAIRMAN said that consideration would now be given to proposal 012, which had been submitted by the EC and the CCPS and which aimed to give a permanent character to the Committee to coordinate the work of the Union's permanent bodies.

The representative of EGYPT expressed support for proposal 012 but where its operative part was concerned, wished to replace "consultation" with "cooperation" in order to lend greater weight to the resolution.

The representative of GERMANY, FED REP OF, said his delegation preferred the present wording of the proposal, which was the product of detailed consideration and whose very title, "Coordination Committee", clearly showed the originators' intention. The text referred to the need to strengthen cooperation among the UPU's permanent bodies. Consultation was also mentioned and that should cover the suggestion made by Egypt.

The representative of EGYPT expressed satisfaction with that additional explanation.

Proposal 012 was adopted.

Permanent control of the quality of service worldwide

Proposal 013

The CHAIRMAN proposed consideration of proposal 013, which had been submitted by the Executive Council and the Consultative Council for Postal Studies, with a view to making quality control a permanent UPU activity.

The representative of CANADA proposed a textual amendment consisting in adding to the paragraph beginning "Instructs", after the phrase "the wide experience acquired over the last four years", the words "by the UPU, the Restricted Unions and the postal administrations", to strengthen the idea expressed in the proposal and to highlight the joint efforts.

The representative of IRELAND endorsed the amendment proposed by Canada.

Proposal 013, as amended by Canada, was adopted.

Invitation for the 21st Universal Postal Congress

Congress – Doc 74

The CHAIRMAN said that Congress – Doc 74 was an invitation from the Republic of Korea for the 21st UPU Congress.

The representative of KOREA (REP) stressed the rapid industrial development of his country, which was equipped with all modern facilities; he referred to his country's successful hosting of the 1988 Olympic Games and of several international congresses.

Thanks to the efforts that the Republic of Korea was prepared to make, supported by staff accustomed to working to a very high standard, holding the 21st Congress in that country was bound to be advantageous to the Union. With the International Bureau's cooperation, the Korean Government and people would be able to offer a warm welcome, independent of any idealogical or religious considerations. The convening of the Congress in 1994 would also mark the 110th anniversary of the creation of the Korean Postal Service. For all those reasons, the convening of the Congress in the Republic of Korea in 1994 would be a success and a memorable event.

The CHAIRMAN thanked the Republic of Korea sincerely for its undertaking, which entailed a considerable burden of work.

Congress – Doc 74 was approved by acclamation. The 21st Universal Postal Congress, scheduled for 1994, will be held in the Republic of Korea.

The representative of the NETHERLANDS said his country would be notifying the International Bureau of its desire to host the 22nd Congress in 1999, a year which coincided with the 200th anniversary of the Netherlands postal services. The decision naturally fell to the next Congress to be held in 1994, but the Netherlands had the pleasure of announcing its invitation forthwith.

The CHAIRMAN thanked the Netherlands for its offer.

Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples

Congress – Doc 23 and Add 1

The SECRETARY-GENERAL presented his report prepared on the basis of resolution C 9 of the 1984 Hamburg Congress. Its origins dated back to resolution 1514 (XV) adopted by the United Nations General Assembly in 1960.

Chapter I of Congress – Doc 23 summarized the developments in that matter in the United Nations and recalled that a programme of action had been adopted for implementing the resolution concerned, which the international community was called upon to support.

Chapter II of the same document referred to the efforts expended by the Union and the International Bureau, notably to comply with the recommendations in that declaration and in the various resolutions relating thereto which were adopted each year by the United Nations bodies. The Executive Council was informed at each session of the action taken in that regard.

Congress – Doc 23/Add 1 supplemented the initial report as regards the specific action advocated by the UPU in support of Namibia at the current stage of its development towards independence, in accordance with resolution A/AC.109/1010 of 15 August 1989, which had recently been submitted to the International Bureau.

The representative of ZIMBABWE thanked the International Bureau for the aid to be delivered to Namibia, which would genuinely need it in the period immediately following its independence early in 1990. Aid of that kind, allocated to Zimbabwe on its accession to independence in 1984, had been

extremely useful and the experience deserved to be repeated in the case of Namibia. They would be particularly grateful for such action by the International Bureau, supported perhaps by the developed countries.

Congress approved Congress – Doc 23 and its Add 1 and recommended, among other things, stepping up the action taken in recent years and devoting particular attention to the opportunities for concrete assistance to the Namibian people during the transitional period and immediately after independence.

Five-yearly report on the development of the postal services 1982–1986

Congress – Doc 20

The CHAIRMAN said that Congress – Doc 20 contained an analysis of the development of the postal services between 1982 and 1986. It was based on exhaustive statistical data provided to the International Bureau by administrations.

He drew attention to the conclusion (paragraph 3 of Congress – Doc 20), which recorded the stagnation in the volume of LC traffic and the reaction of administrations in order to respond to their customers' wishes, to face up to the competition and to increase their market share, particularly by consolidating, or even developing, their EMS service.

Congress took note of Congress – Doc 20.

Adapting the operation of the Union to present commercial and technical demands

Congress – Doc 73
Proposals 010 and 011

The CHAIRMAN said that the recommendations contained in Congress – Doc 73 arose from suggestions by the International Bureau submitted to the 1988 Executive Council by the Secretary-General. In order to study the different aspects of the questions raised, the Executive Council had set up a Working Party whose conclusions were given in Congress – Docs 72 and 73. The former was concerned with the legal aspects of adapting the operation of the Union; it had already been considered and approved by Committee 3.

The representative of SWITZERLAND, which had chaired this Working Party, presented Congress – Doc 73 and proposals 010 and 011.

The various major topics had, at the outset, been:

- increased role of Congress in laying down general policies for the international postal service (chapter II of Congress – Doc 73). This had led to proposal 011 inviting Congress to institutionalize the General Debate. Such a debate had already taken place at Rio de Janeiro in 1979 and later, in a more elaborate form, at Hamburg in 1984, and now too in Washington. The proposal was that the holding of a General Debate should become a standard feature of future Congresses;
- increased role of the Executive Council as regards safeguarding and improving the quality of the international postal service and guaranteeing the adaptation of that service to customers' demands (chapter III of Congress – Doc 73). Within that very broad subject, one of the important points was raised by paragraphs 13 to 16, "Quality control". A new function which devolved upon the International Bureau was based on "the need for a more active and aggressive role on the part of the International Bureau as regards the use of the results of transmission-time monitoring

operations, whose scope and frequency would be increased". These monitoring operations should be systematized and developed on the basis of the data which would ensue from them. Experts would be sent into the field to examine problem areas, and a file would not be closed until the case had been completely settled. This would be a completely new role in the activities of the International Bureau, which would no longer be confined to mentioning its findings in a circular, but, with the help of experts whom administrations were already prepared to provide, would be empowered to take steps to eliminate problem areas, thereby raising the quality of the international service;

- the provision of new resources. Paragraph 33 of Congress – Doc 73 stressed the need for new funding, a sum of 512 000 CHF having been requested to finance the work that lay ahead. The solution proposed was the result of research and of fruitful exchanges in the EC Working Party;

- increased use of specialists for certain tasks and studies. In the framework of the broad action planned to combat the competition, the capacities at the International Bureau's disposal would not always be suited to certain tasks requiring greater specialization and reference was made to the power to call on specialists to deal with certain subjects. This innovative view, moreover, was part of the total package of measures needed for rapid decision-making, the five-yearly cycle being too slow in the present context. The forecast level of annual expenditure was evaluated at 111 000 CHF. In total, the sum requested amounted to 623 000 CHF for the special activities which were proposed. This sum was within 2 percent of the budget of the Union, and so was not excessive;

- adapting the financial power of the EC to meet the new realities (chapter IV of Congress – Doc 73). The proposal was to give new means of action to the Executive Council, since after an examination of the various possibilities, it had become apparent that it would be appropriate to have a new budget expenditure chapter entitled "Special activities" divided into as many budget articles as there were major categories of new activities. Another budget chapter would be created for receipts from special activities some administrations might contribute or wish to contribute to this special fund in return for work done for them by the International Bureau. It would be subject to the same budgetary rules as the Reserve Fund so as to authorize the possible carrying forward of funds not used in a given year. This flexibility had been sought by the Executive Council in order to respond to the rapid changes of the age. The proposed system of a Special Activities Fund did not necessitate any change in the Acts of the Union, but the necessary amendments had been made to the Financial Regulations by the Executive Council. Committee 3 would, however, have to deal with the proposal for entrusting the Executive Council with the creation of this fund.

The representative of HUNGARY (REP) said that the Executive Council had recognized the urgent need to transform the structure of the Union's current activities. Congress – Doc 73 provided an accurate picture of the position and the suggestions made by the Executive Council in that connection. As regards the financial resources for implementing the activities advocated, which were contained in paragraphs 33 and 37 of the document, he thought the International Bureau should be allowed a certain latitude, naturally under the Executive Council's supervision and within reasonable limits. His delegation also

attached particular importance to permanent coordination between the International Bureau and the Restricted Unions during implementation of the project.

His delegation unreservedly supported Congress – Doc 73 and proposals 010 and 011.

The representative of the YEMEN ARAB REP said that Congress – Doc 73 precisely conveyed the specific action required in order to adapt the postal services to customer requirements.

He wished to draw member countries' attention to the fact that items sent to his country by surface, and in particular by sea, sometimes arrived five to six months after dispatch. That gave rise to justified complaints from customers, notably where commercial items were concerned, which sometimes became unusable or useless. He therefore called upon member countries to limit as far as possible the use of surface mail for postal items to his country. As for proposals 010 and 011, his delegation fully endorsed them.

The representative of the NETHERLANDS endorsed the content of Congress – Doc 73 and expressed great appreciation for the work done by the Executive Council Working Party. However, he felt that the aims of proposal 010 were identical to those laid down in the draft Washington General Action Plan resulting from the General Debate of that Congress. He therefore suggested that approval of the draft resolution be postponed until the final text of the General Action Plan was available, in order to avoid duplication.

The representative of GREAT BRITAIN fully endorsed the action proposed in the document under consideration. However, his delegation was very concerned at the ensuing costs and considered it essential that those costs be offset by savings which might be made in areas of activity with lower priority. British acceptance of proposal 010 was subject to that condition. Proposal 011 received their full support, though one single day for the General Debate seemed inadequate; they suggested that more time – at least two days – be set aside, which would make for greater flexibility in future, bearing in mind the importance of the General Debate.

The representative of JORDAN wondered whether, besides EMS, another new service ought not also to be mentioned in proposal 010, namely electronic mail.

The CHAIRMAN said that, as regards the suggestion made by the Netherlands delegation for postponing consideration of proposal 010 until the document resulting from the General Debate was submitted, he wished to make it clear that Committee 2 would need precise guidelines to enable it to consider the proposal's financial implications. It would have to be seen whether other administrations supported the suggestion by the Netherlands.

The representative of GERMANY, FED REP OF, said that his delegation was not in favour of postponing consideration of proposal 010. As regards the expenditure linked to the adoption of proposal 010, and detailed in Congress – Doc 73,

paragraphs 33 and 37, the amount involved was certainly not negligible, bearing in mind the Union's budget. It was for Committee 2 to see whether that amount could be borne by the budget or whether savings under other budget heads were necessary.

The representative of PORTUGAL said that, in his delegation's view, proposal 010 could be adopted as it stood, independently of the definitive text of the General Action Plan .

The representative of NEW ZEALAND said his delegation fully understood the remarks made by the delegations of Great Britain and Germany, Fed Rep of. As it had already pointed out to the Executive Council, attention would have to be given to the additional expenditure under new activities. It therefore concurred with Great Britain as regards proposal 010, which implied that, before adopting the proposal, the additional costs and expenditure aspect would have to be studied.

The representative of SWITZERLAND said they were confronted with a new situation owing to the very serious competition, and were obliged to take immediate action. The Executive Council had endeavoured to identify the measures required and had prepared the documents presenting the action to be implemented together with the foreseeable and necessary expenditure so that Congress could make well-founded decisions. The following procedure should be adopted: first of all, the present plenary meeting should adopt all the documents concerned; then, Committee 2 should consider the financial implications and, if need be, look for savings elsewhere. He also wished to point out that, in Congress - Doc 19, which would be discussed by Committee 2, the Director-General of the International Bureau himself recognized the need to make a commitment to savings in order to finance the new activities as far as possible. When faced with an urgent situation, a challenge, such as the present-day competition, everyone demanded immediate and effective action. When the bill was presented, on the other hand, there was stony silence all round. His delegation asked the assembly to approve all the documents submitted. As regards the question raised by the Netherlands concerning proposal 010, he endorsed the view put forward by Portugal, namely, that it should be adopted independently of the definitive text of the General Action Plan.

The representative of CANADA said that the draft resolution in proposal 010 dealt with a priority area – quality of service. Basically, he agreed with the principle of the proposal, which sought to point the EC in a quite specific direction, yet at the same time, he shared Great Britain's concern regarding the financial aspects of its implementation which, in his delegation's view, should be discussed per se.

The representative of INDIA fully endorsed the content of Congress – Doc 73 and firmly supported proposals 010 and 011. He also supported the points made by Hungary (Rep) and Switzerland, but pointed out that, since proposal 026 for an improvement in the management of the Union's work had already been adopted, certain savings would have to be made. Implementation of the measures envisaged in Congress – Doc 73 should therefore not be postponed.

The representative of COLOMBIA said his country had participated in the activities of the Working Party instructed to study the various changes required in the legal, operational and financial aspects of the Union and felt the approach should be much more ambitious. To ensure good service to the customer, the Post must reform its own structure, since otherwise it would not be possible to tackle the major difficulties facing the Union. Consequently, his delegation supported the proposals under discussion.

Congress – Doc 73 and proposals 010 and 011 were adopted.

The Post and Telematics

Congress – Doc 66

Proposals 5000.3, 5000.4 and 5000.5

The CHAIRMAN announced that the meeting would consider Congress – Doc 66 concerning the Post and Telematics, as well as proposals 5000.3, 5000.4 and 5000.5.

The topics raised in Congress – Doc 66 were important for the postal services, in view of the development of new technologies which could make working practices more efficient.

The representative of BELGIUM said that informatics and telematics were two distinctive features of contemporary society, which, on its journey towards a new society, was seeing a transformation in its habits of management, production and consumption. That transformation called for the progressive and widespread introduction of informatic technologies in most fields of human endeavour.

This represented a revolution in communications, a field in which the Universal Postal Union held an important position. To consolidate that position, the UPU had to move into the age of telematics, which combined informatics and telecommunications and made possible the interchange of data between remote computers and terminals.

Telematics was already used by several bodies which were trade partners of the UPU, and in particular by IATA and the Customs Co-operation Council (CCC).

In order to prevent the progressive installation of telematics throughout the world from proceeding in an uncoordinated fashion, and to avoid the coexistence of numerous systems using different languages and therefore difficult to link up, the UN Economic Commission for Europe and the ISO had defined a common universal language called EDIFACT (Electronic Data Interchange for Administration, Commerce and Transport). That universal telematic language made possible the interchange of data between computers irrespective of the characteristics of the hardware, the software, or the field of activity to which the data referred. The language had four operational levels, of which the first two were common to all bodies and the last two determined the specific messages exchanged between two bodies.

The UPU had not remained indifferent to the introduction of informatics and telematics and as a result there had in recent years been experiments and successful applications in the fields of airmail (for the drawing up of AV 7 forms), registered mail and postal financial services. Telematics was also very important for EMS, in tracking and tracing items.

Accordingly, the CCPS was submitting to Congress a draft recommendation suggesting a system for the unique identification, by bar code, of items, receptacles and related documents in the international EMS, letter-post and parcel-post services. The CCPS had also set up a special group (Electronic Transmissions Standards Maintenance Group), with the task of ensuring the compatibility of all the informatics and telematics work carried out by the different bodies of the UPU.

In another direction, the CCC had informed the UPU of its work on the use of telematics for customs clearance, and of its intention to adopt the EDIFACT standard, and had issued an invitation to consider jointly the possibility of setting up an interface between the two bodies on the basis of that standard.

Moreover, the special Working Party of the Parcel Post Committee of the EC had highlighted the great importance of setting up telematic links between postal administrations and between the UPU and its trade partners. All the postal administrations which were members of the UPU had been informed of the widespread adoption of the EDIFACT standard as a common denominator in a worldwide telematic link-up.

Joint work was under way involving the UPU and the CCC to decide upon the telematic interface, which could well turn out to be the CUSDEC standard defined by the United States Customs, which would make possible speedier customs clearance of postal items and consequently a better quality of service.

The 1989 Executive Council had approved all those steps and also three draft texts relating to the forthcoming introduction of telematics in the UPU. First of all there was proposal 5000.3 which contained a draft Congress resolution instructing the EC, in conjunction with the CCPS, to introduce telematics in the UPU. That resolution was the basis for all the activities to be undertaken by the two bodies jointly involved in this large-scale undertaking. Each of them would maintain contact with partner bodies – IATA and the CCC in the case of the Executive Council, and the ITU and ISO in the case of the CCPS.

The Executive Council was also submitting for the approval of Congress proposals 5000.4 and 5000.5. The compatible worldwide introduction of telematics depended on the widespread application by administrations and agencies of the first two of the four levels on which EDIFACT operated, ie:

- the use of the EDIFACT electronic message syntax rules (ISO standard 9735);
- and the use of the UN Trade Data Elements Directory (ISO standard 7372), which codified more or less all trade data elements.

Lastly, draft resolution 5000.3 and the two draft recommendations 5000.4 and 5000.5 prepared by the Executive Council were very important for the UPU because they would enable it to lay the foundations for a future universal postal network which would benefit all the member administrations and would be compatible with the similar systems of all the trade partners.

The representative of IRELAND welcomed the work that had been carried out and expressed full support for proposals 5000.3, 5000.4 and 5000.5. The importance of standardization and of using telematics in business was recognized in his country, and he considered that there was an opportunity for the Post to provide a good service to the customer. The previous October, they had introduced a

new service of that type, based on the EDIFACT standard, and had set up the postal service's own network, telecommunications being managed by another organization. Within that network, they had among their customers the supermarkets, which were perhaps the best choice for starting off such a service since they had many suppliers who also used EDIFACT. EDIFACT was useful, therefore, not only to the UPU, but for the future development of the service based on telematics. Ireland was ready, moreover, to place its experience in that field at the disposal of the EC and the CCPS.

The representatives of GREAT BRITAIN and AUSTRIA expressed firm support for the proposals under discussion, considering that it was a matter of prime importance that the Post should incorporate new technology into its working practices.

Congress – Doc 66 was approved.

Proposals 5000.3, 5000.4 and 5000.5 were adopted.

The meeting rose at 6.30 pm.

For Congress:	EDWARD E. HORGAN, Jr Chairman	A C BOTTO DE BARROS Secretary-General
	L-P DUCOMMUN Secretary	

Eleventh meeting of Congress

Monday, 4 December 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 9.05 am.

Adoption of the agenda

(Congress – Doc 5)

The CHAIRMAN proceeded to consider the agenda (Congress – Doc 5). As counting the ballot papers would take some time, he proposed considering item 4, then items 7 to 12 pending the results of the elections of members of the EC and the CCPS, which were the subject of agenda items 5 and 6.

As no objection was raised, the agenda thus amended was adopted.

Statements

The representative of IRAQ said that all the delegations were touched by the warm welcome given them by the American families which had hosted the "Be our guests" event organized by the United States postal administration. No previous Congress had experienced anything of that kind. He suggested that a document expressing the feelings of each delegate about those visits be prepared and a copy given to each host family.

He also proposed that the delegates' impressions of their previous day's visit, courtesy of the American postal administration, to historic Monticello, the home of the third President of the United States of America, be collected in a visitors' book.

(Applause.)

The representative of the USSR conveyed the greetings of the Council of Ministers of the USSR to the participants in the 20th Universal Postal Congress.

Postal communications dated back to distant times but were still one of the main forms of relations between people. The contribution of the Universal Postal Union, one of the oldest intergovernmental international organizations, to bringing peoples closer together and strengthening mutual understanding could not be underestimated. Today, when the primacy of humanitarian values was being advanced with greater confidence in the forefront of world politics, the importance of the Post, which belonged in the same category of values, was all the greater. By giving everybody the opportunity to communicate feelings and thoughts without impediment over any distance and to establish contact

with a chosen correspondent, the Post played an important part in democratizing international life. The new political outlook implied the subsequent development of all aspects of postal communications, to which the Universal Postal Union was called upon to contribute.

The Soviet Union, for its part, was willing to make a continuing contribution to improving the international postal service.

The USSR delegation wished the Congress participants every success and excellent results in their work.

(Applause.)

Supplement to the report of Committee 1

(Congress/C 1/ Rep 1/Add 1)

The CHAIRMAN OF COMMITTEE 1 said that, at the plenary meeting on 24 November 1989, Congress had authorized him to recognize any credentials of delegates presented after that date. Since then, eight member countries had deposited their credentials in due and proper form. A list of those countries was given in annex 1 to his report. The credentials of the Socialist Republic of Romania had been presented that very morning, so that country should be added to the list.

Election of members of the EC

(Congress-Doc 43)
(Congress-Doc 45)

Passing on to the election of members of the EC, the CHAIRMAN recalled that article 102, paragraph 3, of the General Regulations established the procedure for electing EC member countries.

He also pointed out that the number of applications submitted for geographical group 2 (Eastern Europe and Northern Asia) corresponded to the number of seats assigned to that group. Accordingly, in conformity with established practice and subject to the approval of Congress, voting for the countries of that group was no longer necessary.

As no delegation objected, the following members of group 2 were tacitly elected: Hungary (Rep), Mongolian People's Rep, Polish People's Rep and Yugoslavia.

The CHAIRMAN said that since the number of applications for groups 1 (Western Hemisphere), 3 (Western Europe), 4 (Southern Asia and Oceania) and 5 (Africa) exceeded the number of corresponding seats, a secret ballot would have to be held to select the members for each of those groups. He drew the attention of Congress to Sierra Leone's decision to withdraw its application after Congress - Doc 45 had been published.

Algeria, Chile, France, Gabon, India, Ireland, the United States of America and the USSR were appointed as tellers.

The representative of LIBERIA announced that his country was withdrawing its application for membership of the EC.

Congress proceeded to elect the members of the EC for geographical groups 1, 3, 4 and 5 by secret ballot and by roll call.

The CHAIRMAN turned to the other agenda items while the votes were being counted.

Statements

The DOYEN said that since the last time he had spoken, on the occasion of the election of the Director-General and the Deputy Director-General, on 14 November 1989, various events had taken place.

The delegation of China had offered the delegates an excellent lunch in a pleasant and cordial atmosphere.

That same evening, the Director-General of the French postal administration, Mr Cousquer, and the Ambassador of France to the United States of America had invited delegates to dine at the National Museum of Women in the Arts. The unique setting and the beautiful works of art on display had been a very interesting introduction to a pleasant dinner.

The delegation of New Zealand had also invited the delegates to a lunch at its embassy hosted by Mr Evans, the Ambassador, and his wife.

That had been followed by the German reception, to which Mr Schwarz-Schilling had welcomed the delegates. The music, food and general atmosphere had brought back pleasant memories of the Hamburg Congress.

The British reception, hosted by Sir Bryan Nicholson and his wife, had been memorable for its fine music and typical dishes from the various regions of the United Kingdom.

The Ambassador of Tunisia had given a reception made even more notable by the welcome return of Mr Balma, the former CCPS Chairman.

On 25 November, all the delegates had been invited into the homes of officials of the United States Postal Service. That interesting programme had given them an opportunity to share in the lives of American families and to get to know their hosts and fellow delegates better. In practical terms, the nice idea of "Be our guests" had been a great success and the memory of the warm welcome extended by the delegates' American colleagues would linger on.

Then there had been the second series of weekend excursions to Baltimore and Charlottesville, providing enjoyment for many participants away from Washington. Mr Horgan, the Chairman of Congress, and Mr Botto de Barros, Secretary-General, had received the heads of delegation representing the various geographical regions, thus helping them to get to know each other.

The Committees' work had made good progress, and according to the latest information they would be able to keep to the timetable, subject to a few possible minor changes.

The spouses' programme comprising some 20 excursions in Washington and the vicinity had been a great success, and he warmly thanked the guides and volunteers of the United States Postal Service for all their kind attention to the spouses.

Everything that had already been organized and implemented by the Secretariat of the USPS made the delegates look forward eagerly to the long excursion to Florida.

On behalf of Congress, he once again thanked the delegations previously mentioned and in particular the United States postal administration.

(Applause.)

The CHAIRMAN thanked Mr Murthy for his words of praise and said he understood the delegates' eager anticipation of the friendship and warmth of Florida after the memorable excursions to Baltimore and Charlottesville.

Referring back to the remarks made by Iraq, first about thanking the host country for "Be our guests", he asked the Secretariat to prepare a letter along those lines on behalf of all the participants to all the hosts. The delegates were free to thank their hosts individually, and the United States Secretariat might be able to facilitate this courteous gesture by providing the names and addresses of the host families.

Second, concerning the absence of a visitors' book at Monticello, Virginia, he proposed that the Secretariat prepare, on behalf of the delegates, a letter of thanks to the appropriate Foundation.

Statements

The representative of SRI LANKA then gave the following address:

"The Sri Lanka delegation wishes to congratulate you, Mr Chairman, on your election to the chairmanship.

"Let me also take this opportunity to congratulate the re-elected Director-General, Mr Botto de Barros, and the newly elected Deputy Director-General, Mr Ascandoni. We are confident that they will continue to contribute to the development of the Post and take up the challenges facing the Post today.

"I would also like to take this opportunity to convey our appreciation to the Government and the postal administration of the United States of America for the excellent arrangements made for holding this assembly. We are indeed happy to be here in this beautiful city of Washington, the hub of the world communications network.

"Sri Lanka has been a member of the Universal Postal Union since 1877, first as a British colony and later, after gaining independence, as a sovereign State-member. We have participated fully in all the activities conducted by the UPU and have had the honour to be elected to the Universal Postal Union Executive Council for two successive periods, 1974–1979 and 1979–1984. We were further honoured in 1984 by our election to the Consultative Council for Postal Studies, during the Hamburg Congress. Our active participation at different sessions of the Congress has enabled us to acquire a fund of knowledge and experience which has helped us to develop the postal services in Sri Lanka both domestically and internationally. I must mention in particular our appreciation of the valuable technical assistance channelled to us through the UPU, UNDP, and donor countries. We have benefitted enormously from the number of seminars, training programmes, symposia on senior and middle postal management,

international postal statistics, financial management and instructor training, as well as the special training sessions conducted on EMS. We must record our appreciation of the large number of UPU experts in different fields who have been made available to help Sri Lanka reorganize and streamline its postal services. The most recent assistance in this field of technical cooperation is the provision of funds for a project which will enable us to develop staff training through the establishment of a Postal Management Training College.

"A few days ago, the Director-General of the ITU made an important observation when he said that 'Without communication there is no development'. I would like to underline that observation by stating that we are living in an interdependent world. It is equally important therefore, and it is to our mutual advantage, to pay special attention to the needs of the developing countries.

"I am constrained to make this observation from my own experience and involvement in the United Nations system, where I have had the privilege of serving as President of the United Nations Trade and Development Board at the commencement of the North–South dialogue in 1977–1978 and as President of the Intelsat Assembly, and of serving on the governing bodies of ILO, UNIDO and WHO. I have also been the Chairman and Spokesman of the Group of 77 or the developing countries in nearly every international organization in the United Nations system.

"The socio-economic conditions of the developing countries continue to deteriorate. They are unable to withstand the external shocks due to the structural constraints. Because of the shortfalls in export earnings, unfavourable terms of trade and decreasing flow of external resources, the import capacity, consumption and investment potential of the developing countries is greatly reduced. The debt service burden is a major constraint on their development process. Natural disasters have added to these problems. Therefore, an urgent response from the international community for both short-term recovery and long-term development is required.

"The developing countries comprise nearly two thirds of the membership of the international organizations and over two thirds of the world's population. In the recent past there has been a growing trend towards the developed countries investing in export-oriented projects in the developing countries. But because of the lack of, inter alia, infrastructure and communications facilities, the poorest countries have been neglected. We have also over the years seen an increasing rate of emigration from the developing to the developed countries, which is very much so in the case of the United States. The need for an efficient system of communication through the post has therefore assumed importance, apart from the requirements of business and industry. There has therefore been a growing increase in the use of the postal service to maintain communications among such persons, particularly in the poorer developing countries of the world where modern telecommunications systems have not been established. I have noticed the role the UPU has played over the years to improve such communications and I have been encouraged by listening to some of the requests of the developing countries being strongly supported by the developed countries participating at these meetings.

"Many delegates here have already recalled that the 20th Congress of the UPU will be a landmark meeting, where crucial decisions will have to be taken to meet the challenges facing postal services today. The most formidable of these challenges is that of competition, particularly from private courier services. Even in a developing country such as Sri Lanka, since we have an open-market

economy there is no barrier to the entry of private courier services and in actual fact there are many such companies already in operation. This has acted as a motivating force for the postal service to redouble its efforts to provide a cost-effective and efficient service to the people.

In the domestic area, it is useful to note that the postal services plays an extremely key role in Sri Lanka, due to the high literacy rate of its people, which is about 90 percent. Furthermore, a large part of the Sri Lanka population lives in the rural areas and the postal service is a vital link of communication through an extensive system of village level sub-post offices. An efficient postal service has played a useful role in Sri Lanka's socio-economic progress, in developing the rural sector and helping stem the tide of population movement from the rural to the urban areas.

"As Sri Lanka embarks on its industrialization programme, with its free trade zones and other foreign-investment joint venture projects, the postal service will have to improve its international services in keeping with modern trends to meet the changing demands of trade and commerce. In fact, in the field of telecommunications, Sri Lanka has established the most modern subscriber international direct dialling systems to other countries. Similarly, we hope to develop our postal services to match the services of developed countries. I am confident that we can meet the challenges ahead, with continued support from friendly countries and international organizations such as the UPU, and I assure you of our fullest support and cooperation."

(Applause.)

The representative of TONGA gave the following address:

"I would like on behalf of my delegation to make a few remarks, since I was not here in the beginning, and to join previous speakers in congratulating you, Mr Chairman, on your election to chair the 20th Universal Postal Union Congress held in Washington D.C., the capital of the United States of America. I would also like to congratulate the Vice-Chairmen of this Congress as well as the Chairmen and Vice-Chairmen of the Committees on their election. My delegation would like to convey our appreciation to the Secretary-General and his staff for their excellent efforts in preparing for this Congress. We also wish to express our appreciation to the Postmaster General of the United States postal administration and to the Government and people of the United States for hosting this 20th UPU Congress and for the excellent arrangements made. My delegation was also highly appreciative of the opening address delivered by the President, George Bush, at the commencement of this Congress.

"The Kingdom of Tonga has a population of around 100 000 people and is located in the South Pacific Ocean. The country has over 169 islands spread over a large area of the South Pacific Ocean. The capital of the Kingdom if Nukualofa and is one hour's flying time south of Suva, Fiji, three hours northeast of Auckland, New Zealand, more than one hour's flying time southwest of American Samoa and Western Samoa and about six hours' flying time south of Honolulu, Hawaii. The Kingdom came into contact with the Europeans in the early 17th century, as far back as 1643. The Kingdom is also known as the 'Friendly Islands', a name given to it in 1777 by the English explorer Captain James Cook.

"The presence here of my delegation to this 20th UPU Congress bears witness to the interest of the Government of people of Tonga in the continued development and improvement of postal services in the Kingdom. Tonga became a member of the UPU in 1972 and has since been represented at the Congress. This is my delegation's second attendance at the Congress, the first being the 19th in Hamburg in 1984.

"The development of transport and communications infrastructures plays a critical role in the development of a country. This is all the more so in the development of a small island nation like ours where postal communication has always been indispensable, given the widely dispersed islands of the Kingdom. With the freeing up and deregulating of the economy since the 1980s, the rapid growth of commercialization, businesses, international trade and mobility of people have demanded expansion of the postal services beyond the Kingdom.

"The postal administration of the Kingdom is always endeavouring to give the best possible services to the customers both domestic and international, given the resource constraints. Also, greater attention has been given to the improvement of postal services in the rural areas while at the same time keeping costs to a minimum.

"Since the 1984 Congress, the postal administration of the Kingdom has encountered increasing competition from a private courier called DHL. Technical assistance was sought from the UPU and a consultant from Australia was sent to review the situation. I am pleased to acknowledge that the mission has been completed. The consultant has recommended the Government to introduce EMS in Tonga as a means of giving better and more efficient services to customers in the early 1990s.

"Mr Chairman, turning to the newest member of the UPU, that is, Western Samoa, my delegation would like to express our warm congratulations and best wishes.

"To conclude, I would like to place on record my Government's gratitude and warm thanks to the Universal Postal Union, to other international organizations and to Governments, including the United Kingdom, New Zealand, Australia and the United States of America, for all the technical assistance, postal staff training and visits made available to the Kingdom.

"I wish everyone here a fruitful Congress resulting in improved postal rules and regulations for improved, efficient postal services in the last decade of this century."

(Applause.)

The representative of BOLIVIA congratulated Mr Botto de Barros and Mr Ascandoni on their election and thanked all the UPU staff.

In 1874 the UPU had found a happy solution to the crucial problem of postal correspondence and since that date had tackled the reorganization of postal services in the world with a keen awareness of its responsibilities.

Now, at the threshold of the 21st century, a new challenge was facing them, and they would have to organize themselves with an even greater awareness of their responsibilities. The serious new danger of competition could well imperil the

1874 commitment to making the Post a social service that enabled peoples to communicate easily with one another throughout the world.

Under those circumstances, they had to be efficient and overtake the parallel posts that were creaming off excessive profits on the sidelines of their national economies.

Bolivia, for its part, was going to do its utmost to organize itself efficiently.

He expressed sincere gratitude to the postal administration of the United States of America for its excellent organization of the Congress and thanked once again all those who directed the UPU with wisdom and who enabled the administrations to attain their goals together for the good of society.

The postal administration of Bolivia was happy to be taking part in the 20th Congress of the UPU.

(Applause.)

The representative of MALTA gave the following address:

"I would like, on behalf of the Government of Malta and the Malta postal administration, to congratulate you, Mr Chairman, and your colleagues on your election to chair this 20th UPU Congress. I am sure that your vast experience will enable you to carry out this task with great efficiency. The Malta delegation would also like to thank our hosts, the United States postal administration, and the National Secretariat for the warm hospitality shown to us during our stay in Washington.

"Malta, as a British territory, became a member of the Universal Postal Union in 1875, only a year after the creation of the Union, and as a sovereign country in 1965. Although this is the first time that Malta is participating in a UPU Congress, it has always adhered to and abided by all the regulations of the UPU. Since the attainment of independence in 1964, Malta has made great strides towards industrialization and the development of the island's resources, particularly in the field of tourism.

"Small as it is, Malta can still boast of a postal administration which gives a delivery service for all classes of mail within 24 hours, and plays an active part in the development of the national economy and the promotion of public welfare by providing an efficient postal service at the least possible charges through its 24 branch post offices and 17 postal agencies serving a population of 360 000. With the successful introduction of new services such as the Postcheque Service, at present in operation with eight European countries, and EMS services, introduced in May 1988 in the face of established stiff competition, it will continue to follow closely the sterling work carried out by the Universal Postal Union and will spare no effort to adhere to the exhaustive General Action Plan which is being drafted during this 20th Congress.

"In conclusion, my delegation, on behalf of the Government of Malta and the Malta postal administration, would like to extend their good wishes for a very successful and forward-looking 20th Congress."

(Applause.)

Approval of minutes of plenary meetings

The minutes of meetings 1 to 4 (Congress – PV 1 to 4) were approved.

Improvement of postal services in rural areas

(Proposal 2000.3)

The CHAIRMAN pointed out that proposal 2000.3 had been submitted direct to Congress in accordance with Congress – Doc 35/Rev 1.

The representative of BRAZIL said the CCPS had already carried out studies on the rural postal service published as volumes 55, 62 and 153 in the Collection of Postal Studies in 1964, 1969 and 1984 respectively. Countries which had not yet found satisfactory solutions to that problem should ask the UPU for consultant services. It did not therefore seem necessary to instruct the CCPS to continue study of that problem which concerned only the postal structure of each country.

The representative of MOROCCO noted that when the future CCPS action programme had been discussed, Cuba, seconded by Great Britain, had suggested holding a symposium on the postal problems of the developing countries. Such a symposium could include discussion of and the exchange of experience on the rural postal service.

Proposal 2000.3 was approved by consensus.

Entry into force of the Acts of the 1989 Washington Congress

(Proposal 08)

The CHAIRMAN asked Japan to submit proposal 08 on the entry into force of the Acts of the Washington Congress.

The representative of JAPAN said that, in view of the problems facing the Post, it would be good if the Acts revised by Congress came into effect as quickly as possible. However, in some countries, approval of the Acts by the relevant authorities took a long time. On the other hand, some urgent provisions could be applied more quickly than others as had been Congress practice in the past. That was why his delegation proposed 1 July 1991 for the entry into force of the Acts of the Washington Congress and, as necessary, an earlier date for that of some provisions.

The representative of FRANCE said the French delegation supported the entry into force of the Acts of the Washington Congress on 1 July 1991. As regards transit charges and terminal dues, his delegation proposed the following amendment to proposal 08 by Japan: after "at 1 July 1991" add the following phrase "with the exception of all the provisions concerning transit charges and terminal dues (rate of payment, statistics and accounting procedures) which will apply from 1 January 1991" and the following second paragraph: "instructs the International Bureau to take the necessary measures for such early entry into force".

The representatives of COLOMBIA, JAPAN, CUBA and ISRAEL supported the amendment proposed by France.

The representative of GREAT BRITAIN said that having the Acts of the Washington Congress come into force on two different dates was likely to cause administrative and parliamentary complications, that was why his delegation asked for the same date, either 1 January or 1 July 1991, to be chosen for the entry into force of all the provisions of the Acts of Congress.

The representatives of JORDAN, LUXEMBOURG and FIJI supported the idea of a single date for the entry into force of the Acts of the Washington Congress.

The representative of INDIA said that, as accounting for transit charges and terminal dues was on an annual basis, the relevant provisions of the Acts should come into effect on 1 January 1991 and the other Acts at a later date.

The representatives of BOLIVIA and PERU supported Great Britain's proposal and proposed that all the Acts should come into force on 1 January 1991.

The representative of ARGENTINA recalled that there was an administrative entry into force of the Acts of Congress in the absence of ratification by the legislative authorities and supported India's proposal concerning transit charges and terminal dues.

The representative of GREAT BRITAIN said that, in view of the opinions expressed, his delegation considered that the Acts relating to transit charges and terminal dues should be applied from 1 January 1991. At the same time, for management and administrative reasons, it would be desirable for all the Acts of the Washington Congress to come into force on the same date, ie 1 January 1991. His delegation therefore proposed that proposal 08 be amended to that effect and asked that, in accordance with article 15, paragraph 5, of the Rules of Procedure of Congresses, its amendment be voted on first as it departed farthest from the basic text.

The CHAIRMAN put Great Britain's amendment, setting the date of entry into force of the Acts of the 20th Congress at 1 January 1991, to the vote.

Proposal 08 as amended by Great Britain was adopted by 129 votes to 16 with 7 abstentions.

The representative of AUSTRIA said that, in his capacity as Chairman of Congress Committee 8 (Postal Financial Services), he wished to draw the attention of Congress to the fact that the entry into force of the provisions concerning the issue of telegraph money orders, which was linked to the regulations of the CCITT, was scheduled for 1 July 1990.

Mr J ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that, as the Money Orders Agreement was not an obligatory Act, it would be better to leave proposal 08 as it had been approved. The date

of the entry into force of the special provisions concerning telegraph money orders should be the subject of a separate decision to avoid any confusion.

Contribution class changes

(Congress – Doc 40)

The SECRETARY introduced Congress – Doc 40 relating to changes in contribution class. In accordance with article 125, paragraphs 4 and 5 of the General Regulations, member countries could change contribution class on condition that such change was communicated to the International Bureau before the opening of Congress and that the change was only one class at a time. As it was an entitlement, Congress was asked to note the relevant communications.

The representative of CANADA said that his administration's request for a change of class had been submitted for two reasons. The first concerned the contribution class which was out of proportion to the economic activities of the country and the second was based on the current approach to budget management and techniques. However, as Congress had recommended the need for holding down budget growth while concentrating on the resources available and the priorities it had identified, Canada had decided to stay in the 50-unit contribution class.

The representative of GUATEMALA noted with surprise that eleven countries had indicated a wish to change to a lower class. That would have a considerable effect on the contribution unit. His administration would try to settle its arrears shortly but, in view of the changes in class announced, the situation would be more complicated from 1991. His country was in a serious economic situation and his administration had not been able to indicate in time its wish to change to a lower class. For that reason, he asked Congress to kindly allow it to change from the 3-unit to the 1-unit class.

The SECRETARY said that, to avoid any misunderstanding, he would recall the text of article 125, paragraph 4, of the General Regulations which read: "Member countries may subsequently change contribution class on condition that this change is communicated to the International Bureau before the opening of Congress. This notification, which shall be brought to the attention of Congress, shall take effect on the date of the entry into force of the financial provisions drawn up by Congress." In view of that provision, he did not see how it was possible to accede to Guatemala's request.

The representative of LEBANON said his administration had sent notification of its wish to change to a lower class to the International Bureau, as its country faced a veritable disaster. However, that request had not reached the International Bureau before the last session of the EC or before the opening of Congress because of a seven-month freeze on all postal communications. The International Bureau had also been asked to inform member countries of Lebanon's request to be exempted from all debts. He thanked most warmly the administrations which had responded to that request and cancelled all his administration's debts to them. They were Jordan, Oman and Spain. His administration reiterated its appeal to all the countries present to help it to overcome the national catastrophe.

The EC had already agreed to place his country provisionally in the half-unit class for 1986 and 1987 but, as the situation had deteriorated further, his administration was not in a position to honour its debts. His administration asked Congress to adopt a resolution exempting Lebanon from any contribution and cancelling its debts to the UPU.

The SECRETARY stated that, shortly before Congress, the International Bureau had in fact received a copy of the letter to which Lebanon referred, the original of which had never reached its destination. The letter requested the EC to consider measures to remedy the Lebanese postal administration's financial situation.

In that connection, he confirmed that in 1986, in response to a similar request, the EC had placed Lebanon in the 0.5-unit class for a period of two years. Lebanon was currently in the one-unit class, and a permanent change to a lower class was therefore not possible. The Acts did not allow waiver of the full payment of contributions or cancellation of previous debts. Experience showed, however, that the situation of countries that had made similar requests eventually improved and they were in the end able to pay their arrears. Everyone hoped that the same would hold for Lebanon, even though it was not legally possible to act on its request.

With regard to the appeal made to Lebanon's creditor administrations, the International Bureau could examine the possibility of issuing a circular along those lines.

The representative of BYELORUSSIA requested an explanation of the total contribution units shown at the end of section II of Congress – Doc 40.

The SECRETARY explained that at the end of the Hamburg Congress there had been 993 units. To that figure had to be added 3.5 units for the countries that had acceded to the UPU since then, and 16.5 units subtracted for the announcements of changes to a lower class, thus giving the figure of 980 units.

The representative of SPAIN observed that the current trend towards changing to a lower class was extremely worrying. The present Congress would have resulted in a 4.6-percent decline in contributions had not Canada just decided to remain in the 50-unit class.

Should that trend continue, member countries would likely be obliged to reconsider their position in a negative way. For if they did not change to a lower class, they would see their contribution increase, and, if they did change to a lower class, their share would not decrease proportionately because the amount of the unit would increase. A sense of distrust would thus set in, to the detriment of the Union. The trend would also impact on the Union's finances. The situation might even lead to the elimination of activities, to the prejudice of the Union.

By the next Congress, the Union could be faced with a very difficult situation. The present Congress should endeavour to halt the process, for example by adopting a resolution or recommendation stressing the spirit of solidarity and inviting member countries to contribute to the Union's expenses to the full extent of their capacity.

The representative of BRAZIL announced that his country was withdrawing its request to change to a lower class and was maintaining its contribution class at its current level.

The representative of LEBANON said that, although unable to base its action on the Acts, his delegation asked Congress, which was the supreme body of the Union, to support his country as the permanent members of the United Nations Security Council and the EC had done. His administration's proposal, which had been dispatched on 22 February 1989, had complied with the time limit. Exceptional circumstances, however, had prevented it from reaching its destination, and his delegation was therefore basing itself on article 14, paragraphs 5 and 6, of the Rules of Procedure of Congresses, to ask Congress to consider it. His delegation hoped that Congress would be able to make a decision that would allow the Lebanese Post Office to resume its place on the international scene.

The SECRETARY explained that article 14, paragraphs 5 and 6, of the Rules of Procedure of Congresses was inapplicable in the present case. For Congress – Doc 40 was only an information document submitted to Congress. Requests for changes to a lower class constituted a right of member countries and did not involve formal proposals submitted to Congress. Lebanon's request could therefore not be classed as an amendment, because it was not legally possible to amend Congress – Doc 40.

He reminded Congress, however, that the EC had taken article 125, paragraph 6, of the General Regulations as its basis for lowering Lebanon's class. The next EC could also adopt similar measures with regard to that country.

Election of the members of the Executive Council

The CHAIRMAN read out the results of the election of the members of the Executive Council.

Group 1 – Western Hemisphere (8 seats, not including the seat reserved for the host country of Congress)

Ballot papers distributed	156
Ballot papers returned	155
Blank or null and void ballot papers	–
Valid ballot papers	155

The following were elected members of the Executive Council:

Brazil	142 votes
Canada	133 votes
Argentina	127 votes
Venezuela	119 votes
Colombia	114 votes
Cuba	104 votes
Costa Rica	98 votes
Bahamas	85 votes

Votes were also cast for:

Uruguay	79 votes
Ecuador	68 votes
Paraguay	48 votes

Group 2 – Eastern Europe and Northern Asia (4 seats)

The following were elected members of the Executive Council (tacit election):

Hungary (Rep)
Mongolian People's Rep
Polish People's Rep
Yugoslavia

Group 3 – Western Europe (6 seats)

Ballot papers distributed	156
Ballot papers returned	155
Blank or null and void ballot papers	1
Valid ballot papers	154

The following were elected members of the Executive Council:

Switzerland	135 votes
Germany, Fed Rep of	127 votes
Belgium	119 votes
Great Britain	117 votes
Sweden	96 votes
Italy	94 votes

Votes were also cast for:

Spain	73 votes
Portugal	62 votes
Austria	49 votes

Group 4 – Southern Asia and Oceania (10 seats)

Ballot papers distributed	156
Ballot papers returned	155
Blank or null and void ballot papers	1
Valid ballot papers	154

The following were elected members of the Executive Council:

Japan	148 votes
Korea (Rep)	141 votes
China (People's Rep)	132 votes
Australia	131 votes
Indonesia	128 votes
Pakistan	128 votes
New Zealand	124 votes

United Arab Emirates	103 votes
Kuwait	100 votes
Lebanon	68 votes

Votes were also cast for:

Syrian Arab Rep	65 votes
Iran (Islamic Rep)	58 votes
Yemen Arab Rep	48 votes

Group 5 – Africa (11 seats)

Ballot papers distributed	156
Ballot papers returned	155
Blank or null and void ballot papers	–
Valid ballot papers	155

The following were elected members of the Executive Council:

Nigeria	115 votes
Cameroon	111 votes
Ethiopia	110 votes
Kenya	108 votes
Tunisia	103 votes
Zambia	99 votes
Tanzania (United Rep)	96 votes
Morocco	95 votes
Togo	90 votes
Zimbabwe	86 votes

As Benin and Ghana had each obtained 81 votes, the Chairman proceeded to draw lots as provided for in article 21 of the Rules of Procedure of Congresses, and Benin was designated a member of the Executive Council.

Votes were also cast for:

Rwanda	75 votes
Congo (People's Rep)	74 votes
Madagascar	71 votes
Swaziland	55 votes
Sudan	54 votes
Liberia	7 votes

The CHAIRMAN congratulated the countries that had just been elected to the Executive Council, stressing the very important role that the EC would be called upon to play as a result of the decisions taken by Congress. He thanked the tellers for performing a difficult task and all the countries that had stood for election to the EC.

Election of members of the CCPS

(Congress – Doc 44)
(Congress – Doc 46)

The CHAIRMAN reviewed the provisions of article 104, paragraphs 1 and 2, of the General Regulations and announced that 56 countries had submitted their candidacy for the Consultative Council for Postal Studies.

Barbados, Cameroon, Korea (Rep), United Arab Emirates, Finland, Polish People's Rep, Turkey and Zambia were appointed tellers.

The voting procedure was opened.

After a two-and-a-quarter-hour break in the meeting, the Chairman announced the results of the election of the members of the Consultative Council for Postal Studies:

Ballot papers distributed	156
Ballot papers returned	156
Blank or null and void ballot papers	1
Valid ballot papers	155

The following were elected members of the Consultative Council for Postal Studies:

Japan	139 votes
United States of America	135 votes
France	131 votes
Germany, Fed Rep of	130 votes
Switzerland	130 votes
Canada	126 votes
Brazil	123 votes
India	121 votes
Great Britain	119 votes
USSR	117 votes
China (People's Rep)	114 votes
Belgium	112 votes
Egypt	111 votes
Australia	102 votes
Spain	102 votes
Italy	100 votes
Morocco	99 votes
New Zealand	99 votes
Thailand	98 votes
Pakistan	95 votes
Jordan	93 votes
Denmark	91 votes
Indonesia	89 votes
Kenya	88 votes
Netherlands	87 votes
Tunisia	85 votes
Algeria	84 votes
Iraq	82 votes
Argentina	78 votes
Austria	78 votes
Mexico	78 votes
Saudi Arabia	73 votes
Cuba	71 votes

Greece	70 votes
Ireland	69 votes

Votes were also cast for:

Czechoslovakia	68 votes
Sierra Leone	67 votes
Singapore	64 votes
Sri Lanka	63 votes
Tanzania (United Rep)	63 votes
Senegal	62 votes
Hungary (Rep)	61 votes
Kuwait	60 votes
Chile	52 votes
Polish People's Rep	52 votes
Botswana	51 votes
Gabon	47 votes
Sudan	47 votes
Bolivia	46 votes
Liberia	44 votes
Swaziland	42 votes
Zaire	42 votes
Iran (Islamic Rep)	41 votes
Togo	41 votes
Mali	39 votes
Lebanon	34 votes

The CHAIRMAN congratulated the members elected to the Consultative Council for Postal Studies and thanked all the countries that had stood for election and the tellers.

He conveyed sincere condolences and deep sympathy to the delegation and people of the Comoros, on behalf of all the delegations present at Congress, for the assassination of the President of the Comoros, HE Ahmad Abdallah Abderrahmane, on 26 November 1989.

The assembly stood and observed a minute's silence.

The CHAIRMAN announced that consideration of item 9 on the agenda of the plenary meetings of 4 and 6 December 1989, "Contribution class changes", would be continued on Wednesday, 6 December 1989.

The meeting rose at 3.40 pm.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Twelfth meeting of Congress

Wednesday, 6 December 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 9.40 am.

Statements

The CHAIRMAN said that, according to the agenda of the plenary meetings of 4 and 6 December 1989 given in Congress – Doc 5, the assembly was to consider Congress – Doc 78 "Decisions other than those amending the Acts" during the present meeting. As that document was not yet available, consideration of it was postponed to the next meeting.

The Bureau of Congress had decided that, in addition to their constituent meetings, the EC and the CCPS would hold working meetings during the following week, in keeping with Congress's wish to see those two bodies take up their new responsibilities immediately.

The document concerning the Washington General Action Plan would be distributed shortly so that it could be considered at the final week's plenary meetings.

In another connection, the representatives of the press would be admitted to the closing meeting on Thursday, 14 December.

Lastly, he congratulated the Committees and their Chairmen on the excellent job they had done within a shorter time than had been anticipated.

Statements

The representative of GUYANA gave the following address:

"It is a distinct pleasure for me to be sharing the unique experience of participating in this 20th Congress of the Universal Postal Union. I consider this experience unique since this Congress has been heralded by the most dramatic world political developments in several decades. While its deliberations proceeded we witnessed a historic 'Non-Summit Summit' and amidst those earth-shaking events delegations from more than one hundred and fifty countries around the globe are meeting for several weeks discussing strategies, approving resolutions amending regulations and procedures to ensure greater efficiency and improvement in communication among the people of this planet. Perhaps this Congress and the manner in which its deliberations have been conducted so far, is making a statement to the world much greater than any resolution passed or communiqué issued.

"It is also a pleasure to bring you greetings from the Government and people of Guyana. I wish to indicate also that the President of the Republic, Mr Hugh Desmond Hoyte, S.C., has asked me to convey his special greetings for a successful Congress.

"Mr Chairman, I would like, on behalf of my delegation, to congratulate you on your election as Chairman of this 20th Congress, also Mr Anthony M Frank and Mr K R Murthy on their election as Honorary Chairman and Doyen respectively. Let me also congratulate the representatives of the People's Republic of China, France, the Union of Soviet Socialist Republics and Zambia on their election as Vice-Chairmen. The efficient way in which our Congress and the work of the various Committees have been conducted so far is ample proof of the competent manner in which all of you have discharged your responsibilities.

"The arrangements for this Congress have been excellent. We must, therefore, congratulate the Director-General, the Deputy Director-General, the International Bureau and the United States Postal Service for a job well done.

"My delegation would also like to place on record our sincere thanks to our hosts, the Government and people of the United States of America, and more especially the United States Postal Service, for the warm welcome we received and the excellent arrangements made for the delegates both at the Congress venue and the programme away from the Congress. We thank you for what we have received so far and thank you in advance for what we are yet to enjoy.

"I would like to express my personal thanks to the United States Postal Service Security Department which was ably represented by two Officers who promptly responded to my emergency call one evening after midnight and ensured that I received urgent medical attention. Their promptness made it possible for me to be still here today addressing this Congress. My special thanks to them.

"The Universal Postal Union continues to contribute significantly towards the ultimate realization of global cooperation. More so, it continues to be in the vanguard of providing a social and economic service for all mankind through its extensive network and establishments spread all over the globe. Thus, it is an important part of the infrastructure of modern society linking peoples and cultures of various societies.

"We are all aware, however, that the monopoly which the Post formerly enjoyed is now rapidly diminishing. This is as a result of the numerous private courier services with their broader scope and easy access to the use of modern technology in the circulation and transmission of information and physical articles to its customers all over the world. The Post is, therefore, facing increasing problems and challenges while the world is experiencing a technological revolution. It is also self-evident that the traditional network and methods of postal operation cannot now meet the needs of modern communication. Our customers' expectations – demanding speedier and reliable transmission – cannot be easily met.

"I am aware that many postal administrations are paying particular attention to the study of these issues in order to promote an improved postal service, but do not have all the means at their disposal to pursue their objectives.

"Despite these obvious inhibitions and in the light of the new trend which is gaining momentum, the Post needs to pursue vigorously the introduction of new technology. More particularly, we need to continue to foster the Post as a

business entity which must be managed in such a manner to ensure its efficiency and viability, bearing in mind our commitment to our customers.

"We live in an era where competition is fierce now, more than ever, and recognizing this fact, the Universal Postal Union, along with its members, need to formulate plans, develop, innovate and modify systems to meet the challenges, as well as to work assiduously towards their successful application. Since many of the developing countries do not have the means to vigorously pursue the new challenges, it is felt that the developed countries should do all they can, particularly in the field of technical cooperation and assistance, to ensure that the Post remains a communication link, second to none, in the world.

"The Guyana postal administration has been attempting to deal with these new challenges. Our country – largely undeveloped, dissected by numerous large rivers, with a flat coastal plain where 80 percent of the population lives, and a vast hinterland of mountains and expansive savannahs – is 83 000 square miles. Despite the fact that most of the population occupies about 10 percent of the easily accessible coastal plain, the postal service still has the obligation of serving the remainder of the population in the remote settlements located in the difficult mountain, savannah and riverain areas. The economic viability of such an exercise, however, cannot be realized.

"In meeting the challenges of the changing international environment, we have also had to deal with the peculiarities of our local conditions. We have, however, been coping with these challenges by:

- establishing new habits and conditions of operations;
- improving mail traffic through acceleration of traditional services, finding new markets, introducing differential rates to large users and introducing new areas of economic activity;
- reducing expenditure through the rationalization of the organization and methods of work; introducing mechanization where possible and eliminating those elements of the service which are costly but do not contribute significantly to the service as a whole.

"One area of serious concern to the Guyana postal administration at the moment, however, is the security of international mail. The regular receipt of damaged and tampered mail has contributed to the lowering of confidence in the service. The early resolution of this matter is essential if we are to maintain our viability in the competitive market of today. We hope that the Universal Postal Union will help us in a speedy resolution of this matter.

"As is expected on this historic occasion, it is hoped that postal administrations will utilize the views exchanged on key topics to help in strengthening the management of postal services in our respective countries. At the same time, it is my sincerest hope that the strategies discussed and adopted will serve as a common ground for the development and establishment of the postal services which will serve as an impetus to the global development of postal communication.

"In reviewing the work of the Committees so far, we have observed that a great amount of work has been completed during the past three weeks. It is still our hope that Congress will look at the security of mail and its special handling at airports and offices of exchange. I am further convinced that this Congress will

achieve the desired goal and that with combined efforts, through the pooling and exchange of experience and knowledge among participants, maximum benefits can result.

"This forum, the largest outside of the United Nations, offers a glorious opportunity for us here gathered to make an important contribution to bringing the people of the world closer together and indirectly promote world peace. In conclusion, I wish that the remaining deliberations will be fruitful and that this 20th Congress of the Universal Postal Union will be an overwhelming success."

(Applause.)

The representative of NIGERIA gave the following address:

"The Nigerian delegation feels very much honoured for the opportunity given us to address this august assembly on the occasion of its 20th session here in the beautiful city of Washington. First of all, we must congratulate you, Mr Chairman, and all of you here elected to run this session of Congress, for your deserved election. It is a thing of joy that you have this opportunity to bring your vast experiences in the field of postal endeavours to bear not only on all members gathered here, but on the entire postal world.

"Let us also join our other numerous colleagues to place on record our delegation's appreciation and gratitude to the United States Postal Service, the Postmaster General Mr A M Frank and your good self, Mr Chairman. I wish also to thank the President of this great nation, Mr George Bush, for the very warm and wonderful hospitality extended to us since our arrival. We wish to say that this event will remain a very memorable one. Most of us were genuinely thrilled to hear President Bush declare the Congress open.

"It is our privilege to convey the warm and kind regards of General Ibrahim Badamasi Babangida, President, Commander-in-Chief of the Armed Forces of the Federal Republic of Nigeria, to this august body. He particularly congratulates the Government and people of the United States for having the rare opportunity and privilege to host the Universal Postal Congress for the second time in one century. This, no doubt, is a manifestation of the commitment of the Government of the United States not only to achieving excellence in world postal service but to giving it a pride of place in international economic development.

"In the spirit of the Declaration of Hamburg, the Post in Nigeria has witnessed significant changes both in status and in service. While maintaining the traditional social service posture the Government appreciates the circumstances of today's economies and the inevitability of competition with private couriers. This has, therefore, informed the decision to allow the Post to examine and partially commercialize some of its non-traditional services. In realization of this objective the Nigerian Post was constituted into a Statutory Department of Government in January 1985.

"Our experience shows that the reorganization is paying off, as we have witnessed tremendous improvement in the efficiency of the system. Furthermore, and conscious of the challenge posed by courier service organizations, NIPOST in 1986 introduced the expedited mail service (EMS) between Nigeria and two overseas administrations, Great Britain and the Netherlands. It is a thing of joy that the number of countries now on our EMS mailing list has risen to 37, while negotiations are going on with many more. The delivery of EMS items was

initially limited to Lagos, the country's capital, but with the introduction in 1988 of its domestic counterpart, Speedpost (which links all State capitals and major cities), the scope of EMS delivery has expanded to over 40 cities. However, it is important at this stage to observe that just as in telephony, while less developed countries like Nigeria strive hard to improve their local networks so as to boost traffic and achieve very high completion or delivery rates, these efforts would appear not to be appreciated by their more developed counterparts. This development has thus led to gross imbalance in traffic to the detriment of these less developed nations. It would therefore not be out of place in this connection to set up machinery to examine the causes of these trends.

"In the area of training, apart from the five existing training schools which cater for the training and retraining of staff, the Department is building a Postal Management College that would serve the needs of English-speaking African postal administrations. The Universal Postal Union will be duly informed when the College is ready for use. Our administration ascribes the success and achievement to the activities of the UPU technical assistance programme extended to Nigeria, for which we are indeed grateful.

"Despite the adverse effects of the Structural Adjustment Programme embarked upon by the Nigerian Government as a result of the downturn in the country's economy, our administration is striving to widen the scope of our revenue base in order to generate additional revenue to meet the growing expectations of our people. Towards this end, plans are underway to commercialize some aspects of our services. We are introducing the postcode system which will not only enhance mail delivery but will also restructure other distribution and information-oriented activities in the economy. The Post Office Savings Bank will aid the Government's determination to develop rural communities and inculcate the habit of thrift and saving among the rural populace.

"Postal services in many developing countries are wallowing in problems and deficiencies. These problems and deficiencies do not make for the smooth flow and fast exchange of mails between administrations. Mails are subjected to undue delay due to inadequacy of facilities resulting from poor funding. The customer on the other hand is only interested in how fast his business mails are delivered and not at which point or who is responsible for the delay. It is on this premise that we call on developed countries through this august assembly to re-examine their assistance to the less fortunate administrations in improving their postal systems so as to enhance the overall fast exchange of mails.

"Our administration strongly supports the decentralization of UPU technical assistance activities. This will enable the world body to get closer to developing countries and to appreciate their difficulties in the allocation of national resources. Hopefully, the UPU will be in a position to closely supervise and monitor the effective application of aid given to such administrations.

"Another area we wish to draw attention to is the policy of recruitment of employees in the International Bureau. The language barrier appears to limit the number of officers from English-speaking countries who could apply for employment in the Bureau. We understand that the question of adopting the English language as one of the official languages of the UPU has been debated for years and we believe that an early decision on this matter is necessary in the interest of many member countries whose nationals are not currently employed in the International Bureau.

"While reiterating our administration's gratitude for the technical assistance, we implore this Congress to give due consideration to the issues raised in this address. It is our belief that the success of these less privileged administrations will be in the best interest of this global organization."

(Applause.)

The representative of CUBA expressed his pleasure at being able to address the assembly and to convey his administration's greetings to the 20th Congress of the Universal Postal Union which had already become an historic event.

He took the opportunity of expressing his delegation's gratitude to the host administration and all the staff who ensured the smooth running of that important meeting.

A quick glance at the timetable of meetings and the results of the discussions at that Congress showed the urgency with which many Union member administrations had to tackle development so as not to lag behind other administrations which had already reached high levels, the more so considering that the postal service was recognized as an economic and social development factor and an important link in the basic service infrastructure of all countries.

His administration noted with dismay that the gap between the postal administrations of Union member countries as regards modernization of services was steadily widening, since most administrations were in a precarious position performing manual operations and lacking in most cases the simplest operational facilities, while other administrations were reaching the most advanced technological levels.

He was convinced that the logic prevailing at that time which had caused and aggravated such inequality would be replaced sooner or later by another kind of logic opening the way to a new international economic order for which they were fighting in the United Nations and other international forums and thanks to which the developing countries themselves, on the basis of sound economic foundations, would be able to make the necessary changes in their economic and technical progress.

It was up to the International Bureau and the other UPU permanent bodies to play a more decisive and specific part in that field. A coherent, concrete and effective policy should be defined promoting the development of postal services in the Third World countries and emphasizing their importance in the world postal network.

Developed and rich countries should make a bigger material contribution to those which, through the sacrifices of their people and the increasing depletion of their natural resources, had contributed and were still contributing, although that might appear paradoxical as they were poor countries, to the enrichment of the developed countries.

If countries did not work together to strengthen the world postal service, they would make it easier for the competition to the traditional Post, which was already seriously threatened, thereby jeopardizing the survival of the Union.

He felt it was time to again stress the need to hold a UPU symposium on the problems of the postal administrations of the developing countries and on the

measures which might possibly be adopted to provide a short-term and medium-term solution.

He had made special reference to that question as he was convinced that the problem of development was directly linked to the most important questions discussed at that Congress, at least in his administration's opinion.

He added that the postal administration of Cuba was making great efforts to develop. The modest results obtained thus far were probably not known beyond its frontiers, but there had been progress in the quality of postal services and service diversification throughout the country, both in urban and rural areas. The most isolated areas of the country now had some of the many facilities of postal communication. His administration did not have sophisticated technical equipment but it had made the work of postal staff as human as possible. His administration did not face the scourge of competition but was working to strengthen the monopoly, the guarantee of a reliable public service accessible to all and basic to the Post, which, in his opinion, had to be retained. At the same time, the Cuban administration had greatly expanded the training of managerial and operational staff so that it had a qualified labour force. In achieving that objective, it had made maximum use of international bilateral and multilateral aid. Alongside this, despite the modest size of its funds, Cuba had provided postal assistance to the administrations of other developing countries for over fifteen years, mainly on a bilateral basis but also through international bodies as part of TCDC.

He sincerely thanked those who had supported his delegation at that Congress enabling Cuba to be elected as a member of the Union's bodies.

As a member country of the Universal Postal Union and a sovereign State imbued with peace and justice, Cuba declared its total adhesion to the principles set out in the Preamble to the Union's Constitution aimed at developing communications between peoples and contributing to the attainment of the noble aims of international collaboration in the cultural, social and economic fields.

It was precisely in the light of those principles that his delegation felt obliged to inform that assembly that, as they prepared to consider questions of major importance for the future of one of the most universal means of communication, the Government of the United States of America was concluding, in that very city of Washington which was hosting them, preparations for a project denying and violating the spirit of civilized coexistence and cooperation, which was one of the bases of the Universal Postal Union. He was referring to the declared intention of the North American government to set up a television station for broadcasting to Cuba from a a stationary balloon above the Florida reefs.

Through those broadcasts, the Government of the United States of America aimed at continuing, in a more aggressive and all-powerful way, its constant psychological warfare and campaign of disinformation against the Cuban people.

Nothing was further from the mind of the Cuban delegation than to disrupt the smooth running of Congress, still less to hold the Chairman responsible – nor even to hold the entity of the North American government which he represented responsible – for those acts. However, he would be failing in his duty and in the loyalty which he owed to all Union members present there if he avoided mentioning the serious consequences which could arise in all fields of communication between Cuba and the United States of America if that project should come

to fruition. Cuba could not be expected to act with moderation and in a constructive manner while others tried to establish the law of the jungle because of their economic and technological superiority.

However, his delegation retained the hope that common sense and respect for international law would prevail and that was why he hoped with sincere optimism that, from the Washington Congress, they would be able to resolutely face the twin challenges of development and competition so that they could bring to a successful conclusion the necessary changes which would enable them to improve the quality and efficiency of the postal service day by day for the benefit of all their peoples.

It only remained for him to reiterate his cordial greetings on behalf of Cuba and himself and wish them every success.

(Applause.)

The representative of EGYPT said it had emerged clearly from the plenary meetings of Congress that postal administrations, faced with keen competition from private companies seizing a considerable portion of postal resources, definitely had to stand up to that competition and recover their share of the market, not through legislation but by developing their own services and knowing their customers' needs in order to satisfy them. That was what they were doing in the Arab Republic of Egypt and, with that in mind, they had introduced EMS which now operated with 76 countries. His administration had also introduced electronic mail and would shortly introduce the electronic mail-box service in conjunction with the Egyptian Telecommunications Authority. Furthermore, his administration was studying the introduction of a new quality of EMS featuring greater speed and better information.

However, his administration was concerned by a problem which seemed to be shared by many other postal administrations, that of imbalance in EMS mail. That imbalance had become a phenomenon in administrations which had to combat competition and strengthen their position on the postal market. His delegation hoped that that problem would be studied by the appropriate UPU bodies so that the imbalance did not become a penalty for administrations combating the competition effectively.

In conclusion, he thanked most sincerely the delegations which had honoured his administration by electing Egypt to the CCPS and reaffirmed that his administration would make every effort to participate effectively in that Council and to achieve the aims of their great Union.

(Applause.)

The representative of ECUADOR said his postal administration wished to express its great satisfaction at the resolutions adopted by that 20th Universal Postal Congress thanks to the invaluable efforts of all delegations.

The postal administration of Ecuador was perfectly aware of the urgent need to improve the quality of its services, which was the only way to weaken the private couriers and, in any event, to meet customers' requirements.

The Ecuadorian Post Office would very shortly join the EMS network which would also satisfy customers.

In any event, every effort was being made to improve the quality of the postal service and the results could already be seen.

He took the opportunity of congratulating and thanking the host country of that great postal Congress for its warm hospitality and for the way in which everything was organized.

On behalf of his administration and, in particular, of his Director-General, Mr Jorge Rubio Quinteros, he congratulated all the authorities of that Congress as well as Mr Botto de Barros on his re-election and Mr Jaime Ascandoni for the new merited rank to which he had been raised at the International Bureau.

Ecuador also warmly congratulated all the countries which now made up the EC and the CCPS; his administration was sure that their wisdom and efforts would live up to the expectations of the postal world.

He asked them all to accept the sincere and cordial greetings of his country and in particular of the postal family formed by the postal administration of Ecuador.

(Applause.)

The representative of the ISLAMIC REPUBLIC OF IRAN thanked the Chairman and the United States Secretariat in the name of Allah for the organization of that Congress and for all the activities arranged. He also thanked the other delegations for their gifts.

He made two proposals: the first for an international postage stamp project competition to be organized open to all the children of the world with the winner receiving a prize. A qualified jury would be formed to judge the projects submitted. The International Bureau could prepare a list of people who could be on the jury. The second proposal was to organize an international athletics competition on a regional basis among all the postal services employees in the world. The winner in each discipline would receive a prize on World Post Day. Such a competition would be beneficial for the health of postal staff and would strengthen the bonds of friendship among them.

The CHAIRMAN thanked him for his excellent suggestions and noted that many countries already organized such philatelic competitions. There were also postal sports competitions in many countries in the world and he was sure that many postal service employees took part in the Olympic Games.

The representative of JORDAN expressed his sincere thanks for all that had been achieved during the work of that Congress and stressed the fraternity, solidarity and cooperation which had prevailed during the various meetings. That showed the determination of all to improve the postal network and provide it with the means of meeting the targets they had set themselves.

Seeing delegates from all over the world gathered there, he wondered whether it was just by chance that the 20th Congress was being held at the very moment that the leaders of the two biggest powers in the world were meeting in Malta. Those two leaders practically held the key to solving the major problems of the world. Nor was it by chance that the Congress was being held as the walls

between the divided countries of Europe were falling. All those countries could now join hands under the radiant sun of fraternity which had risen over them presaging a new era of peace.

That month Jordan had recovered the democracy to which it had aspired, in both its parliamentary and legislative life, for nearly twenty years marked by exceptionally difficult circumstances.

All those events made them proud of that 20th Congress and the spirit of cooperation shown there.

He wished a long life to the UPU, universal peace, agreement among all the peoples of the world and the prosperity to which they all aspired.

(Applause.)

Speaking on behalf of his delegation, the representative of YUGOSLAVIA congratulated the Chairman on his well-deserved election to the chairmanship of the 20th Universal Postal Union Congress and the Vice-Chairmen on their election. On behalf of the Government of Yugoslavia, he thanked the Government of the United States of America for all it had done to ensure the excellent organization and running of Congress.

He was sure that, under its Chairman's direction, Congress would achieve its objectives with great success. The Chairman's efficient, constructive direction of its work had already shown the wisdom of the assembly's choice. He also thanked the postal administration of the United States of America for the outstanding organization of Congress and for its hospitality throughout the delegates' pleasant stay in the historic city of Washington. He further congratulated Messrs Botto de Barros and Ascandoni on their election to the offices of Director-General and Deputy Director-General respectively and expressed his confidence that they would guide the Post towards prosperity and solidarity.

(Applause.)

The representative of VIET NAM expressed his delegation's pleasure at taking part in the 20th UPU Congress in the United States of America. The Vietnamese delegation conveyed its best wishes and greetings to the Chairman and all the delegates as well as its sincere thanks to the UPU international Secretariat and the USPS national Secretariat for their kind assistance, for arranging it entry to the United States of America to Congress and for the arrangements made for the delegations throughout Congress.

The Vietnamese delegation thanked the Chairman of Congress and all the delegations for the friendship and hospitality shown to it.

Congress would soon be over, but the delegates had had plenty of opportunity to appreciate the work and the important contribution of the USPS in preparing it. Viet Nam had long been a member of the UPU and had attended many Union meetings and Congresses. Viet Nam had been hardly able to contribute to the organization, but did its best to apply the provisions of the Constitution, the Convention and its Detailed Regulations which it had signed and ratified.

Although it was confronted by many difficulties (at home and abroad) at a time when the volume of postal exchanges was increasing rapidly, the Vietnamese Post was making major efforts to improve its international postal services wherever possible.

Thanks to the cooperation and assistance of friendly countries and to its own efforts, it had in recent years managed to improve both its international and national services. Cases of missent items and long transmission times were on the decline.

The Vietnamese Post had introduced new postal services to meet customer demand and had run into competition from private couriers. It understood and shared the feelings of the UPU and of the other postal administrations about such competition.

It was determined to implement all the activities mentioned in the Acts, and the users took first place in its slogans, such as "The postal delivery service – available everywhere" or "The customer always comes first with the Post".

The UPU had many member countries and maintained good, close relations with them. The international Post could do its work effectively if each nation did its work well. The speaker reviewed the problems facing his country. Developing countries, including Viet Nam, had many difficulties in connection with organization and management as well as with providing postal facilities. They urgently needed the cooperation and assistance of the UPU and of the developed countries. By improving the postal services of the developing countries, the former contributed to the smooth running of the international Post. Viet Nam, as a developing country, needed that cooperation. Mutual understanding and cooperation, as set out in the UPU Constitution and Convention, were also needed between countries.

As the delegates knew, the activities of certain countries did not conform with the UPU Constitution, and methods and behaviour varied from country to country. That had unfortunate repercussions on the quality of the service provided to other nations, and Viet Nam too suffered as the result of that situation.

The Vietnamese delegation hoped that those problems would cease and that a spirit of mutual, friendly cooperation would reign among the countries, as testified to by the 20th UPU Congress and President Bush's speech at the opening ceremony.

Viet Nam for its part was doing its best to cooperate closely with all countries in order to improve its own postal service and to contribute to a better international postal service, as had been said at Congress.

The Vietnamese Post took that opportunity of congratulating Mr Botto de Barros on his re-election as Director-General and Mr Ascandoni on his recent election to the office of Deputy Director-General of the International Bureau.

It also congratulated the countries elected as members of the EC and CCPS and expressed the conviction that, thanks to the skill and experience of Mr Botto de Barros, Mr Ascandoni and the members of the EC and CCPS, the Universal Postal Union would go forward into the new era and score major successes.

(Applause.)

The representative of PAKISTAN said that the recently distributed written statements by the International Express Carriers Conference (IECC) and the International Chamber of Commerce (ICC) were intended to disrupt the discussions of Congress. The exercise was aimed primarily against the United States Postal Service, and all delegations had had an opportunity to read the latter's firm reply.

His delegation felt it had a duty to state its position clearly, and condemned the unfounded accusations in those declarations. In actual fact, discussions at Congress had concentrated on liberalizing international postal regulations and on creating a more businesslike and more competitive postal environment.

As regards remailing, the couriers' criticisms were directed mainly against article 23 of the Universal Postal Convention which had existed for many years. It codified the relevant ethical principles and should be upheld to prevent couriers from developing their attacks in that lucrative field.

The delegation of Pakistan expressed the hope that all UPU member countries would condemn those declarations and support any measure taken by the United States Postal Service and the UPU to improve service to the Post's customers.

The CHAIRMAN agreed with the delegation of Pakistan that the matter did not merely concern the internal services of the United States of America, although they had been the chosen target of the attacks.

The allegations made were worthless, as had been clearly brought out in the statement prepared by Mr T Leavey, Assistant Postmaster General.

The allegations that a conspiracy was being woven at the 20th UPU Congress were false. Could an assembly which brought together 157 nations to improve a public service in the interests of its customers be called a conspiracy? The term "conspiracy" only applied to the person using it, and the Chairman rejected consideration of such rhetoric in favour of concentrating efforts on improving the service.

During the meeting of the Bureau of Congress the previous day, that question had been raised by France, Vice-Chairman of Congress, and it had been agreed that the Chairman, in conjunction with the Secretary-General, would prepare a brief document replying to the arguments put forward. That document would be distributed for the delegates to refer to if the question came up again in different quarters.

Changes in contribution class

Congress – Doc 40

The CHAIRMAN reviewed the discussion of changes in contribution class from the previous Monday. The debate could be summarized as follows:

- Canada and Brazil had announced that they were remaining in their current contribution class;
- Lebanon had requested a lowering of its contribution class, stating that it had sent a letter in that respect to the International Bureau in February, but that the letter had not arrived within the prescribed time because of the interruption of postal services;

- Spain had proposed that member countries refrain from changing contribution classes.

The representative of JORDAN said that he had wanted on Monday to comment on the Lebanese request. His delegation understood in principle the opinion given by the Secretary, and they were aware that they had to be careful to abide by procedures. Lebanon acknowledged all those considerations and was not asking Congress to exempt it from paying its contribution, but rather to adopt a decision in accordance with the Rules of Procedure, article 14, paragraph 6. Accordingly, without derogating from the provisions of the Rules, Lebanon asked Congress:

- to establish a specific programme taking into consideration its requests for technical cooperation;
- that the programme be submitted to the Executive Council at its next session;
- that the Executive Council be instructed to examine the needs expressed, and that any aid required be provided within the framework of the UPU;
- that Congress recommend to administrations that they provide any relevant aid to the Lebanese Post Office.

His delegation felt that consideration of the proposal by Congress would not violate its Rules, and it reserved the right to intervene during consideration of the draft decision in full knowledge of the fact that Lebanon had formally submitted it to the International Bureau the previous day.

The representative of CHILE said that the problems arising in that regard were basically due to the system in use, which allowed administrations to choose their contribution class. Such difficulties would not arise if the contribution class were based on the per capita gross national product. Such an arrangement would allocate expenditures according to the financial situation of each country.

The representative of FRANCE said that the situation of the Lebanese administration in a country so long at war was clearly worrying. Further, at the Executive Council meeting at which the decision had been made to suspend calls for funds from the Lebanese administration for the time being, France had supported the request made by Lebanon. He thought that it would be possible to follow through on the action currently being requested by Lebanon from Congress by Congress's requesting the Executive Council to study the problems being experienced by that country. The Executive Council could then take whatever measures it deemed necessary, as it had already done in a previous instance. His country supported the Jordanian proposal.

The CHAIRMAN said that Lebanon's request, supported by Jordan, could be referred to the EC for consideration under the General Regulations, article 125, paragraph 6. As the delegates knew, the EC would be meeting the following week, and it could consider the request at that time.

The representative of IRAQ stated that his delegation shared the view of Jordan and France, considering the period of warfare Lebanon was going through. At the dawn of the new era of peace opening up, his delegation hoped that Lebanon could share in it and become again the peaceful place it had always been in the past.

The representative of EGYPT said that his delegation supported the request made by Lebanon and supported by Jordan and hoped that it would be accepted, because it was in accordance with the organization's Regulations and was justified by the exceptional conditions prevailing in Lebanon. The matter should be referred to the Executive Council for consideration. With regard to reductions in contributions and Spain's suggestion of asking administrations not to lower their class, he observed that the decision was often made by governments on the basis of economic and political considerations. If administrations approached their governments direct they could probably achieve better results. The adoption of a resolution to that effect could stand them in good stead with their governments in that respect.

The representative of ITALY said that his delegation fully comprehended the political, social and economic situation of Lebanon and therefore supported its request. Accordingly, he proposed that the matter be considered by the Executive Council at its first working meeting in accordance with article 125, paragraph 6, of the General Regulations.

The representatives of IRAQ and SAUDI ARABIA supported Lebanon's request.

The representative of FIJI also expressed support for Lebanon's request, noting that his country, despite its very limited economic resources, was actively involved in the United Nations peace-keeping forces in Lebanon. His delegation hoped that the war-torn country of Lebanon would find peace again and once more become the magnificent country it had once been.

The representative of LEBANON thanked all the delegations for supporting his country's request.

Congress decided that Lebanon's request to change contribution class and to receive special technical assistance should be referred to the Executive Council for consideration at its first meeting after its constituent meeting.

Congress took note of Congress – Doc 40 in the light of the decisions of Brazil and Canada to withdraw their requests for a lower class.

Approval of the final report of Committee 9 (Technical Cooperation)

Congress – Doc 70

The CHAIRMAN OF COMMITTEE 9 said that he had the traditional honour of presenting the report on all the work done by Committee 9, responsible for technical cooperation. The report objectively reflected in adequate detail the discussions that had taken place in the Committee. During five meetings Committee 9 had thoroughly examined several questions of major importance relating to various aspects of UPU technical cooperation. Among the highlights he cited:

- technical cooperation policy;
- results and evaluation of the activities carried out over the past five-year period (1984–1988);
- the technical assistance action programme for the next five years and the resources required to implement it;
- the efforts to be made by the Union to obtain more funding for postal projects, including new sources such as the World Bank and regional banks;
- increased UPU presence in the field with regard to technical assistance;
- human resources and strengthening of training activities;
- technical cooperation among developing countries;
- UPU action on behalf of the least developed countries; and
- principles to be emphasized in UPU technical assistance activities.

The actions undertaken and contemplated were deemed satisfactory. The speakers had been guided by the concern to further improve the effectiveness of technical cooperation. By unanimously adopting the guidelines on technical cooperation, in particular as regards the priority countries and objectives, the delegations wanted to show the urgency and absolute necessity of such a choice in order to help the postal services of the developing countries, especially the most disadvantaged countries, out of the current crisis. Among the principles adopted were the implementation of integrated projects and the conclusion of development contracts between the UPU and the recipient countries on a multi-annual basis. Further, greater importance would be attached to evaluation of the results of the actions undertaken.

Without going into details, he felt that it was very heartening to note the adoption of the proposal for an increased UPU presence in the field with regard to technical assistance, the various aspects of which had been discussed at all Congresses since Lausanne in 1974. It now lay with the International Bureau to implement it as effectively as possible, and with the Executive Council to closely monitor this new experiment.

The final report of Committee 9 (Technical Cooperation) was approved.

The meeting rose at 12 noon.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Thirteenth meeting of Congress

Monday, 11 December 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting opened at 9.40 am.

The CHAIRMAN announced that a proxy had been filed by the Solomon Islands, which would be represented by Australia.

Statement

The DOYEN said that, before leaving for Orlando, the delegates had spent a very enjoyable evening at the reception held by Italy at the Corcoran Gallery and they were very grateful, especially for the excellent music, which had lent a special charm to the event. He also warmly thanked the delegation of Finland for the pleasant reception at its Embassy.

The excursion to Florida had been a huge success. The participants had been highly impressed by the organizational arrangements and extraordinary efforts made by their hosts. He expressed heartfelt thanks to the United States postal administration for its warm hospitality and generosity. He also expressed particular thanks to Mr Campbell, the Postmaster of the region, Mr R Davis, the Division Administrator, and Mr R Hyde, the head of postal services in Orlando, as well as to all their co-workers and to the guides, who had done a remarkable job to provide them with a marvellous weekend.

The CHAIRMAN thanked the Doyen for his kind words and said that perhaps a new character might appear in the cartoons in the future: the postman.

(Applause.)

Statement

The representative of FIJI congratulated the Chairman on behalf of his delegation on his election to the chairmanship of Congress and, more importantly, on the very effective way that he had thus far conducted its proceedings. His delegation was confident that Congress would be a resounding success thanks to him.

He also congratulated the Director-General of the International Bureau, Mr A C Botto de Barros, on his unanimous re-election to office and the Deputy Director-General, Mr Jaime Ascandoni of Spain, and the member countries of the EC and the CCPS on their election.

He thanked and sincerely congratulated the host country and the United States postal administration for organizing Congress so well and making it so pleasant despite the rigours of the Washington weather. They had had the great honour of seeing the President of the United States of America, Mr George Bush, attend and take part in the official opening of Congress.

They had all just returned from an extended weekend in Florida on which everything had been marvellously organized. He digressed briefly at this point to say that there had been much debate about the length of Congress both in the past and during the present Congress. His delegation had spoken during the discussion to urge that the matter be examined with a critical eye to reducing the length of Congress. He humbly wished, however, on a lighter note, to make an amendment to that point to the effect that any reduction in the length of Congress should not be at the expense of the UPU Congress excursion.

Fiji had also recently carried out a restructuring of its postal and telecommunications administration, implementing institutional reforms to ensure efficient use of the postal administration's resources and means. Care was being taken to ensure that the economic advantages expected from the restructuring of their administration, which involved a change of status from a public service to a government-owned corporation, would benefit the whole economy, especially businesses starting up in non-traditional sectors, through the provision of improved and effective postal services.

His administration was conscious that restoring its capability would call for short- and long-term measures. It felt that converting to a commerical corporation would make a postal administration better able to pay its staff properly and help in future to reverse the trend towards frequent staff turnover.

In view of the size of their island chain, with some 300 islands of which 100 were inhabited, they felt that restructuring postal services together with telecommunication services would make it possible to expand service to villages in the countryside and to the most remote islands and to improve the productivity of such communities through easier access to commercial information and better coordination of these means of communication.

The problems and difficulties encountered by the Fiji Islands were in fact the same as those experienced by the island countries of the South Pacific. Geographically, those countries were spread over a vast area of the South Pacific Ocean. While the provision of postal services in urban areas could be organized relatively easily, serving rural communities scattered over a vast area gave rise to serious problems because of the inadequacy of means of transport.

Be that as it might, the Pacific island countries were truly a part of the world community. The presence and participation of so many delegations from the South Pacific Region attested to the interest of those countries in the work and success of the Universal Postal Union. Their needs and the help extended to them, particularly in the areas of staff training and human resources development, required a regional approach taking account of the specific needs of their island communities. They did not doubt that the UPU Secretariat would channel its resources to meet the needs of the South Pacific island countries. In that regard, they supported the comments of the delegate of the Kingdom of Tonga.

Fiji was pleased that the 20th Congress had made the needs of customers its main theme. Only by acting with force and enthusiasm, by employing an appropriate and effective administrative structure and with dedicated staff would it be possible to put in place a postal administration able not only to meet the challenges from their competitors but also to gain the trust of the users of the Post.

In this connection, his delegation noted with great pleasure and satisfaction the spirit of goodwill and deep understanding that had thus far characterized the proceedings of Congress. In fact, it would be fair to say that Congress, like a big family composed of many countries and nationalities, had tackled in a spirit of understanding and cooperation the major problems and challenges facing postal administrations the world over.

If that spirit of cooperation and dedication could be reflected in the management of the postal service of every country, as he did not doubt it could, all the postal administrations of the globe would then form a chain with strong and powerful links, and Congress could rightly pride itself on forming one big family of countries devoted to the provision of services to the citizens of the world.

He concluded by expressing his delegation's warm congratulations to the delegation of the Republic of Korea whose generous offer to hold the 21st Universal Postal Congress in 1994 in Seoul had been officially accepted by Congress.

Agenda

Congress – Doc 6/Rev 1

Congress continued its proceedings on the basis of the revised agenda (Congress – Doc 6/Rev 1).

Approval of the minutes of plenary meetings

The minutes of the fifth and eighth meetings (Congress – PVs 5 and 8) were approved without comment.

Oral supplement to the last report of Committee 1 (Credentials)

The CHAIRMAN OF COMMITTEE 1 advised that there was nothing new to report with regard to credentials since the Committee's last report in plenary on 4 December (annex 2 to the Committee 1 report). He further reported that 160 of the 170 member countries were present, and that two had still not submitted their credentials. In addition, Romania (Soc Rep) had regularized its credentials, and that information would be the subject of annex 3 to the Committee 1 report.

The oral supplement to the last report of Committee 1 (Credentials) was approved without comment.

Approval of the final report of Committee 2 (Finance)

Congress – Doc 68

The CHAIRMAN OF COMMITTEE 2 said that the Finance Committee had held three meetings, on 29 November, 1 December and 5 December 1989, under the chairmanship of Japan. The whole of the Committee's work was summarized in Congress – Doc 68. He therefore wanted to report on the conclusions and resolutions agreed on by the Committee. First, the Committee proposed to Congress:

- that it approve the Union's accounts for the years from 1984 to 1988 by adopting resolution C 9 appended to Congress – Doc 78.1; and
- that it express its gratitude to the Government of the Swiss Confederation for the generous financial assistance that it had given to the Union, by adopting resolution C 23 appended to Congress – Doc 78.1.

The Committee proposed an ordinary expenditure ceiling for the years from 1991 to 1995 on the basis of the total net expenditure in the Union's budget for 1990 approved by the Executive Council in April 1989, with a view to covering current activities and taking account of the financial impacts of the implementation of the new activities decided on by Congress. The Committee therefore proposed fixing the limits of the Union's ordinary expenditure for the period 1991–1995 as set out in detail in paragraph 9 of the Report. The expenditure limits adopted would be inserted in article 124, paragraph 1, of the General Regulations, and would be applicable from 1 January 1991. With regard to the financial and economic management of the Union, Congress was invited to adopt resolution C 67 appended to Congress – Doc 78.2. Lastly, the Committee proposed that Congress set the expenditure limit for the next Congress at 3 676 000 Swiss francs (article 124, paragraph 2, of the General Regulations), subject to a study to be carried out by the EC on the length of the Seoul Congress.

The final report of Committee 2 (Finance) was approved without comment.

The CHAIRMAN recalled that the Government of the Swiss Confederation had decided to make a significant contribution both to the Special Fund and to the Special Activities Fund by waiving repayment of the sums owed by the Union as arrears.

The representative of SWITZERLAND said that he would advise his Government of the very favourable reception given by the Washington Congress to its decision to waive repayment by the Union of the arrears amounting to approximately two and a half million Swiss francs due on 31 December 1990 under the old financing system. Switzerland wanted in this way to make a concrete contribution to launching the new activities and expressly wished that that sum to be allocated to the Reserve Fund and the Special Activities Fund.

(Applause.)

The CHAIRMAN thanked Switzerland on behalf of Congress for its very great generosity and consistent support of the UPU.

The representative of GREAT BRITAIN said that his country welcomed the establishment of the Special Activities Fund and announced the payment of a contribution of 10 000 pounds to reinforce the actions undertaken under it.

The CHAIRMAN warmly thanked Great Britain for its decision.

Approval of the Washington General Action Plan

Congress – Doc 48.2/ Annex 1/Rev 1

The CHAIRMAN submitted the draft resolution "Washington General Action Plan", and the Action Plan itself, to Congress for consideration. This Action Plan had been drawn up on the basis of the contributions made during the General Debate, of discussions on the provisional General Action Plan considered in plenary on 20 November, of written contributions and of decisions taken in the Committees. He congratulated the Working Party on the excellent care with which the document had been prepared so that it should be a model which every administration would be able to use both for drawing up short-term action programmes and for long-term objectives. In order to give it its full importance, the Secretary-General and he himself would send a letter, accompanied by the Washington General Action Plan and highlighting the priority points, to the Minister responsible for the Posts of each member country of the Union and to the Head of each postal administration.

The representative of JORDAN said that the Action Plan fully reflected the spirit of the General Debate and was of great importance. In its content, as well as from the application, execution and evaluation points of view, it was extremely comprehensive. Consequently, the assembly should adopt it as it stood without making any alterations, in order to preserve its content.

The representative of IRELAND associated his delegation with the congratulations extended to the Working Party, which had succeeded in gathering together all the ideas expressed during the General Debate and which had drawn up a coherent document. It was especially important that emphasis had been placed on quality of service, which was a significant improvement over the original document, and that a large number of points concerning customer relations had been introduced. His delegation supported the document, which was the main result of the Congress. However, they had a few minor amendments to make to it in order to improve the clarity of the final text, which would thus be of great use to those who had not taken part in Congress. To that end they had handed a list of drafting amendments to the Working Party.

The CHAIRMAN inquired whether those amendments had been notified before the document was prepared.

The representative of IRELAND replied that his delegation had held unofficial discussions with the Secretariat about the amendments, which did not affect the substance of the document. For example, in attachment 1, section C, item C 1.2, it was a question of amending the phrase "In the domestic service" to read "In the domestic and the international service", because quality of service must cover both domains.

The representative of JAPAN thanked the Working Party for the efforts it had put forth to prepare the document, which would be a true guideline for UPU action over the next five years. His delegation gave it full support. However, they felt it was important to mention one point that had been discussed during the General Debate, namely relations between postal administrations and trade unions, which were particularly important for human resources development potential. That point could be introduced at the end of section E "Human resources" and would read as follows: "make a point of establishing good relations with the trade unions".

The representative of GREAT BRITAIN said that his delegation was also very grateful to the Working Party, which had drawn up a dynamic action programme and in which Mr Cockburn of the British delegation had taken part. They would be willing to approve the document provided the Working Party included a few drafting amendments in the final version.

The representative of SIERRA LEONE said his delegation fully associated itself with the congratulations extended to the Working Party on the excellent job it had done. A number of comments of a semantic nature had been handed to the Working Party for inclusion in the final version, but his delegation was in favour of adopting the document.

The representative of ITALY congratulated the Working Party on the presentation of the General Action Plan, which was both logical and flexible. The introduction of flexibility was fundamental because the plan was so important. However, with reference to the paragraph of the draft resolution that concerned the legal status of the Post, his delegation considered that the Post had always had such a status and they would therefore like to replace that text by the following: "as a modern management system". That was a comment of secondary importance and they fully supported the document, which would provide a basis for future work as a set of rules for the postal services.

The representative of LEBANON said that the document submitted was very well thought-out and he congratulated the Working Party. His delegation gave the document its full support and thought that account should be taken of the amendments proposed by the various delegations when the text was finalized.

The representative of TANZANIA (UNITED REP) said his delegation fully subscribed to the document but would like to express its opinion regarding the appeal to governments to give the Post a legal status. Italy considered that the Post had always had that status, but his delegation felt that it was important to preserve the concept "... of an appropriate legal status ..." which would enable postal administrations to face up to the commercial realities of the present age.

Mr MAZOU, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that in the first line of the French version, which read "lance un appel pressant aux gouvernements pour qu'ils dotent la poste d'un statut juridique et d'un système de gestion moderne ... ", the word "moderne" should be

in the plural so as to reflect the combined views of Italy and Tanzania (United Rep). Moreover, in countries where the Post had an appropriate legal status but where there was no modern management system to provide the Post with real independence, that status had little effect.

The representative of SIERRA LEONE said that, having listened to the discussion, his delegation thought that the document should be adopted without taking into consideration at the present stage any drafting amendments, which could be made later when the final version was prepared. His delegation considered, however, that the words "a legal status" should be amended to read "a legal and commercial status".

The representative of MOROCCO recalled that, in CCPS study 501 "The future of the postal services", the legal status had been listed first among the obstacles to the development of the Post. To be consistent, it would be necessary for governments to "give the Post an appropriate legal status and a modern management system".

The CHAIRMAN said that in the light of the suggestions that had been made, the document could be approved subject to the amendments to be included in the final version.

Congress adopted Congress – Doc 48.2/Annex 1/Rev 1 subject to inclusion of the drafting amendments to be made by the Working Party.

Appeal

Proposal 08

The CHAIRMAN said that an appeal had been received from Japan asking Congress to reconsider proposal 08 as adopted on 4 December 1989 after amendment as suggested by France and Great Britain. France's amendment proposed that the provisions respecting terminal dues should come into force on 1 January 1991 while the other provisions of the Acts of the Union would come into force on 1 July 1991. That amendment had been accepted by Japan. Great Britain's amendment for its part proposed that all the Acts should come into force on 1 January 1991, and it had been accepted by Congress. Japan had advised the Chairman that its appeal was supported by the following eleven delegations: Bhutan, Cuba, Egypt, Hungary (Rep), Indonesia, Jordan, Malaysia, Pakistan, Qatar, Thailand and Turkey. The appeal was in conformity with article 24 of the Rules of Procedure of Congresses.

The representative of JAPAN said that his delegation wished to lodge an appeal in accordance with article 24 of the Rules of Procedure of Congresses for reconsideration of the decision on the date of entry into force of the Acts of the 1989 Washington Congress. The appeal was being lodged for the following reasons:

- His delegation was concerned that there might have been some misunderstanding during consideration of Japan's proposal at the 4 December 1989 meeting. Some delegations might possibly have thought that the proposal provided for two dates for the entry into force of the Acts. The Japanese proposal wanted all the Acts to come into force on 1 July 1991, but

France's amendment suggested that the urgent provisions respecting terminal dues should be applied as of 1 January 1991; such a proposal had been accepted at the Rio de Janeiro Congress to everyone's satisfaction.

- The Japanese delegation had wanted to explain the grounds for the proposal in the hope of arriving at a duly weighed decision by Congress once it fully understood the exact import of the proposal, but they had not been given an opportunity to speak. They trusted that Congress would allow a moment for examination of the proposal considering its importance for the reasons just stated. His delegation was convinced that their proposal was justified and acceptable inasmuch as it was consistent with the practice of previous Congresses, afforded the necessary flexibility for implementing the provisions of the Acts and was in line with the provisions of the Union's Constitution.

The representative of HUNGARY (REP) said that his delegation supported the appeal for various reasons:

- During the consideration of the matter at a previous plenary meeting they were already of the opinion that a longer period of time had to be allowed because of the national legislation of member countries respecting the approval and ratification of international agreements.
- In that connection, it should be particularly emphasized that the language used for implementing international legal and technical provisions in many countries was neither French nor English. The postal administrations of such countries were obliged to translate all such provisions into their national language in order to implement them. The Hungarian postal administration also had to make all those preparations in order to do so, and that took much longer than in French-speaking and English-speaking countries. It was therefore important to stress the necessity of making allowance for all the national languages in which the Acts were published after each Congress.
- Lastly, there was some question as to whether it would be possible to complete in time the instruction and training of the employees responsible for operating the international postal service and to publish all the postal operating manuals.

In the circumstances, the Hungarian delegation felt it necessary to reconsider the decision taken on proposal 08.

The representative of GERMANY, FED REP OF, said that his delegation concurred in the statements of Hungary (Rep) and Japan. He also drew Congress's attention to the problem of ratification of the Acts. His country also had to translate the Acts, and translation would not begin until the final French-language version was received from the International Bureau, sometime about August 1990. Some countries doubtless did not have such problems, but the problems were real for other countries. His delegation therefore appealed to those countries that did not have translation problems to show understanding towards those that did and had to translate all the Acts. Doubtless countries concerned about terminal dues might have some apprehensions. They should not be disappointed, because the date of the entry into force of the terminal dues provisions would be 1 January 1991. The appeal lodged by Japan should therefore be considered.

The representative of SWITZERLAND said that his administration had to translate the texts into two languages. During the vote at the 4 December 1989 plenary meeting Switzerland had voted in favour of having the Acts come into force on 1 January 1991 for the following reasons:

- First, his delegation had stated throughout Congress that the decisions had to come into force as quickly as possible.
- Second, as a practical concern in Switzerland's particular case, his country wanted to introduce a "priority"/"non-priority" system in the domestic and international services on 1 February 1991, and, from that perspective, 1 January 1991 as the date of entry into force of the Acts served Switzerland's interests, because introducing such a system before the entry into force of the Acts would be somewhat awkward.

The representative of AUSTRIA said that his delegation joined with Japan and all the other delegations that wanted to set the date of entry into force of the Acts at 1 July 1991 except for the terminal dues provisions, which would come into force on 1 January 1991. The position was similar to that following the 1979 Rio de Janeiro Congress. The terminal dues provisions had been put into force on 1 January 1981 while the other provisions were put into force on 1 July 1981. His postal administration would have considerable difficulty in getting the Acts and Agreements translated within the space of a year. It was also difficult to attend to the ratification formalities in only twelve months. The time period had always been eighteen months, and very few countries filed the ratification instruments within the required time limit. Further, the Detailed Regulations were being referred to the Executive Council, which would not meet until next spring; the final texts of the Acts would not reach his administration until about August of next year, and its services had to be informed sufficiently in time. For all those reasons, his delegation felt that twelve months were insufficient, and that the time-frame of eighteen months was a minimum. He appealed for the understanding of the other delegations and asked them to back the appeal lodged by Japan.

Mr DUCOMMUN, SECRETARY OF THE PLENARY MEETINGS, said that the draft texts were available to administrations immediately, and that the International Bureau would do its best to send out the final versions as soon as possible. If Congress so wished, the International Bureau could publish the texts in two stages, that is, it could send out the texts of the Convention and the Agreements first, as they had to be submitted to the ratification process in most countries, and the Detailed Regulations could be distributed at a later date.

The representative of GREAT BRITAIN said that his delegation did not agree with the delegations which felt that twelve months was not long enough to carry out the necessary procedures for implementing the new Acts. Some delegates had argued that the terminal dues provisions had been applied earlier than the rest of the Acts after the 1979 Rio de Janeiro Congress. It should be noted, however, that, ten years later, they found themselves in a more competitive environment, and twelve months was a long time in such circumstances. During Congress, they had decided to introduce new services to care for customers and had taken decisions and adopted procedures designed to improve the effectiveness of the postal service, and his delegation did not think that they should wait eighteen months to implement those new procedures. Their competitors would not do such a thing. During the General Debate they had acknowledged that the

customer had to be put first and had indicated that the procedures and decisions for improving the services they provided had to be applied quickly. Some countries had stated that they had legal problems. They should endeavour to implement the new procedures on a provisional basis subject to formal legal approval at a later date. In the discussions on the Washington General Action Plan Congress had talked of the legal status that their governments had to confer on the postal service. Their administrations had to be given a modern legal status precisely so that such problems would not arise. In short, his delegation thought that the time period of twelve months was sufficient, that implementing the agreed-on procedures at different times would lead to confusion, and that their business had to be modern and fast. A majority of the delegates had already spoken favourably about all that.

The representative of FINLAND said that his delegation also felt it was desirable for all the final Acts to go into force at 1 January 1991, particularly as regards terminal dues. The preparatory work could be done quickly and even a small country like theirs, whose language was not used in the UPU, reckoned on being able to bring the Acts into force in twelve months. Besides, for certain countries entry into force at different dates would involve two ratification procedures, which did not seem very sensible.

The representative of BRAZIL said that entry into force of the Acts at 1 July 1991 appeared to run counter to the commitments entered into by the present Congress with regard to decentralization and speed. For that reason his delegation appealed to the recalcitrant countries to move forward more quickly and, consequently, to abide by the decision already taken.

The representative of LIBERIA said that one of the aims of the General Action Plan they had just approved was to improve postal administrations' management methods. Bearing that in mind, his delegation thought that twelve months was sufficient for putting the new procedures into effect and was in favour of maintaining the decision that had been taken.

The representative of MAURITANIA said that his delegation found the arguments put forward by each speaker interesting and consequently proposed that all the Acts be brought into force at 1 April 1991.

The CHAIRMAN announced a vote on the question of reconsidering proposal 08 as amended by France, in accordance with article 24 of the Rules of Procedure of Congresses.

Congress rejected Japan's appeal on proposal 08, as amended by France, by 87 votes to 43, with 8 abstentions. This rejection also applied de facto to the proposal by Mauritania.

Appeal

Proposal 4083.2/Rev 2

The CHAIRMAN turned to consideration of the appeal by Papua New Guinea on proposal 4083.2/Rev 2.

Under that proposal, if a dispatching administration sent closed mails to more than one airport in the country of destination, an independent calculation would have to be made to determine a separate rate of internal air conveyance dues payable by the administration of origin, instead of asking the administration of origin to accept the weighted average distance used by the administration of destination for calculating the internal air conveyance dues owed by the other countries.

The representative of PAPUA NEW GUINEA explained that the proposal had essentially been lodged in the interests of quality of service. However, it seemed that a small number of administrations could profit from it financially and that the majority of the member countries were not in a position to quantify its financial implications precisely. Moreover, the small countries and the developing countries would probably be unable, from the practical and financial points of view, to prepare a larger number of closed mails at the cost indicated. In that connection, the third sentence of paragraph 6bis should be closely re-examined.

His delegation did not think that such manipulation of the provisions concerning internal air conveyance dues was likely to improve quality.

Moreover, in their view, Congress could not take a responsible decision without specific knowledge of the financial and operational consequences of proposal 4083.2/Rev 2.

The representative of the BAHAMAS said that the EC and the CCPS should study the financial and operational implications.

The representative of GREAT BRITAIN said that the proposal adopted made for a more efficient and equitable system of internal air conveyance dues. Its chief aim was to safeguard the quality improvement obtained by adopting the multi-destination dispatches procedure. The reasons having to do with service quality improvement and the economic reasons had already been discussed by airmail experts and militated in favour of proposal 4083.2/Rev 2, which had been adopted by a clear majority. His delegation was therefore against reconsidering the proposal.

The representative of CANADA said that his delegation felt that the principle underlying the proposal in question was a fair one, but they had some reservations about its wording. It gave absolute power to the administration of origin because the latter would not have to seek agreement with the administration of destination, and could lead it to take decisions that impaired the quality of service. For that reason his delegation supported the appeal by Papua New Guinea, without calling into question the principle of equity contained in proposal 4083.2/Rev 2.

The representative of CUBA expressed support for Papua New Guinea's appeal and recalled the reservations his delegation had already made in that connection.

The representatives of AUSTRALIA, NEW ZEALAND and FIJI expressed support for Papua New Guinea's appeal, recalling that some forty countries, including small and developing countries in particular, had not been present when the vote on proposal 4083.2/Rev 2 was taken.

The representative of NORWAY proposed adjournment of the debate on the question. Put to the vote, this motion was rejected by 90 votes to 27, with 13 abstentions.

The representatives of ARGENTINA, BOLIVIA, PANAMA (REP) and SRI LANKA expressed support for the appeal.

The representative of BRAZIL said that his delegation supported the appeal and asked for the wording of the new paragraph of article 83 to be reviewed; their main concern was that in many cases not all the airports in a country were equipped to handle mail efficiently and provision should therefore be made to the effect that prior consent of the administration of destination was essential.

The representative of FRANCE said that his delegation found it hard to understand the concern expressed by a number of delegations which considered that the proposal had a negative aspect for the small countries. France felt that, on the contrary, it was the biggest dispatching countries that were concerned – those which had a large volume of traffic and which found it judicious to make a detailed sort of their mail and dispatch it to the airports that were nearest to the places of destination, while paying for the additional transportation sectors. In his delegation's view, abolition or prevention of the receipt of multi-destination dispatches was tantamount to a deterioration in the quality of service and for that principal reason France was against the appeal.

The representative of GERMANY, FED REP OF, said that his delegation firmly supported France's position and likewise opposed the appeal. The proposal would reduce the costs of the country of destination because the volume of mail to be reforwarded by air would be reduced.

The representatives of SWEDEN, SPAIN and the NETHERLANDS came out against the appeal and recalled the major advantages of proposal 4083.2/Rev 2 for the quality of service.

The representative of INDIA said that even though the proposal seemed to favour the quality of service, his delegation doubted its effectiveness if no provision was made to the effect that consultation of the administration of destination was imperative. The Indian administration, for example, provided EMS to only a certain number of places in its country and a list of them was regularly

distributed. Various administrations nevertheless sent it EMS items for the whole country. His delegation wondered how a provision that applied not just to a restricted service like EMS but to all airmail exchanges could be observed. For those reasons India supported the appeal.

Put to the vote, the appeal lodged by Papua New Guinea against proposal 4083.2/Rev 2 was approved by 81 votes to 32, with 17 abstentions.

The meeting rose at 12.45 pm.

For Congress: EDWARD E. HORGAN, Jr. Chairman

A C BOTTO DE BARROS Secretary-General

C LANGHELD Secretary

Fourteenth meeting of Congress

Monday, 11 December 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 3.20 pm.

Approval of resolutions and decisions other than those amending the Acts

Congress – Doc 78.1 and Congress – Doc 78.2

Congress – Doc 78.1 and 78.2 were approved without discussion.

Approval of the draft Acts and reservations not considered in Committee meetings

Congress – Doc 85 and Congress – Doc 86

The CHAIRMAN then moved to consideration of the draft Acts submitted by Committee 10 (Drafting). According to article 24 of the Rules of Procedure of Congresses, as a general rule, each draft Act was to be studied article by article. To save time, he suggested studying each Act chapter by chapter, as had been done at previous Congresses, and then to approve the Act as a whole according to the majority required.

The assembly approved that procedure.

The CHAIRMAN noted that as 114 countries were present in the hall, ie over two thirds of Union member countries, Congress could consider all the draft Acts.

The SECRETARY recalled that, under article 24, paragraph 5, of the Rules of Procedure of Congresses, the International Bureau was authorized to correct in the final Acts any clerical errors which had not been noticed during the study of the draft Acts, the numbering of articles and paragraphs and references.

Fourth Additional Protocol to the UPU Constitution

The Fourth Additional Protocol to the Constitution of the Universal Postal Union was adopted by 114 votes to 0.

General Regulations, including the Rules of Procedure of Congresses

The General Regulations were adopted by 121 votes to 0. The Rules of Procedure of Congresses were adopted by 124 votes to 0.

Universal Postal Convention and Final Protocol

The representative of COSTA RICA said that, as regards article 82 of the Convention, his delegation felt that it would be better to keep the status quo rather than the amendment made to paragraph 4 of that article. The introduction of a threshold of 300 km of weighted average distance for repayment of additional costs occasioned by the air conveyance of international mail inside the country of destination, would result in reduced revenue for small countries, like Cost Rica, which would have a negative effect on their development.

The representative of PANAMA expressed the same fears as Costa Rica with regard to the new wording of article 82.

As some mistakes and omissions had been pointed out by a number of countries, the CHAIRMAN asked for a corrigendum to be prepared and distributed as soon as possible so that the draft Acts could be approved at the next meeting.

The meeting rose at 4.20 pm.

For Congress: EDWARD E. HORGAN, Jr.
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Fifteenth meeting of Congress

Tuesday, 12 December 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 9.45 am.

Statements

The representative of IRAN (ISLAMIC REP) made the following statement:

"In the name of Allah, Most Compassionate, Most Merciful.

"Praise be to God Almighty, with the peace and the spirit of the holy prophets from Adam to Mohammed and homage to all those who have been martyred for the Islamic revolution all over the world.

"First of all, I would like to thank you, Mr Chairman, for giving me the floor and also to thank all of you who will pay attention to my statement.

"I have no doubt that you, Mr Chairman and distinguished delegates, recall our Minister's speech during the opening session of this Congress, in which he suggested the exclusion of the occupier regime of Jerusalem from the UPU on the basis of the same principles and decisions adopted at the Hamburg Congress for the expulsion of South Africa.

"The above-mentioned suggestion is justified on legal, rational and affective grounds. The delegation of the Islamic Republic of Iran, based on the one hand on its religious beliefs derived from the doctrine and orders of our holy Koran and the divine methods of our Prophet, and, on the other hand, on 26 centuries of the history of the Post in Iran and our very early membership in the UPU, wishes to present the reasons for the expulsion of the occupier regime of Jerusalem from the UPU.

"As everybody at this Congress will agree, having a postal service as a social phenomenon either internally or internationally has been regarded as one of the first and natural rights and as a real need of social life, which has been officially recognized in that mails can be delivered without being censored or destroyed. Moreover, the progress of the culture and civilization of mankind is the product of the development of social and cultural relations. And this is the cornerstone of the mission of the UPU which is to bind the souls of nations and bring them closer together, as clearly stated in articles 1 and 2 of the Constitution. However, despite the clear statements of the Constitution, the UPU has been indifferent to the absence of the real representatives of the innocent nation of Palestine among us, and disregarding all political principles, accepts the presence of the delegates of the occupier regime of Jerusalem (Israel).

"This is in spite of the repeated acts of aggression by the regime of Israel against the nation of Palestine and recently against Lebanon, the blatant violation of individual and social rights and the freedom of the combatant Palestinian and Lebanese nations, and the acts of arson and destruction of the holy Al-Aqsa Mosque, the first world Muslim Qibleh, acts perpetrated by the same regime in violation of all moral and human principles and international law.

"The inhuman behaviour of the same regime against the innocent nation of Palestine which has been televised all over the world is not only contrary to the objectives and the mission of the UPU but also distresses the soul of any liberated man and plunges us into deep sorrow and sadness. There is no place or household in the occupied territories where national and international postal services can be established.

"Because the mission of the UPU is to bring the thoughts of men closer together, socially and culturally, and to intensify relationships between nations, we must not be indifferent to the absence from the UPU of the real representatives of the innocent nation of Palestine. Otherwise the Muslim States and the liberated nations of the world would derive the wrong impression of the UPU and its role.

"The criminal and inhuman behaviour of the Israeli regime which disregards various resolutions of the UN and which insists on maintaining relations with South Africa, the expelled member of the UPU, continues.

"Documents received indicate there is no safety, no possibility and no security for postal relations and services for the innocent nation of Palestine, simply because of the acts of the occupier regime of Jerusalem.

"For the above reasons, the delegation of the Islamic Republic of Iran insists on the exclusion of the occupier regime of Palestine from the UPU and calls for the presence of the real representatives of the Palestinian nation.

"I sincerely request the Chairman and the Secretary-General to consider this suggestion as an official document for the attention of Congress, and would kindly ask that Mr Botto de Barros include the above suggestion in the annual report of the UPU for the years leading up to the next Congress (Seoul 1994) so that the delegates from the Palestinian nation may be present.

"In closing, Mr Chairman, I thank you for your attention, I also thank all the delegations that supported us on this issue. Finally, I would like to read a short poem by Sa'adi, the great Persian poet:

'Human beings are of one body, one gem of creation,
If one part suffers, there is no rest for the others,
If you feel nothing while observing the agony of others,
How can you be called Man?' "

The representative of BOLIVIA made the following statement:

"As the 20th Congress nears its end, we are pleased to see that, thanks to the work of the delegations of the countries gathered here and the participation of the International Bureau, we have achieved substantial results which will be reflected by the introduction into our Acts of amendments aimed at ensuring

that all future Union activities will be effectively adapted to the needs of the modern world so that we may attain a fervently desired objective, that of developing the postal service.

"It has been decided that starting from this Congress, the Executive Council will have broader powers in legislative matters and as a result, that it could adopt measures that will allow it to introduce suitable and modern systems and decide the terms and conditions of their application to the various structures of our countries.

"The decisions made with regard to terminal dues, the result of a thorough analysis and studies by the outgoing Executive Council, are adequate; they are also advantageous, both for heavy-traffic countries and for developing countries such as Bolivia, which allocates its revenue to the full support of postal projects and partly to meeting its financial obligations to the international organizations concerned with postal issues.

"We are in agreement with the provisions adopted in the field of technical cooperation and in this regard, I must point out that my administration is making a considerable effort to ensure that the postal service of Bolivia will operate properly, since this is the only way of facing up to the competition. Nevertheless, to achieve that objective, many measures will have to be taken, and the necessary economic and technical resources will have to be available. This is why we are paying special attention to technical cooperation and we would like to see it programmed in consideration of the developing countries. This will be a highly positive measure, because these past few years, we have learned to understand the importance of technical cooperation by observing the measures taken within our Restricted Union, the PUAS, which is striving in a very timely manner to provide its member countries with highly valuable technical assistance, thereby contributing in a noteworthy and tangible way to the development plans that, at this time, are the major concern of the Universal Postal Union.

"In the course of this Congress, broad-ranging directives have been inserted into the General Action Plan; we will have to realize these objectives by rigorously scheduling the measures to be taken jointly and on a priority basis, so as to achieve the results and to attain in the near future the goal that we have set here.

"I wish to take this opportunity to extend to you, Mr Chairman, all our congratulations for the effective manner in which you have conducted the proceedings of Congress.

"I also wish to express, in my own name and on behalf of my delegation, our gratitude for the warm reception we were given.

"I would also ask that you thank on our behalf all the members of the Congress Secretariat, whom we congratulate on the excellent organization of this important world event.

"We shall depart with lifelong memories of the friendship and generous hospitality extended to us in North American homes; we send our warmest regards to all concerned.

"Thank you for having allowed us to live unforgettable moments at the end of this final week, to visit a magic world of great beauty which revealed to us not only the bounty of nature but also the technology used in the development of this great country.

"To Messrs Botto de Barros and Ascandoni, elected by this Congress to head the Union over the next five years, both of whom are considered very dear friends of Bolivia, I extend our congratulations and our wishes for continued success in the discharge of their important functions.

"To Mr Félix Cicéron who will be leaving the Union, we express all our gratitude for his many years of valuable work in the interest of the UPU. With great affection, we wish him every success in his new activities.

"To the delegations of all the countries here today, we express our profound gratitude for the thoughtfulness and courtesy shown to our delegation. We assure them all of our respect, affection and friendship."

The representative of the VATICAN made the following statement:

"Before the closing of this Congress, I should like, first of all, on behalf of my delegation, to congratulate Mr Botto de Barros on his re-election as Director-General and Mr Jaime Ascandoni on his election as Deputy Director-General of the International Bureau.

"I also wish to congratulate you, Mr Chairman, on the skill with which you directed the proceedings of this Congress, as well as the Committee Chairmen and Vice-Chairmen, the Secretariat, the staff, and all the delegates who contributed to the success of this Congress.

"I also wish to express my thanks to the postal administration of the United States of America for its excellent organization and to the American people for the warm hospitality extended to us.

"With your permission, I should also like to offer special thanks to the so-called 'silent' delegates who, for a variety of reasons, did not have many opportunities to take the floor. I believe that if Congress is concluding its activities on time and satisfactorily, it is in part thanks to the helpful attitude of these 'silent' delegates. For that reason, they too merit special recognition and our gratitude.

"As you are all no doubt aware, my delegation represents the smallest State of the UPU. Its influence, however, extends beyond its minuscule territory since it has at its head the Pope who focuses all his effort and teachings on the moral and spiritual well-being of all of mankind.

"This is why, although my delegation followed the proceedings of Congress with considerable interest and learned a great deal from them, it was nevertheless especially interested in the human and social impact of the problems discussed during this Congress.

"This is also the reason why I should like to refer more especially to the general principle of solidarity than to the technical aspects of UPU regulations.

"Now that the new Acts of the Universal Postal Union are about to be considered and then brought into force by all members of the UPU, I believe it necessary to look at solidarity as the cornerstone of the loyal relations that should exist between member countries.

"In formulating the new Acts of the Union, we have carefully endeavoured to assert the need for total cooperation between developed and developing countries. So that we may fully understand what is meant by solidarity, I should like to quote a passage from the Encyclical by Pope John Paul II, 'Sollicitudo Rei Socialis'. This important document, published on 30 December 1987, is addressed to all nations and to all men of good will. In it, Pope John Paul says: '... in a world divided and shattered by conflicts of all sorts, we are witnessing the development of a conviction of radical interdependence and, consequently, of a need for the solidarity that will achieve it and translate it on a moral level. ... (Solidarity) is not a vague sentiment of compassion or of superficial emotion before the sufferings of so many people, near or far. On the contrary, it is a firm and persevering resolve to work for the common good; in other words, for the good of each and every one because every one of us is in fact responsible for all.

" '... Helping to develop the entire man and every man is indeed every man's duty towards all, and it must be common to the four parts of the world: East and West, North and South, or to use the current term, to the various 'worlds'. If, on the contrary, we try to achieve it in one direction only, in one world only, it will be at the expense of the others, and wherever it begins, due to the very fact that the others are ignored, it will become hypertrophied and distorted.'

"In the constantly changing world of today, I hope and pray that these moral and forceful ideas of Pope John Paul II will also apply to the Universal Postal Union which, in a very special way, should be synonymous with interdependence and solidarity among peoples and nations."

The representative of ROMANIA (SOC REP) said that, in view of the decision of the 20th UPU Congress to transfer some powers to the Executive Council, his administration was interested in all amendments made by the Executive Council to the Detailed Regulations of the Universal Postal Convention and the Agreements, and in the proceedings leading up to such amendments.

Because these Detailed Regulations still included provisions that had not been transferred to the basic Acts of the UPU and pursuant to some resolutions proposed by the Executive Council and the postal administration of Australia (proposals 02 and 3500.1), his administration wanted to continue to participate and to express its views about amendments to be made to the Detailed Regulations.

For those reasons and in order to avoid the need for reservations to the Detailed Regulations of the Universal Postal Convention and the Agreements, his administration requested that it be consulted at the appropriate time about such amendments and that its comments be taken into consideration.

Approval of draft Acts and reservations not considered at Committee meetings

The CHAIRMAN presented the Postal Parcels Agreement for consideration.

No comment having been made, the preliminary provisions (articles 1 to 5bis) as well as the provisions of parts I and II (articles 6 to 38) were approved.

Postal Parcels Agreement

The representative of CZECHOSLOVAKIA said that his delegation had comments of a drafting nature to make regarding article 43, paragraph 4, in that the amendment proposed by his country concerned the return of a form C 9 which had not been completed as prescribed in article 147, paragraphs 9 to 12, of the Detailed Regulations of the Convention. His delegation had thought that there would be a separate paragraph for that amendment. This was simply a drafting problem.

MR GHARBI, ASSISTANT DIRECTOR-GENERAL agreed that this was a drafting change that could be accepted and that would increase the clarity of Czechoslovakia's proposal. There would be no problem from the Secretariat's point of view in inserting a special paragraph. This was a drafting matter that would be settled by the International Bureau.

No other comment having been made, the provisions contained in part III (articles 39 to 45) were adopted subject to the drafting amendment proposed for article 43, paragraph 4.

The provisions contained in parts IV to VI (articles 46 to 58) were adopted without amendment.

The representatives of GERMANY, FED REP OF, GREAT BRITAIN, INDIA, ITALY and SINGAPORE mentioned that articles II and IV of the Final Protocol did not contain the reservations applicable to them.

The SECRETARY replied that in the absence of any notice to the contrary by the countries concerned, all the provisions of the Final Protocol to the Hamburg Acts would be repeated in the new Final Protocol, and he urged countries wishing to amend those provisions to inform the Secretariat of the changes as soon as possible.

The CHAIRMAN said that he considered the Postal Parcels Agreement as being approved and suggested that consideration of the Final Protocol be postponed until their next meeting.

Amended in accordance with the proposal by Czechoslovakia, the Postal Parcels Agreement was adopted in its entirety.

Money Orders, Agreement

The Money Orders Agreement was approved without discussion.

Giro, Agreement

The Giro Agreement was approved without discussion.

Cash-on-delivery, Agreement

The Cash-on-Delivery Agreement was approved without discussion.

The representative of JAPAN asked that the date of signature of these three Agreements be amended to read "14 December 1989", and that the date of their entry into force, 1 January 1991, be added.

Universal Postal Convention

The CHAIRMAN presented the Universal Postal Convention for discussion, but suggested that consideration of the Final Protocol be postponed until the meeting of 13 December.

Part I was adopted without amendment.

The representative of NEW ZEALAND proposed that the term "LC/AO" in article 18, paragraph 3, a and b, be replaced by the word "items".

Part II was adopted subject to the amendment proposed by New Zealand.

The appeal by Papua New Guinea against proposal 4083.2 having been accepted by Congress, article 83, paragraph 6bis, lapsed.

The representatives of PAPUA NEW GUINEA and VANUATU said they would present a reservation in the Final Protocol concerning article 82, paragraph 4.

Part III thus amended was adopted.

Part IV was adopted without amendment.

The Universal Postal Convention was adopted in its entirety.

Statements

The CHAIRMAN OF CONGRESS summarized the proceedings of the constituent meeting of the Executive Council. He extended warm congratulations to all its new members and informed the meeting that the Postmaster General had decided to entrust the chairmanship of the Executive Council to Mr Thomas E Leavey, Assistant Postmaster General.

The representative of NEW ZEALAND said that, with regard to item 11 of the agenda (Other business), it would make a statement aimed at limiting the activities of Congress to 15 working days and at initiating a discussion on the frequency of meetings of future Congresses.

The meeting rose at 11.55 am.

For Congress:

EDWARD E. HORGAN, Jr
Chairman

A C BOTTO DE BARROS
Secretary-General

L-P DUCOMMUN
Secretary

Sixteenth meeting of Congress

Wednesday, 13 December 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 9.40 am.

Statements

The DOYEN thanked the Minister of Posts and Telecommunications of Cameroon and the Pan African Postal Union for the African evening at the Cameroon embassy. The delegates had greatly appreciated the excellent music and typical African food. He also thanked the Ambassador of Cameroon and his wife for a magnificent evening.

The CHAIRMAN announced the following amendments to the agenda (Congress – Doc 6/Rev 2):

- Congress – Doc 88 "Approval of Detailed Regulations considered by Congress" would be discussed under item 10;
- Congress – Doc 78.3 "Approval of resolutions and decisions other than those amending the Acts" would be discussed under item 11 "Any other business".

Declarations

The representative of OMAN greeted the Chairman of Congress and thanked him for his wise, able guidance of the work of Congress.

He also thanked the Director-General of the International Bureau and his colleagues for their work in preparing the Congress and congratulated Mr Botto de Barros on his re-election as Director-General, which crowned his efforts in guiding the International Bureau's work ably and efficiently. He further congratulated Mr Jaime Ascandoni Rivero on his election as Deputy Director-General. They all hoped that the confidence placed in the Director-General and Deputy Director-General would bear fruit in the forthcoming period.

He expressed appreciation of the work of the Chairmen and members of the Executive Council and Consultative Council for Postal Studies over the previous period and thanked all those who had contributed. He congratulated the new members of those Councils on the confidence they had sought and obtained and wished them every success and good judgement.

He warmly thanked the Government and people of the United States of America for the hospitality bestowed on the delegates and for the great efforts they had made to ensure the success of Congress. He extended special thanks to the senior staff of the United States Postal Service for making themselves available to the delegates.

He extended his country's best wishes to all the delegations and looked forward to seeing them again at the next Congress in good health and happiness, and in peace, love and brotherhood.

The representative of NIGERIA gave the following address:

"The Nigerian delegation wishes to associate itself with the views expressed by other delegations in praising you, Mr Chairman, for the able way you have conducted all the plenary sessions so far. We should also like to congratulate the new Chairman of the Executive Council, Mr Thomas E Leavey, on his well-merited appointment. It is our sincere belief that with his wealth of experience on the international postal scene, he will gracefully steer the ship of the Executive Council to a happy landing.

"We should like to express our thanks and appreciation, not only for our election to the Executive Council but also for the opportunity given to us to serve as Chairman of Committee 9 (Technical Cooperation). We wish to assure you that we shall do our best to face the great challenge and work together with other members of the Council in order to achieve the objective of the Post of providing an efficient and dynamic postal service that will meet the needs of our numerous customers."

The representative of URUGUAY conveyed his delegation's greetings and congratulations to the Chairman on his skilful direction of the discussions and to all the delegations at the 20th Congress on courageously taking up the challenge to ensure the survival of the international Post and striving to improve the world's postal services. The Congress marked an important and historic milestone in the UPU's existence. The transfer of powers by Congress to the EC, the determination of more realistic terminal dues better suited to administrations' requirements, technical cooperation programmes which better satisfied the many needs of the developing countries and a greater contribution by the Restricted Unions were examples of the progress achieved.

Market research, technological improvements, product quality and more appropriate legislation should in future be the common denominator. The Post's only competition would come from itself; it would have to surpass itself, win back the market and provide customers with the products demanded by modern society.

The Washington General Action Plan was a response that had been demanded by administrations. That plan could be successfully implemented only by starting a constant feedback process, resulting from the countries' efforts and the contribution of each region, like that of the PUAS, which was working tirelessly towards that goal.

An appeal should be made to administrations to fight for maximum application of the Action Plan in their respective sectors. Priorities should be fixed and better coordination ensured between UPU bodies and the Restricted Unions to obtain the vital responses demanded by the Post.

The international Post was a big machine; one faulty cog was enough to change and slow its pace and thus to harm everybody. It was the UPU's duty to correct such faults, and that was where technical cooperation should come in. Such situations should, and could, not be considered as other people's business; they were of relevance to all administrations.

The hand extended to all countries present, and the warm welcome from the host country which had made the delegates feel at home, symbolized the magnificent cooperation which was the very essence of the UPU.

He congratulated the Chairman and his colleagues, the Chairmen and members of the Committees, and the delegates of the member countries on their invaluable assistance.

He also congratulated Mr Botto de Barros on his unanimous re-election and Mr Jaime Ascandoni on his election.

The representative of COLOMBIA, speaking on behalf of the Colombian delegation and in his capacity as Deputy Minister of Communications, extended warm congratulations and thanks to the Chairman of Congress and, through him, to the Government and people of the United States of America for the splendid organization and the wonderful hospitality extended to the delegates.

The Colombian Post had taken part in and attended the various stages of the present important event in the certainty that the 20th Congress would give the Post its definitive modern orientation; Colombia was therefore gratified at being a member of the Executive Council where it hoped to be able to help in finalizing important decisions. That was an excellent opportunity for which he was very grateful.

His country wanted to stress the importance of the measures adopted by that Congress, in particular resolution C 12 dealing with action to improve the security of international mail and to preserve its integrity. The Executive Council and the Consultative Council for Postal Studies, by fulfilling the mission entrusted to them, and the member countries, by ensuring that their policies were compatible with current legislation on the security and integrity of the mail, would once again demonstrate their solidarity with Colombia in its war against drug trafficking. As President Marco himself had said, this problem was not merely one for the producer and consumer countries, but for humanity as a whole.

The content and organization of the 20th Congress and the generosity of the host country would go down in the Post's history.

Approval of Detailed Regulations considered by Congress

(Congress – Doc 88)

The CHAIRMAN stated that the Executive Council had provisionally approved the Detailed Regulations of the Convention and of the various Agreements. The meeting would now consider them one by one and chapter by chapter. If Congress adopted them, they would be submitted to the Executive Council for formal, final approval in accordance with the draft resolution annexed to Congress – Doc 88. The final wording of the Detailed Regulations would take account of the corrigenda prepared by the Secretariat, which had been distributed to the delegations, and of any amendments which might prove necessary during their consideration.

Detailed Regulations of the Convention and forms

The SECRETARY said that the wording of the introduction to these Detailed Regulations would be brought into line with the Executive Council's new powers.

Part I of the Detailed Regulations of the Convention was adopted with the amendment notified by the Secretary.

The representative of INDIA stated that his delegation had already notified the Secretariat of errors in article 177, which would be corrected in the final version. The same applied to certain forms.

Part II of the Detailed Regulations of the Convention was adopted, subject to the corrections notified by India.

Parts III and IV of the Detailed Regulations of the Convention were adopted.

The Detailed Regulations of the Convention and the forms were then adopted in their entirety.

Detailed Regulations of the Postal Parcels Agreement and forms

The Detailed Regulations of the Postal Parcels Agreement and the forms were adopted in their entirety.

Detailed Regulations of the Money Orders Agreement, forms and Final Protocol

The representative of AUSTRIA reported some formal errors which had already been notified to the Drafting Committee for correction in the final version.

Subject to the corrections notified by Austria, the Detailed Regulations of the Money Orders Agreement, the forms and the Final Protocol were adopted in their entirety.

Detailed Regulations of the Giro Agreement and forms

The Detailed Regulations of the Giro Agreement and the forms were adopted in their entirety.

Detailed Regulations of the Cash-on-Delivery Agreement and forms

The Detailed Regulations of the Cash-on-Delivery Agreement and the forms were adopted in their entirety.

Final Protocol to the Universal Postal Convention

The SECRETARY presented the corrections made to the text of the Final Protocol to the Convention as set out in the document Draft Acts/Corr 4. Those amendments would be incorporated into the final text.

The representative of CANADA said there was no longer any justification for article XXIbis in the Protocol since Papua New Guinea's appeal concerning article 83, paragraph 6bis, of the Convention had been accepted.

The representative of JAPAN said that certain articles of the Final Protocol to the Convention should appear after the Detailed Regulations, since they referred to provisions of those Regulations.

While agreeing with Japan's comment, the SECRETARY replied that the principle had been adopted of not modifying the structure of the Acts for the time being. The Executive Council would be instructed to conduct a twofold study on the second phase of the transfer of legislative powers to the Executive Council and on the layout of the Acts in general.

The representative of AUSTRALIA said that, following the amendment of article 192, paragraph 4, of the Convention, article XXV of the Final Protocol had lapsed.

The representatives of INDIA, EL SALVADOR, AUSTRIA AND LEBANON notified amendments to the Final Protocol.

Mr GHARBI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, stated that the Secretariat had received several reservations which should be included in the Final Protocol but there had been no time to publish them. They would appear in the final version of the Final Protocol.

The Final Protocol to the Universal Postal Convention was approved, subject to the corrections and additions notified as well as to the deletion of articles XXIbis and XXV.

Final Protocol to the Postal Parcels Agreement

The CHAIRMAN said that document Draft Acts/Corr 3 set out the changes to be made to that Final Protocol.

The representatives of LEBANON and AUSTRIA notified further amendments to the text.

The Final Protocol to the Postal Parcels Agreement was approved, subject to the amendments notified.

Statement

The CHAIRMAN stated that any reservations to the Acts which delegations wished to make should be submitted by 10 am on Thursday, 14 December.

Approval of resolutions and decisions other than those amending the Acts

(Congress – Doc 78.3)

The resolutions and decisions in Congress – Doc 78.3 were approved.

Other business

Duration of Congress

The representative of NEW ZEALAND recalled that during earlier meetings, many delegations had requested the shortening of Congress. At the same time, Congress had decided to adopt new management methods and had given the Executive Council new legislative tasks in connection with the Detailed Regulations. That was a step forward which should make it possible to improve future Congresses. The 20th Congress had finished its work on schedule and only a few decisions about studies had been referred to the Executive Council. The UPU was thus on the threshold of a new era in regard to its management, which should be more sensitive to market reactions and to the tactics of the competition. Congress resolutions C 8 and C 14 gave the Executive Council all the tools it needed for deciding how to improve the operation of the Union and the organization of future Congresses. In his delegation's opinion, Congress should discuss only general policy, while the EC, as a management body, would deal with the details. All the delegations had accepted that approach. Knowing that it was difficult to meet for five, six or even seven weeks and that it would be a pity if UPU policy changes were decided only every five years when the world around was changing so quickly, it seemed preferable for Congress to meet for a shorter time but more frequently.

Would the competition act in the same way in order to deal with important problems like those of the UPU? Everyone knew that it would not. The 20th Congress had finished its work in twenty-two working days. It would therefore be expedient for it to suggest to the Executive Council that the next Congress should last, for example, fifteen working days at most. It could also recommend that the Executive Council, as part of its study on the organization of the next Congress, take all appropriate measures to obtain that duration.

Congress should also ask the EC to consider the question of the duration of the period between two Congresses which, in New Zealand's opinion, should be reduced to two or three years.

The representative of GREAT BRITAIN supported New Zealand's proposal. In his delegation's opinion, fifteen working days was the maximum. Furthermore, a pointer from Congress along those lines would facilitate the preparation of the next Congress by the host country.

The representative of IRELAND supported the previous speakers. Congress had already been shortened from six to five weeks, so reducing it to fifteen working days seemed to be the next stage.

The representative of SINGAPORE supported New Zealand's statement. His delegation wanted the UPU Congress to be as efficient as possible, with businesslike meetings. It had to respond to market developments, customer wishes and technological progress. Shorter, more frequent Congresses would make governments, customers and competitors take the UPU more seriously. In the short term, they would also enable administrations to implement the Washington General Action Plan faster and more vigorously.

The representative of GERMANY, FED REP OF, said that for some time, the UPU had been trying to shorten Congresses with such measures as parallel meetings, interpretation in more languages and very intensive preparation by the Restricted Unions. The Hamburg Congress speed record had admittedly just been beaten, but he felt that it would be dangerous to decide to shorten Congress to fifteen working days without prior study. The Executive Council was going to conduct a general study on the organization's structure. He suggested asking the Executive Council to aim at the shortest possible duration for the next Congress by modernizing the work. Imposing a deadline could sap the UPU's vitality. If the study, which would take account of all the parameters affecting the duration of Congress, showed that it could be shortened, they would do so, but they should not take a last-minute decision on such an important measure.

The SECRETARY-GENERAL noted the interest of certain delegations in shortening Congress, but said that the meeting could not indulge in attempts to predict the future. The matter should not be decided at that time because there was no way of knowing what the future would bring. It had been possible to keep the 20th Congress short because all the proposals had been approved without too much opposition or too many declarations. Would that exceptional situation recur in five years time? It was also conceivable that Congress would take the form of a teleconference with nobody having to travel. The countries wishing to shorten Congress should leave it up to the Executive Council to decide its duration in terms of the workload, technical problems and problems resulting from legislative changes. The participants should not forget to take the time to think to be truly efficient.

The representative of CANADA supported New Zealand's proposal to fix the duration of the next Congress at fifteen working days, while leaving the EC a certain amount of leeway.

The representative of the NETHERLANDS supported New Zealand's idea and pointed out that, in order to shorten Congresses, general declarations by delegations could be submitted in writing instead of being read out in plenary.

The representative of KOREA (REP) said that while his delegation supported the idea of shortening Congress, it nevertheless preferred to give the EC a mandate to give that question urgent priority consideration. Its reply was important for the host country of the next Congress.

The representative of JORDAN said that as yet there was not enough information available to be able to fix the duration of the next Congress. According to its new mandate, the EC was empowered to fix that duration, and he suggested leaving the matter in the EC's hands. At the moment his delegation felt that fifteen working days would not be sufficient.

The representatives of JAPAN, AUSTRIA, CUBA, MAURITANIA, URUGUAY and CHILE agreed with Germany, Fed Rep of, and Jordan.

The representative of VENEZUELA supported New Zealand's proposals regarding the duration of the next Congress and the frequency of subsequent ones. If Congress were shortened, countries would have to stop making general declarations orally. Such declarations should be lodged in advance with the Secretariat and distributed on the first day of Congress.

The representative of ITALY said that his delegation did not agree to increasing the frequency of Congresses. Their duration should be fixed by the EC.

The representative of SWITZERLAND said that, with the transfer of powers to the EC, Congress should no longer be required to deal with proposals concerning the Detailed Regulations and forms. That would save time both for Congress and for its Secretariat. For that reason, his delegation felt it would be dangerous to try to fix a limit at that point. An EC study was needed in order to fix priorities, in particular as regards cleaning up the Acts.

If it were possible to submit the new Acts to the member countries before Congress, proposals could already be based on them, and a reduction in the number of proposals would make it possible to shorten Congresses.

His delegation felt it was dangerous to reduce the number of days arbitrarily without having factual information.

The representative of LEBANON said that a shortening of Congress must not entail a decrease in its productivity. The number of working hours needed by each Committee should therefore be fixed, but it should be left to the EC to study that question.

The representative of NORWAY said that Congress wanted the next Congress to be as short as possible. To stay reasonable, however, it would be enough to give the EC a simple policy guideline to that effect.

His delegation proposed amending New Zealand's proposal by adding "as far as possible".

Mr T LEAVEY, CHAIRMAN OF THE EC, said that resolutions C 8 and C 14 implicitly gave the EC a mandate to study the question of the duration of Congress, along with all other aspects of the Union's work. The changes to be made by the EC would in fact directly influence the duration, and even the frequency, of Congresses.

The EC would take account of the views expressed at the present meeting in formulating recommendations about the next Congress.

The CHAIRMAN said they were all aware that determining the operation of the Union and of future Congresses would be a substantial task for the EC. The very interesting views put forward at that meeting would be very useful for the work of the EC which, he was sure, would take due note of them.

He thanked the delegates for the friendly atmosphere which had reigned, despite the vast size of the hall, and said that it had been a great privilege for him to be Chairman of that Congress.

The meeting rose at 12.45 pm.

For Congress:	EDWARD E. HORGAN, Jr	A C BOTTO DE BARROS
	Chairman	Secretary-General
	L-P DUCOMMUN	
	Secretary	

Closing meeting of Congress

Thursday, 14 December 1989

In the chair: Mr EDWARD E. HORGAN, Jr, Chairman

The meeting was opened at 9.50 am.

The CHAIRMAN congratulated the participants for having borne up under the strain of Congress with such ease and for having dealt with the entire agenda and achieved such significant results. The final period of Congress had not been one simply of relaxation, since even during the excursions they had continued their work.

Along with three unseasonally early snowstorms, they had had to cope with a flood of papers and read them late into the night. They had also experienced a number of American traditions such as Thanksgiving Day and Disney World, and had become acquainted with the various cultures represented at Congress. It had been a period not only of hard work but of music and laughter. He sincerely hoped that they had enjoyed it as much as their hosts had done.

They now had the pleasant task of concluding their proceedings and of symbolically passing on responsibility for convening the next Congress in 1994 to the Republic of Korea.

He reminded those present that they would be meeting that evening one last time in a social setting in the main hall of the Union Station where they would say their farewells.

He suggested that they follow the agenda given in Congress – Doc 7 which listed the various speakers who would be taking the floor.

The HONORARY CHAIRMAN gave the following address:

"Thank you, Mr Horgan, and thank you, delegates to this now-concluding 20th Universal Postal Congress. Thank you for a five-week experience that is unmatched in my life.

"I cannot tell you how much I have enjoyed this time and how much I have learned.

"Since our opening session five weeks ago, I have come to appreciate what I have always known intellectually but had never experienced firsthand: namely, that all of us are citizens of the world as well as of our home countries.

"I think it nothing short of amazing that in spite of all the many differences in our backgrounds, we have been able to come together during this time and so harmoniously reach agreement on common solutions to shared problems.

"I feel richer for this experience and for the new understanding it has given me.

"And now that the time has arrived for us to start saying our farewells, I also feel the truth of Shakespeare's line about parting being a sweet sorrow.

"For, while I am sad that today is the last time we shall meet as the 20th Congress, I am cheered by having made so many new friends and by the thought that I will see most of you again in other times and other places.

"You may remember that in my remarks at the Kennedy Center I urged everyone to try every day to make at least one new friend from another country.

"Well, I must say that I am glad I took my own advice! And I hope that many others did too, so that our organization will have a new and lasting strength built upon mutual understanding and friendship.

"In recent days, many of you have expressed appreciation to the United States for having hosted this Congress. You've had kind things to say, and I am grateful for them.

"But I must tell you that in hosting this event the U.S. Postal Service has also benefitted.

"As a result of our experience, we have become more determined than ever to build the international portion of our business – and to do so in ever closer cooperation with you, our postal partners.

"This Congress has also been a valuable learning experience for many of our officials. While some U.S. Postal Service officials have visited other postal administrations or taken part in international meetings, the vast majority have not.

"For them, until now, our postal links with the rest of the world were more theory than reality. But by meeting and talking to you, international mail has taken on a new meaning for them, and I have no doubt that as a result, international mail will receive closer attention within this administration.

"Certainly that will be the case at U.S. Postal Service Headquarters in all matters in which I have a direct hand.

"Our commitment to the goals of the UPU will not end with our hosting of this Congress, but will grow.

"And it will grow largely because we have become convinced that there is a new determination in the UPU to meet the challenges thrust upon the Posts by the realities of today's marketplace.

"We felt this way before the convening of this 20th Congress, and the strong and positive actions that have been taken here only confirm our judgement.

"Let us be honest and admit that our grand institution, the Worldwide Posts, has a long way to go before it is out of danger. The pressures that mount on us daily do not allow us to conclude otherwise.

"But, at the same time, I think we can correctly conclude that the UPU has, as a result of this Congress, positioned itself to become a much stronger player in the maelstrom of the modern marketplace.

"In my opening day's remarks, I urged that we not fear to forge new traditions to wed to the old ... that in our drive to modernize we should be bold, imaginative, and even daring. And I stressed the need to adapt our organization and our individual administrations to the business principles that are everywhere sweeping the world.

"I am delighted to say that, in my view, and to a degree that many would not have thought possible, we have met these challenges.

"In the interests of time, I will leave others to list the specific accomplishments of this Congress, But I will say that the sum total of our efforts constitutes a historic breakthrough.

"This Congress has put in place a strong foundation for a fully customer-responsive, fully modern international postal system. And now if we can in the days, weeks, months, and years ahead build on this foundation, then I am certain we will resume our rightful place in the spectrum of world communications.

"While reviewing the last five weeks, I must also take note of World Stamp Expo, which was held in conjunction with our Congress and was an equal success. Stamps constitute the most visible symbol of our postal enterprise: they are an important reflection of every nation's cultural identity – and they are good business. Stamp Expo exceeded our expectations in terms of attendance. It provided an excellent showcase for the Congress and, equally important from the viewpoint of the host administration, it, and the special stamp issues commemorating the Congress, brought in all the revenue necessary to finance this event, including the Florida excursion.

"So I am proud of what has transpired here – and proud, too, of my co-workers from the U.S. Postal Service who have helped make it possible.

"For many months now, often during weekends and into the late night hours, hundreds of members of this administration have laboured to produce this Congress. While they were given superb cooperation and complete information from our esteemed colleagues from the Federal Republic of Germany, host of the Hamburg Congress, they also faced many new and unique challenges.

"Yet, based on my own observation and, more importantly, the comments of delegates, I believe that the U.S. personnel have performed magnificently. And because of this I am extremely proud.

"Credit goes, most assuredly, to Mr Thomas Leavey and his staff, and especially to Mr James Wade. It goes, too, to the many local postal people who paved the way for our visits to places like Baltimore, Charlottesville, and Florida. Credit must also be shared with many, many others such as those who hosted post office visits, conducted bilateral business outside the meetings, and performed a

myriad of functions – everything from helping to see that Congress documents were rapidly printed and distributed to ensuring that delegates were safely and efficiently moved from one place to another.

"In addition, there was a special group of people who merit special mention. I refer to our Congress Guides – the more than 100 postal employees from all parts of our country whose smiles and many courtesies generated much of the warmth of this event.

"From the very beginning of their training, the Congress Guides were told that they would serve, in effect, as personal ambassadors of the United States. From all that I have seen and heard, they have, in a thousand different ways, provided a living demonstration of the best traits of the American people.

"To all these staff members, I say: You have made your country and your postal service proud of you! Thank you!

(Applause.)

"Finally, at the risk of causing him embarrassment, I wish to draw attention to the role of an American whom you have come to know better than any other, our Chairman, Ed Horgan.

"When I assigned this task to him I knew that he would do a marvellous job, but I also knew that he would be kept busy for many months with that appointment and that I would no longer have the benefit of his advice on all domestic and international postal matters.

"I am happy that, starting from tomorrow, I will once again be able to enjoy his full-time services, and I am sure you will agree with me that my personal loss was a gain for Congress and that he did a magnificent job."

(Applause.)

"Finally, Ladies and Gentlemen, I would like to take you back one last time to our opening ceremony at the Kennedy Center and leave you with some words spoken by the Chief Executive of the United States.

"In his remarks that day, President Bush said (and I quote): 'The need to communicate by mail across national frontiers – despite the march of time and telecommunications – has remained constant to this very day... For even our latest technology and instant delivery services cannot do what the postal system alone can do: get the mail through, anywhere on the earth, to any recipient, at very small cost... In a world of faxes and fiber optics, the mails still represent the most intimate means by which the people of this nation and other nations reveal their thoughts, their hopes, and their dreams.'

"Ladies and Gentlemen, I believe the goal of all we do and all we strive for as postal officials cannot be stated better.

"When we leave this hall today for the last time, let us therefore carry Mr Bush's thought with us – that there is no substitute for the service we provide and that its value has no limit – and let that thought inspire us in all our difficult work ahead.

"Mr Murthy, Mr Botto de Barros, Ladies and Gentlemen: it has been grand to have you with us. Au revoir!

(Applause.)

The representative of CHINA (PEOPLE'S REP) (VICE-CHAIRMAN OF CONGRESS) observed that Congress had completed its work thanks to the joint efforts of the delegates and the spirit of cooperation and mutual understanding that had prevailed. He congratulated Congress on the positive results achieved and thanked the Chairman and Vice-Chairmen of Congress, the Secretary-General and the Assistant Secretary-General, and the Committee Chairmen and Vice-Chairmen for their remarkable contributions.

He then thanked the members of the Secretariat, the translators and the interpreters for their diligent work.

He said that they had received a warm and hospitable welcome in the United States of America and he thanked the host country and its people, especially their esteemed American postal colleagues.

This Congress had been held at a time when the Post had grave challenges to face and keen competition to contend with. A General Debate had therefore been held during which they had been able to voice and exchange opinions on the manner of dealing with the competition and the challenge, and on that basis, they had devised the Washington General Action Plan.

They had also revised the Acts of the Union and given new powers to the EC for revision of those Acts. They had elected a new EC and a new CCPS. Instructions had been issued regarding the work to be done in the next five years by the various bodies of the Union, work that would allow the postal administrations of the world to enter a new phase of development.

The task ahead of them was an extremely heavy one and seeing it through would require a united effort by all countries and each body of the Union would have to play a full part. He added that China (People's Rep) had been elected a member of the EC and of the CCPS.

His administration would do everything in its power to play an active part in the proceedings of both bodies and to assume the inherent responsibilities.

In conjunction with the International Bureau, the Chinese postal administration had successfully organized symposia and study trips in China (People's Rep) during the past few years, with encouraging results. They planned to continue to organize such activities as a means of fostering the sharing of experience between member countries, particularly the developing countries.

He wished all postal administrations renewed development of postal services and great success in their battle against the competition, and wished the delegates a safe journey home.

(Applause.)

The representative of FRANCE (VICE-CHAIRMAN OF CONGRESS) agreed with the Honorary Chairman that this Congress had been outstanding in many ways and said that his delegation had been honoured to have been selected for a vice-chairmanship and to have been elected to the CCPS where it would chair a Committee.

He thanked all the delegations for the confidence they had demonstrated and said that his country would strive to be worthy of it.

He then extended thanks to the United States postal administration through the Honorary Chairman, the Chairman of Congress and all their colleagues, whose warm, efficient and obliging attitude had provided an excellent image of the qualities of the American people.

They had contributed to the smooth conduct of Congress and hence to the remarkable results achieved. They were embarking on a new five-year period leading up to Seoul, with a new team, and he congratulated its captains – Mr Leavey, Chairman of the Executive Council, Mr Boutenko, Chairman of the Consultative Council for Postal Studies, Mr Botto de Barros, re-elected as Director-General of the International Bureau, and Mr Ascandoni, Deputy Director-General elect. He had every confidence in their ability to lead them to a Seoul Congress as productive and promising as the Washington Congress, even though it would be shorter.

To realize those promises, every postal administration or corporation would have to be more responsive to the needs of its customers and to do this, they would have to improve the nature and the quality of their services. Only in this way could they strengthen the "postal chain" and meet the needs of the customers of all postal administrations.

He saw two signs that led him to believe they were on the right track. The first was the speed with with some of their competitors and their spokesman had reacted, an indication of their considerable concern about what had taken place in Washington.

The competitors had every reason to be worried and he wanted to make it impossible for them to rest, but he did not want their demise, since they had proved useful in rousing the postal community at a time when it was dozing off, and he hoped that the competition would prevent them from falling asleep again. But he did not want to play a game of American football with them where the postal quarterback would be blindfolded when he passed the ball and the receivers would have one arm tied behind their back.

The second sign, which had been alluded to by the Honorary Chairman at the previous evening's very enjoyable dinner and confirmed earlier that day, was that the United States postal administration would be attaching greater importance to the international Post.

All postal administrations were pleased with this prospect since the United States administration was the largest in the world, accounting for 35 percent of its mail, and the tiniest ripple in Washington or New York could cause a tempest at the other end of the world.

He was sure that the United States postal administration would play its indispensable and irreplaceable role in strengthening their postal chain.

He recalled the words of a French philosopher of the early part of the century, who had observed that man was happy only when seeking and inventing. Such a maxim should guide them in their work and he wished them all much happiness in the next five years and a safe journey home.

(Applause.)

The representative of the USSR (VICE-CHAIRMAN OF CONGRESS) recalled that many of them had been to the Kennedy Space Center where they had seen a film on space travel with a sequence showing earth as a tiny ball when viewed from space. It was then surprising to find that there could be 170 Union members on earth. Yet even if the countries seemed small, their postal administrations were big.

Back on earth, he asked that everyone strive to maintain peace and to allow our planet to breathe in a clean environment. He felt that Congress had taken one step in that direction. The proof was the quantity of documents that had been adopted, especially the Action Plan, which contained important ideas but still had to be implemented. He felt that Congress had become a school where they had shared their knowledge, although it was too early to assess its full impact. As a poet had said, even face to face, we could not discern our features from a distance.

That was probably the lesson to be learned from Congress. He then thanked Mr Horgan, Mr Botto de Barros, Mr Frank, the postal officials, guides, translators and others, who had become friends even though not all their names were known. They had experienced the American spirit by visiting them in their homes, in Florida, and participating in their cultural programmes.

There remained to decide how to make the best use of what they had achieved. He then congratulated the members of the EC and the CCPS on their election and thanked the delegates for having elected the USSR to head the CCPS and chosen Mr Boutenko to chair it. They would discharge this important function to the best of their ability.

He extended his best wishes to the Chairman and Vice-Chairmen for the future.

(Applause.)

The CHAIRMAN thanked the USSR for having agreed to chair the CCPS and said that they would do all they could to help. Each member country would receive a video cassette illustrating part of the work that had taken place He thought this would assist them with their report on Congress events.

The representative of ZAMBIA (VICE-CHAIRMAN OF CONGRESS) made the following statement:

"It gives me much pleasure to address Congress on the occasion of the closure of its 20th meeting which has been hailed as one of the most successful Congresses held during the existence of the Universal Postal Union. At this Congress many important decisions have been made aimed at reshaping the postal service into an effective and efficient business, capable of responding to customer needs more promptly than in the past.

"Among the important decisions and recommendations, we note with satisfaction that we have identified and tackled the major objectives we had set for ourselves. We have addressed the question of competition from non-UPU postal carriers. We have also hastened the decision-making process by granting the Executive Council more powers. We have expanded the role of UPU permanent bodies in order to strengthen and develop technical cooperation and we have remodelled our own procedures to ensure that we provide high-quality service to our customers. I must stress here that one of the most effective means of beating the competition is the provision of high-quality service at reasonable cost. Much has been said about the aggressiveness of the other carriers who are doing everything in their power to make inroads into the postal market, as exemplified by what was said at their meeting held here in Washington while this Congress was in session. We need a global strategy in order to respond effectively to this competition.

"Mr Chairman, the outcome of the Washington Congress is a most welcome development which gives us encouragement and hope for better postal communications the world over, sooner rather than later.

"The Washington General Action Plan provides a challenge to the member countries of the UPU and the postal administrations. The objectives and actions required are clearly spelt out. However, we must all be aware of our old enemy: time. Any delay in carrying out what has been outlined in the Washington General Action Plan would jeopardize its successful implementation."

(Applause.)

The DOYEN gave the following address:

"Today is the final day of the Congress. Looking back at the work of the last few weeks, it is undeniable that at this Congress, more than ever before, there has been an oft and keenly expressed desire on the part of all administrations to improve the quality of service. This has, of course, come from the realization that, in this age of fierce competition, no enterprise or undertaking can expect to make good, unless it offers quality goods or services to its customers.

"The Congress has also helped to underscore – once again – the importance of the Union and the need to ensure cooperation between all the member countries. It has become apparent, more clearly than ever before, that proper understanding and good team work are essential for a successful international service.

"Our conclusions in the General Debate, our discussions on ways and means of improving the efficiency of mail exchange, our recognition of the measures to be taken to improve contact with our customers and respond to their needs, our agreement on the need to speed up operations at ports, airports, and railway stations all point to a new sense of urgency among the participating administrations. At this Congress, we have further accepted that, with burgeoning quantities of mail and public expectations of a better service, operational procedures would have to be improved or revised in each of our administrations. We have set up for ourselves a demanding task, the implementation of the Washington General Action Plan.

"It was indeed heartening to see the earnest desire of the younger administrations to catch up with rationalization and modernization, consistent with their declared goals, and their logistic and financial resources. A widely held view

was that there is a commercial and professional attitude in the approach of the business community and this, it was realized, could not be left unnoticed (or unattended to) by postal administrations.

"At this Congress, there was a keen desire for closer understanding between the member countries. There was an air of friendliness, a great feeling of oneness, and this was evident from the day of the inauguration, and has continued to the last day of the Congress. It has helped make the Congress pleasant, purposeful, and successful. Notwithstanding fair comments and differing points of view, there has been a great feeling of solidarity between the members of the Union at this Congress. This is also in keeping with the great changes taking place in the world just now. I am confident that this new mood, this new optimism, will help to run our services better, plan better for the future, overcome shortcomings, and ensure a high quality of service to the community.

"We have also discussed the need for some postal administrations being provided with guidance and support, to enable maximum participation in postal development, as well as operations. Training and technical assistance will also have to play an important part for the betterment of the general situation.

"The Congress was organized by the United States postal administration in a most businesslike way, and they had some men and women eminently suited to handle the task.

"In Mr Anthony Frank, the Postmaster General, we found a dynamic personality. His candour and friendliness have been a strong encouraging factor to all those who have worked with him. We are particularly appreciative of the heavy burden accepted by Mr Edward Horgan, Chairman of the Congress, and of the excellent fashion in which he completed his work. Mr Thomas Leavey, the Chief of Staff, had his characteristic steadfastness and devotion to guide the Congress through. Mr Horgan and Mr Leavey have become a famous duo and their tandem efforts have been spectacular. And, in the way of all successful men, they have had their wives, Mrs Horgan and Mrs Leavey, close behind them, giving them great support and encouragement. We are indeed grateful to these two ladies.

"In the organizing and running of this Congress, the Secretariat of the International Bureau and the Secretariat of the United States postal administration have shown a fine example of close coordination and planning.

"As Doyen, it was my good fortune to be closely associated with a number of officials of the host administration. I have nothing but praise for each and every one of them. Over these six weeks, I was always rewarded with the sight of a confident team, always pressing forward, a team of efficient men and women always trying to help each other and all of us delegates too. It is this picture of teamwork, friendliness, and cooperation that has been a most encouraging sight, and I shall treasure the memory of this most magnificent team. My hearty congratulations to Mr Jim Wade, Director of Congress, and all members of his team, on their resounding success.

"My congratulations also go to the special Congress Guides who were of great help to all of us visiting this country.

"To the authorities of the cities of Washington, Baltimore, Charlottesville, the Walt Disney World, the Kennedy Space Center, and a number of other places, we are indebted for their hospitality, for the special arrangements made for us, and for all their kindness and care.

"I would like to offer our special thanks to all our hosts who invited us to their homes, in the 'Be Our Guest' programme. It was a most unique and enjoyable programme.

"All of us have congratulated our Director-General, Mr Botto de Barros, on his re-election. Taking over after the Hamburg Congress, Mr Botto de Barros immersed himself in the work of the Union. Arising from the Declaration of Hamburg and the mandate given to the EC, the CCPS, and the International Bureau, corrective action was initiated concerning a number of matters relating to the international Post. Under the leadership of Mr Botto de Barros, it was possible for the Union to bestow attention on a number of activities. During the period since the Hamburg Congress, he has ably led the drive for the establishment of the EMS, for the development of the Post, and for the improvement in the quality of service.

"His forward-looking views on the modernization of the Post, his anxiety to remedy the situation in the disadvantaged countries, his call for measures to meet the needs of the business community and help trade and commerce will all help us, the members of the Union, to reach the goals we have set for ourselves, in each of our countries. We do look forward to an era of constructive work and achievement. All of us here are united in wishing our Director-General all success in his new tenure and in his efforts.

"In the wife of our Director-General, we have a lady of great understanding; her charm, her kindness and her hospitality are well known to all of us. Our congratulations to Mrs Botto de Barros and we wish both of them a very purposeful and successful future, and all joy and happiness in their personal lives.

"With the completion of the Washington Congress, we will be losing one of our most beloved colleagues from the service of the Union. You know I am speaking of Mr Félix Cicéron, our Deputy Director-General of the International Bureau. He has opted not to contest again, but to retire. Many of us have known him for a number of years, and he has been a tower of strength to many of us on different occasions. His vast experience, his dedication to the improvement of postal service in the younger countries, in particular, are well known.

"Mr Cicéron is friendly, sympathetic, and humorous, and we have enjoyed his company greatly for a number of years. Mrs Cicéron too has been a great friend, a generous hostess, and a most pleasant colleague to many of us and our families during our visits to Berne these last many years. We will miss their excellent company. On behalf of all of us, I wish them all the best for the future.

"To our new Deputy Director-General, Mr Ascandoni, we extend our hearty congratulations. Many of us have known him for a number of years. His elevation to the post of Deputy Director-General is richly deserved. His excellent accomplishments, his experience, and his close association with the Post Office in different capacities are great assets. I wish him many years of useful service to the Union, and wish him and Mrs Ascandoni all success and happiness in their personal lives.

"Mr Fritz Koller, Chairman of the EC, and Mr M Houissa, Chairman of the CCPS, will be assuming other responsibilities. But, in a way, they will be very much with us. Their work over the last few years will give rise to new projects, and we will be recalling them, as we fashion our work in the next few years. To Mr Koller and Mr Houissa, I say: 'Au revoir. Thank you very much indeed.'

"I have to make a special mention of the accomplished interpreters who enabled all of us coming from different parts of the world to communicate with, and understand, each other, and help progress the work of the Congress.

"It has been nice to be associated with the work of the Congress, and to see the Union making headway, in these changing times, towards the goals of the Union, which is the development and success of the Post Office, in each of our organizations.

"To have been asked to be the Doyen has been an honour to my country and to myself. To my wife and me, it has been a wonderful experience, and we express our sincere thanks to all of you who have made this possible. We wish all of you happiness and success in your lives. Good-bye."

(Applause.)

The CHAIRMAN said that this was a very moving moment. They had all enjoyed working with the Doyen during the last few months and were aware of the importance of his contribution to Congress which had allowed Congress to proceed harmoniously.

On behalf of the Congress of the Universal Postal Union and of the United States of America, he thanked Mr Murthy for his help and presented him with a few tokens of their gratitude.

(Applause.)

The SECRETARY-GENERAL said that when they had arrived five weeks earlier, they had come with many projects, considerable enthusiasm and a great deal of hope.

Congress had opened very auspiciously on 13 November. The presence of Mr Bush, the President of the United States of America, at their inaugural meeting had been a privilege which they had keenly appreciated. He had encouraged them with his open and cordial manner, and had impregnated Congress with his personality and led them to work with enthusiasm in their pursuit of the ideals of the Union. They were very grateful and would remember that event always.

In his opening speech, the Secretary-General had predicted that the 20th Congress would be the Congress of the future, an important and necessary turning point for the postal service, the ideal occasion for assuming their responsibilities towards their partners and towards society.

The time had now come to wonder whether their hopes had been well-founded, whether their efforts had met with success, whether the job had been done.

He thought all would agree that the answer to those questions was "yes". The Washington Congress would be referred to as a technical Congress, which had delved deeply into matters vital to the world Post and the Union. Thanks to the farsightedness and the professional integrity of all delegates, a change had taken place: a profound and necessary change in the manner of viewing the future of the Post and the UPU, of deciding strategies to ensure the efficient operation and the development of the postal service so that the entire world could benefit from this means of communication under the best possible conditions.

They had made their regulations more flexible, more adapted to the constant changes of the modern world. They had done some deep and serious thinking about the Post of today and of tomorrow and about their relations with their customers. The General Debate had provided them with an opportunity to discuss important topics and the Washington General Action Plan born of that Debate would be a blueprint for their activities over the next five years.

Congress had also had some pleasant surprises for them. He was alluding to generous gestures by Switzerland and Great Britain, to which countries he expressed his gratitude.

Switzerland had renounced, in favour of the UPU, reimbursement of advances made up to the end of 1980, ie two and a half million Swiss francs. That money was owed to the International Bureau by a number of countries and, at the express wish of Switzerland, it would be used, as and when the payments were made, for the funding of technical cooperation and special activities. As for Great Britain, it had announced a donation of 10 000 pounds sterling to the Special Activities Fund.

The generous gestures of both those countries, which, he hoped, would be followed by others, fully demonstrated the spirit of solidarity of the international postal community. He was very pleased to note that, in spite of all the difficulties faced by administrations, that kind of solidarity could still be observed in a common effort to improve the world postal service.

Their next task would be to implement the decisions of Congress, to ensure that the principles and decisions of the Washington Congress would guide their work at all levels, to act in such a way that the customers of the Post would not be disappointed by their attitude and to see to it that the world Post really took its rightful place in the service of humanity.

After once again expressing thanks for his re-election, he assured those present that he and all his colleagues at the International Bureau would spare no effort in striving to accomplish the task assigned to them and in meeting the wishes of the postal administrations.

The success of the Congress had not been a matter of luck but was the result of hard work by the Executive Council, the Consultative Council for Postal Studies and the International Bureau, and he once again congratulated and thanked those who had guided the EC and the CCPS, Messrs Koller, Balma and Houissa, and all those who had assisted those bodies in their work.

Looking to the future, he wished every success to the new EC and the new CCPS, as well as their Chairmen; he observed that both those bodies had been given new regulatory and decisional duties and responsibilities and he assured them of the total support of the International Bureau.

He then commended the United States and UPU Secretariats and the interpreters for their contribution to the successful outcome of Congress.

He thanked the postal administration of the United States of America for its organization of that event, its generous hospitality and warm welcome, all of which they would long remember, and expressed gratitude to all those who had made their meeting possible and pleasant.

As a token of his gratitude, he wanted to present certain important Congress personalities with a replica of the UPU monument, which stood in a park in downtown Berne.

Five women symbolizing the five continents were handing letters to each other around a globe which had become a single postal territory. The seated woman represented Switzerland whose arm extended above the coat of arms of the canton of Berne.

The monument by the French sculptor René de Saint-Marceaux had been inaugurated on 4 October 1909, on the occasion of the 25th anniversary of the UPU, in the presence of representatives of 50 member countries.

He then presented replicas to the Honorary Chairman, the Chairman, and the Doyen as a token of gratitude and friendship and as a symbol of the spirit that should prevail among the postal services of the world: unity, solidarity and universality.

(Presentation of the replicas.)

(Applause.)

He continued by saying that the remaining replica was for Mr Cicéron, who would be leaving at the end of that month after 26 years of devoted service to the Universal Postal Union, as an expression of appreciation and gratitude for his high professional and personal qualities.

(Presentation of the replica.)

(Applause.)

In conclusion, he expressed confidence in the future of the postal service and of the Universal Postal Union, and wished everyone a safe journey home and much happiness and prosperity in the New Year.

(Applause.)

The HONORARY CHAIRMAN thanked Mr Botto de Barros for the magnificent gift and commended him for the wisdom he had displayed in the performance of his duties.

The ASSISTANT SECRETARY-GENERAL said that the time had come for him to take his leave. He was doing so with some emotion, however, since the UPU had held a major place in his life and had given him a great deal in return, both professionally and personally, and he was profoundly grateful.

Since his election by the Hamburg Congress, he had endeavoured to rise to the expectations of the member countries by placing his knowledge and extensive experience at the disposal of the Director-General. He felt that he had made a contribution to the UPU efforts to adapt to the needs of administrations and was gratified with his cooperation with the Director-General and his other management colleagues. He had carried out a number of missions in the field and had sometimes felt as useful there as at headquarters, possibly as the result of

the many years he had spent at the head of the Technical Cooperation Division. In the field of cooperation in its broader meaning, he had felt that he was directly involved in the implementation of the general principles contained in the preamble to the Constitution. He had never lost sight of the unity of the international postal community and the solidarity it required.

He felt he had exceeded somewhat the strict limits of his professional obligations and his commitment to the values of the Union had made him an enthusiastic and happy official. The past 26 years had passed very quickly and he felt that this important segment of UPU history had gone by at EMS speed.

His enthusiasm had never waned, thanks to the support of the bodies of the UPU, a great many administrations and many colleagues and friends.

He had already expressed his personal thoughts about the serious problems facing the postal administrations and the UPU in an International Bureau circular. He therefore confined himself to observing that the obvious success of the Washington Congress would bear fruit only if the encouraging commitments made were followed up. He was gratified by the greater awareness of postal managers of four essential points: the threats facing the Post, delegation of powers to the EC, the need for vigorous action and the indispensable spirit of solidarity, even of interdependence, already called for in the Declaration of Hamburg. In that connection, he was sure that the Washington General Action Plan, supplemented by an increased UPU presence in the field, constituted a decisive step forward.

He thought the EC and CCPS would continue to play a decisive role. He mentioned the greater effort they had put forth since the Hamburg Congress, and noted the essential contributions of the Chairmen of the EC and CCPS, Messrs Koller, Balma and Houissa. He then congratulated the new Chairmen of the EC and the CCPS. He had always derived satisfaction from cooperating with both those bodies although they may have taken a while to fully understand the value of the International Bureau's suggestions, an attitude he could understand given the Constitution's definition of the International Bureau as an "organ of liaison, information and consultation".

He felt that the International Bureau would play an increasingly important role as a medium for analysis, proposals and intervention, and he wished every success to the Director-General and the next Deputy Director-General.

He congratulated the Chairman of Congress and his colleagues, especially Messrs Leavey and Wade, for their warm welcome and for the flawless organization and conduct of Congress.

He was sure that the next Congress would also be a success in view of the great motivation of their colleagues from the Republic of Korea, their knowledge and their willingness to cooperate.

He then congratulated the Doyen, Mr Murthy, the first Doyen from a Third World country, and alluded to his great professional and personal qualities.

He thanked all those present for their confidence and wished them success and personal happiness, and assured them that he would stay in touch with his friends.

Lastly, he expressed appreciation to the interpreters whose role was essential to the conduct of their meetings and wished Mrs Meister a happy retirement.

(Applause.)

The CHAIRMAN thanked Mr Cicéron, and added that the United States Postal Service had enjoyed the special relationship it had had with him during the five years of preparation for the Washington Congress. Mr Cicéron had done a great deal for the development of the Union and the strengthening of the postal network through technical cooperation. They were familiar with and appreciative of his personality. Mr Cicéron had served the Universal Postal Union with a great deal of dedication since 1963, ie for 26 years, and they would miss him. The Chairman then presented Mr Cicéron with a token of appreciation and friendship.

(Applause.)

The representative of GREAT BRITAIN said that it was a great pleasure for him to say a few words on behalf of the countries of CEPT, for which they were the managing administration. They would remember that Congress for years to come for two reasons. First of all, the postal administrations had finally decided that they had to take their place in the business world. The customer was now their prime concern. Once and for all, they had decided to fight to retain what rightfully belonged to the Post and they had amended their regulations so as to achieve that objective. He was absolutely sure that in the years to come, this would be recognized as a decisive and revolutionary step.

Secondly, that Congress would be remembered for another reason: the manner in which they had been welcomed in that country. Much had already been said on that subject, and he simply added on behalf of all the CEPT countries that everything that had been done by the postal administration of the United States of America and its officials had been magnificent and perfect, as regards both their work and their leisure activities. They were very grateful, and he felt that the best way to pay tribute to them would be to leave Congress determined to do everything they could along the course drawn up for them over the past five weeks. Speaking for all the CEPT administrations, he assured them that they would act in that spirit.

(Applause.)

The observer for the PUAS said that five years ago, they had left Hamburg and had started along the road to the Washington Congress. Their goal had been to set up a better postal service.

They had been preparing for five years – studying, working, discussing, forging agreements, seeking mutual understanding and consolidating the idea that the Post was one and unique, that it belonged to all and that it was universal.

He noted that their indefatigable and patient Chairman had travelled the world, bit by bit building the climate of friendship and agreement that had prevailed throughout their Congress.

Congress had entered into their homes; they had talked about it with their children, their spouses, their parents.

All those involved had prepared to receive them as brothers, to welcome them as they would dear friends on a festive occasion.

The International Bureau had done an irreproachable job that had led to a perfect meeting.

But they had also known a day of sadness, a day of pain, when they learned of the death of Mr Fletcher Acord, who was to have chaired the Congress. All who had had the privilege of his acquaintance knew the value of his formidable personality.

Today, Congress was coming to an end and they had started to pack their bags. In addition to their suitcases, they had another bag which they treasured, usually in secret: this was a mailman's bag, in which each person placed what he or she thought represented the results of that Congress.

He was sure that no two of those bags had the same contents.

But they would all contain many of the same projects and objectives, such as:

- intense commercial activity;
- stable and high-quality product;
- efficient administration;
- industrial concept of the Post;
- security;
- use of advanced technology, etc.

Every bag, he was sure, would also contain the same question: How could they implement their projects? How could they achieve the objectives that they all knew and valued? And especially, how could they achieve them on an equal footing, with no one, absolutely no one, being left on the sidelines?

Congress's response would perhaps be a firm resolve to bravely tackle the question, to face and solve the problem, and to find the right way.

The task was a very difficult one but, luckily, they could count on a very special strength.

Thomas Leavey had said it most appropriately in his reply to the couriers. Their objective was not a profit-making one. Naturally, they wanted to be efficient, but that was so that they could better serve society.

Mankind had a right to the Post, their Post, that had been forged by all men and women who had been part of its history. It had not been invented in a workshop or a laboratory, but was the logical consequence of language and writing.

It was the right of all men, of every individual person, whether on the fringes of the desert or in the labyrinth of the city. Wherever the Post did not exist, there was a fault of omission.

Their duty was to serve the Post, but it was also their strength, a strength that belonged only to them, and that strength was tucked away in their secret mailman's bag next to their plans, their doubts, their hopes and their unanswered questions, and next to their sustained and humble daily work.

The countries of the PUAS had asked him to say those few words on their behalf and had instructed him to convey to the Chairman, his government colleagues and his fellow citizens their fraternal greetings and warm gratitude.

(Applause.)

The representative of JORDAN then took the floor and speaking on behalf of the other Arab delegations to Congress, expressed their thanks for the great job done by the United States of America in ensuring the complete success of the Congress. As they took advantage of the many facilities at their disposal, they had been fully aware of the material and human effort that had been made by the host country.

They would return to their countries with a fine impression of that beautiful country. The representative of Iraq had referred a few days earlier to the generous hospitality of the American families and had fully recognized the human values of that innovative initiative. Family generosity had a special significance for Arabs and had always given rise to feelings of glory and pride. Generosity had been born with them in their desert and they had lived together since the dawn of history, and now they had found it in American homes and in the great American home, the United States of America.

He himself had been with a group of Arab colleagues at the home of Robert Hoobing, a postal official from Virginia. As Mr Hoobing welcomed them around his table in Virginia, they had felt that it was that unforgettable President, Thomas Jefferson, who had returned to say welcome to Virginia, "Be our guests". He found this an impressive phrase and hoped that it would someday appear on a United States postage stamp, alongside a photo of one of the delegations with its American host family. When they returned to their post offices, they hoped to find the phrase "Be our guests" on special stamps that they would place on their customers' letters as part of their struggle against their competitors in the marketplace. He hoped that the Executive Council would draw inspiration from that phrase and that it would use it as a symbol of World Post Day, thus saying to the customers "Be our guests, we are at your service". He had never encountered a phrase with more meaning for customers.

When they returned to their countries, they would not only talk about the Post and the millions spent by the United States of America on the Congress, but of that beautiful country and the great American people. Their memory would be forever imprinted with the image of the Washington monument, the dome of the Capitol building and Walt Disney World.

The 22 Arab countries at Congress joined with all the other countries in thanking the Chairman and asking him to convey their thanks to all the senior officials of the United States and at their head the President of the United States of America, as well as to the Director-General of the International Bureau and his colleagues and officials, the interpreters, the Doyen of Congress, and the Chairmen of the Executive Council and the Consultative Council for Postal Studies, both outgoing and new.

They were taking their leave of all the participants in Congress and of the city of Washington. They would gather again five years hence in Seoul, where they would rise and, led by the Doyen of the next Congress, together they would sing a memorable Asiatic song entitled "The sun rises in Asia".

He thanked the Chairman once again and asked for God's blessing on him.

(Applause.)

The observer for the ASIAN-PACIFIC POSTAL UNION (APPU) made the following statement:

"On behalf of the Asian-Pacific Postal Union, I would like to congratulate you, Mr Chairman, for the exemplary manner in which you have presided and brought this conference to a successful conclusion.

"I would also like to congratulate Mr A C Botto de Barros on his re-election as Director-General of the International Bureau, Mr Ascandoni on his election as Deputy Director-General of the International Bureau, Mr Thomas E Leavey, who has been appointed Chairman of the Executive Council, and Mr Boris P Boutenko, Chairman of the CCPS.

"I hasten to take this opportunity to also thank the Director-General, Mr Botto de Barros, his able staff, as well as the interpreters, for their flawless orchestration of this Conference. Here, I would be amiss if I were not to also express our sincere thanks and appreciation to our hosts – the Government of the United States of America, the United States Postal Service, and the people of Washington D.C. for their kind arrangements and renowned hospitality over the past weeks.

"Mr Chairman, I would also like to express our heartfelt appreciation to the National Secretariat and everyone behind the scenes for their untiring effort to make our stay a most pleasant one. Finally, I would like to take this opportunity to wish Mr Félix Cicéron, Deputy Director-General of the International Bureau, who will be completing his term on 31 December 1989, a very pleasant and happy retired life.

"Over the past five weeks, we have deliberated over a number of issues of great concern to us all. Indeed, as we have taken stock of our developments over the past decade, we have also laid the groundwork for the development of postal services for the coming decade, the 1990s.

"Mr Chairman, the APPU is the regional organization for the countries in the Asia and Pacific region, and has always closely cooperated with the UPU. There is, therefore, no doubt that the outcome of this august Congress will be conveyed to and discussed in the sixth APPU Congress which is scheduled to be held in the latter period of 1990 in New Zealand. I can assure Congress that the APPU will spare no effort in cooperating as always with the UPU for the development of postal services."

(Applause.)

The representative of ARGENTINA, summarizing the 20th Congress, said that it had provided the postal world with an important lesson, that of efficiency. They had also found that the factors binding them together were more numerous than those dividing them. This was especially noteworthy in that they had managed to achieve unity in diversity. Mr Botto de Barros had drawn attention to the consensus that had been reached in their decisions, a consensus both qualitative and quantitative, since it would be multiplied by the countries in attendance. It was all the more important because of their great cultural, religious and developmental differences. People could be united on certain points despite their differences, and as the Honorary Chairman had said, they had shown that they were citizens of the world. Great effectiveness had been achieved through great professionalism since Congress had been able to identify and recognize the problems of the postal service, and in its conclusions it had formulated decisions and recommendations that would bring about indispensable arguments. They would allow the postal service to adapt to the needs of the times. This concerned among other things the transfer of certain legislative powers from Congress to the EC. In fact, it had marked a turning point for the UPU. They were sure that they would soon distinguish two periods – one leading up to that Congress and the one following it, because they would see that efficiency and a great many measures were responding to the need to make the postal service more dynamic. Approval of the Washington General Action Plan was a genuine challenge that would have to be met. The time for talk was over – it was now time to act.

He congratulated the Chairman on his conduct of the discussion and thanked all those who had worked toward the success of Congress. He thanked the postal administration of the United States of America for its consideration, cordiality and hospitality and stressed the efficient role played by the Secretary-General and the staff of the International Bureau. Mr Botto de Barros's re-election to the post of Director-General and Mr Ascandoni's election to the post of Deputy Director-General would lead to a productive and successful period for the UPU. He also commended Mr Cicéron for his longstanding contribution to the development of the UPU.

Finally, he thanked all the delegations in attendance who had placed their confidence in Argentina and assured them that it would contribute its utmost to the EC.

(Applause.)

The observer for the PAN AFRICAN POSTAL UNION (PAPU) made the following statement:

"It is a great pleasure for me to take the floor to address you on behalf of the African Group at the closing of this august meeting.

"After nearly five weeks of long but interesting deliberations on the various fields of the Post, we have now come to the end of our 20th Universal Postal Congress.

"Initially we thought that five weeks for the Congress was too long, but following all the provisions that have been made for us to ensure the smooth running of our meetings and our stay, particularly the trip to Florida, where we enjoyed the Magic Kingdom, the Space Center and the Epcot Center, we now wonder if the five weeks were enough.

"Mr Chairman, we have highly appreciated the able manner in which you have conducted this Congress. We are sure that the Post as a result of all the decisions that have been taken here in Washington will endeavour more than ever to meet the needs of its customers and also our countries which have been elected to the various organs will spare no efforts to contribute to the development of postal services throughout the world. Had it not been for your dynamism, wisdom and wide experience we would not have reached this milestone. We feel so indebted to you and to all who made this Congress become a reality.

"Mr Chairman, at this juncture, we would also like to express our sincere thanks to the Postmaster General, Mr Frank, without whose efforts we would not have achieved such good results. Our congratulations also go to Mr Botto de Barros on his re-election and Mr Ascandoni on his election. Allow me also to thank Mr Félix Cicéron who has contributed a lot to the development of the international postal service. We wish you, Mr Cicéron, good health and prosperity for the future.

"Finally, we would like to reiterate our sincere thanks to you and to all who have worked untiringly to make this Congress a success. We wish all delegations a safe journey home."

(Applause.)

The representative of CUBA, speaking on behalf of his country's administration and his delegation, expressed his satisfaction with the efficient conduct of the 20th Universal Postal Congress in Washington.

They had attended an event that would stand out in the history of the Post because of the important decisions reached and the special circumstances which the postal service was experiencing throughout the world.

They were pleased that there was a desire for change which, properly channelled, would lead the Post to a more secure future.

He felt that all participants in the Washington Congress had increased their awareness of the need to adapt the operation of the Universal Postal Union to the imperatives of the day and to the implementation of rapid and concrete measures aimed at improving the quality of the postal service, their Achilles' heel.

Some very useful groundwork had been done concerning the most urgent tasks assigned to the Union in the Washington General Action Plan, a very comprehensive document that would enable them to work in a rational manner towards the development of the world postal service.

To achieve that objective, they would have to take account of the special situation of the postal administrations of the developing countries which deserved priority consideration, given their important place in the world postal network.

He then thanked the delegations in attendance at Congress for their support of the Cuban delegation, as a result of which it had been elected to the Executive Council and the Consultative Council for Postal Studies, bodies in which they would work in an active and responsible manner.

He then thanked their hosts for their obliging courtesy, especially Mr Horgan.

(Applause.)

The representative of HUNGARY (REP), in summarizing the results of Congress, noted that Congress had achieved a success that would endure in the history of the international Post. It had concentrated on quickly solving the problems increasingly faced by postal administrations and he believed that its highly positive attitude and determination to act had been greatly influenced by the circumstances in which postal administrations would have to organize and provide their services in the next five years. He was gratified that all delegations without exception had responded to the need for faster modernization and development of the postal service with special emphasis on quality. The greatest success of all was undoubtedly the adoption of the Washington General Action Plan which ought to be considered by all postal administrations as a solemn charter under which they would initiate all the activities required to implement the decisions of Congress.

Congress had taken place in a friendly atmosphere focussing on the search for solutions. It had also been a great world demonstration by postal staff that the Post was alive and would survive, that it would strive to remain the best source of customer service and that it would provide its customers with quality postal services. Countries from all parts of the world present at Congress had reached agreement and had made a firm commitment to intensify genuine international cooperation under article 1 of the Constitution.

The time had come for them to part but the results they had achieved would endure.

He then thanked the postal administration of the United States of America, the Chairman of Congress, all the delegations, the United States Secretariat, and the Director-General and his team for their respective contributions.

Although they would soon be leaving the city, the spirit of Washington would remain with them and in the annals of UPU Congresses.

(Applause.)

The representative of the USSR, speaking on behalf of his country's postal administration and the administrations of a number of countries in its region, congratulated the postal administration of the United States of America on its organization of Congress and thanked it along with the International Bureau and all the countries that had contributed to the preparation of Congress.

They had visited many United States postal facilities and had been pleased and moved by the openness and pleasure with which they had been greeted by US postal officials. He shared those feelings and hoped that they would mark future relations between postal officials of all countries so that the programme that had been decided would achieve complete success.

(Applause.)

The representative of KOREA (REP) also congratulated the Chairman on his conduct of the proceedings of Congress and thanked all members of the Congress Secretariat for their work. He thought that the arrangements made by the postal administration of the United States of America had been excellent and said that his administration would use them as a standard against which to measure the next Congress.

The Washington Congress had opened a new chapter in the history of the UPU, with emphasis being placed on commercial strategy. He thought the powers that had been transferred to the Executive Council would make the Post more flexible and enable it to adapt more quickly to present-day markets. He was very pleased that the work of Congress had taken place in a highly constructive atmosphere, and that, as a result, all its tasks had been successfully completed.

He then thanked all the delegations which had unanimously accepted his delegation's proposal that the 1994 Congress be held in the Republic of Korea and he hoped to see them all in Seoul in 1994.

(Applause.)

The CHAIRMAN gave the following address:

"Ladies and Gentlemen, having travelled together a long distance, we now find ourselves at the end of our journey, and I would like to give some final thanks and say some final words.

"Although we celebrated a Thanksgiving dinner together exactly three weeks ago, I feel almost as if that day has arrived again, because there is so much that I am personally thankful for today.

"Should I be fortunate enough in my lifetime to accrue any other honours, none will surpass the one you bestowed upon me in making me your Chairman – particularly since you reinforced this honour by placing trust in me throughout our proceedings.

"If I have done anything worthwhile while sitting in this chair, it is only because your hard work and cooperation made it possible.

"Indeed it is you, the delegates, who have made this Congress a vast success.

"As I sat here, throughout the Congress listening to the many kind words said about me, I felt extremely grateful; yet I was also convinced that this praise was too narrowly focussed on me. Today you set that right because it belongs to the hundreds of people who made this Congress possible. In my professional career I have never achieved success but through the excellent work of other people. This Congress is no exception.

"So – as much for them as for myself – let me say a sincere thank you.

"I also wish to associate myself completely with Mr Frank's expression of pride in all the members of the U.S. Secretariat. We owe a special gratitude to Jim Wade, Director of Congress Operations. He and his staff performed at all times with skill, camaraderie, and good humour. And I believe we cannot say too many good things about them. And to Mr Frank himself, and our entire senior

staff, let me express my extreme gratitude for the encouragement and support which you gave us over the past years as we faced the challenge of preparing for this Congress.

"But beyond the US Secretariat there are many other individuals I must single out for praise.

"These include my dear friend and gentle and able ally, our Doyen, Mr Murthy, who as much as any other individual here personifies the lofty principles of our organization.

"I must also thank the entire International Bureau staff and especially Messrs Cicéron, Mazou, Gharbi, Ascandoni, and Botto de Barros – Mr Botto de Barros's support and counsel were always available and always wisely and warmly given. We are indeed fortunate to have him as our Chief Executive for five more years. During the challenging times that lie ahead for the postal world, we will need a leader like Mr Botto de Barros, a man of vision, courage, and determination.

"In addition, I cannot let the retirement of Félix Cicéron pass without special note. For 26 years, Mr Cicéron has served at the International Bureau, and his contribution has been immense. We will miss not only his experience and expertise, but also the caring and fair-minded attitude he brought to all issues. We wish you health and happiness, Sir.

"The entire U.S. Secretariat, as well as myself personally, remain tremendously indebted to Dr Winfried Florian, the distinguished Chairman of the 19th Congress, to Dr Koller, and to their colleagues in the administration of the Federal Republic of Germany for being our mentors on all the duties involved in hosting a Congress. The Hamburg Congress produced historic results and was a shining example of organizational efficiency.

"To Assistant Postmaster General Leavey, I must also give a special bow, for he served, as you know, at my right hand and often as my right hand. In designating him to serve as Chairman of the Executive Council, Postmaster General Frank has chosen very wisely, and I have every confidence that he will maintain the exceedingly high standards of performance set by Dr Koller.

"Also on my thanksgiving list are the four Vice-Chairmen who so able represented China, France, the Soviet Union and Zambia, who were always faithful to their duties and always reflected the good fellowship that is so much a part of UPU tradition.

"And finally, I have reserved special thanks to the ten persons who have distinguished themselves as our Committee Chairmen: Mr Eguren of Argentina, Mr Iguchi of Japan, Mr Burn of Switzerland, Mr Allardt of Finland, Mr Raman of India, Mr Evans of New Zealand, Dr Olàh of Hungary (Rep), Dr Knauthe of Austria, Mr Diarra of Côte d'Ivoire (Rep) and Mr Kezzal of Algeria.

"At our first plenary session, I acknowledged that the real work of this Congress rested in their hands, and I must now state that they have performed it superbly. Each had the difficult job of keeping to a tight schedule and steering us through a mass of proposals, while always permitting full voice to all views. To them belongs the credit for the fact that we have, in the shortest time available to any modern Congress, been able to accomplish so much.

"To everyone I have named, and to the many others to whom much is owed but time prevents me from identifying: I thank you!

"Working together, we have produced a Congress that I believe marks an upward turning point in UPU history and an event that we will look back on with pride for as many years as we are associated with the Posts.

"Many of our accomplishments have been mentioned already this morning – and I do not take issue with any of these comments. However, after some hard thinking on the subject, I have arrived at some conclusions of my own that I would like to share with you.

"There are hundreds of actions that we can be proud of but they can be grouped under several major accomplishments, as follows:

"We have greatly streamlined and modernized the operations of our Union. We have done so by granting the Executive Council new authority to act between Congresses, by giving the CCPS the ability to establish certain new technical standards, and by endowing the International Bureau with new technical responsibilities that will contribute directly to our ability to compete.

"But that is not all, for we have also undergone a major change in attitude regarding our Union. It is a change that has shown itself in the language of our proposals and the words of speaker after speaker. Repeatedly, we have heard the desire expressed to speed up our ability to act, to lessen the rigidity of our regulations, to curb bureaucracy, and to relate UPU actions to the everyday concerns of the postal world.

"As a result, I think we have made a fundamental and positive break with some past practices that will serve us well in the future.

"We have advanced toward better worldwide postal service – through setting of service targets, creation of a permanent system of service measurement and quality control, study of transportation flows, and initiatives on a worldwide tracking system.

"We have become more customer- and market-oriented, as evident in our decisions to set up an ongoing system of market research, to monitor the activities of our competitors, and to create new and better services.

"Here, too, while these specific actions are important, equally significant is the virtual unanimity expressed by delegates that this is a direction in which we must go. And can anyone doubt that this trend will gain force in coming years and increase our ability to compete? I think not.

"We have produced a sound, comprehensive technical cooperation programme – one that fully addresses all the needs spelled out in the Washington General Action Plan. We have also assured the coordination of postal technical cooperation through the establishment of regional counsellor positions.

"We have improved our economic competitiveness.

"In this regard, we have shed that vestige of the 19th century, the gold franc, in favour of the SDR, and we have also created a new terminal dues system that will lead to rates more related to actual costs – and thereby improve our price competitiveness.

"For larger administrations, in particular, the terminal dues decision will be especially liberating. It will open the way to the Posts to regain much of the business lost because of anomalies in the previous rate system, so long as we improve service.

"We have produced, in the Washington General Action Plan, an extremely sound blueprint to guide our activities over the next five years.

"This plan, hammered out in our General Debate, not only states our goals and objectives and expresses our highest aspirations, it is also a practical document that commits us to produce certain results. It tells where we want to go and how we should get there. Its value, I believe, will become more and more apparent with each year as we take the actions that the Washington General Action Plan mandates.

"Further, in giving permanent status to the Coordinating Committee responsible for overseeing adherence to this Action Plan, we have helped ensure that what we want to see done will, in fact, get done.

"We have put ourselves solidly behind efforts of national administrations to gain financial and management independence.

"In doing so, we have recognized that such restructuring is essential if individual administrations are to serve their customers, build a sounder infrastructure, develop the skills of their staff, and compete effectively.

"And in making this a UPU goal, we have also acknowledged how critical the health of all administrations is to the health of our entire worldwide system.

"We have enabled individual administrations to compete more effectively.

"We have done so by putting more flexibility in the regulations that govern inter-administration relations, as well as in those that dictate UPU activity. The evidence lies in our having turned basic charges into guideline rates, adopted a more sensible and liberal classification system, opened the way to use of International Business Reply, and established an EMS framework agreement.

"The last item on my list of achievements is one that is more difficult to document, yet extremely important. Indeed, in my view, it may be our most profound and lasting achievement.

"It is the high degree of unity, purpose, and determination that has emerged from this Congress.

"At no time were our discussions soured by rancour, and the course of our talks was not diverted as in the past by political controversy. In this regard, I believe the UPU has set a standard of which we can be proud – and one that other international bodies would do well to follow.

"Instead, the tone of this Congress was positive and constructive, and there was a degree of mutual understanding that I believe is truly amazing when one considers the many interests and views represented in this hall.

"The developed countries, I believe, listened more closely and sympathetically than ever to the problems of the developing countries – and I believe they have emerged with a renewed interest in helping these others to become stronger.

"And certainly it is true that the developing countries have also been sympathetic to problems more common to larger administrations. This was especially evident in the discussions and decisions regarding remail, terminal dues, and the proposals involving use of bar codes on mail and International Business Reply.

"It is no secret, I think, that some administrations came to this Congress with doubts concerning the ability of the UPU to act decisively on important issues. They felt that in the present-day competitive environment the old ways of doing UPU business would not suffice. As a result, some were prepared to relax their participation in the Union and pursue a more independent course unless significant changes were made.

"But I am happy to say, based on my conversations with all of you, that the actions of this 20th Congress have encouraged and reassured these colleagues, all of whom are vital to the Union. As a result, I believe they will continue as strongly as ever to lend their considerable expertise to our efforts.

"As an organization, therefore, we have grown and matured and taken on a new cohesion at this Congress – and this represents a mighty advance, one which was called for. And more is needed.

"We have come to realize that undue concern with bureaucratic procedures and legalisms merely gives time and comfort to our competitors and that action is more important than words.

"We have come to appreciate that, while our main responsibility is universal public service, we must put some of the techniques of the commercial world to work in our service.

"And we have learned, really learned, that we must support each other.

"Having achieved all of this, it would be pleasant to be able to sit back and relax for a while. But we cannot.

"Our challenge now is to sustain the momentum, the enthusiasm and the progress we have begun here and to carry this spirit through the next five years, in preparation for the Seoul Congress.

"An especially large burden has been placed on the Executive Council, the Consultative Council for Postal Studies, the International Bureau and the Restricted Unions. They must give specific form, shape, and life to the proposals we have enacted here in a general form. They must aggressively yet wisely exercise the new authority they have been granted, and they must be the eyes, ears, and voice of all of us for the next five years, representing the whole postal world and recommending the next strategic steps that should be taken at the Seoul Congress. In our own hemisphere I look forward to working with the Restricted Union to which our administration belongs, the Postal Union of the Americas and Spain, and to the leadership of its dynamic Secretary-General, Pedro Miguel Cabero, as we face these challenges together from a regional perspective.

"But an equal burden falls on each of us as individuals. Our task is to see to the improvement of our individual administrations, to work toward financial and management independence where that is lacking, to handle each other's mail as if it is our own, and in all other ways to cooperate to strengthen our worldwide postal system.

"This work can be frustrating and lonely, since few people outside the postal enterprise see fit to champion our cause. Yet as you go about this work, I hope you will take comfort that in every other country you have colleagues who are on your side, who wrestle with the same problems, and who can be relied on to help.

"To our Korean colleagues who must now begin the immense job of organizing the 21st Universal Postal Congress, I want to say that you do so with the gratitude of everyone here. All of us appreciate your generosity in offering to undertake this extra work, and we are confident that you will do so with the same high level of skill that has marked all your other endeavours within the UPU.

"With those words, Ladies and Gentlemen, I am prepared to bring down the gavel on this Congress for the last time. But before I do, let me thank all of you one last time. It has been an honour and a privilege to work with you, and I will be forever grateful for the support, cooperation, and encouragement you have given me.

"I hope at the closing dinner to give my personal best wishes to as many of you as I can. But to all of you, including those I may miss: May God speed you safely to your homes and through all the challenges ahead.

"Farewell, until we meet again, and thank you."

(Applause.)

The CHAIRMAN called for the adoption of a number of recently distributed reservations which they had not had a chance to approve during previous meetings.

Congress approved all the reservations notified and submitted prior to the closing meeting of 14 December 1989.

The CHAIRMAN said that he would approve, on behalf of Congress, the minutes of the 6th, 7th and 9th to 17th plenary meetings. Finally, he made special mention of the Chief Interpreter, Mrs Meister, and all the interpreters who had worked tirelessly throughout all the meetings, often beyond the normally scheduled hours, and without whom they would not have been able to get the job done. They were indebted to them in part for the results they had achieved.

(Applause.)

The meeting rose at 12.20 pm.

For Congress:	EDWARD E. HORGAN, Jr Chairman	A C BOTTO DE BARROS Secretary-General
	L-P DUCOMMUN Secretary	

Congress/C 1 – Rep 1

Report of Committee 1

First and second (last) meetings

Friday, 17 and Thursday, 23 November 1989

In the chair: Mr A C EGUREN, Chairman

1 The Credentials Committee met on 17 and 23 November 1989 under the chairmanship of Mr A C EGUREN (Argentine Rep).

For the first meeting, all the members of the Committee were present, viz: Argentina (Chairman), Nigeria (Vice-Chairman), Portugal (Vice-Chairman), Syrian Arab Rep (Vice-Chairman), Central African Rep, Iceland, Kenya, Kuwait, Singapore, Ukraine and United States of America.

For the second meeting, only Kuwait was absent.

The Secretariat was provided by Mr C Langheld, Counsellor at the International Bureau, and Miss E Barabás, First Secretary at the International Bureau.

2 The Chairman recalled that the Committee's task was to examine the credentials of the member countries in accordance with the provisions of article 3 of the Rules of Procedure of Congresses. The task would consist, firstly, of examining whether credentials were in due and proper form and, secondly, of evaluating their scope.

3 During the first meeting, the Committee examined the credentials deposited by member countries by 16 November 1989 and found that of the 103 credentials deposited, including two proxies, 92 included the right to take part in the debates, to vote and to sign the Acts, while 11 did not include the last of these rights.

4 The Committee deliberated on certain cases of credentials, the wording of which gave rise during the discussion to analysis of their scope as laid down in article 3, paragraph 1, of the Rules of Procedure of Congresses.

As a result of the intensive discussion, Committee 1 decided that a more flexible interpretation should be applied to the definition of the scope of credentials which did not contain any specification, particularly as regards the expression "right to represent country X" used in some credentials. It was finally agreed that the word "represent" should be regarded as sufficient to give the country concerned not only the right to vote but also the right to sign the Acts unless the right to sign was expressly excluded or only the "right to take part in the debates and to vote" was mentioned in the text.

On the basis of an oral report by the Chairman of Committee 1, this interpretation was approved by Congress at its eighth plenary meeting.

5 During its second and last meeting, the Committee examined the credentials that had been deposited between 16 November and 23 November 1989 and found that of the 44 credentials deposited, including 3 proxies, 41 included the right to take part in the debates, to vote and to sign the Acts, while 3 did not include the last of these rights.

6 A total of 147 credentials may be considered to be in due and proper form (including the five proxies) of which, based on the interpretation of the expression "to represent" approved by Congress, only six credentials did not confer authority to sign the Acts.

7 Of the remaining 23 countries:

a the following 11 were not participating in the work of Congress:

- Soc People's Rep of Albania
- Belize
- Dem Kampuchea
- Dem People's Rep of Korea
- Dominica (it had indicated that it would not attend)
- Rep of Equatorial Guinea
- Grenada
- Rep of Guinea-Bissau
- Rep of Nicaragua
- Rep of Seychelles
- Vanuatu (it had announced its intention of being represented, but no credentials had been received).

b The following 10 countries were participating in the work of Congress, but the Secretariat had not received any credentials from the appropriate authorities:

- People's Rep of Bangladesh
- Rep of Guatemala
- People's Rep of Mozambique
- Union of Myanmar
- Netherlands Antilles and Aruba
- Soc Rep of Romania
- Rwandese Rep
- Rep of the Sudan
- Rep of Trinidad and Tobago
- Rep of Zaire

In accordance with article 3, paragraph 3, of the Rules of Procedure of Congresses, the latter countries would no longer be authorized to vote from the time Congress approved this report until such time as their position was regularized.

c It should be pointed out that immediately after the last meeting of Committee 1, two countries had deposited their credentials, namely:

- Rep of Honduras;
- Soc People's Libyan Arab Jamahiriya,

bringing to 149 the number of member countries with credentials in due and proper form, and to six the number of credentials which did not include authority to sign the Acts.

8 Congress is requested to authorize the Chairman of Committee 1 to recognize any credentials that might be deposited later and to so inform Congress at a later date.

9 The list of credentials examined by Committee 1 is given in annex 1 to this report. The two countries mentioned in paragraph 7, c, are the subject of annex 2.

For the Committee:

A C EGUREN
Chairman

C LANGHELD
Secretary

E BARABÁS
Assistant Secretary

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Republic of Afghanistan	Messrs AZMUDDIN M. HAMKAR M.A. SHARAR K.A. NASSER H.	
Socialist People's Republic of Albania		
People's Democratic Republic of Algeria	Messrs SAID H.S. SALAOUATCHI A. HAMADOU A. KEZZAL O. HAMMOUCHE C.	Messrs BERRAIRIA M. LAHIOUEL A.A. BENMILOUKA M. KERMAD M. YOUNSIOUI A. SAOUDI S. FELLAHI T. BOUSSAID A.K.
Federal Republic of Germany	Messrs SCHWARZ-SCHILLING C. FLORIAN W. WOHLFART R. KOLLER R.	Messrs RAWE W. DETJEN G. HILGERS H.-J. LEINUNG H.-F. RUDOLPH W. VOSS P. FRIES H. HABERL J. HERFURT G. STRAUER H.
United States of America	Messrs FRANK A.M. COUGHLIN M.S. HORGAN E.E. LEAVEY T.E. MULLIGAN J.G. HUNTER K.J. CLAUSON C.R. EICHORN P.K. GRIFFIN G.L. REGAN M.J. Mrs HARRISON I. Mrs MULLIN K.A. Messrs WADE J.P. WINSTON S.J. HESELTON F.R. KANE A.R. MORISON G.C. PORRAS M.R. WARGO J.R. ORLANDO J.E. ALEPA J.F.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
United States of America (continued)	ALVIS W.T. COLLINS E.J. COLUMBO E.A. MCFADDEN K.W. STANFORD J.S. Mrs BURNS F.A. Messrs IANNI J.B. TREVINO R.S. Mrs SHANNON L. Messrs GUNDERSON J.H. BOLTON J.R. Mrs BECKER J.E. Messrs MARTIN T.G. POWELL B.A. MARTIN C.A. BALTON D.A. RASHKOW B.C. WESTON K.E. COOK J.G.	
People's Republic of Angola	Messrs TAVARES RIBEIRO L. DA CUNHA M.H. Mrs PINTO ALVES M.E. Messrs DA CRUZ CAPINGALA P. PEMBELLE J.P.	
Kingdom of Saudi Arabia	Messrs KAYAL A.D. BANAJAH S.H. AL TOWAYREKI S.O. AL SHANQITI M. AL-OTAIBI K.M. SALEH A.A.H. AL-GHAMDI A.O. ZAMZAMI N.A.H. AL HUMAID A.R.A.S.	
Argentine Republic	Messrs ULIARTE A.R. EGUREN A.C.	Mr HERRERA H.A.
Australia	Messrs TAYLOR R.M. BRADY J.L. SMITH P.J. McKEOWN K.J.S.	Mr McSWEENEY B.G. Miss GRAHAM C.M.
Republic of Austria	Messrs LAZNOVSKY E. KNAUTHE H. MITTERMAIER F. TOIFL R.	Mr KROTTENMÜLLER G.
Commonwealth of Bahamas	Messrs SAUNDERS J.V. KNOWLES W.T. Mrs RAHMING G. Miss DAVIES A.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
State of Bahrain	Mr MATTAR A.E.	Mr AL-DALLAL F.A.
People's Republic of Bangladesh		
Barbados	Messrs BLACKMAN D. GILL C.	
Belgium	Messrs DEHENNIN H. BECCO J.	Messrs COLLA M. VANKERKHOVE W. VAN WOLPUTTE W. WINDELS G. PIRSON G. GHISLAIN C. RECHT E. BERT F. DEMARET H.
Belize		
People's Republic of Benin	Messrs BATOKO O. AFFEDJOU A.H. SALIOU L. GOUHIZOUN B.	
Kingdom of Bhutan	Messrs TENZING J. NEPAL J.B. TSHERING U.	
Byelorussian Soviet Socialist Republic	Messrs GRITSOUK I.M. ZVONKO S.N.	
Republic of Bolivia	Mr ROCABADO M. R. Mrs DE VILLA M.E.	
Republic of Botswana	Messrs BUTALE C.J. TIBONE M.C. LIONJANGA A.V. GABARAANE D.R. TAYAWARDENA B.H.S. Mrs MATSIETSA G.G.	
Federative Republic of Brazil	Messrs WANDECK DE LEONI R. RAMOS P.P. RAUBER J.M. Mrs CARVALHO V.L.S.	Messrs SICILIANO P.V.P. BORGES A. Mrs AZEVEDO M.N.F. Mr BARBOSA V.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Brunei Darussalam		Messrs HANAFIAH A.A.b.H. MAARUF A.H.A.H.b. PING A.R.L.F. ABDULLAH D.A.H.
People's Republic of Bulgaria	Messrs POPOV A. KREKMANSKI N. ATANASSOV P.	
Burkina Faso	Messrs KABORE R.M.C. SOMDA J.D.D. TRAORE D. BONCOUNGOU R.L. GUIBO B.C.	
Republic of Burundi	Messrs KAVAKURE J. NTUNZWENIMANA W. BUDIGI A. NDABUBAHA L.	
Republic of Cameroon	Messrs OUMAROU S. PONDI P.	Messrs BAYEMI M. NKONO W. TCHIMKAP D.
Canada	Messrs LANDER D.H. CLERMONT G.C. McINENLY P.T. HALPIN J.G.	Messrs SWANSON D. FOURNIER E.B. FALLU A. RAYNAUD P. Mrs DUHAIME R. Mrs DENIS T. Mrs HIBBARD S.
Republic of Cape Verde	Mrs SAGNA M. Mr ALMEIDA H.M. Mrs ALMEIDA E.B. Mrs FERREIRA M.R.S.	
Central African Republic		Messrs DOBOZENDI H. BAYOKA-DIEKA A. TCHOMBEGO J.
Chile	Messrs DELANO BARRIOS P. VICUÑA ZEBALLOS C.	Messrs SUCKEL AGUAYO P. OSTRIA PALMA J.L.
People's Republic of China	Messrs YANG T. LIU T. LIU Z.	Messrs LIU H. TANG G. CONG X. ZHANG G. WU Y. Mrs TANG G. Mrs TIAN H.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Republic of Cyprus	Mr VIKIS A.	Messrs PROTOPAPAS CHARALAMBIDES
Republic of Colombia	Mr DANIES RINCONES E. Mrs TAPIAS DELPORTE X. Messrs ALONSO V. LONDOÑO TAMAYO J. MOSQUERA G. ROJAS ORDUZ I. RINCON J.H. RONDEROS TOBON G. RATKOVIC CARDENAS I. GOMEZ MEDINA J.	
Islamic Federal Republic of the Comoros	Messrs MOUMINI A.A. KOUATI A.A.	
People's Republic of the Congo	Messrs OMBAKA-EKORI V.R. DEFOUNDOUX C. Mrs MABIALA L.	
Republic of Korea	Messrs LEE W.-J. LEE S.-K. HUH P.-G. YU M.-H. KWON Y.-S. LEE J.-S. CHO Y.-J. CHO K.-H. SHIN J.-S. LEE H.-W. LEE K.-Y. SUH C.-H. RAH B.-W. JOO E.-B. LEEM J.-T. SEO H.-S. KONG Y.-C. KIM C.-N. YOO C.-K. CHUNG J.-C.	
Republic of Costa Rica	Mr ALVAREZ A.	Messrs CALVO M. CUADRA R. ALVARADO M. PIEDRA A.
Republic of Côte d'Ivoire	Messrs TIOKO DJEDJE V. GOMIS C. DIARRA H. YAPI AGBO B. KOUA KACOU G. EBOUAT G.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Republic of Cuba	Mrs CARRACEDO SOTO M. Messrs ALFONSO PÉREZ O.J. VÉLIZ RODRIGUEZ E. ESPRONCEDA VEGA R.	
Kingdom of Denmark	Messrs ISRAELSEN H. NIELSEN A. MYRVIG H. WIND B. HANSEN M.T. PEDERSEN K.B. MADSEN T.W. PEDERSEN J.F. YDE-ANDERSEN F. Mrs BIRKEDAL L. Messrs HANSEN H. CHRISTENSEN G.T. OVESEN E. Mrs MELDGAARD A.	
Republic of Djiboutl	Messrs AHMED H.M. WAIS E.O.	
Dominican Republic	Messrs VERA GÓMEZ H.A. MORETA RUBIO H.	
Commonwealth of Dominica		
Arab Republic of Egypt	Messrs AHMAD K.A.H. EL SABBAGH M.M.A.S. Mrs KHALIL S.M. Mr TOLBAH M.K.	
Republic of El Salvador	Messrs MENDOZA J.R.U. SALAVERRIA M.A.	
United Arab Emirates	Messrs BOU HASSAN A.S. AL SHARHAN M.S. BIN MAJED A.M. BAL HAJ Y.M. AL MAGRIBI A.H. RAHMAN FARIS R.A.	
Republic of Ecuador	Mr ZUQUILANDA P.	Messrs RODRIGUEZ L. CASTELLANOS A.
Spain	Messrs MARTIN P.J.L. MELERO M.J.J. DUATO G.F. MAYORAL A.J.L. DE FRUTOS G.J. GARCIA-ORMAECHEA M.L.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Spain (continued)	COLLADA Z.J.L. CIQUE B.A.L. FERNANDEZ M.J.L. FERNANDEZ M.J.L. SUAREZ G.J.A. ARGENTE H.A.	
Socialist Ethiopia	Mrs RETTA L. Messrs MOHAMMED S. WOLDEMARIAM T.	
Fiji	Mr YUSUF A.	
Republic of Finland	Messrs SAVIAHO A. ALLARDT J.	Messrs ELOVAINIO M. LAAJAVA J. TRÄSKMAN C.-G. HALLANDRO J. TANZI-ALBI R. Miss KALTER A.-M. Mr BLOMQVIST C.
French Republic	Messrs MIGONE RAUCH BAUDIENVILLE BRENTA DAYAN	Messrs QUILES COUSQUER DANJOU VIAL VIEILLEDENT DARRIGRAND LIMAT LUCIANI LEGOULET HELY LLORET JOUBERT Mme SANTONI Mme SOLIGNAC MM. DONTENVILLE DELACROIX VUILLOD Mme BATIFOL Mme FILIPPINI MM. LE GOFF ROBERT DURAND Mme POTHIER
Gabonese Republic	Messrs MYBOTO Z. SOUAH T. OYONE B. Mrs LENGOUNGOU MOUPASSI M.-F. Messrs MIHINDOU-MI-NGUIMBI J. MBA EKO E. MBENG EKOGHA F. POATY DITENGOU B.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Gambia	Mr CHAM M.C. Mrs NGUM S. Mr AWE T.	
Republic of Ghana	Messrs OTOO E.K. BOAHENE I.A. SITTIE A.S.A.	
United Kingdom of Great Britain and Northern Ireland, Channel Islands and Isle of Man	Mrs JONES E.C. Mr FOOT D. Miss SMITH S.J. Messrs BRISCOE C. KING P. GOSS M. Mrs HOLMES J. Mr MEYER C.	Messrs SALVIDGE P.S. COCKBURN W. Miss WITT S.J. Messrs ORBELL M. NICHOLSON B. COTTON BETTERIDGE J. EVEMY F.S. Mrs IRELAND R. Messrs NELSON N. ELDERTON B. JOHNSON M. COLE D. LANE D. RICHARDS A. ROSE C. COOKE J. HENDERSON A. WHITE R.M.
Overseas Territories for whose international relations the Government of the United Kingdom of Great Britain and Nothern Ireland is responsible	Miss SMITH S.J. Mr MEYER C.	
Greece	Messrs KORKOLOPOULOS V. PROVATAS F. ZAFIROPOULOS N. MANESSIS H. ANTONIOU G. Mrs PROTOPSALTIS Z. Messrs MATHIOUDAKIS M. GOUMAS G. SKARLOS K. ADAMOPOULOS G.	
Grenada		
Republic of Guatemala		
Republic of Guinea	Messrs CAMARA K. LOPIS J.D. SAADI M. CAMARA L. CAMARA A. DIAWARA J.P.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Republic of Guinea-Bissau		
Republic of Equatorial Guinea		
Guyana	Messrs CORBIN R. DORIS G. NOBLE E.	
Republic of Haiti	Mr JEAN-JACQUES J.-C.	
Republic of Honduras		
Republic of Hungary	Messrs DOROS B. OLÁH L.	Mr KERTÉSZ P. Miss GYARMATI I. Messrs MOLNÁR C. SZIKSZAY F.
India	Mr RAMAN M.S. Mrs JAIN A.	Messrs SAIYED R.K. PRAKASH K. KRISHNAN S. KAUL V.
Republic of Indonesia	Messrs ABDULRACHMAN S. NATAWIJAYA U.	Messrs PAHAN M.M. RAMLY A.R. LOEIS W. SJARKATI A. KALAKE K. DAUD R. CHOLID M.
Islamic Republic of Iran	Messrs GHARAZI S.M. TABAR M.M.	Messrs SEYED HASHEMI S.M. BAHREINIAN A. SHAHABE-DIN H. NASSR ABADI A.A.B. MIR SADEGHI S.S. SEYED EBRAHIMI S.M. ROSHANI M.M. HARRISSEHI M. ZADEH A.A.M. ASKARI S.M. NEJAD M.M. BARAHMAN N. TAYARI M.J. NAVID S.A. JAZAYERI B. BEHRAM H. VAFA A.R. TEHRANI M.H. SHAFII B.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Islamic Republic of Iran (continued)		MOJABI S.M. GHAFFOURI A.A. JANGJOUY V. JADEH M.H. SAFAVI S.M.
Republic of Iraq	Messrs RADHWANE G.A. AL-ANI G.A.R. MOHAMED K.J. AL-AZZAWI K.A.R.M. ALI I.H.	
Ireland	Messrs McDONAGH B.F. HARVEY G. CAREY M. COADY M. HINDS R. Miss VEALE G. Messrs DALY M. FARRELLY C. DENHAM D.	
Republic of Iceland	Messrs TÓMASSON Ó. BJÖRNSSON G. KRISTJÁNSSON B. JÚLÍUSSON R.	
Israel	Messrs KAUL I. BAR-YEHUDA A. BAR-MAG H. MELAMED M. MATINAI D. SOKOLOVSKY J.J. Mrs EDERY F. Mrs VUYSJE J. Mrs SERFATY R. Mr LESHEM-STEIN	
Italy	Messrs PANELLA R. MILIGI C. VESCHI E. BUFARDECI L. SELLERI G. BAUDAZZI C.	Messrs PEPE L. CAPUTO G. RUGGIERI A. DURANTE A. CAO M. CECCARINI F. DE FRANCHIS A. PERGAMI R. CUTILLO A. FERRETTI M. Miss CORATELLA F. Miss METELLI D. Mrs PRUDENZI C. Mr PANGALLO U.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Socialist People's Libyan Arab Jamahiriya		
Jamaica	Messrs HENRY B.G. CARR E.	Miss CLAYTON C. Miss LINDO D.
Japan	Mr KARITA Y.	Messrs MATSUNAGA N. ONOZAWA T. KUSUDA S. OSUMI H. OHASHI I. IGUCHI Y. KITAHARA Y. KITAHARA F. SAKURAI M. TSUBOI T. ISHIKAWA K. ONODA Y. HIROTA Y. KAMEDA K. KIMIYA K. KARIKOMI Y. SUMIDA H.
Hashemite Kingdom of Jordan	Messrs HAMAMI H. MALHAS A. AL-QUDAH H.	Messrs AL-RIFAI O BADRAN E.
Democratic Kampuchea		
Republic of Kenya	Messrs KAMOTHO J.J. NG'ENY K.A. WANJAU J.K. KABIRU P.G. MUSUNDI C.C. MUGA C.E. JUMA S. MWAURA J.R. OCHIENG-NYAMOGO N. Mrs KOECH B.C. Mrs AMIR N.A.	
Kiribati	Mrs JONES E.C. Mr FOOT D. Miss SMITH S.J. Messrs BRISCOE C. KING P. GOSS M. Mrs HOLMES J. Messrs MEYER C. SALVIDGE P.S. COCKBURN W. Miss WITT S.J.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Kiribati (continued)	Messrs ORBELL M. NICHOLSON B. COTTON-BETTERIDGE J. EVEMY F.S. Mrs IRELAND R. Messrs NELSON N. ELDERTON B. JOHNSON M. COLE D. LANE D. RICHARDS A. ROSE C. COOKE J. HENDERSON A. WHITE R.M.	
Kuwait	Messrs AL-JRAWI N.M. EID E.I. AL AZEMI K.A.T. AL MUTAIRI M.S.M.Sh. AL ASOUSI S.A.S.	
Lao People's Democratic Republic	Messrs SOMVORACHIT D. SIPASEUTH P.	
Kingdom of Lesotho	Messrs MOKHANTSO M.P. SEJANAMANE M.P.	Messrs RAMOQOPO C.T. MAKAMANE J.S. Miss MOKHETHI A.K.
Lebanese Republic	Messrs TABBARA O.A. JAWDE G.A.	
Republic of Liberia	Mr DUKULY M.M. Mrs KANGAR C.T. Messrs PAYNE N.D. JAYJAY R.G. TOTAYE D.N. CHEA J.K. Mrs WISSEH E.T. Mrs CHELLEY Y.L. Mrs JOHNSON N.	
Principality of Liechtenstein	Messrs CLIVAZ J. DÜRR H. BURN E. CORDEY M. RÖTHLISBERGER F. BERSET J.-M. GASSMANN J.-M. HOFER E.M.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Luxembourg	Messrs TOUSSING E. DONDELINGER C. KIHN P. HOFFMANN J.	
Democratic Republic of Madagascar	Messrs SIMON P. RATOVONDRAHONA P. RAVELOMANANTSOA-RATSIMIHAH R.	Mrs RABEFANIRAKA H. Mr RANAIVOSOA M.
Malaysia	Messrs VELLU S.S. MADHI H.W.Y.bin T.	Messrs LATIF A.B.A. MANAN A.R.B.A. BAKAR M.B. TALALLA A.S. Miss MOHAMED N.
Malawi		Messrs KATOPOLA D.S. MBEKEANI J.A. MBAYA R.B. KULUWANI M.C. LUNGU W.M.
Republic of Maldives	Messrs SHAREEF R. RAZZAK M.A.	
Republic of Mali	Messrs CISSE S. THIAM S. TOGOLA L. DIALLO Y. TOURE A.	
Malta	Messrs HABER F.Z. MIFSUD R.	Messrs STELLINI J. FALZON A.M.
Kingdom of Morocco	Messrs LAENSER M. BENJELLOUN A. AOUJIL M. ANOUAR S.E. HASSIKOU A. OUHADDOU A.	
Mauritius	Messrs SUMODHEE K. BAHORUN H.	
Islamic Republic of Mauritania	Messrs ABDELLAH M.O.S. SALOUM D.D. AHMED M.O.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
United Mexican States	Mr ALARCÓN OSORIO G.	Messrs NIEDERSTRASSER R.A. JIMÉNEZ THOMAS L.F. ALDAMA MARGAIN J. CORTÉS GUERRA J. VALEZZI ZAFRA H. ESCOBAR F.A.
Principality of Monaco		Messrs FRANZI E. AMBROSE J. Mrs CASTELLINI R.
Mongolian People's Republic	Messrs BAATAR B. GOMBOSUREN D. SANDAG D.	
People's Republic of Mozambique		
Union of Myanmar		
Republic of Nauru	Messrs ADEANG K.R. ARORA P.K. HARRIS R.	
Nepal	Messrs SHAH B.P. PADHYE N.K.R.	
Republic of Nicaragua		
Republic of Niger	Mr AMSA	Messrs HIMA D. ALOU S.A. DJIBRILLA A.
Federal Republic of Nigeria	Messrs MARK D. IGE O.A. UMAR A.S. ZOME N. BAMIGBELE J.O. IRANLOYE B.O. SORIWEI B.B. DAIRO L.I. Mrs OSAKWE T. Messrs AYOOLA H.I.O. ABUGI S.	
Norway	Messrs RENOLEN A. STRØMSNES K.	Messrs PETTERSEN B.F. AARAK T. SCHULTZ H.-J. Miss TVIBERG B. Miss LAHAUG I.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
New Zealand	Messrs DUNNE P.F. EVANS J.E.B. McCABE P.G. WILSON G.M. MOWBRAY C.G.C. LAWLEY M.B. STEVENSON C.A. BENNET T J.P. GILL D. CLOSE F.	
Sultanate of Oman	Mr AL-BLUSHI A.B.S.	Messrs ALHARAMY M.B.M. ALQUBTAN T.B.A. ALMOHAMMED Y.B.A. ALSABTI S.B.M. ALGHATRAIFY Y.B.M.
Uganda	Messrs KAWANGA J.B. KATENTA-APULI MUKASA P. MUNINGA MUNYA-RAGERERO A.	
Pakistan	Messrs KHAN A.N. SHAH A.H. MALIK M.A.	Messrs FAHIM M.A. ZAHIDI B.
Republic of Panama	Messrs BATISTA L. TORRES M.A.	
Papua New Guinea	Messrs ELIAS R.M. TAMAH J.P. NIBA J. KAMENG P.V. YALKITI C. VAGI V.	
Republic of Paraguay	Messrs MORALES J.M. SOERENSEN H.P. Mrs RAMIREZ M.C.	Messrs HERREROS V.J.M. CABALLERO J.S.
Netherlands	Messrs DIK W. RIETBROEK J.J. Th. A. Miss BOS Ch.S. Messrs SCHEEPBOUWER BOESVELD A. PIJNENBURG J.A.A.	Messrs TROOST R. WEGERIF A.P. VAN HEKKE J. AARSEN J.A. JANSEN W.J. KOELMAN J.W. KRUIDENIER H.W. ODINOT P. RADDER R. RÖVEKAMP P.F.L. VAN DE WEERT L.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Netherlands Antilles and Aruba		
Republic of Peru	Mr PÉREZ BARETO J. Mrs DEL ALCÁZAR V. Miss PERALTA E. Mr BALAREZO M.V.	
Republic of the Philippines	Messrs JARDINIANO T.R. OROCIO D.R. TEJADA F.C. DAVID C.M.	
Polish People's Republic	Messrs TOMASZEWSKI J. RYCHCIK E.	Messrs CICHY A. DEMSKI K. POKROP K. KIEWICZ T. Mrs OWSIEWSKA-BARBASKA L. Mr KUDAS Z. Mrs ALAMA M.
Portugal		Messrs MENDES F. DE ALMEIDA R. MARQUES S. SILVA C. VIEGAS L. MOTA D. DE ANDRADE S. MONTEIRO J. ABRANTES J.F. SILVA A. Mr CABRAL J.R. Mrs ROSÁRIO J. Mr PINTO J.R.
State of Qatar	Messrs AL KHATER A.H. MOUBARAK M.A.	Mr AL-MALIKI A.R.A.
German Democratic Republic	Messrs SCHULZE R. SCHAUER U.	Messrs SCHUMANN E. SCHRAMM K.-H. LOOS M. BINIOK K.
Democratic People's Republic of Korea		
Socialist Republic of Romania		
Rwandese Republic		

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Saint Christopher and Nevis	Messrs EDWARDS E. SWEENEY I. Mrs FERGUSON D.	
Saint Lucia	Mr GILL C.E.	
Republic of San Marino	Messrs PASOLINI G. GIACOMINI P. CAPICCHIONI L. RABB WEIDENFELD S.	
Saint Vincent and the Grenadines	Messrs EDWARDS E. SWEENEY I. Mrs FERGUSON D.	
Solomon Islands	Messrs FA'AITOA B.G. SIVE S.	
Western Samoa	Messrs KEIL H.J. RIVERS I.	
Democratic Republic of Sao Tome and Principe	Mr D'ASSUNÇÃO DOS RAMOS E.	
Republic of Senegal	Messrs SAGNA R. KA I.D. NDIAYE A. CAMARA S.A. SARR I. GUEYE A. DIAGNE M.	
Republic of Seychelles		
Republic of Sierra Leone	Messrs KAMARA P.H. MATTURI S. DARAMY K.K.S.	
Republic of Singapore	Messrs LEE S.K. TAN W.L. MOHD ZUBIR H.	
Somali Democratic Republic	Mr FARAH S.A.	Mr ABDULLAHI O.H.S.
Republican of the Sudan		

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Democratic Socialist Republic of Sri Lanka	Messrs DE ALVIS S. MENDIS W. WIJETUNGA H. Mrs FERNANDO S.	
Sweden	Messrs DAHLSTEN U. ZILLÉN T. JONSSON K. LEISTEDT J.-E. WULF B. SANDBERG H. Miss JAGANDER A.	
Swiss Confederation	Messrs CLIVAZ J. DÜRR H. BURN E. CORDEY M. RÖTHLISBERGER F. BERSET J.-M. GASSMANN J.-M. HOFER E.H.	
Republic of Suriname	Messrs POWER J.L. BLACKMAN J.R. Mrs ELTENBERG M.	
Kingdom of Swaziland	Messrs MKHONZA W.F.C. MALINGA N.Z. MAMBA A.V. MANANA N.R. JELE W.M. DLAMINI C.M.	
Syrian Arab Republic	Messrs AL-JELD B. SARADAR A. AL-RAMMAL A. AL-KHOULI M.Z. Mrs GHAZZI G.	
United Republic of Tanzania	Messrs KIBONA (M.P.) S.A. NDAKIDEMI A.S. KASAMBALA F.C. CHENGULA F.M. MLENGA D.E. MWAGENI P.N.	
Republic of Chad	Messrs ADOUM M.A. D'ABZAC K. MEOURO R. BOULANDI LEMAYE F.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Czechoslovak Socialist Republic	Messrs PODLENA F. JÍRA J.	Mrs JANIGOVÁ E. Mr ORAVEC P.
Thailand	Messrs CHANTRANGKURN M. UTHAISANG S.	Messrs LIMPISTHIEN S. YUPHO K. SAOVAROS A. SUDDHINOND Miss KASETPIBAL S. Messrs REOPANICHKUL S. RATTAKUL S. Mrs SUDDHINOND T. Miss TINTUKASIRI L.
Togolese Republic	Messrs FARE K.I. ANDJO T. DABLAKA P.A. BADABO M.P.	
Kingdom of Tonga	Messrs COCKER J.C. MA'ILEI S.	
Republic of Trinidad and Tobago		
Tunisia	Messrs RABEH S. BALMA M. HOUISSA A. KETARI M. LOUATI A. ZGAIA M. ABDELJAOUAD Y. AZZOUZ T. AYARI M.E.	
Turkey	Messrs BASER E. BAYRAM M. TEZCANLI M. ERGUN U.	
Tuvalu		Messrs DIK W. RIETBROEK J.J.Th.A. ODINOT P.
Ukrainian Soviet Socialist Republic	Mr DELIKATNY V.I.	Messrs RYBAK O.N. STARODUB M.M.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Union of Soviet Socialist Republics	Mr MANIAKINE E.A.	Messrs BOUTENKO B.P. VASSILIEV L.B. GERASSIMOV A.V. DRAGANOV V.G. KOZLOVSKIJ I.F. KHLESTOV N.O. TSYMBALIUK S.T.
Eastern Republic of Uruguay	Messrs BOGLIOLO A.S. ALDABALDE J.L.	
Republic of Vanuatu		
Vatican City State	Messrs CORDISCHI A. ANDREANI P.G.	Mr MARTELLI D.
Republic of Venezuela	Messrs ELIAS OSUNA E. TORRES PARRA M.	Messrs RIVAS CALED J. BRANCATO G.F. GUÉDEZ E. PÉREZ SILVA C.
Socialist Republic of Viet Nam	Messrs NIEM L.D. LAI T.D.	
Yemen Arab Republic	Messrs AL-WAJIH M.A.K. AL-ARASHI M.M. ZAYED M.A. EL-SINDY S.A. AL-ALAFI K.A.	
People's Democratic Republic of Yemen	Messrs KAID A.H. ALI Y.M.	
Socialist Federal Republic of Yugoslavia	Messrs CAGOROVIC V. VUKOSAVLJEVIC R.	Messrs JANCIC M. STANOJEVIC P. Mrs ILIC O. Mrs MILOJEVICBOROVCANIN L.
Republic of Zaire		
Republic of Zambia	Mr NDANDULA C.S.	Messrs HAIMBE E.H. LUSAKA P. MUNTHALI S.W. MWAPE R.J. MWANZA G.D. MWAMBA S.S. KAPAMBWE L.B.

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Republic of Zimbabwe	Messrs MANGWENDE W.P.M. CHIGWEDERE S.G. JONASI M.G. MUTAMBIRWA R. MASASI M. MADZIMBAMUTO D.N. KATSIDZIRO T.R. BVUMA T.	

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
Republic of Honduras	Messrs CASTRO RUIZ A. BAIDE PEREZ R. SOLANO DAVILA N.	
Socialist People's Libyan Arab Jamahiriya	Messrs JALAL A.A. AZ-ZLITNY H.A.B. KHALIFA M.M. MOHAMED M.A. NEJIM M.A.	

Congress/C 1 – Rep 1/Add 1

Supplement to the report of Committee 1

1 During the plenary meeting of 24 November 1989, in approving the report of Committee 1, Congress had authorized the Chairman of this Committee to recognize any credentials which might arrive afterwards, and subsequently to inform Congress in accordance with the Rules of Procedure of Congresses, article 3, paragraph 3.

2 To that end, attention is drawn to the following words from that paragraph:
"Such delegates shall cease to be empowered to vote from the time Congress approves the report of the Credentials Committee establishing that their credentials have not been received or are not in order until such time as the position is regularized."

3 On the basis of the above, annex 1 shows the delegations whose credentials have been found to be in due and proper form subsequent to the issue of Congress/C 1 – Rep 1.

4 Countries without credentials, without the right to sign, or not present at Congress are shown in annex 2.

Washington, 30 November 1989

A C EGUREN

Chairman, Committee 1

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates authorized to speak and vote only
1	2	3
People's Republic of Bangladesh (credentials deposited on 1 December 1989)	Messrs KARIM A. HOSSAIN R. ALI S.M. KABIR H.	
Republic of Guatemala (credentials deposited on 27 November 1989)	Messrs JUÁREZ E.O. RODAS A.G.	Messrs MUÑOZ R. PELLECER P.
People's Republic of Mozambique (credentials deposited on 29 November 1989)	Messrs LOUSA R.J.G. FERRAO V.I. MAGANLAL V. PIMENTEL J.A.V.R.	
Union of Myanmar (credentials deposited on 27 November 1989)	Mr AUNG M.	Mr OO H.M.
Netherlands Antilles and Aruba (credentials deposited on 28 November 1989)	Messrs GALMEIJER R.H. CROES M.F.	Messrs SCHOOP O.L. PAULINA S.M. DIP C.E.G. GITTENZ D.G. LACLE J.R. QUILOTTE H.M.
Rwandese Republic (credentials deposited on 27 November 1989)	Messrs NTAGERURA A. UWIMANA A. MUNYAMBARAGA N.	
Republic of the Sudan (credentials deposited on 24 November 1989)	Messrs AL-BESHIR H.A. ABD EL-WAHAB H.B. ABD EL-MANAN N.A. EL-AMIN M.H.	
Republic of Zaire (credentials deposited on 24 November 1989)	Messrs OKUKA W.K. MBELO O. OKUKA O. GBALIGAZA Y. MUJIMBU S.-K. MULONGO N. DIASO M. KANDJOKO K. TSHISUMPA S. DISASI MAVUNGU N.M.	

Congress/C 1 – Rep 1/Add 1/Annex 2

1 The following three countries take part in the work of Congress, but the Secretariat has not received any credentials from the competent authorities. These countries can therefore neither vote nor sign the Acts until such time as their situation is regularized.

- Socialist Republic of Romania
- Republic of Trinidad and Tobago
- Republic of Nicaragua

2 The credentials of the following 3 countries do not include the right to sign the Acts:

- Central African Republic
- Malawi
- Principality of Monaco

3 The following 10 countries are not taking part in the work of Congress:

- Socialist People's Republic of Albania
- Belize
- Commonwealth of Dominica
- Grenada
- Republic of Guinea-Bissau
- Republic of Equatorial Guinea
- Democratic Kampuchea
- Democratic People's Republic of Korea
- Republic of Seychelles
- Republic of Vanuatu

Congress/C 1 – Rep 1/Add 2

Second and last supplement to the report of Committee 1

1 During the plenary meeting of 24 November 1989, in approving the report of Committee 1, Congress had authorized the Chairman of this Committee to recognize any credentials which might arrive afterwards, and subsequently to inform Congress in accordance with the Rules of Procedure of Congresses, article 3, paragraph 3.

2 To that end, attention is drawn to the following words from that paragraph:

"Such delegates shall cease to be empowered to vote from the time Congress approves the report of the Credentials Committee establishing that their credentials have not been received or are not in order *until such time as the position is regularized.*"

3 On the basis of the above, annex 1 shows the delegations whose credentials have been found to be in due and proper form subsequent to the issue of document Congress/C 1 – Rep 1/Add 1.

4 Countries without credentials, without the right to sign, or not present at Congress are shown in annex 2.

Washington, 12 December 1989

A C EGUREN

Chairman, Committee 1

Member countries whose delegates' credentials have been recognized as being in due and proper form	Names of plenipotentiaries authorized to sign	Names of delegates to speak and vote only
1	2	3
Socialist Republic of Romania (credentials deposited on 4 December 1989)	Mr STOICHICI I Mrs PETCULESCU E Mr PAVELESCU M Mrs SITARU M N	
Republic of Trinidad and Tobago (credentials deposited on 4 December 1989)		Mr MOORE R
Grenada (credentials deposited on 4 December 1989)		Mr MOORE R (delegate of the Republic of Trinidad and Tobago)
Republic of Vanuatu (credentials deposited on 11 December 1989)	Messrs ELIAS R M TAMAH J P NIBA J KAMENG P V YALKITI C VAGI V (delegation of Papua New Guinea)	

Congress C 1/Rep 1/Add 2/Annex 2

1 The following country is taking part in the work of Congress, but the Secretariat has not received any credentials from the competent authorities. This country cannot therefore sign the Acts:

- Republic of Nicaragua

2 The credentials of the following four countries do not include the right to sign the Acts:

- Central African Republic
- Grenada
- Republic of Trinidad and Tobago
- Tuvalu

3 The following eight countries are not taking part in the work of Congress:

- Socialist People's Republic of Albania
- Belize
- Commonwealth of Dominica
- Republic of Guinea-Bissau
- Republic of Equatorial Guinea
- Democratic Kampuchea
- Democratic People's Republic of Korea
- Republic of Seychelles

Congress/C 2 – Rep 1

Reports of Committee 2

First meeting

Wednesday, 29 November 1989, 3.10 pm

In the chair: Mr Y IGUCHI, Chairman

Opening of meeting

Opening the first meeting, the Chairman welcomed all the Committee members and expressed his deep gratitude to the assembly for the honour bestowed on Japan and himself in his being elected to conduct the discussions of such an important Committee which dealt not only with figures but also with the management of the International Bureau and the Union as a whole. He congratulated Bolivia, Turkey and Zaire on their appointment as Vice-Chairmen to support him in his difficult task and invited them to join him on the rostrum. He then paid particular tribute to the Director-General, Mr A C Botto de Barros and to the Deputy Director-General, Mr F Cicéron, for their excellent overall management of the Union's finances.

Secretariat

Messrs G Beney, Senior Counsellor, and H-L Gentizon, Assistant Counsellor, were appointed Secretary and Assistant Secretary of the Committee respectively.

Report of the discussions

The discussions of the Committee would be the subject of a report for each meeting, summarizing the views expressed. In addition, a general report would be prepared at the end of the work (Congress – Doc 68), in line with the practice followed at previous Congresses.

Proxies

Kiribati, Liechtenstein, Saint Lucia, Saint Vincent and the Grenadines and Tuvalu were to be represented at all the meetings by Great Britain, Switzerland, Barbados, Saint Christopher and Nevis and the Netherlands respectively.

Quorum

A check showed that 78 countries were present in the hall. As the quorum was 77, the Committee could proceed to business.

Approval of the agenda

The agenda (Congress – Doc 8/Rev 1) was adopted unchanged.

Approval of the Union's accounts for 1984 to 1988

Congress – Doc 19 (part I)

The Committee started consideration of the first part of the Director-General's report on the finances of the Union. In connection with the worrying situation as regards the recovery of contributions in arrears, one delegation pointed out that several administrations could remedy that problem by reorganizing their internal management, a process in which the UPU could help them thanks to the six regional advisers which Congress had decided to allocate as part of increased UPU presence in the field in technical assistance. For its part, the International Bureau deplored the fact that the measures to stabilize arrears through the offset system provided for in Hamburg Congress recommendation C 36 had lost much of their significance since the General liquidation account of transit charges and surface-mail terminal dues had become optional. Since the offset system was one of the most effective means of recovery, its scope should be enlarged.

At the end of its consideration, the Committee expressed its satisfaction at the very moderate growth of expenditure over the past five years and adopted unanimously two draft resolutions recommending that Congress should:

i approve the Union's accounts for 1984 to 1989 (Congress – Doc19/Annex 5);

ii express its gratitude to the Government of the Swiss Confederation for the generous aid it had given in connection with the Union's finances (Congress – Doc 19/Annex 4).

Fixing the ceilings of expenditure for the next financial period (1991 to 1995)

Congress – Doc 19 (part II)

The ceilings for ordinary recurrent expenditure proposed for the period 1991 to 1995 would be fixed according to the method followed by previous Congresses, ie on the basis of the latest full budget, namely that for 1990 as drawn up by the Executive Council at its April 1989 session (Congress – Doc 19/Annex 6), rounded up for convenience to 24 389 550 Swiss francs. To that basic amount should be added the normal factors needed to deal with current tasks, on the one hand, and the financial repercussions of new activities and of the decisions to be taken by the Washington Congress, on the other.

Many delegations pointed out that while the General Debate had shown the urgent need to set up new activities to meet the challenges facing the Post, Union expenditure should be maintained at zero growth, in accordance with the policy applied to all United Nations specialized agencies. That constraint implied establishing priorities to offset new expenditure through the corresponding savings. Although the draft resolution proposed to Congress (Congress – Doc 19/Annex 11/Rev) instructed the Executive Council to make such savings, some speakers preferred that Congress itself should do so immediately. Moreover, one delegation suggested that, within the framework of the study allocated to the EC

on improving management of the Union's work, it would be desirable to study the expediency of making greater use of fixed-term employment, both in the field and at administrative level.

Although the International Bureau felt it necessary to reinforce its administrative staff (1 P and 1 G) for the special new activities, many delegations felt that increase was not justified but that funding for those posts could be obtained by reducing other lower-priority activities. After a variety of views had been expressed, the Chairman put to the vote the proposal to create 1 P and 1 G post (administrative support). It was rejected by 40 to 24, with 14 abstentions.

The Secretary-General suggested that a saving be made in respect of publishing the periodical "Union Postale". There were two possibilities:

i total abolition of "Union Postale" bringing a saving of 300 000 Swiss francs a year;

ii publication of the periodical in French only at the Union's expense with possible editions in other languages paid for by the language groups concerned, bringing a saving for the Union of some 200 000 Swiss francs a year.

This suggestion triggered an extensive, heated debate at the end of which no decision had been reached.

The meeting rose at 6.45 pm.

For the Committee:

Y IGUCHI
Chairman

G BENEY
Secretary

H-L GENTIZON
Assistant Secretary

Second meeting

Friday, 1 December 1989, 3.10 pm

In the chair: Mr Y IGUCHI, Chairman

Proxies

Kiribati, Liechtenstein, Saint Lucia, Saint Vincent and the Grenadines and Tuvalu were to be represented at all the meetings by Great Britain, Switzerland, Barbados, Saint Christopher and Nevis, and the Netherlands respectively.

Quorum

A check revealed that 81 countries were present in the hall. As the quorum was 78, the Committee could proceed to business.

Fixing of the ceilings of expenditure for the next financial period (1991 to 1995)

Congress – Doc 19 (part II) (cont)

The Committee continued its consideration of the Director-General's report on the finances of the Union and among other things successively approved the equipment and machine replacement plan (Congress – Doc 19/Annex 7) and the UPU building maintenance plan (Congress – Doc 19/Annex 8).

The Committee then discussed the financial implications of introducing new activities and intensifying special activities. As regards the establishment of a computerized data base at the International Bureau (Congress – Doc 19/Annex 9), the Committee was unanimous in recognizing a need for it but was divided as to the date of its introduction. While some speakers supported the International Bureau's proposal calling for its introduction in 1991, others found it preferable to postpone it one year so that the issue could be considered more attentively.

Put to a vote, the two proposals received:

- 23 votes in favour of introduction of the computerized data base in 1991;
- 43 votes in favour of postponement of the computerized data base until 1992;
- 21 abstentions.

As a result, the Committee decided to include in the expenditure ceiling the credits needed for establishment of the computerized data base from 1992 only.

It observed that Congress had already ruled on making control of international mail transmission times a permanent activity (Congress – Doc 21 and proposal 013), and on the special activities aimed at adapting the operation of the Union to present commercial and technical demands (Congress – Doc 73 and proposal 010). The Director-General identified three areas where there might be scope for economies:

a maintenance of the UPU building and installations for which 150 000 Swiss francs was allowed in the ceilings for each of the years 1991–1995;

b production of documents and publications; the costs of this were included in the budget for 1990 and therefore at the same level in the ceilings for 1991–1995 although they were likely to fall after publication of the documents for the 20th Congress;

c the journal "Union Postale" which might if necessary be produced in one language only or discontinued.

The Committee nevertheless adopted the financial implications as calculated by the International Bureau and thus approved the establishment of three Professional (P) category posts and three General Service (G) category posts for these new activities.

Also, the Committee duly took note of the financial impact of the decisions taken by other Congress Committees, namely:

Proposal	Committee concerned	Purpose	Financial impact
016	C 9	Ten percent increase in credits allocated to technical assistance activities connected with UPU consultants to compensate for inflation since the Hamburg Congress	This increase (165 200 Swiss francs) was already included in paragraph 3 of the factors listed in Congress – Doc 19/ Annex 10
019	C 9	Increased UPU presence in the field with regard to technical assistance	No financial impact since the expenditure relating to the six regional advisers will be drawn from financial resources already available
026	C 3	Subsequent improvement of the management of the Union's work	No financial impact to be included in the expenditure ceiling

In consideration of all the decisions taken, the Committee instructed the Secretariat to distribute for the next meeting a summary table showing the amounts of the ceilings of recurring Union expenditure to be inserted in paragraph 1 of article 124 of the General Regulations.

The Committee had before it a draft resolution prepared by the International Bureau (Congress – Doc 19/Annex 11/Rev) aimed at reinforcing the priority

activities of the Union. If it accepted that proposal, Congress could instruct the Executive Council to analyze all Union activities for the purposes of identifying those that could be abandoned, cut back or shelved, and of considering the advisability of discontinuing certain publications, lists or compendia and adopting a more economical format for the periodical "Union Postale". Canada submitted an amendment to that resolution advocating the use of fixed-term engagements for special and priority activities.

One delegation expressed the fear that an official temporarily seconded to the International Bureau might experience problems in resuming an equivalent post in his administration. For its part, the International Bureau recalled that the Executive Council had already considered that problem in 1977 and at the time had concluded that such engagements should occur only on an exceptional basis; it added that these engagements could be used, for example, for specialists responsible for CCPS studies or other technical studies. After this remark, the Committee decided to submit to Congress the International Bureau's original proposal with Canada's amendment.

Expenditure ceiling for the next Congress (21st Congress)

Congress – Doc 19/Add 1

The Committee considered this question on the basis of the cost estimate prepared by the International Bureau on the assumption that the duration of the Seoul Congress would be the same as that of the Washington Congress. Many delegations pointed out that the next Congress would undoubtedly be shorter because of the transfer to the EC of part of the legislative functions of Congress. The Committee expressed the opinion that it was not up to the present Congress to make a decision in that regard but that the duration of the next Congress would have to be considered by the next EC within the framework of the study it had been instructed to conduct regarding the subsequent improvement of the management of the Union's work (proposal 028). In that spirit, the EC would accordingly set the appropriate amount of expenditure for the Seoul Congress when it adopted, in due course, the budget for 1994. Given that at the present time it was only a matter of fixing the ceiling of expenditure for the 21st Congress, the Committee approved the sum of 3 676 000 Swiss francs to be inserted in paragraph 2 of article 124 of the General Regulations, it being understood that the budget would probably be approved at a much lower amount. It was to be noted that, apart from the aforementioned expenditure of the next Congress, no other non-recurring expenditure was contemplated during the period 1991 to 1995.

The meeting rose at 6.05 pm.

For the Committee: Y IGUCHI, Chairman — G BENEY, Secretary

H-L GENTIZON, Assistant Secretary

Third meeting

Tuesday, 5 December 1989, 3.10 pm

In the chair: Mr Y IGUCHI, Chairman

Proxies

Kiribati, Liechtenstein, Saint Lucia, Saint Vincent and the Grenadines and Tuvalu were represented at all the meetings by Great Britain, Switzerland, Barbados, Saint Christopher and Nevis, and the Netherlands respectively.

Quorum

A check of attendance revealed that 79 countries were present in the hall. As the quorum was 79, the Committee was able to proceed to business.

Approval of report

The report of the first meeting (Congress/C 2 – Rep 1) was approved.

Fixing of the ceilings of expenditure for the next financial period (1991 to 1995)

Congress – Doc 19 (Part II) (continuation and end)

The Committee took note of the recapitulative table circulated by the International Bureau (Congress – Doc 19/Add 2). After the Chairman had replied to a request for clarification concerning the periodical "Union Postale" and the upkeep of the UPU building, the Committee fixed the ceilings of recurrent expenditure at the following amounts, which it proposed that Congress insert into article 124, paragraph 1, of the General Regulations:

26 070 100 Swiss francs for the year 1991;

26 586 900 Swiss francs for the year 1992;

26 800 100 Swiss francs for the year 1993;

26 773 200 Swiss francs for the year 1994;

26 935 600 Swiss francs for the year 1995.

Should the next Congress be postponed, the basic ceiling for the year 1995 would also be applied to subsequent years, ie the ceilings for those years would be determined by extrapolation according to the recurrent method used for fixing the ceilings of expenditure for the years 1991 to 1995.

The delegations of Australia, the United States of America, Great Britain and the Federal Republic of Germany successively made the statements given in annex 1.

Final report of Committee 2 (Finance)

The Secretariat was instructed to draw up a final report for Congress (Congress – Doc 68) reflecting all the decisions taken by the Committee. The Chairman was authorized to sign that report on behalf of the Committee.

Closure of proceedings

After the Chairman had thanked all participants and been congratulated on the skill with which he had directed the difficult work of the Committee, the meeting rose at 3.50 pm.

For the Committee:

Y IGUCHI
Chairman

G BENEY
Secretary

H-L GENTIZON
Assistant Secretary

Statements concerning the fixing of the ceilings of expenditure for the next financial period (1991 to 1995)

Australia expressed its disappointment that the Finance Committee had not managed to achieve zero growth for the financial period 1991 to 1995. It nevertheless hoped that in implementing the resolution proposed in Congress – Doc 19/Annex 11/Rev the EC and the Director-General would make maximum savings whenever the possibility arose.

The United States of America made the following statement:

"Thank you Mr Chairman. Our delegation commends the Universal Postal Union on the new orientation and positive approaches in adopting more commercial strategies to serve our customers and be competitive in the postal market. We fully endorse and support the initiatives in the Washington Action Plan and believe it will be remembered as one of the landmark decisions of this Congress.

"We appreciate the actions that have been taken within the Committee to realize reductions in the budget ceilings.

"We are also encouraged by the widespread support for annex 11, as revised, of Congress – Doc 19, which instructs the Executive Council to review, evaluate and prioritize Universal Postal Union activities and urge its adoption by this Congress.

"However, Mr Chairman, we are disappointed that the budget ceilings still represent significant real growth. Even with the generous gesture by the Swiss Government in forgiving the Universal Postal Union debt, we have not attained my Government's policy of zero real growth.

"Accordingly, Mr Chairman, my delegation regrets the necessity of disassociating itself from the 1991–1995 budget ceilings. Thank you."

Great Britain made the following statement:

"As the United Kingdom made clear at the first meeting of Committee 2 on 29 November, our Government's policy is that there should be no growth in real terms in the budgets of UN specialized agencies. While we are grateful for the efforts which have been made to reduce the budget's ceilings, we are concerned about their proposed levels for 1991 to 1995; the 1991 ceiling as shown in Congress – Doc 19/Annex 10/Rev 1 still represents a real increase of nearly 7 percent over the 1990 budget which already allowed real growth over the 1989 budget, and the proposed 1995 budget ceiling would represent nearly 10.5 percent real growth over the 1990 budget.

"In our view expenditure at the levels proposed in Congress – Doc 19/Annex 10/Rev 1 would be unacceptable. We have noted the resolution at Congress – Doc 19/Annex 11/Rev which instructed the Executive Council to conduct forthwith a critical analysis of all the activities of the Union for the purpose of identifying those activities which could be abandoned, cut back or shelved, and to reduce the expenditure ceilings by the cost of such activities. We support this resolution.

"In the Executive Council our delegation will make every effort to find savings, so as to reduce the annual budgets for 1991–1995 to no more than the 1990 level. The United Kingdom delegation would be grateful for these views to be recorded in the Committee's report in our name."

The Federal Republic of Germany said that it had taken an active part in the fixing of the expenditure ceilings so as to ensure that the task was carried out in as rational a manner as possible. Though it should be emphasized that rationalization measures had already been taken by the International Bureau to that end, it had every confidence that the International Bureau and the EC would reduce the budget and make other savings, particularly in regard to the periodical "Union Postale". It associated itself with the statements made by Australia, the United States of America and Great Britain aimed at achieving as close to zero growth in real terms as possible.

Minutes of Committee 3

First meeting

Friday, 17 November 1989

In the chair: Mr E BURN, Chairman

The meeting was opened at 9.55 am.

Chairman's opening remarks

The CHAIRMAN expressed his deep gratitude to the assembly for having elected Switzerland to the chair of the General Committee, and for the confidence shown in him.

He welcomed the delegations and observers, and offered cordial greetings to the Vice-Chairmen of the Committee, Messrs J Cortés G, Head of the Department of International Relations, postal administration of Mexico, Wijetunga, Assistant Postmaster General of Sri Lanka, and K Fare, Principal Private Secretary to the Minister of Equipment, Posts and Telecommunications of Togo.

He greeted Messrs A C Botto de Barros, Secretary-General, and F Cicéron, Assistant Secretary-General, together with Mr J Ascandoni, Assistant Director-General at the International Bureau, who had been Chairman of Committee 3 at the Hamburg Congress in 1984. He then declared the first meeting of Committee 3 open.

The SECRETARY-GENERAL reminded delegates that the General Debate which they had followed on the previous day, had shown the great problems faced by the Post in those times, and also the spirit of renewal which was inspiring postal administrations, member countries, and the whole of the Universal Postal Union.

He said that everyone, as individuals, and collectively as a Union, should make a positive and enthusiastic contribution, to set in motion this new spirit which must revitalize the Post. And it was for Committee 3 to make a decisive contribution in that undertaking.

It was this Committee's task, particularly, to examine a new conception of international postal regulations. On conclusion of the study it had conducted over the past five years, the Executive Council proposed:

– simplifying the procedure for adopting regulations or a new practice; and

- delegating to the Executive Council legislative power with regard to Detailed Regulations.

Those two improvements strove to bring more flexibility into the system so as to respond better to the needs of a Post which was both effective, and ever attentive to its customers.

Appointment of the Committee Secretariat

The CHAIRMAN reminded the meeting that Messrs L-P Ducommun, Counsellor, and H R Ranaivoson, Assistant Counsellor, at the International Bureau, had been appointed Secretary and Assistant Secretary to the Committee respectively.

Adoption of agenda

Congress – Doc 9

Referring back to the plenary session, the CHAIRMAN said that proposal 027 should be deleted from the agenda.

Taking this modification into account, the agenda was adopted.

Statements

The representative of GUATEMALA, who had been absent from the opening ceremony of Congress, extended fraternal greetings to the Chairman, to all delegates present, and to the members of the International Bureau. He noted with satisfaction that every country was trying to develop its postal services in the face of numerous problems. To improve the postal service in Guatemala, his country intended to create a decentralized enterprise, and for that reason, would pay particular attention to any accounts of similar approaches during this Congress to which they wished every success.

(Applause.)

The representative of SIERRA LEONE made the following statement:

"On behalf of His Excellency, the President Major-General Dr Joseph Saidu Momoh, the Government and people of Sierra Leone and on my own behalf, I bring you greetings.

"This 20th Congress of the UPU is taking place at a very crucial time both for the UPU and for individual member administrations. As a world body, the UPU is faced with an increasing need for complementarity and thanks to the ideals of the Declaration of Hamburg that question has fully exercised our minds during the last five years and I confidently hope that we will continue to address ourselves to the enhancement of inter-relationships between individual postal networks and concerns.

"We are also individually and collectively faced at this time with fierce competition from private couriers and other message transmission systems. This atmosphere clearly suggests the prevailing turbulence of our times. Please permit me, Mr Chairman, to re-echo the views of a leading management consultant, who says that the one certainty about the times ahead is that they will be turbulent times and that in turbulent times, the first task of management is to make sure of the institution's capacity for survival, to make sure of its

structural strength and soundness, of its capacity to survive a blow, to adapt to sudden change, and to avail itself of new opportunities. And at times such as these our energies should be focussed on strategies which are needed to use rapid changes as opportunities, strategies that are needed to convert the threat of change and competition into opportunities for productive and profitable action. A time of turbulence is a dangerous time, but its greatest danger is a temptation to deny reality. But, a time of turbulence is also one of great opportunity for those who can understand, accept and exploit the new opportunities. When I talk about the crucial time during which the 20th UPU Congress is being held I say so against the backdrop of present prevailing global circumstances especially in business in which we are already seeing shifts that are changing the modes of economic integration throughout the world and which is likely to lead to a new transnational confederation based on production sharing and market control. We in the postal business are witnessing just this kind of evolution.

"In Sierra Leone, we have felt that the way forward is not to shy away from competition, but rather we have decided to face it and take such action as would lend credence to our ability to survive as a business. Through the intervention of the UPU and UNDP, a mission was fielded in 1987 to make an appraisal of the postal services in Sierra Leone with a view to making recommendations for its improvement and carrying out feasibility studies into the possibility of transforming the status of the Department into a corporate entity. The report of the UPU consultant embodied a wide range of recommendations which were submitted to the Cabinet for perusal. After carefully examining the report, the Cabinet reached the conclusion that the postal services of Sierra Leone should be transformed into a wholly owned Government Company under the Companies Act of the Laws of Sierra Leone. The Memorandum and Articles of Association of the new Postal Services Company have already been drafted by the Office of the Attorney General and Minister of Justice and shortly before my departure from Sierra Leone to attend this very august meeting, I had audience with His Excellency, the President on the issue and it has been agreed that the new company will be vested in January of 1990. A Board of Directors including a Managing Director has been named and before long, the new structure would be made known to other UPU member countries through an International Bureau circular.

"The reason behind this change is to render the postal services of Sierra Leone more flexible and autonomous and its management and operations in order to make it more reliable and responsive to customer demands. Our belief is that the introduction of business and commercial practices would ensure improved quality of service since the company would have to be profitable in order to meet its obligations and thereby putting the institution under pressure to be efficient.

"Our ability to undertake such a venture has been complemented through the intervention of multilateral action by way of technical cooperation from the UPU and UNDP, the latter having just approved our country postal project comprising five consultants, twenty fellowships for training abroad and an equipment component including vehicles. The entire project would last for three years with the possibility of extension. As a parallel development, we have approached the Commonwealth Secretariat, and they have agreed to provide an expert on a long-term basis for an initial period of three years, and this expert will serve as Director of Business Policy and Corporate Planning in an executive capacity.

"We have also benefitted from cooperation from several countries on a bilateral basis, and these include India, the Federal Republic of Germany, Great Britain,

the United States of America and Pakistan. In our postal development process, we invite every kind of assistance and cooperation from all member administrations of the UPU in furtherance of our aim to make the postal services of Sierra Leone efficient, viable and responsive to customer demands.

"As we proceed to deliberate on issues which bear significant relevance to the world postal system, let me extend to you sincere felicitations on your election to the very enviable but onerous task of steering these meetings of the 20th Congress through a successful course and to its very fruitful conclusion, which ability and stamina have already been amply demonstrated by you and your able colleagues that comprise the Congress Bureau. Let me also, Mr Chairman, extend my appreciation to the United States Government and the United States Postal Service in particular for the warm hospitality and affection extended to me and my delegation since our arrival in this great nation.

"I shall not be able to be with you throughout the entire duration of this Congress because of my other commitments as Minister responsible for Transport and Communications, but I notice that with your exemplary leadership of these deliberations, we have already started to see the light at the end of the tunnel and as I leave behind me the rest of my country's delegation, I have full confidence that the 20th UPU Congress will be crowned with overwhelming success.

"Finally, Mr Chairman, let me extend profound gratitude to Mr Botto de Barros, Director-General of the UPU, and his staff for the attention which the International Bureau continues to show in our postal development process.

"Long live international cooperation, long live our desire to forge ahead, long live the Universal Postal Union."

(Applause.)

International postal regulations

Congress – Doc 72

The CHAIRMAN said that, to lighten the work of Congress, the Hamburg Congress had taken a series of measures which had made it possible to cut down the duration of the Washington Congress.

However, the modernization of the UPU should be taken even further. To that end, Hamburg Congress resolution C 56 had instructed the EC to study a different conceptual approach and presentation for the international regulations, particularly those which would have to be drawn up for the introduction of new services, with a view to:

- facilitating a flexible approach;
- speeding up their amendment as the need arose;
- and eliminating systematic recourse to Congress for amendments.

In its study, the EC had also taken into consideration the proposals submitted to the Hamburg Congress which sought to make the EC the competent authority for drawing up, on the basis of the proposals submitted to Congress, the Detailed Regulations of the Convention and the Agreements.

Regarding the introduction of new services, the EC had reached the conclusion that article 102, paragraph 6, r, of the General Regulations, adopted by the Hamburg Congress, offered possibilities for coping with certain situations. One

concrete example was the finalizing of a framework agreement for EMS. Nevertheless, the EC considered it advisable to make the present text more flexible by extending its scope beyond the case of exceptional circumstances.

The second part of the study went further in that it sought to make the EC the competent authority for drawing up the Detailed Regulations. That idea was based on a concern to relieve Congress of the task of revising the detailed provisions governing the practical exchange of international mail and thus to reduce the duration of Congress.

Since it was the right of every country to submit proposals to Congress it was suggested that the status quo regarding the introduction of proposals should be maintained. Provision had been made for a machinery to enable any country to request consideration by Congress of a particular proposal affecting the Detailed Regulations. He admitted that the planned procedure was doubtless imperfect and that opinions might differ in regard to certain aspects. But an organization such as the UPU should aim for the best possible solution; in other words, it was vital to show proof of mutual understanding and a spirit of compromise. The main thing was to introduce a new philosophy into the UPU, which must get used to more rapid changes than hitherto since the world itself was changing at a frequently dizzy rate. It was not claimed that all the problems had been solved, but that the proposal represented a modest contribution to the set of measures that would make the UPU a modern and efficient organization.

The representative of BRAZIL said that the restructuring of international postal regulations would give the Union a new lease of life and offered important prospects for the revitalization of the universal postal system. It called for a highly flexible approach that would enable the Post to combat the competition, respond more quickly, improve its public image and play a more active role in the market than in the past. In future, during the period between Congresses, postal administrations would have at their disposal an instrument for reacting more rapidly and much more aggressively. For that reason his country fully supported the proposed amendments, which would give the Executive Council increased legislative powers and at the same time make its action more dynamic.

The representatives of MOROCCO, ARGENTINA, the USSR and SENEGAL expressed their support for the new conception of international postal regulations proposed by the EC since it reflected the unanimous awareness that had been expressed in the general debate. They considered it indispensable to make the work of the Union more dynamic and more effective. The delegation of certain powers of Congress to the Executive Council would enable the UPU to have at its disposal a veritable board of directors capable of combating increasingly aggressive competition and of reacting quickly and effectively to the requirements of the market.

The representative of LUXEMBOURG said that, while he shared the concern to increase the effectiveness of the UPU, the proposal raised a legal problem for his country's national legislation owing to the fact that the Acts of the Union formed a whole of which the Detailed Regulations were an integral part. As a result, countries that were not members of the EC would be obliged to agree to regulations which had been established without their influence. His country was

in favour of a total delegation of powers to the EC for the revision of the Detailed Regulations on condition that the results of its work be subject to a system of adoption by correspondence by all Union member countries.

The representative of CUBA said that, in spite of its merits, the transfer of legislative powers from Congress to the Executive Council was a matter of concern to his country since it was not acceptable that 40 member countries should draw up regulations applicable to 170 countries. The interests of the developing countries, which were in the majority, were insufficiently represented on the EC. The less developed countries did not play a truly active role in the discussions of the EC while the developed countries took part with teams of specialists who could defend their interests. If Congress were to delegate legislative powers to the EC, certain amendments would become necessary, such as longer EC sessions, the obligation for member countries to attend, an increase in the number of members, and a revision of the electoral procedure for EC members in order to ensure a balance between developing and developed countries.

The representative of JORDAN, an outgoing member of the EC, spoke on behalf of the Arab Group which had considered the proposal about expanding the EC's role during its extraordinary meeting in August 1989 and fully supported it as an excellent transfer of powers which would enable the international postal sector to face the challenges of the 21st century. In that sense, the Washington Congress would have put the Post on the right track, and that could be considered as the delegates' "gift" for the new century. The world was being transformed as were operational policies. The market was changing. Greater flexibility had to be guaranteed to overcome the obstacles. The aim was to increase the EC's role, and the Arab Group was convinced that its successors would entrust all legislative initiatives to the EC.

The representatives of INDONESIA and EGYPT supported the proposals to transfer certain legislative powers for the revision of the Detailed Regulations to the EC.

The representative of IRAQ said there was some confusion between legislative and executive aspects in the documents submitted to the Committee. Some documents mentioned the need to give the EC legislative powers which, on consideration, were found to be confined to the executive side of certain regulations. That confusion called for explanations from the International Bureau.

Account should be taken of countries which had to have the transfer of powers to the EC sanctioned by their Parliament before applying it.

The proposals about the transfer of powers to the EC reflected the present situation. If that flexibility had been possible earlier, it would have prevented the development of the competition. Iraq supported all proposals aimed at flexibility which enabled the EC to extend its powers. The General Debate was moving towards the introduction of such changes.

The SECRETARY explained that the planned transfer of powers to the EC did in fact concern "executive measures". In that connection, he emphasized that the general principles would still be retained in the basic Acts, ie the Constitution and General Regulations and, as regards the postal services proper, in the Convention and the various Agreements. The basic Acts would continue to be the exclusive purview of Congress, while the powers under consideration concerned the provisions for implementing those basic Acts, ie subsidiary provisions of the latter. In that sense, the powers were executive powers. However, in legal parlance, bodies with powers to draw up regulations were described as legislative bodies.

The representative of GREAT BRITAIN said that, as several delegations had already pointed out, it was vital to strengthen the EC to make it a UPU management body with real decision-making powers.

Consequently, his delegation fully supported the proposals along those lines in Congress – Doc 72, in particular proposal 1502.1 which would enable the EC to react immediately to new situations and requirements, in the spirit of the Washington Congress General Debate. However, the present Detailed Regulations were too detailed and needed general revision to simplify them. Certain provisions of the Detailed Regulations should feature in the basic Acts and vice versa.

The representative of COLOMBIA noted the concern of certain delegations about the restricted representation of Union members in the EC. However, the Union's fundamental principles as laid down in the Convention and the Agreements would not be affected by the transfer of powers. His delegation would have liked a more extensive transfer of powers to the EC. However, following protracted discussions within the EC, it had accepted that the present solution was the most suitable. No country would be offended by the decisions which could be taken. The EC would legislate on the aspects specifically delegated to it by Congress.

It was, however, important for the EC to review the Detailed Regulations over the next five years. Colombia therefore supported the proposals about transferring powers to the EC.

The representative of HUNGARY (REP) wholeheartedly supported the principle of transferring powers to the EC. The present allocation of powers between UPU bodies had long satisfied the requirements of the international Post, but that was no longer the case. That change was also important in order to promote the modification of work methods. His country therefore considered that group of proposals as a historic step towards re-establishing the Post's role on the international postal market and as one of the best ways of ensuring the ability to compete which was vital for the Union. The future role of the Universal Postal Congress would enable it to better serve the interests of the international postal service thanks to a carefully prepared strategy.

The representative of YEMEN ARAB REP said that his delegation shared the view expressed earlier by Iraq and supported the measures proposed in the document. There was some question, however, as to what would happen if a country could not accept an EC decision.

The CHAIRMAN observed that an administration would still be able to make reservations, but that the new distribution of work would allow solutions to be found much more quickly.

The representative of ZAMBIA said that the powers delegated to the EC were very specific, and that his delegation accordingly supported the proposed new arrangement.

The representative of TANZANIA (UNITED REP) fully supported the proposed measures, but wondered whether the membership of the EC should not be increased. The present number of seats had been set in 1974.

The representative of VENEZUELA supported the proposal and made some suggestions on the future role of Congress. It should, he felt, concentrate on:

- reviewing the activities of the Post around the world in the previous five years;
- assessing trends in postal services in the coming years in the light of new technologies;
- analyzing national, international and regional five-year plans;
- examining the role of the Post in the development of peoples and communication.

The representative of ITALY unreservedly supported the proposal to expand the powers of the EC and thereby make it an executive body of the Union, and he hoped to see contacts develop between member and non-member countries of the EC within regions so that countries could keep informed of the EC's activities within the framework of the Restricted Unions.

The representative of GREECE hoped that the organization would go even farther in increasing the powers of the EC.

The representative of NEW ZEALAND fully supported the proposed system and stressed that greater powers should be delegated to the EC by the next Congress to enable it to deal with proposals submitted to Congress as well as with proposals submitted between Congresses. The machinery for revising the Acts by Congress should be amplified to avoid artificially transferring work to the EC.

The representative of ISRAEL hoped that the power of the EC would be strengthened, but thought that its membership should be reduced to enable it to react faster to the effectiveness of the Post's competitors.

The CHAIRMAN noted that twenty-four delegations had spoken following his introduction, and that Congress – Doc 72 as a whole had thus been thoroughly discussed.

Introduction of new services

Proposal 1502.1

The CHAIRMAN introduced proposal 1502.1 aimed at incorporating greater flexibility into the current text of article 102, paragraph 6, r, of the General Regulations, which authorized the EC to take decisions to introduce new regulations as deemed necessary.

Proposal 1502.1 of the EC was adopted by 114 votes to 0, with 2 abstensions.

The meeting rose at 12.45 pm.

For the Committee:

E BURN
Chairman

L P DUCOMMUN
Secretary

H R RANAIVOSON
Assistant Secretary

Second meeting

Monday, 20 November 1989

In the chair: Mr E BURN, Chairman

The meeting was opened at 9.40 am.

Opening of meeting

On behalf of Committee 3, the CHAIRMAN offered his sincere thanks to their United States colleagues for the excursions they had hosted on Sunday. He welcomed Mr P Tarjanne, Secretary-General of the ITU, who had already taken a very active part in a number of UPU Congresses.

(Applause.)

Revision of the Detailed Regulations

a Principle of transfer of powers to the EC

The CHAIRMAN introduced the agenda item concerning the principle of the transfer of powers to the EC and referred to paragraph 6 of Congress – Doc 72, noting that the overwhelming majority of the 24 delegations which had taken the floor the previous Friday had spoken in favour of such a transfer.

The representatives of GERMANY, FED REP OF, MEXICO, MAURITANIA, PORTUGAL, SAUDI ARABIA and GREAT BRITAIN supported the measures proposed by the EC, as they corresponded to current needs.

b Procedure for revising the Acts

The CHAIRMAN turned to consideration of proposal 1022.1 and referred to paragraphs 8 and 9 of Congress – Doc 72.

The proposed amendment introduced the formal authority of the EC to draw up the Detailed Regulations, bearing in mind the decisions taken by Congress.

Although having no objection to proposal 1022.1, the representative of CUBA voiced his concern at the conditions for the operation of the EC, the machinery for the election of its members and the scant representation of the developing countries in the work of that body.

The CHAIRMAN said that, in his presentation of the draft as a whole, he had stressed the fact that the EC made no claim to have foreseen absolutely all cases. However, he was certain that the remarks made by Cuba would be borne in mind.

The representative of INDONESIA asked whether the members of the EC that were not signatories of certain Agreements would be entitled to participate in the EC's discussions when they concerned the provisions for the implementation of such Agreements.

MR ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that article 9, paragraph 3, of the Rules of Procedure of Congresses could be applied by analogy. Hence, all EC member countries would be able to participate in the discussion, although only countries that were parties to the Agreement in question would be able to vote.

The representative of ZIMBABWE fully endorsed Cuba's view and expressed the wish that the EC would be elected on the basis of an equitable representation of member countries.

The CHAIRMAN said that he would transmit that wish to the Chairman of Congress. However, he pointed out that the EC was already elected according to the principle of equitable geographical representation.

The representative of IRAQ expressed support for the transfer of powers to the EC, but saw a contradiction between the paragraph proposed and the national legislation of certain countries. In point of fact, respect for the sovereignty of member countries made it essential for administrations to be free to adopt the provisions of the Detailed Regulations in order to avoid contradictions with their domestic regulations. The paragraph proposed did not appear to provide such a guarantee.

MR ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that the present article 22, paragraph 5, of the Constitution did indeed stipulate that the Detailed Regulations of the Convention and the Agreements were drawn up by the postal administrations of the member countries concerned.

In fact, the text of proposal 1022.1 did not concern the authority of the delegates empowered to discuss the Detailed Regulations. Either the proposals to amend the Detailed Regulations were linked to other proposals concerning the Convention or the Agreements and were discussed in Congress, or they bore no relation whatever to them. In the latter case, each delegation could call upon Congress to discuss them.

The scope of proposal 1022.1 was thus as follows: the authorities which would sign the Detailed Regulations when delegated to do so by Congress would no longer be the postal administrations as hitherto, but the Chairman of the EC and the Secretary-General. However, the postal administrations would retain their powers of initiative and the power to call upon Congress to discuss certain proposals.

The representative of IRAQ expressed satisfaction with the Secretariat's explanation, since it had thereby provided assurance that the EC would prepare detailed regulations in keeping with the international legislative framework

adopted by Congress, while the administrations of member countries would apply those regulations in a manner consistent with their domestic legislation and suited to current needs.

The representative of CHILE remarked that under the new powers that would be granted to it, the EC would consider amendments to the provisions governing application of the rules at the upper echelon, namely the Convention and the Postal Parcels and Financial Services Agreements, and regarding which, in principle, Congress had already made a decision.

Given the stakes, the EC should be able to decide such detailed provisions at any time instead of leaving the initiative to Congress, which met only every five years.

His delegation therefore supported the entire series of proposals.

The representative of GREAT BRITAIN said that proposal 1502.1 which they had already adopted allowed the EC to recommend adoption of regulations or of a new procedure. In practice, not all members of the EC were signatories of the optional Agreements involved and this meant that the Detailed Regulations of the optional Agreements could be decided by a smaller number of countries than the membership of the EC.

The representative of URUGUAY, while supporting Chile's remarks, came out in favour of proposal 1022.1.

The representative of BRAZIL shared Chile's concerns. Moreover, he felt that the question raised by Great Britain did not present a problem, since the members of the EC were primarily representatives of different geographic regions, and for that reason, his delegation considered proposal 1022.1 completely logical and justified.

Proposal 1022.1 was adopted by 129 votes to none, with 3 abstentions.

c Mechanism for the revision of the Acts by Congress

The CHAIRMAN introduced proposals 1715.1, 1715.2 and 1715.3, which set out the mechanism for revision of the Acts on the basis of the new principle introduced by proposal 1022.1.

The representative of GREAT BRITAIN recalled that it had been mentioned several times during the discussions that no member country should feel concern about the new procedure they were in the process of adopting, because the related proposals could always be discussed in Congress should it prove necessary.

Nevertheless, he did not feel that this idea was properly reflected in the wording of proposal 1715.2. This was why his delegation suggested amending the phrase "unless the Committee decides on their handling in Congress on the proposal of its Chairman or of a delegation" to read "unless the originating country of the proposal requests its handling in Congress".

The representative of JORDAN asked for details about the scope of subparagraph ii of proposal 1715.3, since there would be some proposals that Congress itself would wish to consider, and others that it would refer to the EC.

The SECRETARY explained that henceforth, there would be three kinds of proposals:

- first, proposals to be referred to the EC for consideration; these would be proposals which Congress would absolutely not consider and which it would refer to the EC without guidelines;
- second, proposals which Congress would have dealt with, perhaps partially, and on which it wanted the EC to make a ruling and for which it would provide guidelines;
- third, proposals which Congress would have considered and would have instructed the EC simply to incorporate as they stood in the final version of the Detailed Regulations.

The representative of AUSTRALIA supported the amendment proposed by Great Britain, since his delegation felt that it offered a more democratic solution.

The representative of ARGENTINA said that his delegation could not accept the amendment suggested by Great Britain because it was tantamount to saying that only the country which had originated a proposal could decide on the manner of its handling, either by Congress or by the EC, which meant that the Committee itself would not have the possibility of making a decision in that regard.

The representatives of CYPRUS and YEMEN ARAB REP expressed their support for the British amendment, which provided a better safeguard for each country's rights.

The representative of INDIA shared the view expressed by Argentina and considered that the expression "or of a delegation" also included the delegation originating the proposal.

The representative of TANZANIA (UNITED REP) said that the British amendment ran counter to the flexibility of the arrangement proposed by the EC and removed some of its democratic aspects. His delegation therefore wanted the original proposal to remain as it was.

The representative of SPAIN said that if the amendment submitted by Great Britain was adopted, it would turn out to be a step backward, because it ran counter to the procedure already accepted as a result of the adoption of proposal 1022.1. In completing its work, the Executive Council had not thought fit to retain the idea expressed in this amendment, the main reasons being as follows: if every originator could require Congress to consider its proposal, the practice could become widespread, and the Union would find itself in the position it was already in and had tried to escape from; the Committee was quite capable of making a choice as required between proposals to be dealt with in

Congress and those to be referred to the EC; the procedure suggested by proposal 1715.2 was very democratic because it satisfied the needs of all countries, including the originator of a proposal.

The CHAIRMAN said that Great Britain's suggestion, according to the text it had handed over to him in the meantime, was to keep the wording of article 1ter as it was and to add at the end the following sentence: "the originator of a proposal shall, moreover, be entitled to ask that its proposal be considered in Congress".

The representative of GREAT BRITAIN said that it was because Great Britain also wanted a democratic procedure that it had not altered the wording of proposal 1715.2 but had added its own text to it.

The representative of COLOMBIA said that according to proposal 1715.2, it was the Committee that made the decision about referral to the EC, whereas according to the British amendment it was the originator that took the decision. This meant that the amendment constituted a radical departure from the Executive Council's proposal, altering both its spirit and its sense, and was in fact a new proposal under the terms of article 14, paragraph 4, of the Rules of Procedure of Congresses. As a new proposal, Great Britain's amendment was not receivable by Congress because it had not been submitted in time.

The representatives of JORDAN and IRAN (ISLAMIC REP), while in favour of the transfer of certain powers to the Executive Council, expressed support for the amendment submitted by Great Britain because of the democratic opportunities it offered, especially for countries which were not members of the EC.

The representative of CUBA expressed support for Great Britain's amendment and said his delegation did not share Colombia's view.

By 77 votes to 20, with 30 abstentions, the Committee voted that the British amendment was not a new proposal and was therefore receivable by Congress as an amendment.

Great Britain's amendment was rejected by 56 votes to 42, with 33 abstentions.

Proposals 1715.1, 1715.2 and 1715.3 were adopted without change by consensus.

d Mechanism for the revision of the Acts by the EC

The CHAIRMAN then turned to consideration of the proposals on the mechanism for revision of the Acts by the EC, viz: 1521.1, 1502.2, 1520.1, 1520.2, 2091.1 and 5056.1.

Proposal 1521.1 empowered the EC to consider proposals to amend the Detailed Regulations between Congresses. This was thus a logical consequence of the transfer of legislative authority to the EC.

The representative of EGYPT supported the proposal, but noted that the proper place for it was under article 102, paragraph 6, not article 121, since it concerned the EC's powers.

The SECRETARY felt that it was preferable to stick to the EC's text and to specify the whole procedure for considering proposals between Congresses under article 121 of the General Regulations, regardless of whether they concerned the Convention, the Agreements, their Detailed Regulations or their Final Protocols.

The representative of EGYPT felt that, notwithstanding the Secretariat's clarifications, what was at issue was not just a question of procedure but of an addition to the EC's powers.

The representative of INDIA said that the present article 121 of the General Regulations concerned all proposals subject to a special procedure but made no distinction between the Agreements, Convention, Constitution or General Regulations. He wondered whether they were not excluding the possibility of allowing proposals to be submitted on the Acts other than the Convention and the Agreements.

The SECRETARY explained that it was article 120 as presently worded that limited the possibility of submitting proposals on the Convention and Agreements between Congresses and that no such possibility existed for the Constitution or General Regulations, as the delegate of India had pointed out. Proposal 1521.1 did not alter that situation in any way.

Proposal 1521.1 was adopted by 128 votes to none, with 2 abstentions.

The CHAIRMAN presented proposal 1502.2 to empower the EC to revise the Detailed Regulations within six months following the end of Congress and to amend the said Regulations at other sessions, in case of urgent necessity.

The representative of INDIA wondered whether the six-month time limit stipulated in the proposal was practicable. Normally, the EC's annual sessions were held in April or May. But if Congress met in July, as was the case in Hamburg, according to the proposal the EC would have to meet by December. Would this mean holding a special session of the EC just to consider proposals to amend the Detailed Regulations?

The SECRETARY replied that, in principle, it would be good for the EC to take its decisions fairly soon after Congress so that all administrations would have the new texts as soon as possible in order to submit them to any approval or ratification procedure provided for under their national legislation. That was why the EC had opted for the six-month time period. To avoid extra cost, the EC had also been concerned to give Congress the possibility of not obliging the EC to meet more than once a year and of departing from the six-month time limit where appropriate. For the present Congress, the question did not arise because they were at the end of the year and the regular session of the EC would be held within six months. Nevertheless, in the future, each Congress, depending on the time it was held, would have to determine whether the six-month time period should be strictly applied or relaxed to avoid extra cost.

Put to the vote, proposal 1502.2 was adopted by 129 votes to 1, with no abstentions.

The CHAIRMAN passed on to consideration of proposals 1520.1 and 1520.2 dealing with proposals submitted between Congresses and considered only where the EC approved the urgent necessity of doing so.

The representative of ARGENTINA said that his country's amendment was designed to ensure that proposals concerning the Detailed Regulations considered by the EC were not distributed to all administrations. Argentina felt that provision for such distribution should only be made in the case of the Convention and the Agreements.

No further comments being made, proposal 1520.2 was adopted by consensus. Proposal 1520.1. lapsed.

The CHAIRMAN said that proposals 2091.1 and 5056.1 were being submitted to Committee 3 for their principle only.

No comments being made, proposals 2091.1 and 5056.1 were adopted in regard to their principle and referred to the Committees concerned for adoption in final form.

e Authentification of revised Detailed Regulations

The CHAIRMAN said that proposal 1025.1 was aimed at stipulating in article 25 of the Constitution that only the Acts arising from Congress shall be signed by the plenipotentiaries of member countries, whereas the Detailed Regulations shall be authenticated by the Chairman and the Secretary-General of the Executive Council.

Put to the vote, proposal 1025.1 was adopted by 122 votes to 1, with 1 abstention.

f Notification

The CHAIRMAN said that proposals 1509.1 and 1522.2 were consequences of proposal 1022.1.

In the absence of any remarks, the two proposals 1509.1 and 1522.2 were adopted by consensus.

g Implementation

The CHAIRMAN said that proposal 1523.1 stipulated, inter alia, that the Detailed Regulations should enter into force on the same date, and have the same duration, as the Acts laid down by Congress.

In the absence of any remarks, proposal 1523.1 was also adopted by consensus.

The meeting rose at 12.50 pm

For the Committee:

E BURN
Chairman

L-P DUCOMMUN
Secretary

H R RANAIVOSON
Assistant Secretary

Third meeting

Tuesday, 21 November 1989

In the chair: Mr E BURN, Chairman

The meeting was opened at 9.35 am.

Statement

The CHAIRMAN, on behalf of the Doyen, thanked the delegation of the USSR for the magnificent reception it had given the previous evening.

Reservations to the Detailed Regulations

The CHAIRMAN, referring to paragraphs 25 to 28 of Congress – Doc 72, said that reservations to the Detailed Regulations were rather infrequent; nevertheless, within the framework of the proposed reform, the right of administrations to make them had to be safeguarded.

The representative of CHINA (PEOPLE'S REP) pointed out that the second session of the EC would probably take place in April/May 1991, hence at a date very close to that on which the Acts of the present Congress would enter into force, which would be 1 July 1991, according to proposal of a general nature 08 submitted by Japan.

The question therefore arose as to how and within what period any reservations were to be notified.

MR ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that the answer to this question, which had been given in-depth consideration by EC Committee 3, was to be found in paragraph 27, c and d, of Congress – Doc 72. The problem in fact arose only for countries that were not members of the EC. In that connection, EC Committee 3 had felt, in view of the very small number of reservations that had been made thus far, that it was very unlikely that problems would arise or that the number of reservations would increase beyond the two existing ones. In the present circumstances, the best solution would be to leave the matter up to the EC.

Reservations would be distributed by means of circulars, after the plenary meeting at which the EC approved the final texts.

No other comment having been made, Committee 3 adopted by consensus the procedure concerning reservations to the Acts, described in paragraphs 25 to 28 of Congress – Doc 72.

Second phase of the transfer to the EC of some of the legislative functions of Congress

The CHAIRMAN introduced proposal 02, which sought to delegate even more extensive powers to the EC by reserving for Congress, the supreme body of the Union, constitutional matters and basic questions concerning the international postal service. Operational aspects would thus become the responsibility of the EC.

Proposal 02 was adopted by consensus.

The representative of GREAT BRITAIN introduced proposal 2000.19, explaining that the EC had been given increased responsibility with regard to the Detailed Regulations and that there would be a parallel need for special attention to be paid to the Detailed Regulations themselves.

Their presentation was sometimes confusing and several articles had to be consulted in order to gain an overview of a procedure. The reason for this was that the Acts had been worked out gradually on the basis of the various proposals submitted to Congress.

Moreover, some provisions of the Convention, such as articles 25, 26 and 29, dealt with details and should be transferred to the Detailed Regulations; conversely, provisions of principle contained in the Detailed Regulations should appear in the Convention or in the Agreements.

A study should therefore be done in order to sort and reclassify the various provisions so as to transform the Detailed Regulations into genuine working tools, into operating manuals clearly setting out the procedures required for a given operation, written in simple language understandable by all postal employees.

This revision task was an essential complement to the general provisions already adopted by the Committee.

The representatives of IRAQ and SRI LANKA voiced support for Great Britain's proposal.

The representative of MOROCCO pointed to the complexity of the international postal regulations, which had resulted from the many compromises reached in the past to cover every possible situation. It was urgent and imperative that they be made clearer and more precise, without too many details, at this time when the Post had to improve its performance. His delegation therefore supported the proposal.

Proposal 2000.19 was adopted by consensus.

Representation of the members of the Executive Council

The CHAIRMAN introduced proposal 09.

The representative of IRAQ suggested that the proposed text be amended to have the representative referred to in the first paragraph of the preamble to the proposal be a qualified postal official of his parent administration.

MR ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, pointed out that article 102, paragraph 2, of the General Regulations specified that the representative shall be a qualified official of the postal administration.

The formal opinion under consideration did not detract from the fact that, according to note 4 to article 17 of the Constitution, the delegates represent neither their country nor their geographical grouping, and that, according to note 12 to article 102 of the General Regulations, the EC could refuse diplomats the right to represent their country and admit their presence solely as observers or to accompany the official representative.

That indeed seemed to indicate that the aim sought was still the participation of qualified officials.

The CHAIRMAN said that the wording used in the formal opinion took account of the necessary qualification of delegates without, however, setting any constraining requirements for Directors-General.

In any case, it was still essential to respect the terms of article 102, paragraph 4, of the General Regulations, in the drafting of the proposal.

The representative of IRAQ said that they simply wanted to ensure that the representatives of member countries of the EC would not be diplomats or officials from any general government department, but officials qualified in the postal field.

The representative of INDIA pointed out that annotation 12 to article 102, paragraph 4, of the General Regulations explained that the 1947 Paris Congress had specified that the term "qualified official" meant "an established official with at least ten years' service".

His delegation therefore felt that article 102, paragraph 4, did not need to be amended. However, to avoid difficulties in the future, he suggested that the substance of the opinions that had just been expressed be encapsulated in the annotation in question.

The CHAIRMAN said that the International Bureau would take account of India's intervention.

The representative of EGYPT expressed support for proposal 09.

The representative of TANZANIA (UNITED REP) said that the fears expressed by some delegations related to problems in their own countries. The term "heads of postal administrations", for example, raised difficulties for some delegations. It was up to the country concerned to ensure that the head of the postal

administration, and in particular the official who represented that administration on the EC, was a qualified official vested with decision-making authority on behalf of his administration.

His delegation accepted the text of proposal 09.

The representative of KOREA (REP) said that in some countries like Korea, the postal services were managed directly by a government department. The head of the postal administration, namely the Minister, was the representative of the country's postal services and, of course, a qualified official. The idea here was that the EC should be able to act quickly and expeditiously. If a high-ranking official were involved in the decision-making process, it would be detrimental to the effective operation of the EC. An individual representative on the EC was not deemed to commit his government when making a decision. He should rather be an integral part of the EC and have in mind only the interests of the UPU, without representing either his country or the region he came from.

The representative of MOROCCO said that the EC had shown great vision in its study, since in addressing the problems of amending the Acts, it had also considered all the further ramifications of the delegation of more power to the EC. The formal opinion under discussion was very straightforward in its intention. They had just decided to invest the EC with much wider powers than formerly. It was thus perfectly normal that this body, invested with new responsibilities, should be composed of officials highly placed in their administrations and representing the interests of the UPU.

In its proposal the EC had shown prudence and courtesy, not going so far as to specify the position that the representative of each of the member countries on the EC should hold.

The representative of CUBA, while supporting the formal opinion as it was currently expressed, remarked that:

- there was a lack of logic in the preamble in that it referred to qualified officials duly authorized by their administrations, whereas the EC's work was done on behalf of and in the interests of the UPU;
- it was difficult to ensure that the 40 members of the EC be represented at each of its sessions by the postal administrations' highest-ranking officials;
- there was no guarantee that the highest officials were the most conversant with regulatory details. In many cases, middle-grade specialists were thoroughly familiar with the Acts.

The representative of NORWAY wondered whether the aim of the formal opinion could not be achieved by adding the phrase "empowered to take the necessary decisions" at the end of article 102, paragraph 4, of the General Regulations.

The CHAIRMAN said that in view of the deadlines for submitting proposals, Norway's proposal could not be entertained by the present Congress.

The representative of CANADA expressed support for the comments of Norway and Cuba regarding the formal opinion, viewing it as a guideline for member countries of the EC. The key point of the proposal was that delegations should be competent and empowered to take decisions on behalf of the postal administrations they represented.

The key issues should be concentrated in a short period to enable a Director-General to attend for a shorter time.

If the EC managed to organize its work programme in that way, a large number of heads of postal administrations would attend its proceedings.

The CHAIRMAN said that the quality of EC representatives would in the last resort depend on the quality of the work done by the EC, and it was therefore up to the EC and the International Bureau to demonstrate that the EC was a worthy forum for high-ranking officials of postal administrations.

Proposal 09 was adopted by 103 votes to 10, with 14 abstentions.

Legal capacity of the Union

The CHAIRMAN turned to consideration of proposal 1010.91 by Colombia providing for express mention of the Union's legal capacity in the Acts.

The representative of COLOMBIA explained that they had analyzed various texts of other international organizations of the United Nations family and found that the principle of the body's legal capacity or legal status was expressly enshrined in all the Acts. This was what had led them to submit a proposal to introduce the principle of legal capacity into the Constitution.

The representative of BRAZIL stated that his delegation did not see the necessity of defining the legal capacity of the UPU and of each member country, given that it was defined by the Convention on the Privileges and Immunities of the Specialized Agencies of the UN adopted in 1947 and ratified by the UPU as well as by almost 90 countries.

The representative of AUSTRIA concurred with Brazil. Article I of the Convention on the Privileges and Immunities of the Specialized Agencies expressly mentioned the UPU as a UN specialized agency. Articles II and III of the Convention, dealing with the rights of the specialized agencies, stipulated that the specialized agencies possessed juridical personality, that they had the capacity to conclude contracts, to acquire and dispose of movable and immovable property and to enjoy immunity from legal process. Annex VIII reaffirmed that these provisions applied without limitation and therefore applied to the UPU.

Furthermore, that Convention recognized the universal character of the UPU.

It should be stressed that Colombia's proposal carried the risk of limiting the UPU's legal capacity to those activities which were related to the performance of its duties and the achievement of its objectives.

In addition, the Convention mentioned the UPU's universal capacity, while Colombia's proposal was restricted to the territory of individual UPU member countries.

His delegation opposed the proposal.

The representative of CUBA said that, from the formal point of view, the proposal was justified. However, the question of whether the article was to be included in the UPU's Constitution or not should be analyzed from the standpoint of its practical use. His delegation therefore agreed with the points made by Brazil and Austria. There was nothing in the "Reasons" to warrant creating the article. If conviction was lacking as to the need to create the article, the proposal might perhaps be referred to the EC for study. The possible legal implications of the issue as a whole for member countries needed to be borne in mind, and the competent bodies in each country should have an opportunity to comment on the proposal.

The representative of SAUDI ARABIA said that, hitherto, and since the UPU's creation, there had been no legal problems necessitating the introduction of such a text. He shared the view of Brazil that the UPU did indeed possess legal capacity, as a specialized agency of the UN.

His delegation could not see any need for the proposal by Colombia.

The representative of IRAQ said that Colombia's proposal diverged too far from what had already been achieved. Perhaps Colombia was thinking of the privileges and immunities of staff working at the International Bureau or representing member countries. However, that already existed in the Acts and his delegation felt that the introduction of the new text into the Acts was unwarranted.

The representative of COLOMBIA said that, in view of the reaction the proposal had engendered, his delegation agreed with Cuba's suggestion that the next EC be instructed to study Colombia's suggestion.

The representative of ZIMBABWE said that the EC would not be able to add anything to the perfectly clear and reasonable explanations given by Austria. According to the rules of international public law, the United Nations specialized agencies could be said to possess a legal personality. In his view, referring the matter to the EC therefore seemed pointless.

The representative of MOROCCO said it was appropriate in that connection to recall the recommendation to the Congress Committee Chairmen not to yield to the temptation to systematically refer all matters on which there was no consensus to the EC or the CCPS.

He wondered whether the Union, as a United Nations specialized agency, had felt the need to assert its legal capacity in the countries where it had been active. If not, he did not consider that the matter needed to be referred to the EC.

Mr ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that the Union's legal capacity was regulated:

- outside Switzerland, by the 1947 Convention which, in article II, stipulated that the specialized agencies possessed "juridical personality" and that they had the capacity:
  - a to contract;
  - b to acquire and dispose of immovable and movable property;
  - c to institute legal proceedings;
- on the territory of the Union's headquarters country by the Agreement on Privileges and Immunities of the United Nations concluded on 19 April 1946 between Switzerland and the United Nations, which applied by analogy to the UPU. That being so, there could be no doubt as to the Union's legal status and its capacity to conclude international treaties.

Notwithstanding that, there was a gap in the UPU Constitution as compared with the Constitutions of the other UN specialized agencies, whose legal status was governed by the same rules.

The representative of GERMANY, FED REP OF, said that, as stated by a number of delegations and by the Secretariat, the question of the Union's legal status posed no practical problem. Another example could be quoted in that connection. In 1966, a decision had been taken by the ILO Administrative Tribunal specifically confirming that the UPU possessed a legal personality. His delegation therefore felt that the UPU already possessed an adequate legal basis for performing its duties and achieving its objectives.

The representative of GUATEMALA said that, in his delegation's view, the UPU had already possessed a legal personality even before it became a United Nations specialized agency. Consequently, they did not support the proposal.

The representative of TOGO said that although, as had been pointed out by a number of delegations, the UPU in practice possessed a legal capacity, he felt that the proposal by Colombia was nevertheless justified, since it enabled the UPU's Constitution to be brought into line with the Constitutions of the other specialized agencies.

The representative of COLOMBIA confirmed that the proposal's chief purpose was to reaffirm the UPU's legal capacity and to fill a loophole in the provisions of the Constitution. The proposal also took account of the discussion on that topic during the EC's last session.

Proposal 1010.91 by Colombia was rejected by 80 votes to 10, with 31 abstentions.

Monetary standard

The CHAIRMAN said that, in connection with the monetary standard, there were two proposals, namely 1007.1 and 1007.2, which sought to re-word article 7 of the Constitution by deleting the reference to the gold franc.

The representative of FRANCE said that most administrations already used the Special Drawing Right (SDR), the accounting unit of the IMF which had become the reference unit used for settling international accounts. What was required, therefore, was to bring the text of the Constitution into line with the actual situation, since the IMF's accounting unit was already recognized in everyday practice. Since there were two proposals with the same aim and since the proposal by China (People's Rep) was more succinct, France had no objection to the adoption of the latter in the place of proposal 1007.2 if the Committee so preferred.

The representative of CUBA said that his administration had always opposed the abolition of the gold franc as monetary standard. Its replacement by the SDR was unacceptable, since his country was not a member of the IMF and consequently was unable to apply the currency units established by the IMF. He saw no need to change the status quo, which recognized the possibility of using two currencies as dictated by the interests of each administration. The elimination of the gold franc was a far too radical step and one which struck at the very principle of the universality of the UPU.

The representative of SAUDI ARABIA concurred with the view expressed by France, pointing out that the SDR was used by the majority of the postal administrations.

The representative of INDIA proposed that the title of article 7 of the Constitution, "Monetary standard", be replaced by "Monetary unit", and expressed support for proposal 1007.1 by China (People's Rep).

The representative of CHINA (PEOPLE'S REP) accepted India's amendment.

The representatives of EGYPT and IRAQ endorsed the Chinese proposal thus amended.

The representative of AUSTRIA appealed to all member countries to vote clearly in favour of the SDR.

The representative of CZECHOSLOVAKIA agreed with the position adopted by Cuba.

Proposal 1007.1, as amended, was adopted by 114 votes to 3, with 6 abstentions.

Proposal 1007.2 lapsed.

Deadlines for replies to questionnaires

The CHAIRMAN said that the purpose of the proposal by Hungary (Rep) was to invite the permanent bodies of the Union to take into account the minimum deadlines for replies, in net terms, namely one month for simple questionnaires and three months for complicated questionnaires; the proposal would also make the International Bureau responsible for ensuring that deadlines for replies were set on that basis.

The representative of HUNGARY (REP) said that draft resolution 07 was mainly concerned with inquiries carried out by questionnaire. The results and the success of the inquiries depended on the reliability of the replies given to the questionnaires. Administrations ought to be allowed sufficient time to reply by the deadlines set.

To achieve this, it was necessary to take into account the nature and volume of the questionnaire. Finally, it must be stressed that resolution 07 was not concerned with urgent unforeseen inquiries undertaken to solve exceptional problems.

The representative of NETHERLANDS suggested that the resolution be supplemented by the following paragraph: "Invites the member countries of the Union to abide by the deadlines for replies set in the questionnaires."

The representative of CHINA (PEOPLE'S REP) expressed agreement on the principle of deadlines for replies to questionnaires; they should be set by the reporting country, in agreement with the International Bureau, bearing in mind the nature of the questionnaire.

The representative of INDONESIA expressed support for proposal 07, but made the point that, for complicated questionnaires, three months would be the minimum deadline.

The representative of MOROCCO stated that, while understanding the concerns underlying proposal 07, he supported the Netherlands amendment. In any case, he considered that the setting of deadlines was academic, especially since the CCPS programme for the forthcoming period envisaged the introduction of a certain degree of flexibility in accordance with the studies that body had to carry out. It was much more important that the data supplied to the International Bureau by postal administrations should be as reliable as possible.

The representative of TANZANIA (UNITED REP) said that the information asked for by the International Bureau was often very difficult for developing countries to compile, and more time was then needed. The three-month deadline for complicated questionnaires would not be sufficient and it would be necessary to bear this in mind when the work timetable for the CCPS studies was drawn up.

MR GHARBI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that the International Bureau agreed with the suggestion that an appeal should be made to administrations to provide the most reliable data they

could as quickly as possible. The setting of deadlines for replies should be left to the UPU bodies concerned, depending on the content of the questionnaires and the number of countries to which they were sent. Otherwise, these deadlines could be established during the compiling of the "General information" booklet for the EC and the "Aide-mémoire" and "Procedure for conducting studies of the CCPS" for the CCPS. In view of this, the International Bureau suggested that the title "resolution" should be replaced by "recommendation".

The representative of HUNGARY (REP) said that his delegation accepted the amendments suggested by the Netherlands and the International Bureau. However, the one-month to three-month deadlines given to administrations for replies ought to be retained, since that was the whole point of the Hungarian proposal.

The retention in the recommendation of the deadlines for replies to the International Bureau varying from one month for simple questionnaires to three months for more complicated questionnaires was approved by 66 votes to 33, with 22 abstentions.

By 113 votes to none, with 6 abstentions, proposal 07 was adopted, subject to the replacement of the title "resolution" by "recommendation" and the addition of the following new paragraph: "invites the member countries of the UPU to abide by the deadlines set in the questionnaires".

The meeting rose at 12.35 pm.

For the Committee:

E BURN
Chairman

L-P DUCOMMUN
Secretary

H R RANAIVOSON
Assistant Secretary

Fourth meeting

Wednesday, 22 November 1989

In the chair: Mr E BURN, Chairman

The meeting was opened at 9.35 am.

Statements

The CHAIRMAN began by warmly thanking the Canadian delegation for the magnificent reception it had given the previous evening.

Revision of postage charges between two Congresses (cont)

The CHAIRMAN said that as Committee 5 had already considered and adopted proposal 3019.8, he would now turn to proposal 1502.4, which provided for the Executive Council's powers to include the revision and amendment of postage charges between Congresses.

Proposal 1502.4 was adopted by consensus.

Proposals relating to charges in the international postal services

The representative of BULGARIA (PEOPLE'S REP) said that the question of charges was one of the fundamental issues at each UPU Congress. Bulgaria's proposals 1502.3 and 1519.1 sought to introduce a systematic rule that all questions on charges be studied first by the Executive Council on a scientific basis before being submitted as proposals to Congress.

The representatives of HUNGARY (REP), BRAZIL, ARGENTINA, SWEDEN, CUBA, IRAQ, EGYPT and AUSTRIA commented that Bulgaria's proposals limited the freedom of postal administrations to submit proposals on charges. They also covered the same ground as proposal 1502.4 which had just been adopted, therefore they were no longer necessary.

In view of the opinions expressed, the representative of BULGARIA (PEOPLE'S REP) withdrew proposals 1502.3 and 1519.1.

Subsequent improvement of the management of the Union's work

The representative of GREAT BRITAIN said that proposal 026 was designed to take further the efforts to modernize the UPU's work methods. Many postal administrations had used experts in modernizing their management systems. The same should be the case for the bodies of the UPU, especially the International Bureau, which despite its limited resources, had many calls on its services. Modernization was furthermore a feature that many speakers had stressed in the General Debate.

The representative of AUSTRALIA said that Congress's deliberations so far had pointed to the need for speedy, effective change. Australia supported proposal 026 but felt that proposal 028 seemed more positive in suggesting that Congress instruct the Executive Council to conduct a study on the organization, functions and objectives of the Union's three permanent bodies, to implement its conclusions immediately and make further recommendations to the next Congress.

The SECRETARY-GENERAL expressed his gratitude to Great Britain for proposal 026, saying that certain points required clarification.

The International Bureau was in the midst of streamlining and computerizing its operations as a result of measures adopted during the second year of his mandate. The help of member countries had been sought, eliciting a response only from the United States of America and France. Messrs Leavey and Midrouillet, the experts made available by those countries, had analyzed the operation of the International Bureau and made recommendations. A start had been made on implementing those recommendations, especially as regards document quality and computerizing the Acts of the UPU. Good results had been obtained but the volume of work had increased meantime. Proposal 026 thus reflected the changes introduced. Its amendment, proposal 028, prompted some observations, however.

In addition to the International Bureau, the other permanent bodies of the UPU also required modernization to address present realities.

Instead of bringing in a private firm, another more economical system of analysis could be considered, with the help of the postal administrations. He had had some trouble having the budget adopted and the problems came precisely from the administrations that suggested commissioning the work from the private sector. A list already existed of the work to be done, for example, a review of "Union Postale" to make it less expensive by reducing the number of languages in which it was published.

He proposed creating three working groups, each in conjunction with the International Bureau, to study and analyze the periodical, one made up of members of the EC, another of members of the CCPS and the third a joint group composed of members of the EC and CCPS. Their report would thus have more substance and be produced more quickly than by a private firm.

The International Bureau had itself sought ways of effecting change. Thus, following an internal consultation at the International Bureau, a working group had summarized the criticisms and solutions put forward and submitted a report to management, on the basis of which, thanks to the support of Mr Koller, the International Bureau had been able to make suggestions for changes to the

EC, which normally it could not do. He had had the satisfaction of noting that the majority of these suggestions had been approved by the EC Working Party, of which Great Britain had been a member, then by the EC.

This positive outcome could not have been obtained except through the knowledge of International Bureau staff. This was also not a costly process. It could be resorted to again.

Under its new powers, the EC could approve the studies conducted by the three working groups that he had suggested be set up, and have the changes implemented. He had already discussed this with Messrs Foot, Briscoe, and Koller and requested the help of member countries that had highly qualified specialists in rationalization. A cost comparison between commissioning the study from a private firm and drawing on the UPU's own resources seemed decisive for producing a constructive result.

The CHAIRMAN said that the decisions already taken by Congress could not have been reached without the groundwork laid by the EC, particularly its Chairman, and the Secretary-General.

Mr KOLLER, CHAIRMAN OF THE EXECUTIVE COUNCIL, said that proposal 026 had been considered by the Coordinating Committee set up by the Hamburg Congress, whose report he would soon be submitting to Congress. The Committee was composed of the Director-General of the International Bureau and the Chairmen of the CCPS and EC. The proposal had seemed balanced to them and they could accept it without difficulty.

His country, Germany, Fed Rep of, also supported the proposal. After consideration of the amending proposal 028, it felt furthermore that subparagraph c of the latter was not appropriate.

Contrary to proposal 026, it required the EC to carry out a study of all the permanent bodies of the UPU. In view of the major studies that had been done in the past on the organization and the budget of the International Bureau, the EC should be able to decide freely on the appropriateness of commissioning a study of a particular body and whom it should be commissioned from.

The representative of SPAIN stressed the clear benefits of an analysis of the working methods of the various Union bodies, considering the breathtaking changes the world was currently experiencing. Bearing in mind the comments of both the Secretary-General and the Chairman of the EC, he supported proposal 026, provided it was left to the EC to determine the choice of methods, postal experts or outside consultants, and the subjects of the studies, to fix the resources to be allocated thereto and to assign the priorities. Lastly, he suggested that the operative part of proposal 026 be supplemented by paragraph d of proposal 028.

The representatives of CUBA and IRAQ fully supported the view put forward by Spain.

The representative of NEW ZEALAND, co-originator of proposal 028, was worried by the amount of the Union's operating expenditure. While acknowledging the expenditure stemming from the specific nature of the UPU, his country wanted urgent action on costs. On the basis of its own experience, it favoured the use of outside consultants, whose results were more convincing despite the additional financial burden they entailed. Lastly, New Zealand supported proposal 028, as it seemed more constructive.

The CHAIRMAN said that, in the context of the current revision, it was perhaps undesirable to impose constraints on the EC from the outset, and he favoured relying upon the 40 EC member countries to select the resources needed for implementing the new tasks with which they would be entrusted.

The representative of CANADA, co-originator of proposal 028, associated himself with the observations made by New Zealand and hoped, in addition, that Congress would expressly and formally acknowledge the need for the study to be conducted by the EC as a matter of urgency on the operations of the International Bureau, the EC and the CCPS. The study would concern above all the new ideas which had surfaced at the present Congress as well as the activities of the administrations in the context of the UPU.

MR HOUISSA, CHAIRMAN OF THE CONSULTATIVE COUNCIL FOR POSTAL STUDIES, said that the remarks by the Chairman of the EC accurately reflected the views of the CCPS and he therefore supported proposal 026, subject to paragraph d of proposal 028.

The representative of ARGENTINA said that the profound changes to the Union in particular through the transfer of significant legislative powers to the EC implied an analysis of all the bodies which, like those of any organization, could still be improved. Changes should be made without waiting until the next Congress and his delegation therefore approved of transferring paragraph d of proposal 028 to proposal 026.

The representative of BRAZIL supported the remarks made by the Secretary-General. In view of the opportunities provided by the International Bureau in conjunction with the EC and CCPS member countries and at no additional cost moreover, his delegation was not in favour of the use of outside consultants.

The representative of ITALY supported the content of proposals 026 and 028 and wished to see them merged into one proposal.

In proposal 028, the part beginning with the word "Instructs", and paragraph c in particular, precisely reflected his delegation's view and he supported proposal 026 subject to replacing its paragraph c with the paragraph from proposal 028.

Subsequent improvement of the management of the Union's work

Proposals of a general nature 026 and 028

The representative of ZIMBABWE said that, generally speaking, there seemed to be a consensus regarding the need for the operation of the UPU to be constantly improved.

Without a doubt, excellent work had already been done in recent years, first of all by the experts provided by France and the United States of America, and then by the International Bureau and the EC. It was clear, however, that much still remained to be done. The fundamental question seemed to be how the path of improvement could be followed. In that regard, proposals 026 and 028 did not seem to be mutually exclusive and even appeared complementary.

His delegation thought, however, that it was Congress itself, as the supreme body of the Union, that should make a clear decision on what the EC must do to achieve the desired objectives as quickly as possible.

In view of that, their support was for proposal 028, which gave clearer instructions to the EC. The EC should, however, be left some freedom in deciding the best way to achieve results.

The representative of the NETHERLANDS said that his delegation was not in favour of the proposal which the Secretary-General had just made. A study carried out by three working parties would mean a great expenditure of energy and would give rise to a great deal of paperwork. It seemed to him that the EC, with its increased areas of responsibility, the CCPS, and the International Bureau were not in a position to take on that considerable extra load. The study in question should therefore be carried out by specialists. His administration had often called upon specialists from outside for that type of study and was perfectly satisfied with the results.

This being so, his delegation gave preference to proposal 028.

The representative of AUSTRIA expressed support for the main purpose of the two proposals. His delegation was, however, decidedly in favour of proposal 026, in view of the arguments put forward by the Secretary-General and the Chairman of the EC. Paragraph c of proposal 026 gave the EC the task of examining the question of resources itself. He reminded the meeting that when the last study of that type was carried out, many arguments had been put forward in favour of recruiting experts from outside. A large majority, however, had come out in favour of postal experts. The reasons given had been the high costs of outside experts and their lack of knowledge of postal matters.

His delegation thought, therefore, that the EC could be left complete freedom to decide who should be asked to carry out the study, but, in its opinion, there should be as little recourse as possible to experts from outside. It was important in that context to bear in mind the very limited size of the International Bureau. It was a unit consisting, at present, of 144 officials, and therefore did not compare with postal administrations, which often employed tens of thousands of people. The organization of the International Bureau was uncomplicated, and consequently it did not seem essential to bring in organizational specialists.

His delegation was, however, in agreement with the idea of including the text of paragraph d of proposal 028 in proposal 026.

The representative of GREECE shared the opinion of Australia.

The representative of IRELAND said that the essential difference between the two proposals seemed to be that proposal 026, c, gave instructions: "to consider, after an appropriate period, the advisability, etc", while proposal 028 made the EC responsible for undertaking a study. His delegation supported proposal 028.

The representative of GREAT BRITAIN said that his delegation was entirely in favour of the appropriate use of consultants from outside who were highly qualified in management and were capable of being objective.

In his delegation's opinion, a detailed study of the question should be carried out by postal experts in collaboration with outside specialists. His administration was ready to contribute, if necessary, to the costs of outside experts and hoped that other administrations would follow its lead.

It was true that Great Britain was the originator of proposal 026, but in view of the discussion which had just taken place, it was quite prepared to support proposal 028, which gave more definite instructions.

The CHAIRMAN summarized the discussion by highlighting the following points:

- no one had spoken against a study being conducted by the EC;
- the fundamental difference between proposals 026 and 028 lay in the fact that proposal 026 gave the EC the power to decide whether it wanted a study conducted, while proposal 028 directly instructed the EC to commission a study;
- the decision to call on outside consultants was left to the EC.

Since the time allowed for the EC to conduct a study was not stipulated either in proposal 026 or in proposal 028, he suggested that they adopt proposal 026 amending its operative part to read as follows:

a to continue its activity of seeking improvements in all aspects of management of the work of the Union;

b to evaluate the results of introducing the reforms proposed by the previous EC and adopted during the Washington Congress;

c to have the organization and the objectives of the International Bureau, the EC and the CCPS examined by experts selected from among postal administrations, management consultants or a combination of the two;

d to implement as quickly as possible the recommendations from the study which it considers need immediate action;

e to formulate proposals for reform for the next Congress based on the result of the above work.

Proposal 026, thus amended, was adopted.

Attendance at meetings of the CCPS

The CHAIRMAN introduced proposal 1504.1.

The representative of HUNGARY (REP) explained that his country's proposal had a dual objective:

i to bring the provisions of the General Regulations governing EC representation at CCPS meetings into harmony with those governing participation of CCPS Committee Chairmen in the meetings of the EC;

ii to achieve the best possible coordination between the various bodies of the UPU for reasons of practicality and efficiency.

In that connection, it would be very desirable for EC Committee Chairmen to be able to participate in the meetings of the CCPS, so that they could find out much more quickly and more efficiently about the proceedings of that body, without waiting for the customary submission of the respective reports to the next EC session.

The decisions of that Congress regarding the new and important powers entrusted to the EC was also a reason for his country's proposal.

The SECRETARY-GENERAL thought that the proposal submitted by Hungary (Rep) was very interesting, but he pointed out that it might well incite certain countries later on to ask that EC Committee Chairmen also be reimbursed for their travel expenses when they attended CCPS meetings.

The representative of RWANDA said that his delegation was fully in agreement with the proposal made by Hungary (Rep), although in the interests of clarity, the proposal should specify that it concerned the Chairman and Vice-Chairman of the EC as well as the EC Committee Chairmen.

The representative of CUBA wondered whether the proposal should not be referred to the Finance Committee so that its financial impact could be estimated in advance.

The representative of MOROCCO did not think that paragraph 10 of article 102 of the General Regulations could be applied to the Hungarian proposal or that the proposal involved a commitment of additional funds by the UPU.

The representative of the UNITED STATES OF AMERICA fully agreed with Morocco's views.

Mr ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that the Secretariat was fully aware that the wording of article 102, paragraph 10, of the General Regulations, and of article 22, paragraphs 1, 2 and 3, of the Rules of Procedure of the EC left no room for doubt. As a result, if the Hungarian proposal was adopted, it would always be interpreted to mean that participants were responsible for their expenses, with no financial impact on the UPU budget, providing the wording of article 102, paragraph 10, of the General Regulations, remained unchanged.

The representative of SPAIN said that his delegation was prepared to support the Hungarian proposal. He thought that, in order to eliminate any doubt in the future, they could supplement the proposal by adding the phrase "without such attendance conferring entitlement to reimbursement of travel expenses."

The representative of CANADA thought that it was altogether reasonable that the links between the CCPS and the EC should be strengthened because of the sharing of the workload between the two bodies.

The representative of the USSR shared the opinion of the Canadian delegation and fully supported the Hungarian proposal.

The representative of EGYPT was in full agreement with Spain's position.

The representative of HUNGARY (REP) said that in principle, his delegation fully agreed with the amendment proposed by Spain and Egypt. He did wonder, however, whether it might not be superfluous, since current regulations were very clear as regards reimbursement of travel expenses.

The representative of SPAIN said that his delegation would not insist on its amendment providing the concern they had expressed was reflected in an annotation to the Acts.

Subject to that reservation, proposal 1504.1 was adopted by consensus without amendment.

The meeting rose at 12.35 pm.

For the Committee:	E BURN Chairman	L-P DUCOMMUN Secretary
		H R RANAIVOSON Assistant Secretary

Fifth meeting

Monday, 27 November 1989

In the chair: Mr E BURN, Chairman

The meeting was opened at 3.20 pm.

Election of members of the Executive Council

The CHAIRMAN introduced proposal 1502.7 by Colombia, which sought to have the EC members of each geographical group elected by the member countries belonging to their own group. The plenary meeting had decided to consider the proposal under article 119, paragraph 2, of the General Regulations, even though the proposal had reached the International Bureau in the interval between six and four months before the date fixed for Congress.

By agreement with the countries which had supported the proposal, the representative of COLOMBIA withdrew proposal 1502.7.

Functions of the CCPS

The CHAIRMAN introduced proposals 1504.2 and 1504.3, suggesting that proposal 1504.2 be dealt with first.

The CCPS had been specifically set up by Congress as a study body. It was entitled by its constitutional and regulatory responsibilities to give opinions and issue recommendations of a general kind. By virtue of the tasks entrusted to it, it already performed a normative function in the operational and technical fields, notably in bar coding.

The need to specifically recognize that role for the development of the Post in the areas of technological change and quality definition, as well as to prepare and amend such standards, were the reasons for proposal 1504.2. Following preliminary study, the proposal had already been adopted by the CCPS, the Coordination Committee and the EC itself.

The CHAIRMAN OF THE CCPS said that the CCPS had welcomed proposal 1504.2, which involved regularizing the existing situation by incorporating into the Acts the power of the CCPS to adopt standards.

The representative of MOROCCO supported proposal 1504.2 which was part of the UPU's trend towards renewal and sought to give a more concrete and dynamic aspect to the work of the CCPS.

Proposal 1504.2 was adopted by consensus.

The CHAIRMAN said that CCPS proposal 1504.3 sought to formally grant that body the power to draw up its basic programme. Moreover, proposal 020, which had already been adopted by Congress, constituted the CCPS work programme for 1989–1994.

The CHAIRMAN OF THE CCPS said that proposal 1504.3 was the outcome of a stock-taking exercise conducted by the CCPS when preparing its work programme. It sought to define the programme more clearly and achieve greater flexibility in its implementation. The annual review would enable the CCPS to study new topics as dictated by the realities of the postal market and technological innovations or to lay down new policies for ongoing studies. The 1989–1994 work programme had already been drawn up in that way.

Proposal 1504.3 was adopted by consensus.

Transfer to the International Bureau of the functions exercised by the Government of the Swiss Confederation

a Function of depositary of the Acts of the Union

The CHAIRMAN said that, prior to the Vienna Congress, the instruments of ratification had been deposited with the government of the country hosting Congress. Since 1964, that function had been transferred to the Swiss Government. However, in 1985, the latter had requested the UPU to consider the possibility of performing that function itself. By reference to the practice of the United Nations and other specialized agencies, proposal 1026.1 sought to entrust the function of depositary of the Acts of the Union to the Director-General of the International Bureau.

Proposals 1023.1, 1522.1/Corr 1 and 1033.91 stemmed from that proposal.

The representative of EGYPT expressed approval of the four proposals concerned but pointed out that, by analogy with the title of article 26 of the Constitution, the title of proposal 1033.91 should be "Notification of accession to the Additional Protocols to the Constitution of the Universal Postal Union" and not simply "Accession to the ...".

The CHAIRMAN said that the International Bureau would take note of that observation.

The representative of JORDAN said that, though his delegation approved of the proposals concerned, it wished to know why they called for notification to the Director-General of the International Bureau and not to the International Bureau itself, seeing that at present competence lay with the Swiss Government, not its Premier.

Mr ASCANDONI, ASSISTANT DIRECTOR-GENERAL AT THE INTERNATIONAL BUREAU, said that the matter had been considered in the EC during the drafting of those proposals. For drafting policy reasons, the EC had preferred to entrust that task to a specific authority, such as the Director-General of the International Bureau, rather than to a body such as the International Bureau. But nothing ruled out the other solution, if the Committee so agreed.

The CHAIRMAN said that the assignment of that task by the EC to the Director-General had been influenced by the fact that the Director-General's powers, unlike those of the International Bureau, were stipulated in the General Regulations.

The representative of AUSTRIA said that the proposal was well drafted and corresponded to the practice and customs of international law. As regards the above-mentioned functions of Switzerland, which had performed the role of protector since the UPU's foundation, that country deserved thanks for its services rendered to the Union.

The CHAIRMAN thanked Austria for its support and thanks, which he would convey to his authorities.

The representative of MOROCCO added that formal thanks in writing should be sent to Switzerland. Regarding the drafting of the proposal, the participants could refer to footnotes 3 and 4 to article 109 of the General Regulations, which specified why the Director-General of the International Bureau had been appointed the International Bureau's sole legal representative. The proposed wording should therefore stand.

The SECRETARY-GENERAL associated himself with the expressions of thanks that were to be conveyed to the Swiss Government on behalf of the Universal Postal Union.

The CHAIRMAN proposed that at the end of the discussion a comprehensive vote should be taken on the proposals aimed at amending the Constitution.

b Function of intermediary in the procedure of accession and admission to the Union

The CHAIRMAN introduced proposals 1011.1, the aim of which was to transfer to the Director-General of the International Bureau the function of intermediary in the procedure of accession and admission to the Union, 1012.1, which followed on from proposal 1011, and 1509.2, which was consequent upon proposals 1011.1 and 1026.1 and consisted in adapting the duties of the Director-General of the International Bureau.

The representative of IRAQ asked whether, after the amendment of the text as proposed, the accession or request for admission to the Union would still have to be made through diplomatic channels or addressed directly to the International Bureau.

The SECRETARY replied that the expression "diplomatic channels" had not been used because an international organization was not a government able to use its diplomatic representatives for liaison purposes. Moreover, the practice proposed by the Executive Council was in line with that followed by many other international organizations.

c Choice of contribution class

The CHAIRMAN moved on to consider proposal 1021.1 by the Executive Council and the associated amendment 1021.2 by Iraq, the aim of which was to amend article 21, paragraph 4, of the Constitution.

The Executive Council proposal 1021.1 concerned the choice of contribution class when a country acceded to or was admitted to the Universal Postal Union.

The representative of IRAQ said that proposal 1021.2, which his country was submitting, consisted of a wording of paragraph 4 such as to avoid repetition and to make the text easier to understand. In its proposal, Iraq had deleted the phrase "In the case of accession or admission", while at the same time indicating that application of article 11 of the Constitution was involved. His delegation thought that its proposal had the same substance as Executive Council proposal 1021.1 and was editorial in its scope.

The representative of AUSTRIA said that his delegation preferred Executive Council proposal 1021.1 because article 21, paragraph 4, of the Constitution should be read not in isolation, but as being tied closely to paragraph 3 of the same article, as well as to article 125 of the General Regulations, whereas article 21, paragraph 4 was only concerned with the special case of admission or accession to the Union.

The representatives of CUBA and INDIA expressed support for Executive Council proposal 1021.1 and agreement with the comments made by Austria.

The representative of TANZANIA (UNITED REP) expressed support for the Executive Council proposal 1021.1 and considered that it was perhaps necessary to bring the stipulations of article 21 of the Constitution and article 125 of the General Regulations into line with each other. His delegation thought that the Executive Council could, at some time in the future, take a close look at those provisions in order to remove the contradictions.

Proposal 1021.2 was withdrawn.

d Procedure for calling for applications for the posts of Director-General and Deputy Director-General

The CHAIRMAN introduced proposal 1508.1, saying that as things stood at present the Government of the Swiss Confederation acted as intermediary in the procedure for calling for applications for the posts of Director-General and Deputy Director-General, which took place through diplomatic channels. No specialized agency of the UN used such a procedure; and it had therefore been thought advisable, within the framework of the study carried out on that subject, to amend also article 108 of the General Regulations, to specify that applications for the two posts in question would no longer be called for through the Swiss Government, but by the Director-General in office.

The representative of EGYPT said that according to proposal 1508.1, "the Director-General shall send a circular letter ...", and he would like the International Bureau to state why the circular letter had been chosen instead of the "letter".

The SECRETARY said that, from a legal point of view, the two terms had exactly the same meaning.

The term "circular letter" had been chosen because it was in line with the usual practice followed by the International Bureau when notifying member administrations of vacant posts.

The representative of MOROCCO said that the previous proposals had provided for relations between the Director-General and the Governments of member countries

On the other hand, proposal 1508.1 seemed to do away with this level in that it specified relations between the Director-General and the postal administrations in place of the former relations between the Swiss Government and the Governments of member countries. In view of the extremely important role of both the Director-General and the Deputy Director-General in the UPU, it would be appropriate that the procedure concerning their election be dealt with at government level.

The SECRETARY said that the delegate from Morocco was quite right in highlighting the fact that a change in level was being made in discontinuing notification of the Governments of member countries directly in favour of postal administrations. The proposed provision had been based on the UPU's procedure for calling for applications for posts in the Professional category.

However, the International Bureau could see no legal objection to amending the provision proposed by Morocco. The phrase in question would then read "... shall send a letter to the Governments of member countries ...".

The representative of INDIA said that he had no objection to such an amendment but that he was concerned about the word "letter". The English version of article 108, paragraph 2, used the word "memorandum" and he could not exactly see the difference between "letter" and "memorandum". If "memorandum" was the more appropriate term, it should be used in both versions, French and English.

The CHAIRMAN said he felt that the term "memorandum" would be inappropriate in the French text and that the word "note" could perhaps be used instead.

The representative of INDIA approved the Chairman's suggestion.

The representative of TURKEY said that in his view, the aim of proposal 1026.1 was to simplify things by allowing the International Bureau freedom to establish relations with administrations and vice versa, but Morocco's amendment departed from that principle. He felt that proposal 1508.1 should be based on 1026.1.

The representative of the USSR said that according to proposal 1508.1, the International Bureau was to receive applications at least two months before the opening of Congress, but it prepared the documentation for Congress stating

whether the Director-General and Deputy Director-General had declared their interest in a renewal of their term of office. Would it not be desirable to specify when that declaration should be made?

The SECRETARY said that according to the present wording of the EC proposal, the procedure would be as follows: once all applications had been received, the International Bureau would prepare, two months before the opening of Congress, the Congress – Doc through which the list of candidates was notified to Congress. The Congress – Doc would be included in the penultimate or final dispatch, ie four to six weeks before the opening of Congress, and would state whether the Director-General and the Deputy Director-General had declared their interest in a further term of office. Their declaration of intent would thus be notified to member administrations at the same time as the list of candidates.

The representative of the USSR said that he was not entirely satisfied with that reply and that he still thought that to maintain strict fairness between candidates a time limit should be set for the declaration of intent by the Director-General and Deputy Director-General.

The CHAIRMAN said that in view of Morocco's support for relations at government level, India's proposal of a new word to replace "circular letter" and the USSR's views on a time limit for the declaration of intent by the Director-General and the Deputy Director-General, he proposed that the International Bureau prepare a text for consideration at the next meeting.

There was no objection to the Chairman's suggestion.

The CHAIRMAN said that the vote would now be taken on all the proposals for the transfer of authority from the Swiss Government to the Director-General of the International Bureau.

No amendments had been proposed to these proposals except for the title of proposal 1033.91.

Proposals 1026.1, 1023.1, 1033.91 (as amended), 1011.1, 1012.1 and 1021.1 were adopted by 117 votes to none, with no abstentions.

The two proposals 1522.1/Corr 1 and 1509.1 were also adopted by consensus.

The meeting rose at 5.20 pm.

For the Committee:

E BURN
Chairman

L-P DUCOMMUN
Secretary

H R RANAIVOSON
Assistant Secretary

Sixth meeting

Thursday 30 November 1989

In the chair: Mr E BURN, Chairman

The meeting was opened at 3.10 pm

Approval of minutes

The CHAIRMAN submitted the minutes of the first Committee meeting to the assembly for approval.

The minutes of the first meeting of Committee 3 (Congress/C 3 – PV 1) were approved without comment.

The Committee authorized the Chairman to finally approve the minutes of the other meetings, taking into account any comments submitted within the twenty-four hour period provided for in article 23, paragraph 4, of the Rules of Procedures of Congresses.

Transfer to the International Bureau of the functions exercised by the Government of the Swiss Confederation

The CHAIRMAN introduced the newly amended text of proposal 1508.1 which took account of the comments made at the 5th meeting of Committee 3.

The representative of MOROCCO supported the amended text.

Proposal 1508.1 was adopted as amended by consensus.

d Procedure for calling for applications for the posts of Director–General and Deputy Director–General (cont)

Reimbursement of debts from the former financial system and measures to facilitate the recovery of arrears

The CHAIRMAN recalled that the EC had instructed the Federal Republic of Germany to present the Executive Council's report on the reimbursement of debts from the Universal Postal Union's former financial system on the one hand and on the measures he intended to facilitate the reimbursement of arrears on the other hand.

The representative of GERMANY, FED REP OF, gave the following address:
"I have the honour to submit to you the proposals of the Executive Council which, on the one hand, deal with settling the arrears from the former financial system of the Universal Postal Union, and, on the other hand, concern measures to facilitate the settling of any type of arrears.

"The documents applicable in this respect are:

- Congress - Doc 71 with its annexes 1 to 3 and Add 1/Rev 1;
- draft resolution 03 on settling by 31 December 1990 arrears from the old financial system owed to the Swiss Confederation, and
- draft resolution 04 concerning the settlement of arrears of any type.

"To illustrate the issues behind all these documents, please let me briefly describe the development of the financing system in the UPU.

"For more than a century, from the foundation of the Universal Postal Union in 1874 up to 1980, the financing system of the Union was based on the principle of a posteriori payment, ie the contributions from the member countries were calculated and paid on the basis of the actual expenditure of the previous year. This system was only possible because the Government of the Swiss Confederation advanced the money required for the Union's expenditure interest-free; the member countries did not have to pay back these advance funds until the end of the year following the respective financial year.

"Following an initiative launched by Switzerland and after in-depth studies conducted by the Executive Council, the 1979 Rio de Janiero Congress decided to change this procedure and introduced a new financing system in the Universal Postal Union that took effect on 1 January 1981. The principles of this new financing system were:

- transition from financing by means of advances made by Switzerland to financing from the Universal Postal Union's own resources;
- transition from subsequent payment to advance payment of contributions by member countries;
- repayment of advance payments made by Switzerland for 1979 and 1980 in addition to the current annual contributions.

"The Swiss Confederation had agreed to repayment of advances for these two years staggered over ten calendar years. The graduated repayment plan adopted by the 1979 Rio de Janiero Congress is given in annex 1 to Congress - Doc 71. The repayment plan established a share of 20 percent of the total debt for each of the ten years from 1981 to 1990, in addition to the payment of the annual contribution.

"The ten-year repayment period will end in 1990. To settle all arrears and all issues connected with repayment, the Executive Council is submitting various proposals to the Washington Congress. These proposals can be divided into two categories, namely:

a proposals concerning the repayment of funds advanced by the Swiss Confederation under the old financing plan prior to 1981. Details are given in section II of Congress - Doc 71 and in draft resolution 03.

b proposals concerning the settlement of arrears of any kind. Details are given in section III of Congress - Doc 71 and draft resolution 04.

First category

"I am now going to deal with the first category, namely the repayment of those funds advanced by Switzerland under the old financing system prior to 1981.

"As you can see from the repayment plan in annex 1 to Congress - Doc 71, the entire funds prepaid by Switzerland for 1979 and 1980 should be completely repaid by the end of 1990. Many administrations did make these payments on time, with some administrations even settling their debt all at once.

"Unfortunately, a minority of administrations, for whatever reasons, have not met these obligations. So it can already be foreseen that repayment of the advanced funds will not be completed by the end of 1990.

"According to calculations made by the International Bureau, as shown in annex 2 of Congress - Doc 71/Add 1/Rev 1, based on extrapolating these sums up to the end of 1990, the outstanding debt payable to Switzerland at that time will amount to about two and a half million Swiss francs including interest.

"Out sister organization, the International Telecommunication Union, was in similar difficulties when it changed its financing system in the early 1950s. It solved that problem by taking over all debts from the old financing system as an organization and paying the total amount due to Switzerland.

"In draft resolution 03, the Executive Council proposes the same solution. According to it, all debts, including interest, resulting from the old financing system and still due on 31 December 1990 should be paid back to Switzerland in a lump sum. The amount required for the payment to Switzerland is to be taken from the Reserve Fund.

"In this connection, it must be stressed that after settlement of debts still payable to Switzerland by the Union at the end of 1990, these amounts will be payable to the UPU under the rules of the new financing system introduced in 1981. These debts payable to the Union will then have to be treated in accordance with the new financing system under articles 124, paragraph 8, and 126 of the General Regulations from 1 January 1991 onwards.

"This repayment procedure would have to be applicable by analogy to debts from advance payments to the respective language groups, since the decisions to be taken by the Congress on general arrears was automatically applicable to arrears payable by language groups.

"In this connection, the Executive Council requests the Congress to express the Union's special thanks to the Government of the Swiss Confederation for the financial advances made for more than a century and for the generous graduated repayment plan.

"Switzerland thus has considerably facilitated the transition from the old to the new financing system. By its advance payments Switzerland made an essential contribution to the Union's ability to achieve the goals it had set itself.

Second category

I shall now address the second category, namely the settlement of any type of arrears.

"The transition from debt financing to self-financing as of 1 January 1981 has made outstanding payments of any type arrears owed to the Union itself.

"As you can see from Congress - Doc 71, paragraph 15, and annex 2 to Congress - Doc 71/Add 1/Rev 1, arrears have been steadily increasing since 1 January 1981. At 22 November 1989, they amounted to 5 682 950 Swiss francs. If Congress now decides to take over arrears from the old financing system, another 2 500 000 Swiss francs has to be added to that amount. So at the end of 1990, arrears owed to the UPU will amount to more than 8 million Swiss francs.

"It is all too understandable that people are warning against this development. For example, the Union's external auditor pointed out this development as early as 1988. He stressed that if no corrective action was taken, financing the Union and ultimately all its activities could be harmed.

"In view of this development, the International Bureau has taken action to settle these arrears. You will find this action described in Congress - Doc 71, paragraph 19.

The Hamburg Congress too has made possible a number of measures by its decisions including the settlement of debts by means of an offsetting system, the conclusion of special agreements, the transfer of certain countries to a lower contribution class and the takeover of certain debts. But it has been pointed out in this connection that the very advantageous offsetting system is used less and less and that the other measures have not yet been applied.

"Our sister organization, the International Telecommunication Union, faced and is still facing the same or similar problems. Some of its measures to combat the increase of arrears included:

- the transfer of arrears of certain debtors to a special account which no longer had interest payable;
- absorption by the ITU of penalty interest on earlier arrears;
- negotiation of appropriate repayment plans by the ITU's Secretary General and the individual debtor countries;
- temporary transfer of several debtor countries to a lower contribution class;
- the request that the ITU's Administrative Council take all appropriate measures to arrange for the repayment of debts and the settlement of interest.

"In addition, the ITU stipulated that member countries whose contributions are more than two years in arrears have no right to vote; as a result of that regulation, 19 countries did not have the right to vote at the last Plenipotentiary Conference in Nice in June 1989.

"In the Document submitted, the Executive Council in section III, C, proposes a number of specific measures to Congress for settling these accrued debts. Contrary to ITU arrangements, the Executive Council advises against sanctions on debtor countries, as this was also refused by the Hamburg Congress.

"The measures proposed by the Executive Council are:

- instructing the IB to negotiate appropriate amortization plans with those countries that have the largest debts; these plans are to be submitted to the Executive Council;
- instructing the Executive Council
  - to approve the amortization plans that have been negotiated;
  - to agree to temporarily transfer the debtor countries to a lower contribution class during the repayment period;
- transferring debts subject to an amortization plan to a special account.

"On behalf of the Executive Council I now request you:

- to adopt draft resolution 03 on the settlement of arrears owed to the Swiss Confederation by 31 December 1990; and
- to approve draft resolution 04 and initiate appropriate action to settle arrears of any kind."

a Repayment to Switzerland

The CHAIRMAN invited the Committee to first consider proposal 03 to settle accounts in arrears under the former financing system.

The representative of CHINA (PEOPLE'S REP) said that his delegation fully supported proposal 03 and agreed with the EC Chairman that a letter of warm thanks for its exemplary cooperation over the years be sent to the Swiss Government.

The representatives of AUSTRIA, JAPAN and FIJI agreed with the remarks of the representative of China (People's Rep).

The representative of TANZANIA (UNITED REP) said that while his delegation supported proposal 03, countries owing the Union large arrears were already in the lowest contribution class and that reimbursement might cause them serious difficulties. Since they could not be transferred to an even lower class, the question was whether they could be given a favourable period to enable them to pay their arrears.

The representative of BOLIVIA stated that his country was on the list of those owing arrears to Switzerland and the Union but that it had already taken the necessary action to regularize that situation. His delegation fully supported proposals 03 and 04.

The representative of the DOMINICAN REPUBLIC said that his country had sizeable arrears and wanted to meet its obligations. However, its economic situation was extremely difficult and special agreements would have to be envisaged to allow reimbursement on very favourable terms.

Proposal 03 submitted by the EC was adopted by consensus.

The representative of SWITZERLAND said that the Committee's decision had just ended a situation which had lasted more than one hundred years.

Since the beginning of the Universal Postal Union in 1874, the Swiss Government had played a special role, in which prerogatives balanced obligations.

The prerogatives included in particular supervising the International Bureau, appointing IB staff, approving the annual budget and budget oversteps, the power to lay down the Financial Regulations and the Staff Rules.

The obligations included advances of funds, auditing accounts, diplomatic functions (depositary of the Acts of the Union, admission to, withdrawal from and adhesion to the Union, notification of amendments to the Acts, procedure for appointing the Director-General and the Deputy Director-General of the International Bureau).

With the creation of the Executive Council and the extension of its powers, the prerogatives of the Swiss Government had been gradually eliminated – as a logical development.

The obligations had continued after the abolition of the prerogatives. The delegates had already approved the Executive Council's proposals, inspired by Switzerland, to transfer diplomatic functions to the Director-General of the International Bureau, in accordance with the practice in most other organizations in the United Nations system.

In agreeing to repay Switzerland the balance of arrears upon expiry, at the end of 1990, of the ten-year period for switching from the a posteriori financing system to the self-financing system introduced by the 1979 Rio de Janeiro Congress, Congress had taken the last step in a slow, coordinated development towards total UPU independence.

In that area, too, the Washington Congress was the Congress of renewal, the Congress of the future.

To mark that event and because of the UPU's prime activities in the communications field, to which Switzerland attached great importance, the Government of his country had taken the following decision at its meeting on 1 November 1989:

"Repayment by the UPU of the advances made under the former financial system and payable at 31 December 1990 is waived provided that the sum still outstanding is allocated to the UPU Special Fund and the Special Activities Fund. The Swiss delegation to the Washington Congress at the end of 1989 is authorized to inform Congress of this decision."

It was therefore his great pleasure to formally announce that Switzerland waived repayment of the arrears due to it. That decision, involving a sum assessed at that time at some two and a half million Swiss francs, should therefore benefit two UPU Special Funds, the aims of which he wished to briefly recall.

The UPU Special Fund was aimed at providing the Union with additional means of action to help developing countries to increase the facilities of their postal administrations, particularly in vocational training. His country thus hoped to help the developing countries in their efforts to improve the quality of their postal services, which would be beneficial to them all.

The newly created Special Activities Fund was designed to make it easier to finance the special activities which had just been approved by Congress (monitoring quality improvement measures, market research, introduction of new services), by allowing, for instance, available credits to be transferred from one financial year to another and to cover unforeseen and urgent expenditure. Those activities were therefore appropriate for adapting the Union's operations to modern commercial and technical demands so as to enable the Union and national postal services to develop in a competitive environment. By making a sum available to the Special Activities Fund, Switzerland wanted to provide a financial basis for launching the UPU's new future-oriented policy.

He asked the Committee to authorize them to regulate the methods of application in agreement between Switzerland and the International Bureau when the final accounts were drawn up.

(Applause.)

The SECRETARY-GENERAL said he was delighted at the good news just announced by the Head of the Swiss delegation, Mr Clivaz. It was a very recent decision by his Government, waiving repayment by the UPU of the advances made under the former financial system and payable at 31 December 1990 provided that the sum due was allocated to the UPU Special Fund and the Special Activities Fund. It was estimated that by the end of financial year 1990 the arrears under the former system would amount to some two and a half million Swiss francs.

That very generous gesture by the Government of the headquarters country of the Universal Postal Union would provide the UPU with additional resources for aiding the developing countries and increasing the possibilities of their postal administrations, especially in vocational training, a field which in Switzerland had reached an exemplary level of qualification in all sectors of activity. At the same time, Switzerland wanted to provide a financial basis for launching the UPU's new future-oriented policy. That was an example of the solidarity they had talked so much about during that Congress. An example which the Union would certainly like to see followed, in other ways, by other member countries for the benefit of the international postal system.

He was happy to be able to express his warm thanks to the Swiss delegation and to ask Mr Clivaz to kindly inform his Government of the sincere gratitude of all the countries in the Union, not only for that important decision but, in general, for all the facilities provided to the UPU since its creation in 1874, including those of acting as depositary of the Acts of the Union.

He told the members of the Swiss delegation that the UPU was very touched by the recent decision by their Government on the debts under the former financial system. He also wished to associate himself with the proposal by the Chairman of the EC at Congress, seconded by China (People's Rep) and other delegations, on sending a letter to the Government of the Swiss Confederation expressing the UPU's satisfaction and gratitude.

He assured Mr Clivaz that the UPU would continue the well-traced path of close cooperation with his country and said how much he had appreciated the support he had received from Switzerland, particularly the professional support at every moment over the years since he had become Director-General of the International Bureau. The UPU would remain linked to his Government because Switzerland would continue to audit the Union's accounts, which gave them the necessary tranquility to go on with their work.

(Applause.)

b Clearing up of accounts of all kinds in arrears

The CHAIRMAN introduced proposal 04 to which some delegations had already referred and the reasons for which were given in Congress – Doc 71, paragraph 26.

The representative of NETHERLANDS said his delegation firmly supported that proposal, particularly as regards granting easy terms of payment to countries which undertook to amortize their debts. He proposed an amendment, however, to the operative part, adding the following subparagraph iii under "Invites": "iii to submit to the next Congress a proposal on the measures to be taken if these results are not satisfactory."

The representative of TANZANIA (UNITED REP) thanked Switzerland for its humanitarian decision, which was very beneficial for his poor, developing country.

As regards proposal 04, which his delegation supported, he wished to point out that the concept of "large accounts in arrears" should be specified, either in relation to the arrears accumulated by the country or in relation to a quantified limit. His delegation also stressed that Union member countries were not supposed to have arrears, except possibly in the case of serious economic difficulties. However, on looking at the list of countries in arrears he noted that that was not necessarily the case. While his delegation felt that putting countries in arrears into a lower contribution class was a good measure, they were concerned by the fact that some countries would apparently not be able to benefit from it as they were already in the lowest contribution class.

The CHAIRMAN said he was sure the EC would bear his remarks in mind and find an appropriate solution to the most difficult cases. The aim of proposal 04 was to be able to act within the limits of the means at their disposal.

The representative of INDIA associated himself with the thanks expressed to Switzerland which waived its debts although the arrears were still payable to the UPU. It was absolutely essential that they should finally be paid so that the Union had the resources for the activities envisaged. His delegation hoped that five years would be enough for repayment and felt that the amendment proposed by the Netherlands was not necessary.

The representative of RWANDA thanked Switzerland and supported proposal 04. For practical reasons, his administration would be grateful if the International Bureau would remind member countries again, through diplomatic channels, about the amount of their debt.

The Netherlands amendment to proposal 04 was rejected by 45 votes to 27 with 39 abstentions.

Proposal 04 was adopted by consensus.

Use of the term "Documentation"

The CHAIRMAN moved to proposal 1507.1. Pursuant to Hamburg resolution C 64, the EC had conducted a purely editorial study with a view to defining the terms "documentation", "document" and "publication", used in the UPU Acts, and to dispel any confusion about them. It proposed keeping as a reference criterion the definitions given in article 17 of the International Bureau In-house Rules.

Proposal 1507.1 was adopted by consensus. The Drafting Committee would bear it in mind with regard to related proposals 2509.1, 2511.1, 2512.1 and 4627.2.

UPU anthem

The CHAIRMAN moved to proposal 014 by Peru.

The representative of PERU said his administration was grateful to Switzerland for its generous gesture which would allow greater cooperation with the developing countries. Proposal 014 was designed to strengthen the Universal Postal Union. The anthem could become a useful instrument of integration and a psychological factor important to postal officials, aiming at quality and speed. It could make the social function of the mail better known and arouse a community spirit.

The representative of ARGENTINA said his delegation supported proposal 014 which could help to strengthen postal identity and improve staff attitudes towards their organization.

By analogy with the ITU which called its anthem the "World Telecommunications Anthem", he suggested calling the UPU anthem the "World Post Anthem".

The representative of PERU accepted Argentina's amendment.

Proposal 014 as amended was adopted by consensus.

Functions of the Executive Council

The CHAIRMAN passed on to proposals 1502.5 and 1502.6 which were related to Congress – Doc 73, which had already been adopted by Congress. It was therefore a matter of adapting the texts to the decisions made.

Proposal 1502.5 was aimed at specifying in the General Regulations the EC's authority to lay down the rules governing the Special Activities Fund.

Proposal 1502.5 was adopted by consensus.

The CHAIRMAN noted that proposal 1502.6 was also a consequence of Congress – Doc 73 and proposal 010 instructing the EC to take any action considered necessary to safeguard and enhance the quality of and to modernize the international postal service. It was a matter of including such action among the EC's functions.

Proposal 1502.6 was adopted by consensus.

Forms supplied by the International Bureau

The CHAIRMAN said that proposal 1515.1 stemmed from proposal 05 concerning the abolition by the UPU of certain services.

Proposal 1515.1 was adopted by consensus.

Other business

The representative of MOROCCO expressed his delegation's great satisfaction at having worked under the Chairman's guidance and congratulated him on the wisdom and competence with which he had conducted the proceedings of that Committee.

The SECRETARY-GENERAL said that, at the end of the proceedings, he wished to thank the Chairman most sincerely for the work accomplished by EC and Congress Committee 3, which he had chaired. The UPU would long remember the extraordinary work done during his term of office. He had been a vital and coherent factor capable of great firmness within the framework of present developments. He had never failed to intervene at the right time. The Secretary-General knew that it was the Chairman's last term, since he would be retiring in 1990 and that was why he wished to tell him that the UPU owed him a great deal.

The CHAIRMAN thanked the Secretary-General for his praise but pointed out that it had been possible to work satisfactorily only because of the Secretary-General's competence and tenacity.

He also thanked the Vice-Chairmen, Mr Cortés of Mexico, Mr Wijetunga of Sri Lanka and Mr Fare of Togo, as well as the Assistant Secretary-General, the Assistant Director-General and Deputy Director-General elect, Mr Ascandoni, the Committee Secretary, Mr Ducommun, and the Assistant Secretary, Mr Ranaivoson, the interpreters and everybody who had contributed to the success of their work.

He thanked the delegates in particular for their effective cooperation in the development of the Union. It had been a great pleasure for him to chair that Committee and he thanked them.

(Applause.)

The meeting rose at 5.15 pm.

For the Committee:

E BURN
Chairman

L-P DUCOMMUN
Secretary

H R RANAIVOSON
Assistant Secretary

Reports of Committee 4

First meeting

Friday, 17 November 1989, 3 pm

In the chair: Mr J ALLARDT, Chairman

Opening of proceedings

Opening this first meeting, the Chairman cordially welcomed all the members of Committee 4. He expressed the hope that, with their cooperation and the support of the Secretariat, the Committee would complete its work satisfactorily. He then invited the Vice-Chairmen of the Committee, Cameroon, Pakistan and Venezuela, to take their places on the rostrum.

Secretariat

Mr Gharbi, Assistant Director-General, attended as coordinator of the work of the Technical Committees' Secretariats. Messrs S Fall, Counsellor, I Haider, Assistant Counsellor, and G Kalicki, First Secretary, at the International Bureau were appointed Secretary, Assistant Secretary and Aide respectively, in the Committee's Secretariat.

Quorum

As one hundred and fifty-three countries had lodged their credentials in the prescribed form at the opening of the meeting, the quorum was fixed at 77. A check revealed that the representatives of 94 countries were present in the hall. The quorum having been reached, the Committee was able to proceed to business.

Proxy

Yemen (People's Dem Rep) was represented by the Yemen Arab Rep.

Approval of the agenda

The agenda (Congress – Doc 10/Rev 1) was adopted unchanged. The Chairman informed the meeting that, in principle, the agenda would be followed systematically and that its various items would be dealt with in order apart from item 5 on EMS, which would be considered during the 27 and 28 November meetings, and item 6 concerning postal parcels, which would be discussed after consideration of item 15.

Proposals referred to other Committees

a Plenary session: *Proposal 2000.3*

b Committee 3 (General): *Proposal 2000.19*

c Committee 5 (Letter Post – Rate-fixing and payments): Proposals 2000.12, 2008.1, 2018.1, 2018.3, 2031.2, 2031.4, 2501.1/Rev 1, 2501.2, 2501.3, 2501.4, 2501.5, 2503.1, 2556.1, 2556.2, 2556.4, 2556.5, 2556.6, 2562.3, 2562.4, 2562.9, 2564.3, 2564.4, 2565.4, 2565.5, 2568.1, 2598.1, 2912.1, 2912.2, 2912.4, 2912.5, 2912.6, 2914.2, 2918.1, 2918.2, 2918.3, 2918.91, 2918.92, 2928.1, 2928.2, 2931.1, 2931.2

d Committee 6 (Airmail): Proposals 2027.1, 2032.91/Rev 1, 2032.92, 2034.1, 2035.1, 2509.3, 2509.5, 2513.91, 2513.92, 2524.91, 2541.2, 2554.3, 2555.1, 2908.1

e Committee 7 (Parcel Post): Proposal 2000.6/Rev 1

Proposals withdrawn

Proposals 2000.10, 2543.3, 2555.3, 2562.6, 2927.1, 2928.3

Consideration of proposals

The Chairman pointed out that proposal 2032.91/Rev 1 which had been referred to Committee 6 could be considered by Committee 4 under item 6 of the agenda, since Committee 6 would not hold its first meeting until 29 November, ie after Committee 7 (Parcel Post) had completed its work.

Proposals of a general nature

Proposal 2000.1

This proposal was aimed at instructing the Executive Council to conduct a study aimed at modernizing and simplifying the regulations concerning printed papers.

Proposal 2000.1 was adopted without objection.

Proposal 2000.2

The aim of this proposal was to recommend to postal administrations that they select in their postal services paper which was as ecological as possible. Its originator stressed that, despite the technical difficulties that some administrations might encounter in this regard, they should pay special attention to this problem in the higher interests of the environment.

Proposal 2000.2 was adopted without opposition.

Proposal 2000.5

The aim of this proposal was to instruct the Executive Council and the Consultative Council for Postal Studies to study the measures to be applied by postal administrations to ensure the security of international mail. Its originator stressed the importance of a joint effort to preserve a certain standard of mail.

Proposal 2000.5 was adopted without objection.

Proposal 2000.13

The purpose of this proposal was to have a study carried out by the Consultative Council for Postal Studies on the possibility of creating, like EMS, a universal logo to identify postal services worldwide.

Its originator considered that such a logo would have a definite impact on the image of the traditional Post and would promote marketing.

Six administrations opposed the proposal mainly because of the cost to administrations and the danger of creating confusion in the minds of users by a profusion of logos, not only at national and world level but also for each service. One administration also pointed out the non-priority nature of such a study. On the other hand, six countries favoured the proposal. One administration supported the proposal subject to the reservation that the introduction of a universal logo not involve the elimination of national logos.

Put to the vote, proposal 2000.13 was adopted by 59 votes to 29, with 19 abstentions.

Proposal 2000.21

In order to ensure postal customers the best possible quality of service, the proposal recommended that postal administrations of origin and destination conclude bilateral agreements on service targets. One of the originators of this proposal informed the Committee of the formalities involved in applying such an agreement. Four administrations favoured the adoption of the proposal while one administration expressed reservations.

Proposal 2000.21 was adopted without opposition.

Proposal 2500.5

The aim of this proposal was to recommend that postal administrations apply ISO norms on packaging with a view to greater standardization and to facilitate the identification of postal markings.

Proposal 2500.5 was adopted without objection.

Freedom of transit, article 1, paragraph 1

Proposal 2001.1

This proposal was designed to amend the text of article 1 to oblige administrations to forward closed mails by routes agreed with the administration of posting, not necessarily by the quickest routes.

One administration felt this proposal would be prejudicial to service quality; it therefore proposed an oral amendment to make it more flexible.

This amendment consisted in adding "unless the administrations concerned agree to forward closed mails by another route".

Eight administrations came out against the original proposal, with two of them supporting the above oral amendment, and six favoured keeping the current text. The originator of the proposal was prepared to accept the amendment in question.

However, the vote taken on the amended proposal produced the following result: 7 for, 83 against and 17 abstentions.

Proposal 2001.1 was therefore rejected.

Routeing of mails and preparation of trial notes, article 163, paragraphs 2, 5 and 6

Proposal 2563.1

Similar in intent to proposal 2001.1, proposal 2563.1 was also rejected.

Failure to give freedom of transit, Convention, article 2

Proposal 2002.1

In view of advances in telecommunications technologies, the originator of this proposal considered that notification of the discontinuation of a service should be sent by the fastest means, including telematics.

One administration expressed the opinion that given the enormous strides being made in the telecommunications sector, it would be preferable to stipulate notification by the fastest means without specifying "telematics".

Five administrations came out in favour of the proposal, while five others, although in agreement with the basic principle, wanted it referred to the Drafting Committee for harmonization, since proposal 2002.1 was related to other proposals.

The basic principle of the proposal having been adopted without objection, proposal 2002.1 was referred to the Drafting Committee.

The Chairman pointed out to the Committee that other similar proposals, 2004.1, 2004.2, 2033.1, 2544.1, would be considered individually by Committee 4 at later meetings.

The meeting rose at 6 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Second meeting

Wednesday, 22 November 1989, 9.30 am

In the chair: Mr J ALLARDT, Chairman

Proxies

Kiribati, Liechtenstein, Vanuatu, Saint Lucia and Saint Vincent and the Grenadines were to be represented at all meetings by Great Britain, Switzerland, Papua New Guinea, Barbados and Saint Christopher and Nevis respectively. Moreover, at that meeting, Bolivia was represented by Costa Rica.

Quorum

A check revealed that 101 countries were present in the hall. As the quorum was 78, the Committee could proceed to business.

Approval of the agenda

The Chairman stated that it had been necessary to revise the agenda yet again (Congress – Doc 10/Rev 2) because of the referral of 12 more proposals to Committee 5.

Proposal withdrawn

Proposal 2046.2 was withdrawn by its originator.

Statement

The Chairman drew the Committee's attention to Congress – Doc 48.2 entitled "Washington General Action Plan" prepared after the General Debate on 16 November and recalled that the decisions of Committee 4 should follow the line taken in that document.

Consideration of proposals (cont)

Proposal 2000.18/Rev 1

The proposal was designed to draw up a set of guidelines to help postal administrations to practice prudent philatelic policies.

Proposal of a general nature

Thirteen administrations firmly supported proposal 2000.18/Rev 1 which was adopted without objection.

Proposals 2004.1 and 2004.2

The purpose of proposal 2004.1 was to add electronic means to those provided for notifying the suspension and resumption of services by deleting the words "if need be". While proposal 2004.2 took the same line, it advocated the use of the fastest means of telecommunication available. The discussion in Committee first dealt with the deletion of the words "if need be" which was approved by 108 to 8, with 8 abstentions. As proposals 2004.1 and 2004.2 were related to other proposals concerning the use of means of transmission, they were adopted provided that the final wording be determined by Committee 10 for all the proposals concerned.

Creation of new services

Proposals 2006.1 and 2006.2

Those proposals concerning the creation of new services aimed at replacing the term "Convention" by "Acts of the Union" so as to be able to cover any new services which were not strictly Letter-Post services. That idea was adopted. However, proposal 2006.1 emphasized that charges for new services were laid down by the administrations concerned, while the proposed amendment 2006.2 specified that such charges were laid down by each administration concerned.

Four administrations were in favour of proposal 2006.2 and three against it.

Put to the vote, proposal 2006.2 was adopted by 65 to 46, with 5 abstentions. Thus proposal 2006.1 lapsed.

Letter-post items

Proposal 2018.2/Rev 1

The aim of the proposal was to include in article 18 of the Convention a definition of letters and postcards.

Its originator explained that the conveyance of those items was the monopoly of the postal administrations and that, in the absence of a precise definition, they had problems defending themselves against the competition.

Three administrations supported the proposal, while four others opposed it on the grounds that the concept of the monopoly was no longer current.

Put to the vote, proposal 2018.2/Rev 1 was rejected by 68 to 32, with 15 abstentions.

Standardized items

Proposal 2020.2

The proposal provided for service indications to also be placed immediately above the addressee's address when window envelopes were used.

Proposal 2020.2 was adopted without objection.

Proposal 2020.3/Rev 1

This proposal was aimed at the acceptance as standardized items of cards up to 120 x 235 mm in size provided that they were made of cardboard heavy enough for manual or automated processing.

Proposal 2020.3/Rev 1 was adopted without objection.

Proposal 2020.1

As modern sorting equipment permitted the mechanical processing of large format items, this proposal was aimed at the acceptance as standardized items of envelopes no wider than 162 mm, with a tolerance of ± 2 mm.

Three administrations opposed the proposal, pointing out inter alia the problems that might arise in the case of unsuitable mechanical processing or even in manual processing. On the other hand the originator of the proposal, supported by another delegation, stressed the importance of this measure to improve the response to customers' needs and the fact that technical progress made it possible to overcome the difficulties.

Put to the vote, proposal 2020.1 was adopted by 67 votes to 16, with 31 abstentions.

Proposal 2020.1 was adopted.

Items wrongly admitted

Proposal 2022.1

The purpose of this proposal was to permit the administration of destination to treat as a postal parcel an item that was posted as an AO but did not comply with the conditions for acceptance as such and to collect the rate due from the administration of origin.

After three administrations had expressed negative opinions, proposal 2022.1 was withdrawn by its originator, which reserved the right to make a reservation in the Final Protocol.

Proposal 2032.91/Rev 1

The aim of this proposal was to include in the Convention service targets focused directly on the concept of quality of service .

On this subject the Chairman pointed out that it was purely a question of adopting the principle and that the Committee's decision would be communicated to Committee 5 (Rate-fixing and payments) and Committee 6 (Airmail).

Proposal 2032.91/ Rev 1 was adopted without objection.

Withdrawal from the post, Alteration or correction of address at the sender's request

Proposal 2033.2

The purpose of this proposal was on the one hand to bring the text of article 33 into harmony with its title and, on the other, to encourage the use of telex and other telematic services for requests for withdrawal from the post or for an alteration of address.

Initially, the discussion centred on the first part, that is, the inclusion of the words "or corrected" and "or correction" in paragraphs 1, 3, 5 and 7. That amendment was accepted by the Committee. Regarding the use of telematic services the Committee, as it had done with similar proposals, decided to refer the proposal to the Drafting Committee.

Proposal 2033.2 was adopted and referred to the Drafting Committee for harmonization of the text concerning the means of communication.

Creation of a form

Proposals 2933.91 and 2543.91

Proposal 2933.91 aimed at creating a new form C 33/CP 10bis which would enable the administration of destination to inform the administration of origin of the reasons why a wrongly admitted parcel was neither returned to origin nor delivered to the addressee.

Proposal 2933.91 was adopted without objection.

Accordingly, related proposal 2543.91 was also adopted.

Principle and extent of liability of postal administrations. Registered items.

Proposal 2050.2

This proposal aimed at modifying the provisions of paragraph 7 of article 50 concerning the indemnity to be paid in case of loss of registered items, so as to treat the sender and addressee on an equal footing.

Proposal 2050.2 was adopted without objection.

Proposal 2050.3

The purpose of this proposal was to make clear that the arrangements for the payment of indemnities were applicable from the date of entry into force of the Convention.

Three administrations spoke in favour of this proposal whilst three others spoke against it, pointing out that, according to article 31 of the Constitution, preceding Acts were abrogated from the day fixed for entry into force of the new Acts.

Put to the vote, proposal 2050.3 was rejected by 75 votes to 20 with 7 abstentions.

The meeting rose at 12.45 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Third meeting

Thursday, 23 November, 9.30 am

In the chair: Mr J ALLARDT, Chairman

Quorum

The quorum was fixed at 79 members present. A check revealed that the representatives of 104 countries were present in the hall. The quorum having been attained, the Committee could proceed to business.

Approval of a report

The report of the first meeting (Congress/C 4 – Rep 1) was approved with the following corrections regarding the list of proposals referred to Committee 5:

- add proposals 2501.6 and 2919.91;
- delete proposal 2918.92.

Proposal withdrawn

Proposal 2000.22 was withdrawn by its originator.

Consideration of proposals (continued)

Proposals also relevant to parcel post

Proposal 2055.2

This proposal sought to oblige the administration receiving from a carrier the indemnity for loss to pay it to the administration of origin by replacing, in paragraph 3, the term "reimburse" by "pay" and the term "paid" by the words "paid or due". According to the originator of the proposal, it should be made easier to recover the amount paid to the sender in the event of the loss of a registered item. It was further noted that certain carriers required proof that the indemnity had actually been paid to the sender. Several administrations supported this proposal, though one of them proposed that the words "paid or due" should be replaced purely and simply by "paid". On the other hand, five other administrations opposed the proposal, stressing inter alia that the present text was satisfactory from both the practical and legal points of view. One of them also recalled that the provisions of the Convention governed inter-administration matters and not disputes between postal administrations and air carriers.

Put to the vote, proposal 2055.2 was rejected by 71 votes to 31, with 15 abstentions.

Proposal 2058.1

Bearing in mind the competitive situation, the interests of the customer and the possibilities offered by the variety of extremely rapid means of sending messages, the purpose of the proposal was to reduce the periods of time mentioned in paragraphs 2, 3 and 4 of article 58 on the payment of indemnity.

Proposal 2058.1 was adopted unopposed.

Payment of indemnity

Proposals 2058.2 and 2058.5

The purpose of the first proposal was to make clear that returning a C 9 form not completed in accordance with article 147, paragraphs 9 and 12, of the Detailed Regulations could not be regarded as final settlement. The second proposal suggested that the phrase "the return of a C 9 form which has not been completed in accordance with the provisions of article 147, paragraphs 9 and 12, of the Detailed Regulations shall not be considered as final settlement" should constitute a separate paragraph.

The originator of proposal 2058.2 accepted that amendment and, in the absence of other observations, proposal 2058.5 was adopted.

Proposal 2058.2 therefore lapsed.

Proposal 2058.3

The aim of this proposal was to create a new paragraph 4bis in article 58 with the intention of obliging postal administrations which stated in the Final Protocol to the Convention that they were not bound to comply with article 58, paragraph 4, as regards the final settlement of inquiries, to specify a period within which they would finally settle the matter.

This proposal was seconded by two administrations which, however, suggested that, in view of the adoption of proposal 2058.5, the position of paragraph 4bis should be examined by the Drafting Committee.

The Committee also noted that, on account of the adoption of proposal 2058.1, the period of five months mentioned in proposal 2058.3 should become three months.

Proposal 2058.3, as amended, was adopted.

Proposal 2518.1

The aim of this proposal was to create a special label to distinguish items that should not be subjected to radiographic control or opened because of the sensitive nature of their contents.

Consideration of this proposal gave rise to a lengthy discussion. One delegation pointed out that items with the proposed label could not be checked when placed in bags. In such circumstances the airlines, for reasons of security, might not accept them. It therefore proposed that the proposal be referred back to the EC for further study within the framework of the IATA–UPU Contact Committee.

This approach was supported by several delegations. A few of them, however, proposed that the label should be used until the next EC took a decision while others suggested use of the form only for surface mail.

The Committee, coming finally to the view that it was too soon, for reasons of security, to adopt the proposal, decided to ask the EC to study proposal 2518.1 together with IATA. It would be the responsibility of the EC, under its new powers, to propose appropriate measures regarding the possible use of the label. This decision is appended to the present report.

Make-up. Packing

Proposal 2518.2

The aim of this proposal was to amend the "urgent medicines" label so as to be able to use it also for the dispatch of chemical reference substances.

Proposal 2518.2 was adopted without objection.

Make-up of insured letters

Proposal 2532.3

This proposal sought to modernize the methods prescribed for sealing insured items by permitting the use of adhesive tape and by allowing the administrations concerned to agree to waive the requirement for special impressions or marks.

Proposal 2532.3 was adopted without objection.

Routeing of mails and preparation of trial notes

Proposal 2563.2

The purpose of this proposal was to amend article 163, paragraph 3, of the Detailed Regulations so as to enable the C 27 forms to be returned to an address other than the dispatching office of exchange, should the administration of destination so desire.

Proposal 2563.2 was adopted without objection.

Storage charge

Proposal 2026.1

The aim of this proposal was to enable the administration of destination to collect a storage charge under the weight limit of 500 grammes.

Four administrations opposed this proposal on account of the competition which the Post now had to meet. In their opinion, this measure would help to demotivate customers. The originator of the proposal also stressed that users often abused the storage facility. Three administrations supported the proposal.

Put to the vote, proposal 2026.1 was rejected by 70 votes to 40, with 16 abstentions.

Methods of denoting prepayment

Proposals 2028,1 and 2539.1

Proposal 2028.1 sought to incorporate into article 28 the provisions concerning the methods of denoting prepayment of airmail correspondence and to extend them to include all letter-post items.

One administration, while supporting the proposal, suggested that the term "Taxe perçue" be translated into English by "Postage paid".

Proposal 2028.1 was adopted without objection.

Proposal 2539.1, the consequence of proposal 2028.1, was also adopted.

Charge on unpaid or underpaid correspondence

Proposals 2030.1 and 2539.3

Proposal 2030.1 aimed at dealing with the problem of unpaid or underpaid correspondence according to the domestic legislation of the country of origin. The originator of the proposal maintained that the procedure laid down in article 24, h, of the Convention for calculating the charge payable was complicated and unsuited to present circumstances.

Four administrations supported the proposal. On the other hand six administrations, while recognizing the cogency of the reasons for the proposal, stated that they were opposed to its adoption, in particular because such an amendment might result in a widespread evasion of postal charges, especially in ordinary mail for which the sender's address was unknown.

Put to the vote, proposal 2030.1 was rejected by 78 votes to 31, with 17 abstentions.

Accordingly, related proposal 2539.3 was also rejected.

Proposals 2000.16 and 2030.91

The aim of proposal 2000.16 was to instruct the Executive Council to examine, modify and update the provisions attached to the said proposal concerning the international business reply service (IBRS/CCRI). That of proposal 2030.91 was to amend the Convention so as to permit the introduction of this service on an optional basis.

The originator of these proposals stressed the importance of the IBRS/CCRI service, which had already proved successful in several countries.

Several delegations supported these proposals. One of them, however, wanted the terms used for the service to be studied by the Drafting Committee so that the service could be given a simple straightforward name in a single language. In that connection, the originator of the proposals said that it should be possible to use the abbreviations "CCRI" and "IBRS" respectively for French and English.

In reply to a question concerning the collection of terminal dues for dispatches in this service, the originator of the proposals also stated that such dues were normally accounted for in postal traffic in the same way as all other dispatches.

Proposals 2000.16 and 2030.91 were adopted unopposed.

In view of the importance of the matter the Committee deemed it useful to notify the Working Party responsible for finalizing the Congress Action Plan of this decision.

The meeting rose at 12.45 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Decision

Marking of items containing goods which should not be subjected to radiographic control or be opened (photographic material, living tissues, etc)

Congress

Instructs

the Executive Council to undertake, in cooperation with IATA, a study of proposal 2518.1 and, at the end of its work, to make any proposals under its new powers.

(Proposal 2518.1. Committee 4, Third meeting; Congress – Doc ...)

Fourth meeting

Monday, 27 November 1989, 3 pm

In the chair: Mr J ALLARDT, Chairman

Quorum

A check of attendance showed that 91 countries were represented in the hall. Since the quorum had been set at 76, the Committee was able to proceed to business.

Proxy

Jordan was represented by Morocco.

Proposals withdrawn

Proposals 2532.2 and 2513.6 were withdrawn.

Consideration of proposals (cont)

Questions connected with EMS

Proposal 2000.15 and Corr 1

This proposal by the CCPS asked Congress to give its views on the work done on EMS by the EC and the CCPS in application of Hamburg Congress resolution C 25 and to define the new policies that would govern that work. Drafted as a resolution, the proposal aimed at authorizing the EC, on the one hand, to prepare and amend, bearing in mind proposals made by the CCPS, the regulations on EMS contained in the EMS Framework Agreement and its Regulations and, on the other, the CCPS to make technical recommendations concerning the operation of EMS or to amend existing recommendations.

Speaking before discussion of this item, the postal administration of Indonesia recalled that East Timor had been a province of its country since 1976. It therefore requested that annex 2 to recommendation 2 attached to proposal 2000.15 should be amended accordingly. The Committee duly noted this.

Proposal 2000.15 was discussed at length in the Committee. While approving of the resolution itself, several delegations had reservations about the bar code, particularly as regards certain technical aspects. In view of the rapid changes in this field, they wanted the CCPS to look at the matter quickly at its next meeting.

One of these delegations considered that a single system, which could be applied in all operational services, should be used by all administrations. It also wanted a check digit to be adopted to avoid any possible errors.

The Chairman informed the Committee that the work which would be allocated to the EC and the CCPS within the framework of that proposal would be completed as fast as possible and adapted to technological developments so as to combat competition better. He also felt that the concern voiced by some delegations was not such as to cast doubt on the advisability of adopting the resolution.

Proposal 2000.15 as corrected was adopted unopposed.

Proposals 2090.91 and 2090.92/Rev 1

These proposals were aimed at including in the Acts the basic principles of EMS and at creating a new article 90bis. The first proposal from the CCPS had been finalized in cooperation with the EC. The second, which was an amendment to the first, differed from it with regard to the logo described in paragraph 2. The CCPS proposal aimed at creating a universal logo consisting of:

- an orange wing;
- the letters EMS in blue;
- three horizontal orange stripes.

However, the amendment advocated a logo "as shown in or similar to the attached specimen" proposed but replacing "three horizontal stripes" by the expression "horizontal stripes".

In the discussion, an administration supported proposal 2090.92/Rev 1 but wanted the specimen of the logo to be annexed to the Committee report and the proposed text to be considered by the Drafting Committee. Another administration, while supporting the flexibility contained in that proposal, did not see the need to make the Acts so specific. Based on its experience in proceedings brought against it by a courier company on that same question, another administration came out in favour of proposal 2090.92/Rev 1 to avoid further litigation of that kind, particularly by administrations which might face the same problem. On the other hand, four administrations clearly opposed proposal 2090.92/Rev 1, stressing the importance of one single standard logo recognized worldwide.

Put to a vote, proposal 2090.92/Rev 1 was rejected by 52 votes to 37 with 15 abstentions.

As regards proposal 2090.91, one administration, seconded by another, orally proposed an amendment to paragraph 2, changing the beginning of that paragraph to read: "This service shall be identified, wherever possible, (remainder unchanged)". This wording thus gave some flexibility to administrations.

Proposal 2090.91 as amended was put to a vote with the following result: 77 votes for, 17 against and 12 abstentions. Proposal 2090.91 was therefore adopted with the above-mentioned amendment.

Congress – Doc 67 and Add 1

Proposals 2006.91 and 2006.92

Congress – Doc 67 reported to Congress on the work done by the CCPS on the bar code. It was supplemented by an addendum (Congress – Doc 67/Add 1) prepared by the CCPS in the light of technological developments since its last session.

The Committee noted Congress – Doc 67 and Add 1.

Proposal 2006.91 was aimed at introducing a new article 6bis on the use of the bar code and a unique identification system for items, receptacles and related documents. Under that article, administrations choosing to use bar codes in the international postal service must comply with the technical specifications laid down by the CCPS. Proposal 2006.92 was an amendment aimed at introducing some flexibility of application by replacing "must" by "should" in paragraphs 2 and 5.

One administration supported proposal 2006.91 by the CCPS, while four countries spoke in favour of the second which, in their view, better suited administrations' needs in view of the flexibility it offered. One of them stressed, however, that not all post offices were equipped to read the bar code which should not replace other identifying marks.

After the originators of that proposal had provided further information about expected developments in various working groups, in particular in the ETSMG (Electronic Transmissions Standards Maintenance Group), proposal 2006.91 as amended by proposal 2006.92 was adopted.

Proposals connected with parcel post (cont)

Insured letters

Proposal 2533.1/Rev 1

The aim of this proposal was to give administrations the option of agreeing among themselves not to require the insured value to be shown on the cover of an insured item, as experience had shown that indicating the insured value on items could tempt employees. Two delegations spoke against the proposal, even reserving the right to make a reservation if it was adopted. Two others laid particular stress on the operational difficulties which might arise, particularly as regards payment of indemnity in the event of theft. Three administrations supported the proposal.

Put to a vote, proposal 2533.1/Rev 1 was rejected by 50 votes to 38 with 18 abstentions.

Proposal 2533.2/Rev 1

That proposal was designed to simplify the insured letters service, by abolishing compulsory entry of the insured value in words on the item and by allowing senders to correct that value.

Because of administrations' liability for such items, five administrations opposed that proposal.

In support of the proposal, two administrations pointed out that the proposed provisions were optional and that such latitude would encourage customers to use the service more extensively.

Put to the vote, proposal 2533.2/Rev 1 was rejected by 69 votes to 19, with 19 abstentions.

Express items

Proposal 2032.1

The purpose of that proposal was to give both the administration of origin and the administration of destination the possibility of confining the express delivery service to airmail items and priority items.

Proposal 2032.1 was adopted without objection.

Proposal 2032.2/Rev 2

That proposal aimed at adding a paragraph 2bis to article 32 of the Convention concerning the possibility of delivering express items by a different method from that provided for in article 1, without undermining the quality of the service.

Proposal 2032.2/Rev 2 was adopted without objection.

Proposal 2032.3

The purpose of that proposal was to improve as much as possible the quality of the express service by advocating faster customs inspection.

Proposal 2032.3 was adopted without objection.

Withdrawal from the post. Alteration or correction of address at the sender's request

Proposal 2033.1

That proposal provided that, if the sender wished to be informed by telegraph of the action taken by the office of destination, the costs of the telegraph reply should be borne by the administration of destination.

Two administrations supported that proposal, emphasizing its basic motive, namely a speedy reply. But, several administrations opposed its adoption bearing in mind the costs it would involve for the administration of destination.

Put to the vote, proposal 2033.1 was rejected by 48 votes to 35, with 15 abstentions.

Proposals 2544.1, 2545.2 and 2907.1

Proposal 2544.1 was the consequence of proposal 2033.2 which had already been adopted at the second meeting. Proposal 2545.2 was the consequence of proposal 2544.1.

Proposals 2544.1 and 2545.2 were adopted and referred to the Drafting Committee for harmonization of the terms about transmission methods.

Since it was a consequence of proposal 2033.2, proposal 2907.1 was also adopted and referred to Committee 10.

Proposals 2513.3, 2034.2 and 2513.8

Proposal 2513.3 aimed at allowing the address to be worded to enable delivery to the occupant of the premises, if the addressee named on printed papers had moved. That practice was directed more particularly at advertising printed papers. Thus, "Mr John Doe or occupant" would be acceptable for such items.

Proposal 2034.2 was a consequence of proposal 2513.3.

The purpose of proposal 2513.8, an amendment to proposal 2513.3, was to substitute "the addressee's name" for "Mr John Doe" in order to depersonalize and simplify the rule, thus avoiding any confusion or risk of error when it was applied.

The originator of proposal 2513.3 accepted the amendment in proposal 2513.8.

Two administrations mentioned the practical and operational difficulties connected with proposal 2513.8. Four administrations were in favour of adopting it and informed the Committee that they already followed the procedure advocated.

Put to the vote, proposal 2513.8 was adopted by 55 votes to 30, with 15 abstentions.

Proposal 2034.2 was adopted in consequence.

Proposal 2513.3 lapsed.

The meeting rose at 6.15 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Fifth meeting

Tuesday, 28 November 1989, 3 pm

In the chair: Mr J ALLARDT, Chairman

Proxy

Yemen (People's Dem Rep) was represented by Yemen Arab Rep.

Quorum

A check of attendance showed that 85 countries were present in the hall. As the quorum was 77, the Committee could proceed to business.

Statement

Referring to Indonesia's remarks at the fourth meeting about proposal 2000.15, Portugal stated its position by saying that the Universal Postal Union, as a United Nations specialized agency with technical functions was not competent to express its views on questions of a political or humanitarian nature, such as Timor.

Timor's status within the United Nations was that of a non-autonomous territory for which Portugal held administrative powers, and that status could not be changed until the United Nations considered that decolonization of the territory had been completed and had removed that question from its agenda. The Committee took note of that declaration.

Consideration of proposals (cont)

Undeliverable items. Return to country of origin or to sender

Proposal 2035.3

The purpose of the proposal was to amend article 35, paragraphs 2, 3, 6, 7 and 8 to avoid successive reforwardings in case the sender's address was not in the country of posting and also to make that article compatible with article 29 of the Postal Parcels Agreement.

Four administrations thought that proposal might encourage the proliferation of remailing.

Put to the vote, proposal 2035.3 was rejected by 70 votes to 10, with 25 abstentions.

Proposal 2035.2

That proposal was designed to amend article 35, paragraph 6, so as to notify the sender that the addressee no longer resided at the address given, either by returning the item or by another form of notification.

Three administrations opposed that proposal, since no provision had been made for a charge for that service. On the other hand, the proposal was supported by two delegations which considered that the provision advocated was an important customer service.

While supporting the basic principle, one administration suggested putting greater emphasis on the second part of the amendment, namely the notification of the sender to avoid substantial costs. Another administration thought that the proposed provisions should be applicable to registered items only.

Put to the vote, proposal 2035.2 was adopted by 94 votes to 10, with 11 abstentions.

Proposal 2035.5

That proposal provided that when the country returning the item no longer used surface conveyance, it should return undeliverable items by the most appropriate means in use.

Proposal 2035.5 was adopted unopposed.

Proposal 2035.4

That proposal aimed at authorizing the administration of destination returning to origin a registered AO item weighing over 2000 g, the characteristics of which did not conform to the standards laid down in the Convention and its Detailed Regulations, to consider it as falling within the postal parcels category.

One administration considered it inexpedient to introduce a complex procedure for dealing with what was generally a rare occurrence.

Proposal 2035.4 was withdrawn by its originator.

Prohibitions

Proposal 2036.4

That proposal was designed to exclude the dispatch of the valuables mentioned in article 36, paragraph 1, in registered and ordinary items, except in the case of special agreement between the administrations concerned.

Three administrations pointed out that a large number of administrations did not provide the insured letters service. Consequently, customers were obliged to resort to the registered service for sending valuables. Proposal 2036.4 would therefore have a negative effect on the market and favour the competition.

In view of that opinion, proposal 2036.4 was withdrawn by its originator.

Consequently, proposal 2043.1, which was a consequence of proposal 2036.4 lapsed.

Proposals 2036.1, 2530.1, 2036.5 and 2530.2

The purpose of proposal 2036.1 was to amend article 36, paragraph 3, a, to give the administration of origin the option of admitting in small packets documents having the character of current and personal correspondence directly related to their contents.

Although proposal 2036.5 was formulated differently, it was along the same lines.

Proposals 2530.1 and 2530.2 were the consequences of proposal 2036.1 and 2036.5 respectively.

The originator of proposal 2036.1 withdrew it in favour of proposal 2036.5 which seemed to it to be more comprehensive. However, at the request of two administrations, it was maintained and submitted to the Committee for consideration.

Three delegations favoured proposal 2036.1 which was, in their opinion, sufficiently restrictive to prevent any abuses.

However, two administrations preferred proposal 2036.5 for its simple wording.

Put to the vote, proposal 2036.5 was adopted by 77 votes to 31 with 12 abstentions.

Thus, proposal 2530.2, a consequence of it, was also adopted.

Proposals 2036.1 and 2530.1 therefore lapsed.

Proposal 2036.2

The aim of this proposal was to encourage administrations to send the International Bureau information about the prohibitions referred to in paragraph 4, f, at least three months before their application. Several delegations noted that it would be difficult to implement such a deadline as prohibitions were always introduced with immediate effect.

Proposal 2036.2 was rejected for lack of support.

Proposal 2036.7

This proposal suggested deleting the second and third sentences of paragraph 6 of the article as not being in accordance with the principle of the inviolability of personal correspondence.

Two administrations considered that abolition of these provisions would encourage remailing.

Put to a vote, proposal 2036.7 was rejected by 87 votes to 13 with 15 abstentions.

Proposal 2036.3

This proposal aimed at modifying article 36, paragraph 8, so as to have a wrongly admitted item returned to origin with specific information about the prohibition under which the item concerned came.

Proposal 2036.3 was adopted without objection.

Proposal 2036.6

According to this proposal, literature for the blind should be given special exemptions on humanitarian grounds and this category of item should be included in article 36, paragraph 9. One administration pointed out that such a provision would provide an opening for abuse, while another considered that the existing provisions covered only LC and AO and literature for the blind did not belong to that category.

Put to a vote, proposal 2036.6 was adopted by 98 votes to 9 with 12 abstentions.

Proposal 2500.2

The proposal was a formal opinion inviting postal administrations to cooperate with the Customs in combating narcotics while complying with the basic principles of the international postal service. In fact, it amounted to introducing into formal opinion C 55 adopted by the 1984 Hamburg Congress the concept of "controlled delivery" proposed by the Customs.

Proposal 2500.2 was adopted without objection.

Proposal of a general nature

Proposal 2000.4

This proposal in the form of a resolution authorized the EC to reconstitute the CCC–UPU Contact Committee in order to continue the study of common problems. One administration, seconded by two others, proposed adding to that resolution a reference aimed at encouraging postal administrations to establish national Contact Committees and referring it to the Drafting Committee for appropriate wording. Another administration considered however that the proposal was simply aimed at the reconstitution of the CCC–UPU Contact Committee by the Executive Council and that such an amendment would involve another in the title of the proposal.

Put to a vote, the suggestion was accepted by 81 votes to 23 with 11 abstentions.

Proposal 2000.4 was adopted and referred to the Drafting Committee for supplementing appropriately with a reference aimed at encouraging member countries to establish national Post/Customs Contact Committees.

International reply coupons

Proposals 2031.1, 2031.3, 2031.5 and 2031.6

In proposal 2031.1, its originator wanted to update the existing text of paragraph 3 which still referred to the vague concept of an unregistered letter whereas everywhere else the reference was to the charge applicable for the first weight step for letters sent by surface. Proposal 2031.6, which was an amendment made by the originator to its own proposal 2031.1, aimed at merging the components of the latter with those of proposal 2031.2 already adopted by Committee 5.

Proposal 2031.3 aimed at giving reply coupons a value corresponding to the postage payable on an unregistered letter sent abroad. This proposal was one of the effects of the spread of S.A.L.

Lastly, proposal 2031.5 aimed at specifying the methods of using reply coupons. According to its originator, it was also designed to combine proposals 2031.1, 2031.2, 2031.3 and 2031.4 as well as to delete the word "exchangeable" which, in the originator's view, sometimes tended to divorce reply coupons from their original purpose.

The originator of proposal 2031.5 stated that it was prepared to accept proposal 2031.6 provided that the word "exchangeable" was replaced by "accepted".

In view of this situation, the Committee decided to put proposals 2031.5 and 2031.6 to a vote.

Proposal 2031.5 was rejected by 71 votes to 19 with 18 abstentions.

Proposal 2031.6 was adopted by 85 votes to 8 with 17 abstentions.

As a result, proposals 2031.1 and 2031.3 lapsed.

Presentation-to-Customs charge

Proposal 2038.1

This proposal was aimed at inserting in article 38 the 1974 Lausanne Congress recommendation given in note 2 to that article, specifying that the administration of destination may reduce or even abolish the special charge on books and periodicals, etc of educational value.

Three administrations opposed adoption of that proposal stressing in particular the optional nature of the recommendation which they felt should be kept in its existing position so as not to exert pressure on administrations to drop that charge.

Put to the vote, proposal 2038.1 was rejected by 76 votes to 21 with 17 abstentions.

Items for delivery free of charges and fees

Proposal 2040.1

The aim of this proposal was to enable the sender to use all appropriate fast means for transmitting a request for delivery free of charges and fees made after posting.

The Committee observed that the basic concept was already accepted.

Proposal 2040.1 was therefore adopted without objection and referred to the Drafting Committee to harmonize the wording.

Proposal of a general nature

Proposal 2000.17

In view of the increasing demand for the FDD (free of charges and fees) service, the originator had submitted that proposal in the form of a resolution inviting administrations to offer that service as widely as possible in their letter-post services.

Several administrations firmly supported that proposal, while others wondered about an appropriate name for that service and about the need to turn the resolution into a recommendation to offer the administrations greater flexibility.

The originator of the proposal agreed to turn the resolution into a recommendation, so proposal 2000.17 was adopted as a recommendation and referred to the Drafting Committee for a suitable rendering of the abbreviation "FDD" used in the text of the proposal.

Inquiries

Proposal 2042.1

That proposal aimed at reducing from one year to six months the period for entertaining inquiries from customers.

According to its originator, its purpose was to improve the quality of service and the Post's image in the eyes of its customers. However, several administrations thought that there was no direct link between that question and quality of service; on the contrary, the proposal wanted to limit a facility currently enjoyed by postal customers.

Moreover, transmission periods for surface and sea-mail items were sometimes so long that the present provisions should be kept. It was also pointed out that the Consultative Council for Postal Studies had studied the expediency of proposing periods of six and nine months respectively for air and surface items but had finally decided to keep the status quo.

In view of the Committee's unfavourable reaction and the lack of support, proposal 2042.1 was rejected.

Proposal 2042.2/Rev 1

That proposal by the Consultative Council for Postal Studies aimed at giving customers the facility to transmit inquiries by the fastest means available.

Proposal 2042.2/Rev 1 was adopted unopposed.

Proposal 2042.3

That proposal aimed at amending article 42, paragraph 4, to see that the cost of a telegraph reply was borne by the administration of destination.

As it had the same reasons as proposal 2033.1 which had already been rejected, proposal 2042.3 was withdrawn by its originator.

The meeting rose at 6.15 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Sixth meeting

Wednesday, 29 November 1989, 3 pm

In the chair: Mr J ALLARDT, Chairman

Quorum

The prescribed quorum was 77 members. A check on the number of members in attendance showed that 86 countries were present. As the quorum had been attained, the Committee could proceed to business.

Approval of a report

The report of the second meeting (Congress/C 4 – Rep 2) was approved by the Committee.

Proposals withdrawn

Proposals 2057.2, 2543.3 and 2555.3 were withdrawn.

Consideration of proposals

Proposal 2000.14 and Congress – Doc 76

Proposal of a general nature

The purpose of the proposal was to create a recorded delivery items service. Several administrations firmly supported the idea. However, clarifications were requested, inter alia, about the following:

- use of the C 8 inquiry form envisaged in article 157bis instead of form C 9, since the items concerned were assimilated to registered items;
- the merging of article 50bis with article 50;
- the expediency of incorporating new articles into the Convention, when the service advocated was only at the experimental stage;
- the need to compensate the sender also in the event of the theft or total damage of the contents, for which no provision was made in paragraph 3 of article 50bis.

After Australia, reporting country for the CCPS study, had provided details on these various points and in view of the unanimous support for it, proposal 2000.14 was adopted without objection.

The Committee also took note of Congress – Doc 76, which provided information on the background, the level of the service proposed and the conduct of the CCPS study.

Insured letters

Insured value

Proposal 2046.1/Rev 1

This proposal sought to raise the amount of the insured value from 7000 to 10 000 francs in order to meet the needs of the customers and maintain the competitive edge.

One administration pointed out that problems might arise with the airlines and IATA as regards the insured value ceiling.

However, the Committee noted that a similar proposal had already been adopted by Committee 7 (Parcel Post).

Proposal 2046.1/Rev 1 was adopted.

Principle and extent of liability of postal administrations

Registered items

Proposal 2050.1

The purpose of the proposal was to allow indemnification of a customer who received a registered item which had been partly rifled or damaged.

One administration, while accepting the basic principle, expressed certain reservations in the light of note 7 to article 50 of the Convention, which referred to a cash (lump-sum) indemnity.

Proposal 2050.1 was adopted without objection.

Proposal 2052.1, which was a consequence of proposal 2050.1, was also adopted.

Proposal 2050.5/Rev 1

The proposal sought to give the administration of origin the option of paying senders in its country the indemnities prescribed by its internal legislation for registered items when it was established that the item had been lost in the country of origin before it could be sent.

One administration pointed out that it was sometimes difficult to establish with certainty the country where the loss had occurred, while another administration was opposed to the idea of making the regulations concerning the extent of liability optional. The same argument was also put forward by another administration, which added that the proposal ran counter to the idea of the single territory of the universal Post envisaged in the Constitution. While supporting the proposal, two administrations insisted on the sovereignty of national laws.

Put to the vote, proposal 2050.5/Rev 1 was rejected by 76 votes to 32, with 15 abstentions.

Proposal 2050.6

The purpose of this proposal was to amend paragraph 6 to entitle the addressee to an indemnity on taking delivery of an item and not after, as was now the case. Two administrations considered this amendment very restrictive for customers and of doubtful application.

Put to the vote, proposal 2050.6 was rejected by 81 votes to 31, with 14 abstentions.

Proposal 2050.4

This proposal provided that, in order to meet customer needs, the amount paid as an indemnity for a registered letter be increased by 50 percent – ie 90 g fr (29.40 SDR) per item instead of 60 g fr (19.60 SDR) and 450 g fr (147.01 SDR) instead of 300 g fr (98.01 SDR) for each special bag of printed papers.

While agreeing with the aim of the proposal, one administration suggested a 25 percent increase instead of a 50 percent increase. This suggestion was supported by several delegations while two administrations came out in favour of the status quo.

Put to the vote, proposal 2050.4 as originally submitted was rejected by 82 votes to 45, with 2 abstentions. The proposed amendment was adopted by 72 votes to 49, with 9 abstentions.

Accordingly, proposal 2050.4 as amended in annex 1 to this report was adopted.

Proposal of a general nature

Proposal 2000.11

This proposal, submitted as a resolution, urged postal administrations to refrain from submitting reservations concerning the provisions of chapter III of the Convention and part III of the Postal Parcels Agreement.

One administration, supported by another, suggested that the proposal be adopted as a recommendation rather than a resolution so as not to infringe national sovereignty.

Proposal 2000.11 was thus adopted with the amendment advocated.

Determination of liability between postal administrations and air carriers

Proposal 2057.1

The object of this proposal was to combine two similar provisions currently presented under different forms, by integrating paragraph 3 of article 55 into paragraph 57.

Insured letters

Those administrations expressing views were generally against.

Put to the vote, proposal 2057.1 was rejected by 57 votes to 24, with 15 abstentions.

Proposal 2055.1, the consequence of proposal 2057.1, was also rejected.

Inquiries

Registered items and insured letters

Proposal 2547.2

As a consequence of proposal 2058.1 which had already been adopted, proposal 2547.2 was adopted without objection.

Proposal 2058.4 lapsed in view of the adoption of proposal 2058.1 as regards time limits.

Conditions for approval of proposals concerning the Convention and its Detailed Regulations

Proposal 2091.1

This proposal was the consequence of proposal 1022.1 to give the EC the formal authority to draw up the Detailed Regulations.

Since proposal 1022.1 had already been adopted, proposal 2091.1 was also adopted.

Communications and information to be forwarded to the International Bureau

Proposal 2509.4

This proposal was the consequence of proposal 3066.1 already adopted as regards article 109, paragraph 1, d. In connection with paragraph 1, l, one administration raised the question of the size of the compendium that would include information on other forms of transmission as well as the list of shipping lines. In answer to these questions, Mr Gharbi, Assistant Director-General at the International Bureau, explained the particulars of this publication which would be reviewed in detail by the future EC in cooperation with the International Bureau.

Subsequent to this information, proposal 2509.4 was adopted without objection.

Proposals 2509.2 and 2509.6

The purpose of proposal 2509.2 was to add a subparagraph hbis to article 109, paragraph 1, requiring postal administrations to send "a list of their offices of exchange responsible for handling letter post with information concerning the exact name of each office, as well as its telephone, telex and telefax numbers".

Proposal 2509.6 provided for the same text but with the addition of the words "and address" after the word "name".

The originator of the initial proposal 2509.2 accepted the wording proposed in proposal 2509.6.

One administration, supported by another, suggested that the wording of proposal 2509.6 be supplemented as follows: "in so far as they are available".

Proposal 2509.6, as amended at annex 2 to this report, was adopted.

Proposal 2509.2 thus lapsed.

Proposal 2509.1

The aim here was to substitute the word "documentation" for the word "documents" in paragraph 3 of article 109. This proposal was the consequence of proposal 1507.1, which had already been adopted.

Proposal 2509.1 was therefore adopted as well.

Publications

Proposal 2511.2

This proposal was the consequence of proposal 2509.4, which had already been adopted.

Proposal 2511.2 was therefore adopted as well.

Proposal 2511.1

This proposal was the consequence of proposal 1507.1, which had already been adopted.

Proposal 2511.1 was therefore adopted as well.

Proposal of a general nature

Proposal 2500.4

This proposal, in the form of a resolution, called for a new presentation of the List of Prohibited Articles.

Proposal 2500.4 was adopted without objection.

Distribution of publications

Proposal 2512.1

This proposal was a consequence of proposal 1507.1, which had already been adopted.

Proposal 2512.1 was therefore adopted as well.

Address. Make-up

Proposal 2513.4

This proposal by the CCPS sought to amend paragraph 1, d, of article 113, pursuant to the results of an inquiry conducted in connection with CCPS study 636 "Address area on documents – Constituent elements of a postal address". It called for the address to be written in compact form, without a blank line between the line containing the place of destination and the other elements of the address, without leaving a space between the letters of the words, etc.

Proposal 2513.4 was adopted without objection.

Proposal 2513.5

This proposal, which also arose from the above-mentioned CCPS study 636, called for the address not to be underlined, so as to facilitate its optical reading.

Proposal 2513.5 was adopted without objection.

Proposal 2513.7

The aim of this proposal was to add a new paragraph that would specify that the wrapping or envelope could bear only one sender's address and that this address had to be located in the country of origin of the item. Although it was generally acknowledged that the envelope or wrapping should bear only one sender's address, several amendments were proposed with regard to the place where that address had to be located, namely:

a substitute "country of posting" for "country of origin";

b after the word "address", insert "which, in the case of bulk postings must be located in the country of posting of the item";

c delete everything after the word "address".

The originator of the proposal having rejected these amendments, they were put to a vote, along with the original proposal.

The original proposal 2513.7 was rejected by 65 votes to 37, with 19 abstentions.

The amendment proposed in subparagraph b above was adopted by 59 votes to 31, with 26 abstentions.

The amendments proposed in subparagraphs a and c lapsed.

Accordingly, proposal 2513.7, as amended at annex 3 to this report, was adopted.

Proposal 2513.1

This proposal sought to amend paragraph 2 of article 113 in order to specify that service instructions must be written in French or in another language generally known in the country of destination, with the option for a translation in the language of the country of origin to be added to the said instructions.

Some administrations supported the proposal, arguing that such clarification should be given in the Convention and that article 113 was the appropriate place for it. Others came out against its adoption, taking the view that application of the provision would make the work of the postal services difficult.

Put to the vote, proposal 2513.1 was adopted by 89 votes to 11, with 16 abstentions.

Proposal 2513.2

This proposal did not alter the sense of paragraph 7 of article 113, but strengthened the impact of the provision by adding the word "exclusively".

Proposal 2513.2 was adopted without objection.

The meeting rose at 6.30 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Convention – Proposal

Article 50

Principle and extent of liability of postal administrations.
Registered items

NORWAY **2050.4**

Paragraph 4. Amend as follows:

4 If a registered letter is lost, the sender shall be entitled to an indemnity the amount of which shall be fixed at 75 francs (24.50 SDR) per item. This amount may be raised to 375 francs (122.51 SDR) for each special bag of printed papers such as are mentioned in article 19, paragraph 8, sent registered.

Reasons. – Increase in the amount payable for a registered letter in order to:
- satisfy customer service requirements;
- maintain a competitive edge.

Supported by. – Denmark, Finland, Iceland, Sweden.

Convention, Detailed Regulations – Proposal

Article 109

Communications and information to be forwarded to the International Bureau

UNITED STATES OF AMERICA **2509.6**

Amendment to proposal 2509.2

Paragraph 1, hbis. Amend as follows:

hbis a list of their offices of exchange responsible for handling letter post with information concerning the exact name and address of each office, as well as its telephone, telex and telefax numbers insofar as they are available;

Reasons. – In order to assure that all necessary documents are received by exchange offices in a timely manner, the address of the offices has been added to the information to be forwarded to the International Bureau.

Convention, Detailed Regulations – Proposal

Article 113

Address. Make-up

CANADA, FRANCE, GREAT BRITAIN, NORWAY, UNITED STATES OF AMERICA

2513.7

Insert the following paragraph 1bis:

1bis The envelope or wrapping may bear only one sender's address, which in the case of bulk postings must be located in the country of posting of the item.

Reasons. – A growing number of letter-post items bear more than one sender's address on the envelope or wrapping. This causes confusion not only in the minds of customers but also of postal officials charged with returning such items. The items usually bear return addresses in two different countries.
This proposal establishes a clear rule by stipulating that the sender's address must be located in the country of origin (ie the country of posting).

Supported by. – Belgium, Cyprus, Finland, Greece, Iceland, Ireland, Italy, Luxembourg, Sweden, Turkey.

Seventh meeting

Thursday, 30 November 1989, 3 pm

In the chair: Mr J ALLARDT, Chairman

Proxy

Maldives were represented by India.

Quorum

A check of attendance showed that 89 countries were present in the hall. As the quorum had been fixed at 77 participants, the Committee was able to proceed to business.

Approval of a report

The report of the third meeting (Congress/C 4 – Rep 3) was adopted.

Proposals withdrawn

Proposals 2522.2, 2522.3, 2536.1, 2543.2 and 2562.5 were withdrawn.

Consideration of proposals (cont)

Poste restante items

Proposal 2514.1

The purpose of this proposal was to amend article 114 in order to make it clear what must be indicated on items addressed "Poste restante": the post office at which the item would be collected with the indication "Poste restante" in bold letters on the address side.

One delegation, noting that the office of destination was not always known in advance by the sender, suggested that it should be replaced by the name of the town. Two others proposed making that indication optional whereas several other members stressed the need to mention the name of the town in order to facilitate delivery to the addressee since delivery was generally provided by a single post office – the main office – even in big cities which had a number of delivery offices. Lastly, certain administrations considered that although the term "localité" in French was as exact as the term "town", the question should if necessary be settled by the Drafting Committee.

Put to vote in its original form, proposal 2514.1 was rejected by 66 votes to 35, with 6 abstentions. Since several countries favoured the idea of mentioning the name of the town or place of destination in the proposal, the Committee proceeded to vote on that possibility.

Proposal 2514.1 as amended (see annex 1) was adopted by 98 votes to 4, with 9 abstentions.

Make-up. Verification of contents

Proposal 2522.1

This proposal sought to amend the present text of article 122, paragraph 1, with a view, on the one hand, to admitting books as items that could be sent under sealed transparent wrapper and, on the other, to waiving special conditions of closing for literature for the blind and brochures.

Proposal 2522.1 was adopted without objection.

Items in panel envelopes

Proposal 2523.1

This proposal aimed at amending the current provision so as to admit items in a transparent plastic envelope, subject to certain conditions to ensure normal mail flow.

Certain administrations expressed their concern regarding the mechanized processing of such envelopes. They also drew the attention of the Committee to the need for the envelope to have enough space for additional annotations.

The originator of the proposal, seconded by another delegation, pointed out that the type of envelope in question was already being used without any problems in the domestic service of his country.

Put to the vote, proposal 2523.1 was adopted by 63 votes to 25, with 20 abstentions.

Printed papers

Proposal 2526.1

Taking account of the actual situation, this proposal sought to admit documents obtained by typewriter as printed papers in order to avoid differences of interpretation with customers.

Proposal 2526.1 was adopted without objection.

Proposal 2527.2

The purpose of this proposal was to allow customers to use the labels from automatic franking label dispensers installed by postal administrations.

Proposal 2527.2 was adopted without objection.

Printed papers. Authorized annotations and enclosures.

Proposal 2527.3

Taking account of the needs of international companies with branch offices or representatives in countries other than the country in which they had their headquarters, the purpose of this proposal was to enable customers to send a card, envelope or wrapper enclosed with printed papers to an address other than the address in the country of posting.

Three administration spoke in favour of the proposal. However, six administrations expressed their opposition, for the following reasons:

- it would aggravate imbalances in the exchange of AO items;
- it would encourage remailing;
- it contravened article 23.

After clarification provided by the originator, the Committee took a vote.

Proposal 2527.3 was adopted by 61 votes to 32, with 15 abstentions.

Proposal 2527.1

The aim of this proposal was to authorize the sender to also enclose a "delivery bill" in a printed item in response to the needs of customers.

Proposal 2527.1 was adopted without objection.

Literature for the blind

Proposal 2529.1

The purpose of that proposal was to create a new paragraph in article 129 to allow administrations to standardize and simplify their international and domestic regulations concerning literature for the blind.

Proposal 2529.1 was adopted without objection.

Proposal of a general nature

Proposal 2000.20

That proposal, presented as a resolution, aimed at instructing the Executive Council to determine whether the development of a distinct symbol for literature for the blind was called for and to propose it to the next Congress.

Proposal 2000.20 was adopted without objection.

Make–up of insured letters

Proposal 2532.1/Rev 1

That proposal was designed to ensure improved make–up of items containing high–value articles.

Proposal 2532.1/Rev 1 was adopted without objection.

Insured letters. Function of the office of origin

Proposals 2534.1, 2903.1/Rev 1 and 2909.3

Those proposals were the consequence of proposal 2533.1/Rev 1 which had already been rejected.

Proposals 2534.1, 2903.1/Rev 1 and 2909.3 were therefore rejected.

Advice of delivery

Proposal 2535.3

That proposal to leave the decision whether or not to add the weight of form C 5 to the administration of origin amended article 135, paragraph 3, along those lines.

Proposal 2435.3 was adopted without objection.

Proposal 2535.2

That proposal aimed at making it clear that there was no inconsistency between article 135 and article 136 regarding the signing of advice of delivery forms and delivery to the addressee in person.

Proposal 2535.2 was adopted without objection.

Proposal 2535.1

The purpose of that proposal was to delete the clause allowing form C 5 to be detached from from C 9 if the item had been delivered as required.

Proposal 2535.1 was adopted without objection.

Unpaid or underpaid items

Proposal 2539.2

While taking account of the development of the S.A.L. service, that proposal was designed to enlarge the scope of article 139 to the maximum so that it could be adapted to any rate-fixing system. On the one hand, charges were clarified by introducing the expression "the minimum charge" and on the other hand, "abroad" was substituted for "by surface mail".

One administration amended the proposal, considering that normal postage was involved; it suggested substituting "the minimum unreduced charge" for "the minimum charge". The originator accepted that amendment and proposal 2539.2 was adopted as amended.

Redirected items

Proposal 2541.3

That proposal aimed at avoiding successive reforwardings when the sender's address was other than the country of posting.

Since it was related to proposal 2035.3 which had already been rejected, proposal 2541.3 was rejected also.

Proposal 2541.1

The purpose of that proposal was to create a new form for recovering fees on redirected items.

Three administrations supported that proposal which, in their opinion, covered a very topical situation while five others did not wish procedures to be complicated by the creation of new forms, particularly because such cases were rare.

Put to the vote, proposal 2541.1 was rejected by 71 to 14, with 20 abstentions.

As a consequence of proposal 2541, proposal 2933.92 was also rejected.

Undeliverable items

Proposal 2543.1

That proposal aimed at substituting "ordinary" for "and unregistered" in article 143, paragraph 4, to exclude from that paragraph the case of insured letters dealt with in paragraph 7 of the same article.

Proposal 2543.1 was adopted without objection.

Withdrawal from the post. Alteration of address. Items posted in a country other than that which receives the request

Proposal 2545.1/Rev 2

The aim of that proposal was to standardize the regulations concerning requests transmitted by post and by telegraph, and to make the wording of article 145, paragraphs 2 and 3, more straightforward.

Proposal 2545.1/Rev 2 was adopted without objection.

Inquiries. Registered items and insured letters

Proposal 2547.4

That proposal was designed to give administrations the possibility of agreeing on the manner of searching for registered items exchanged under the system of bulk advice.

Proposal 2547.4 was adopted without objection.

Proposal 2547.3

The aim of that proposal was to regulate the current procedure successfully used in some administrations for searching for inquiries in the postal archives of the administrations concerned.

One administration, supported by several others, considered that the proposal was not appropriate in article 147.

Proposal 2547.3 was rejected, owing to lack of support.

Proposal 2547.5

That proposal was related to proposal 2058.4 which had lapsed.

Proposal 2547.5 therefore lapsed also.

Proposal 2547.1

That proposal advocated that the administration of destination was obliged to provide, at the express request of the administration of origin, confirmation of delivery by letter, C 5 advice of delivery or some other means, if, despite the communication received from the administration of destination to the contrary, the addressee denied receiving the item.

One administration wanted to amend the proposed text by substituting "the addressee or sender insists that he has not received the item in question" for "the addressee insists that he has not received the item in question".

One administration, supported by another delegation, considered that form C 32 would be more appropriate than form C 5.

Following additional explanations from the originators of the proposal, it was put to the vote.

Proposal 2547.1 was adopted unamended by 95 votes to 6, with 5 abstentions.

Proposal of a general nature

Proposal 2500.3

The aim of this proposal, submitted as a resolution, was to recommend that postal administrations instruct their offices of the need to complete all parts of form C 9 relating to the reason for delayed delivery.

Proposal 2500.3 was adopted unopposed.

The meeting rose at 6 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Convention, Detailed Regulations – Proposal

Article 114

Poste restante items

KOREA (REP) **2514.1**

Amend as follows:

The address of items sent poste restante shall show the name of the addressee, the town and, if possible, the post office at which the item is to be collected with the indication "Poste restante" in bold letters on the address side. The use of initials, figures, forenames only, ficititious names or code marks of any kind shall not be permitted for these items.

Reasons. – Post offices frequently receive postal items addressed "post restante" but without the name of the post office at which they are to be delivered (collected). There is no way of knowing at which post office they should be kept for collection.

Eighth meeting

Friday, 1 December 1989, 9.30 am

In the chair: Mr J ALLARDT, Chairman

Quorum

The quorum was fixed at 77 members present. A check revealed that the representatives of 96 countries were present in the hall. A quorum having been attained, the Committee could proceed to business.

Proxy

The Maldives was represented by India.

Approval of a report

The report of the fourth meeting (Congress /C 4 – Rep 4) was adopted without change.

Consideration of proposals (cont)

Exchange of items

Proposal 2550.1

The proposal sought to introduce a new paragraph to article 150 of the Detailed Regulations of the Convention so as to include the various categories of mails, including one new category, namely priority mails.

Proposal 2550.1 was adopted without discussion.

Proposals 2560.1, 2909.1 and 2564.1

These three proposals were the consequence of the previous one (2550.1). They suggested a series of operational amendments to articles 160 and 164 of the Detailed Regulations of the Convention and to form C 9.

Proposals 2560.1, 2909.1 and 2564.1 were consequently adopted without discussion.

Proposals 2562.1 and 2562.8/Rev 1

Proposal 2562.1 aimed both to supplement paragraph 1, c, of article 162 of the Detailed Regulations of the Convention, and to create a new paragraph; these two additions related to the use of labels to indicate priority dispatches, airmail dispatches and S.A.L. dispatches.

Proposal 2562.8/Rev 1 amended the earlier proposal as regards the retention of red labels for non-priority registered items.

After accepting the above amendment, the Committee adopted proposal 2562.1 in the form attached to this report (annex 1).

Exchange in closed mails

Proposal 2551.1

The proposal's originator aimed to reduce dispatches of à découvert items from 5 to 3 kilogrammes per mail or per day.

One delegation sought clarification on the number of dispatches and the associated costs, without however gainsaying the principle envisaged in the proposal.

Proposal 2551.1 was adopted without objection.

Proposal 2551.2

The aim of this proposal was to allow for arrangements which would facilitate the rapid communication between administrations of any change introduced in the routeing of dispatches.

Proposal 2551.2 was adopted without discussion.

Transit à découvert

Proposal 2554.1

This proposal sought to make provision for special extra-light packing for bundles of à découvert items in transit, with a view to making the work of staff at offices of exchange easier.

Several administrations that spoke in the discussion put forward arguments against the proposal, particularly with regard to additional costs and operational constraints.

On the other hand, some thought that this packing was likely to make the work easier and, in particular, to speed the passage of the mail through the transit centres.

A further group of administrations preferred to make the use of these special bags optional, and proposed an amendment in the form of the additional words "as far as possible".

Put to the vote, proposal 2554.1, as presented by its originator, was rejected by 62 votes to 33, with 19 abstentions. The amendment mentioned above was retained by 111 votes to none, with 2 abstentions.

Proposal 2554.1, as amended in annex 2 to this report, was adopted.

Proposal 2554.2

The aim of this proposal was to allow for the bundling of à découvert mails in transit above 500 grammes and to fix the minimum at 10 items per mail.

During the discussion which followed the presentation of the proposal, three countries expressed reservations. In their view, adoption of the proposal would cause operational problems and increase costs.

Put to the vote, proposal 2554.2 was adopted by 65 votes to 21, with 24 abstentions.

Make-up of mails

Proposal 2555.2

This proposal sought both to suggest a more reliable method of sealing bags and to provide for bags with a label marked "Petits paquets" (Small packets) for dispatches of more than five packets.

During the discussion, a number of administrations fully supported the first part of the proposal whilst rejecting its second part. The proposal's originator subsequently withdrew this contentious part of the proposal (paragraph 6, c).

The discussion therefore concentrated on the question of the closure of bags by lead seals and string.

Several delegates who spoke at this stage of the discussion supported the idea of the proposal but for the most part preferred a less restrictive wording.

One administration proposed an amendment to this effect.

The vote on proposal 2555.2 took place in two stages.

By 74 votes to 16, with 20 abstentions, proposal 2555.2, in its original form but without taking account of paragraph 6, c, was rejected.

On the other hand, proposal 2555.2 as amended, the text of which is reproduced in annex 3 to this report, was adopted by 106 votes to none, with 5 abstentions.

Proposals 2000.7 and 2000.8

The aim of these two proposals was to recommend to administrations the correct bundling of "flat" envelopes (2000.7) and the use of appropriate bundling materials (2000.8).

Proposals 2000.7 and 2000.8 were adopted without discussion.

Proposal 2000.9

This was a proposal for a recommendation on the increased containerization of mails.

Proposal 2000.9 was approved without objection.

Letter bills

Proposals 2556.3 and 2912.3

These two proposals provided for mention to be made on the C 12 form that an administration was using bags belonging to another administration for dispatching mail to the latter.

Proposals 2556.3 and 2912.3 were adopted without opposition.

Transmission of registered items

Proposal 2557.1

The purpose of this proposal was to replace the term "serial number" by "mail number".

Proposal 2557.1 was adopted without opposition.

Transmission of printed papers for a single addressee

Proposal 2561.1

The aim of this proposal was to supplement article 161 of the Detailed Regulations of the Convention by proposing adoption of the principle that packets containing printed papers should be considered as "M" bags.

As proposal 2561.1 received no support, it was rejected.

Labelling of mails

Proposal 2562.2

This proposal was aimed at introducing an identification for receptacles containing "express" items so as to ensure they received priority handling.

One administration expressed its concern that certain administrations, as had been indicated in the reasons for the proposal, were not processing items of this type with the desired speed, and that this could be detrimental to the quality of service.

Proposal 2562.2 was adopted without recourse to a vote.

Proposals 2562.7 and 2562.10

The original proposal 2562.7 and its amendment 2562.10 gave rise to a long discussion that may be summarized as follows:

- both proposals, which were of an optional character, proposed the use of vermilion red labels instead of red labels for identifying valuable items. They sought to provide administrations which had to deal with frequent mail violations and had tried unsuccessfully other preventive measures the option of preserving the integrity of the mail by other means, including the one proposed;

- certain administrations, while recognizing the current relevance of the problem of mail violation and the need for urgent measures to be taken in that area, doubted the effectiveness of the method proposed;
- other administrations stressed the complexity of the problem and suggested that a study be undertaken by the next CCPS.

Put to the vote, the two proposals 2562.7 and 2562.10 were rejected by 73 votes to 25, with 17 abstentions.

On the other hand, the Committee decided to transfer these two proposals (2562.7 and 2562.10) for study by the CCPS. The vote on the question of this transfer produced the following result: 103 votes in favour, 6 against and 9 abstentions.

Proposal 2555.4

This proposal, which was the consequence of proposal 2562.7, was also referred to the CCPS for study.

The text of the decision concerning the transfer of these three proposals to the CCPS is given in annex 4 to this report.

Transfer of mails

Proposal 2564.5

This proposal sought to create a new paragraph on a supplementary procedure to be established in the transfer of mails.

Two administrations opposed this proposal, emphasizing that the current provisions gave complete satisfaction.

Proposal 2564.5 was rejected.

Proposal 2564.2

This proposal was a consequence of proposal 4907.1/Rev 1 which, by a decision of Committee 6, had been referred to the EC for consideration.

Proposal 2564.2 was therefore referred to the next EC for consideration. The relevant decision is appended in annex 5 hereto.

Checking of mails and use of verification notes

Proposals 2565.1, 2565.7 and 2565.8

The original proposal (2565.1) and its two amendments (2565.7 and 2565.8) were aimed at harmonizing article 165 with the equivalent articles of the Postal Parcels Agreement.

During the discussion, proposal 2565.8 was withdrawn by its originator in favour of proposal 2565.7. For its part, the originator of proposal 2565.1 accepted the amendment appearing in proposal 2565.7.

The discussion was therefore confined to proposal 2565.7.

One delegation proposed the addition to paragraph 6bis of a reference to article 23 of the Convention as well.

Another delegation argued the contrary, asserting that there was no justification for that additional reference.

Put to the vote, proposal 2565.7 as amended was rejected by 73 votes to 16, with 21 abstentions.

On the other hand, proposal 2565.7, in its original form, was adopted without a vote.

Proposal 2565.6

This proposal was a consequence of proposal 4605.2, which had already been rejected by Committee 6.

It was therefore also rejected by Committee 4.

The meeting rose at 1 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Convention, Detailed Regulations – Proposal

Article 162

Labelling of mails

EXECUTIVE COUNCIL **2562.1**

Paragraph 1. Amend subparagraph c as follows and add paragraph 1bis below:

c in light blue, for bags containing only printed papers, literature for the blind, ordinary small packets, non-priority items, except when the labels mentioned in subparagraph a are prescribed, and periodicals other than those mentioned in subparagraph b, iii. (Remainder unchanged.)

1bis In the case of priority mails conveyed by surface, the C 28 label shall bear in large, very bold characters the word "PRIORITE" (PRIORITY). The labels referred to in articles 202, paragraph 3, and 223, paragraph 2, shall be used for airmails and S.A.L. mails.

Reasons. – See Congress – Doc 59. The amendments are in keeping with the wishes expressed by the majority of administrations during the consultation (see also proposal 2550.1 concerning creation of the "priority mail" category).

Convention, Detailed Regulations – Proposal

Article 154

Transit à découvert

BELGIUM **2554.1**

Paragraph 3. Amend the last sentence as follows:

3 (First two sentences unchanged.) When the total weight of such bundles is less than 3 kilogrammes, the bundles shall be placed as far as possible in an extra-light bag (which may be made of transparent plastic); this bag shall be sealed, labelled "Transit" and placed in the bag which contains the letter bill.

Reasons. – In the light of the inquiry conducted by the International Bureau about quality of service and in particular the analysis of a specific weak point, transit à découvert, it was noted that bundles of items in transit are insufficiently distinguished from other bundles, making such mail difficult to identify and causing delays in handling times.
In order to facilitate the work of exchange office staff, it seems expedient to place such mail in special bags which will be directed straight to the sorting sections for abroad.

Convention, Detailed Regulations – Proposal

Article 155

Make-up of mails

USSR **2555.2**

Amend paragraph 3 as follows:

3 Mails, including those made up solely of empty bags, shall be contained in bags the number of which shall be kept to the strict minimum. The bags shall be in good condition to protect their contents; they shall also be suitably closed, sealed preferably with lead and labelled. The seals may also be made of light metal or plastic provided the sealing is so done that it cannot be tampered with without bearing signs of tampering. However, when administrations are in agreement on this subject, bags containing unregistered AO items only and empty bags need not be sealed with lead; the same applies to bags containing unregistered LC or AO items if they are conveyed in a sealed container by a direct service or if they are forwarded by a country of embarkation that puts them into such a container for the country of destination. When string is used it shall be passed twice round the neck of the bag in such a way that one of the two ends is drawn under the loops and then tied. After being sealed with lead, the ends of the string shall not stick more than necessary out of the lead seal so that the string cannot be released or removed without damaging the lead seal. The impressions of the seals shall reproduce, in very legible roman letters, the name of the office of origin or an indication sufficient to identify that office.

Reasons. – For more security for the mails.

Decision

Labelling of mails

Congress

Instructs

the Consultative Council for Postal Studies to study proposals 2562.7, 2562.10, 2555.4 as part of its study of all security-related matters.

(Proposals 2562.7, 2562.10, 2555.4. Committee 4, 8th meeting; Congress – Doc ...)

Decision

Transfer of mails

Congress

Instructs

the Executive Council to study proposal 2564.2.

(Proposal 2564.2. Committee 4, 8th meeting; Congress – Doc ...)

Ninth meeting

Monday, 4 December 1989, 4 pm

In the chair: Mr J ALLARDT, Chairman

Quorum

The prescribed quorum was 77 members. A check on attendance showed that 82 countries were present. As the quorum had been attained, the Committee could proceed to business.

Approval of reports

The reports of the fifth, sixth, seventh, eighth and ninth meetings would be signed by the Chairman on behalf of the Committee. Administrations would be able to report any comment concerning them directly to the Committee Secretariat.

Proxy

Trinidad and Tobago was represented by Grenada.

Consideration of proposals (cont)

Checking of mails and use of verification notes (cont)

Proposal 2565.2

The aim of this proposal was to ensure that the office to which the notes were to be returned was clearly indicated.

One administration felt that the proposal was not sufficiently clear as to the precise information required. It therefore proposed an amendment whereby the words "from which they came" would be substituted for "of origin".

Thus amended, proposal 2565.2 was adopted without opposition.

Proposal 2565.3

The aim of this proposal was to make general use of the regulation of periods in accordance with the Postal Parcels Agreement, Detailed Regulations, article 126, paragraph 8.

Proposal 2565.3 was adopted without discussion.

Return of empty bags

Proposal 2568.4

This proposal sought to allow postal administrations, and especially those of the least developed countries, to use empty bags for sending mail by the most convenient route.

The proposal encountered intense opposition. Several delegations which took part in the discussion pointed out that the originator of the proposal had not considered the costs that would have to be borne by the postal administrations that owned the bags, or the accounting problems.

Since no delegation had expressed support for proposal 2568.4, it was rejected without resorting to a ballot.

Proposal 2568.3/Rev 1

The originator of this proposal suggested that, in the absence of agreement to the contrary, the administration of origin which sent its mail by surface should stand the costs of the return of empty bags belonging to it.

Three administrations spoke against adoption of the proposal although they said they understood the reasons behind it.

Other administrations, however, put forth arguments in favour of the proposal and stressed the practical aspect of the changes suggested, since existing regulations on this subject did not in fact provide any reasonable solution to the problem raised.

Given the rather pronounced difference of opinion, a vote was called. Proposal 2568.3/Rev 1 was rejected by 61 votes to 22, with 9 abstentions.

Proposal 2568.2

This proposal sought to provide for a departure from the principle of compulsory return of empty M bags.

The supporters of the proposal mentioned the operational complications and the costs involved in keeping track of M bags. Its opponents, on the other hand, pointed out that it would be too costly an operation for some administrations.

Put to a vote, proposal 2568.2 was rejected by 44 votes to 39, with 10 abstentions.

Proposal 2500.1. Congress – Doc 75

This was a proposal for a resolution concerning methods for improving the return of empty mailbags. By means of this resolution, administrations that had problems with the non-return of mailbags were recommended to consider, among other things, the introduction of simple but effective recording systems and the application of other measures, including more widespread use of containers for conveying loose-loaded parcels.

Proposal 2500.1 was adopted without opposition.

Congress – Doc 75, for its part, contained extensive excerpts from the report of CCPS study 625 on statistics of empty mailbags, and especially the conclusions and practical recommendations formulated by the CCPS.

The Committee took note of the document (Congress – Doc 75).

Characteristics of postage stamps

Proposals 2592.1 and 2595.1

The aim of these proposals was to have postal prepayment impressions regarded as a means of prepayment equivalent to postage stamps and impressions of franking machines.

Proposals 2592.1 and 2595.1 were adopted without opposition.

Proposals 2910.1 and 2911.1

These proposals were the consequence of the foregoing proposals and called for the updating of forms C 10 and C 11 of the Convention.

Proposals 2910.1 and 2911.1 were adopted without discussion.

Proposal 2592.2

This proposal sought to have the indication of the year of issue of postage stamps made optional.

Proposal 2592.2 was adopted without discussion.

Characteristics of franking impressions

Proposal 2594.1

This proposal sought to bring the provisions of article 194 of the Detailed Regulations of the Convention into harmony with those of articles 192 and 193 as regards the necessity of indicating the country of posting on franking impressions.

Proposal 2594.1 was approved without objection.

International reply coupons

Proposal 2596.2

This proposal sought to make the indication of the name of the country of origin on the reply coupon optional instead of mandatory.

Proposal 2596.2 was adopted without discussion.

Proposals 2596.1 and 2922.1/Rev 1

Both these proposals were the consequence of proposal 2596.2 already adopted.

Proposals 2596.1 and 2922.1/Rev 1 were adopted, with a drafting amendment to proposal 2922.1/Rev 1 designed to adapt the text on the front of form C 22 to take account of the adoption of the priority/non-priority system.

Forms

Proposal 2902.1

This proposal concerned form C 2/CP 3 and sought to amend the wording of box 5 to have customers sign a statement to the effect that the item being sent did not contain any dangerous goods.

Proposal 2902.1 was adopted without opposition.

Proposal 2904.1

This proposal called for an amendment to form VD 4 that would allow postal employees to complete it more easily.

Proposal 2904.1 was adopted without discussion.

Proposal 2908.2

This proposal sought to adapt form C 8 to the possibility of inquiring only about the COD amount not received.

Proposal 2908.2 was adopted without objection.

Proposal 2909.2

The purpose of this proposal was to also adapt form C 9 to the possibility of inquiring only about the COD amount not received.

It gave rise to a discussion bearing mainly on an additional block of the form. Two amendments have been proposed to this effect. They concerned:

a replacing "1 Particulars to be supplied by the service of origin" by "1 Particulars to be supplied by the applicant";

b after the line "Item found", insert a second block numbered 2, as follows: "2 Particulars to be supplied by the service of origin";

c renumber the existing blocks 2, 3 and 4 as blocks 3, 4 and 5 respectively;

d in the last block 4 (which had become 5), after the words "CP 16 summarized account", add the words "or C 31 as appropriate".

Thus amended, proposal 2909.2 was adopted.

Proposal 2914.1

This proposal called for the introduction of a new heading in form C 14 designed to simplify correspondence between administrations.

Proposal 2914.1 was adopted without discussion.

Proposal 2914.3

This proposal called for the addition of a new heading relating to irregularities concerning missent items.

Two delegations spoke against the proposal, claiming that there was no reason for the amendments sought by the originator since sufficient space had been provided on the existing form to deal with the isolated cases mentioned in the reasons for the proposal.

Put to a vote, proposal 2914.3 was rejected by 59 votes to 16, with 15 abstentions.

Updating of the Final Protocol

Congress – Doc 38/Rev 1. *Proposals 2318.1 and 2320.1*

The Committee approved Congress – Doc 38/Rev 1 without discussion. It also approved proposals 2318.1 and 2320.1 by Panama (Rep) concerning reservations to articles XVIII and XX of the Final Protocol to the Convention.

Under this agenda item, the Chairman informed the Committee that, in keeping with article 26 of the Rules of Procedure of Congresses, administrations could inform the Secretariat of Committee 4 of any reservations they wished to introduce or withdraw from the Final Protocol of the Convention.

The agenda having been exhausted, the Chairman thanked the Committee Vice-Chairmen and Secretariat for their assistance during the period leading up to Congress and during the Committee's nine meetings.

He also expressed his appreciation to the national and IB Secretariats, the interpreters and the technicians, thanks to whom it had been possible for the proceedings to be conducted in a highly efficient manner.

The Chairman also paid special tribute to Mr T Leavey, Assistant Postmaster General and Chairman of Committee 4 throughout the term of office of the 1984–1989 EC, for his excellent work, which had been of great assistance to him in preparing and guiding the work of Congress Committee 4.

The meeting rose at 6 pm.

For the Committee:

J ALLARDT
Chairman

S FALL
Secretary

I HAIDER
Assistant Secretary

G KALICKI
Aide

Reports of Committee 5

First meeting

Tuesday, 21 November 1989, 3 pm

In the chair: Mr M S RAMAN, Chairman

Opening of the meeting

Opening the first meeting, and after cordially welcoming all members of Committee 5, the Chairman expressed his gratitude for the honour bestowed upon his country, India, and upon himself through his appointment to the chairmanship. He then invited the Vice-Chairmen of the Committee, namely Czechoslovakia, Ghana and Italy, to take their places on the rostrum and said he was pleased to be able to count on their help and cooperation.

Secretariat

Mr E M Gharbi, Assistant Director-General at the International Bureau, assumed the duties of coordinator and Messrs T Munoz, Senior Counsellor, G Goudet, Assistant Counsellor, and A Johnsen, First Secretary at the International Bureau, and Mr J Badet from the Belgian administration were appointed Secretary, Assistant Secretary, Aides and Assistant respectively to the Committee Secretariat.

Proxies

The Byelorussian Soviet Socialist Republic and the People's Democratic Republic of Yemen were represented by the Union of Soviet Socialist Republics and by the Yemen Arab Republic respectively.

Quorum

A check on the attendance showed that 112 countries were represented in the hall. Since the quorum had been set at 78 members, the Committee was able to proceed to business.

Statement

The Secretary-General shared some personal thoughts with the Committee. First, he pointed out that the decisions of Committee 5 were of the greatest importance for the future of the postal services and that, at the Berne round table on terminal dues, over 70 administrations had reached a virtual consensus on a solution which did not disadvantage any member country and which increased the ability of the postal administrations to combat remailing. He urged the Committee to take account of the macroeconomic aspects of the problem. Since the new system advocated was intended to bring about an increase in the volume of exchanges, it would also entail an increase in revenues.

He stressed the importance of making a general practice of the direct allocation of revenues from terminal dues to the postal administrations in order to enable them to improve the quality of their services and thus to effectively combat the competition.

Lastly, he expressed the hope that the Committee would accept the Executive Council's proposals likely to provide a more equitable solution to the thorny problem of terminal dues.

Approval of the agenda

The agenda (Congress – Doc 11/Rev 1) was adopted without amendment. The Committee took note of Addendum 1 referring to the withdrawal of a proposal.

Attendance of observers

At the plenary meeting of 14 November 1989, requests from the International Federation of the Periodical Press (FIPP) and the International Publishers' Association (IPA) to attend Congress were granted. Under article 5, paragraph 2, of the Rules of Procedure of Congresses, Committee 5 decided to give them an opportunity to express their views to the Committee, but not to allow them to attend its discussions.

Proposals referred to other Committees

Of the four proposals listed in Congress – Doc 36, three, namely 3587.1 R, 3912.1 R/Rev 1 and 3915.9 R, were referred to Committee 10. On the other hand, Committee 5 decided to incorporate proposal 3587.4 into its agenda.

Consideration of Congress – Docs and proposals

Congress – Doc 57, which summarized the work done by the Executive Council in this field, was presented by France.

Consequences of the use of the SDR as accounting unit

The Committee expressed the hope that the conclusions of the study on the consequences of the use of the SDR as accounting unit would be taken into account in all future economic studies by the Executive Council, yet without laying down more specific guidelines.

Postage charges and limits of weight and size

Article 19

Congress – Doc 58, presented by Australia, summarized the Executive Council's work on postage charges and weight limits and set out the principles embodied in the proposals derived from the study.

Introduction of guideline charges

Proposals 3019.6, 3303.1 and 2031.4

Proposal 3019.6 was designed to turn the current basic charges into guideline charges.

Several administrations came out in favour of this proposal.

Proposal 3019.6 and related proposals 3303.1 and 2031.4 were adopted without objection.

Increase and reduction in postage charges

Proposals 3019.14, 3019.11 and 3304.1

Proposals 3019.11 and 3019.14 were designed to integrate article IV of the Final Protocol into article 19 in a modified form. Proposal 3019.11 allowed administrations to give preferential rates to major customers while introducing a provision to prevent dumping prices. Proposal 3019.14 allowed charges both to be increased and reduced.

Proposal 3019.14 was withdrawn by its originator given the adoption of proposal 3019.6 introducing the principle of guideline charges.

Proposal 3019.11 and related proposal 3304.1 were adopted without objection.

Revision of basic charges

Proposal 3019.8

The purpose of this proposal was to allow the Executive Council to revise and amend basic charges once between Congresses and to lay down the basis for revision.

Proposal 3019.8 was adopted without objection.

Changes in the weight-step structure

Proposal 3019.9

The aim of this proposal was to allow administrations more liberty by deleting paragraph 2c of article 19, under which charges for the weight steps adopted by a member country must bear the same relation to one another as exists between the basic charges in the weight-step structure laid down in paragraph 1.

Proposal 3019.9 was adopted without objection.

Proposal 3019.12

The aim of this proposal was to provide administrations with the option of applying to letter-post items charges fixed on the basis of size provided that the weight of the items did not exceed the maximum weight limits.

Proposal 3019.12 was deemed null and void by its originator in view of the adoption of proposal 3019.6 introducing guideline charges.

Limits of weight and size

Proposals 3019.4 and 3019.7

These two identical proposals were designed to fix the maximum weight of small packets at 2 kg. The originator of proposal 3019.4 agreed that it be set aside.

A majority of administrations came out in favour of the proposed new maximum weight.

Proposal 3019.7 was adopted, while proposal 3019.4 was deemed null and void.

Proposal 3019.1

The aim of this proposal was to introduce a minimum diameter for items in roll form and to amend the set minimum for "length plus twice the diameter".

Four administrations came out in favour of this proposal, while four administrations expressed a contrary view.

The vote taken produced the following result:

In favour:	38
Against:	74
Abstentions:	10

Proposal 3019.1 was therefore rejected.

Content of reduced-rate printed papers

Proposal 3019.2

This proposal was designed to extend the rate reduction for printed papers to advertising inserts in newspapers and periodicals when deemed an integral part of the newspaper or periodical.

Most of the administrations supported the proposal.

Proposal 3019.2 was adopted.

Combination mailings

Proposal 3019.10

In decision C 59, the 1984 Hamburg Congress mandated the EC to conduct a study of a proposal to amend article 19, paragraph 10, on combination mailings. Subsequent to this work, the Executive Council submitted proposal 3019.10 allowing the administration of origin two options for charging for combination mailings.

Proposal 3019.10 was adopted without objection.

The meeting rose at 6 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Second meeting

Thursday, 23 November 1989, 3 pm

In the chair: Mr M S RAMAN, Chairman

Proxies

Tuvalu was represented by the Netherlands.

Quorum

A check on the attendance showed that 104 countries were represented in the hall. Since the quorum had been set at 79 members, the Committee was able to proceed to business.

Statement

The Chairman announced that Committee 3 had adopted proposal 1007.1 to abolish the gold franc as the monetary unit in the Acts of the UPU. Committee 10 had been instructed to make the necessary amendments to the Acts that this decision entailed. For example, the guideline charges adopted under proposal 3019.6 would be expressed in the Convention only in terms of SDR. Proposal 2008.1 pertaining to article 8 of the Convention was on the agenda of Committee 5. This proposal was a consequence of the abolition of the gold franc as the UPU's accounting unit. The adoption of proposal 3019.6 also entailed consequences for article 8 (paragraphs 3.5 and 6). Australia, the reporting country for the study on postage charges and the co-originator of proposal 2008.1, would make the necessary amendments to that proposal. This question of the amendment of article 8, paragraphs 3.5 and 6 of the Convention had also been raised by one delegation.

Terminal dues
General
principles

Congress – Doc 60

France made a presentation on the studies conducted, the results obtained and the ensuing proposals. The Chairman then summarized Congress – Doc 60.

In that document, the Executive Council proposed that the present system of terminal dues be replaced by a three-rate system (LC, AO and M bags) in relations between administrations with an annual LC/AO traffic volume in excess of 150 tonnes in each direction (proposal 3064.1). For these exchanges the proposal also provided for a correction mechanism if the structure of the mail received differed from the world average composition per kg taken into account in the study, ie 48 LC items and 5.6 AO items. For low-traffic exchanges the present system would be maintained. Furthermore, all administrations would expressly be able to use other payment systems through bilateral or multilateral

agreements. The Executive Council also proposed to account for terminal dues and transit charges on the basis of actual weight.

In proposal 3064.1 the Executive Council proposed that terminal dues be maintained at their current level.

However, one Union member country had submitted proposal 3064.2 to increase terminal dues from 8 gold francs to 14 gold francs per kg for LC/AO items, but at the meeting it amended its proposal so as to increase terminal dues from 8 gold francs (2.614 SDR) to 9 gold francs (2.94 SDR).

Fifteen countries took part in the discussion on the general principles of terminal dues.

All these administrations congratulated the EC, the Working Party and the International Bureau on the quality of the work done. Most of the administrations also expressed their support for the results of the study. Approximately half, however, wanted an increase in terminal dues from 8 to 9 gold francs. Views were mixed on the direct impact of the current system of terminal dues on the problem of remailing.

Almost a third of the speakers expressed reservations, for various reasons, on the EC's proposals. It was pointed out that the number of items per kg used was based on fairly old data and that the world average values did not reflect local realities well enough. In addition, the forthcoming introduction of other rate-fixing systems generated uncertainty as to the future structure of the mail.

Doubts were also expressed on the question of whether the median applied to the costs really reflected actual costs in all countries.

Four administrations came out in favour of the status quo, with two requesting more in-depth studies on certain aspects.

Since not all speakers had been able to take the floor, the discussion would continue at the Committee's third meeting.

The meeting rose at 6 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Third meeting

Monday, 27 November 1989, 9.30 am

In the chair: Mr M S RAMAN, Chairman

Opening of the meeting

The Chairman thanked the delegations of China (People's Rep), Australia and the United States of America for the lunch, reception and "Be our guest" programme which they had organized so well. He then announced that the President of Comoros had been assassinated and the Committee observed a minute's silence.

Quorum

A check of attendance showed that 111 countries were represented in the hall. Since the quorum had been set at 76, the Committee was able to proceed with the business.

Terminal dues

General principles

Article 64

Congress – Doc 60 and proposals 3064.1 and 3064.2

The Committee continued discussion of Congress – Doc 60 and consideration of proposals 3064.1 and 3064.2.

Nineteen administrations and one Restricted Union gave their views and all of them congratulated the Executive Council on the work it had done. The delegations of some developing countries stressed the importance of keeping a single terminal dues rate for their countries. One administration opposed the possibility of concluding bilateral or multilateral agreements. Most speakers supported an increase of terminal dues to 9 gold francs per kg of LC/AO, ie the rate given in proposal 3064.2 as amended by its originator. Only one administration wanted an increase to 11 gold francs. In addition, several speakers expressed doubts about the connection between remailing and terminal dues.

On behalf of the Arab countries, Jordan submitted an amendment designed to include in proposal 3064.1 the increase provided for in proposal 3064.2 and to specify that the increase should also apply to the separate terminal dues rates for LC and for AO, resulting accordingly in the following rates:

- 9 g fr (2.94 SDR) for LC/AO mail (article 64, paragraph 2, a)
- 24.84 g fr (8.115 SDR) for LC mail (article 64, paragraph 2, b)
- 6.30 g fr (2.058 SDR) for AO mail (article 64, paragraph 2, b).

In view of the proposed amendment, the originator of proposal 3064.2 agreed to its not being considered.

A vote was first taken on the principles set out in proposal 3064.1, with the following result:

For:	123
Against:	0
Abstentions:	6

A subsequent vote on the increase in rates produced the following result:

For:	109
Against:	7
Abstentions:	12

Proposal 3064.1 was therefore adopted with increases to 9 g fr for LC/AO, to 24.84 g fr for LC and to 6.30 g fr for AO. Proposal 3064.2 lapsed.

Mail classification

Norway introduced Congress – Doc 59 on the work done by the Executive Council in implementation of 1984 Hamburg Congress resolution C 62 and decision C 60, as well as the main proposals 2018.1, 3019.5 and 3019.91, arising from the study. Committee 5 examined the principles of those proposals but referred consideration of the wording of certain paragraphs to Committee 6.

Article 18

Proposals 2018.1 and 2018.3

Proposal 2018.1 aimed at adding a new dimension to article 18, viz that of classification based on the speed and/or method of conveyance.

The proposed article contained in paragraph 1 the concepts of "LC" and "AO", in paragraph 2, a definition of "airmail correspondence" (taken from article 71), in paragraph 3, classification based on speed/priority and lastly, in paragraph 4, the main rule for the coexistence of the two systems of classification.

Proposal 2018.3, as an amendment to proposal 2018.1, also defined M bags (paragraph 1bis) and S.A.L. mail (paragraph 2bis) in article 18.

The principles of proposal 2018.1 were supported by almost all speakers. The amendment contained in proposal 2018.3 was also supported by most speakers subject to bringing the wording of paragraph 1bis into line with that of paragraph 8 in proposal 3019.5

Proposal 2018.1 was adopted as amended by proposal 2018.3 subject to Committee 6 approval of the wording of paragraphs 2 and 2bis. Drafting of the final text was left to Committee 10.

Articles 19 and 19bis

Proposals 3019.5 and 3019.91

Proposal 3019.5 aimed at enabling administrations, on the one hand, to abolish printed papers and/or small packets as separate letter-post categories (paragraph 3) and, on the other, to allow rate reductions on newspapers, periodicals and M bags even if printed papers had been abolished as a separate

category (paragraphs 6 and 8). The proposal was also designed to bring more flexibility into rate-fixing if the administration made a distinction between standardized and non-standardized items (paragraph 9).

Proposal 3019.91 made provision for collecting higher charges for airmail correspondence, S.A.L. items and priority items than for surface items and non-priority items.

Proposal 3019.5 was adopted without objection subject to Committee 6 approval of the wording of paragraph 3bis. Proposal 3019.91 was adopted subject to Committee 6 approval of the wording of paragraphs 4 and 5.

Proposal 3019.13

This proposal was designed to enable administrations to abolish printed papers and small packets as separate categories of letter post.

As proposal 3019.5 had been adopted, proposal 3019.13 lapsed.

Article 31

Proposal 2031.2

This proposal was designed to permit the exchange of reply coupons for the minimum postage prepayable on an airmail letter or priority letter for any destination instead of for the minimum postage prepayable on a letter of the first weight-step sent by surface.

Two administrations took the floor and supported the proposal in principle although one, because of practical difficulties, favoured continued study of that aspect while the other submitted an oral amendment which will be given in writing at the next meeting.

The meeting rose at 12.30 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Fourth meeting

Tuesday, 28 November 1989, 9.30 am

In the chair: Mr M S RAMAN, Chairman

Opening of the meeting

The Chairman thanked the delegations of New Zealand and France for the lunch and the reception which they had organized so well.

Quorum

A check revealed that 98 countries were represented in the hall. As the quorum had been fixed at 78 countries present, the Committee was able to proceed to business.

Communication

The Chairman recalled that proposal 2018.1, already adopted, contained a definition of LCs and AOs. Note 2 to article 83 contained another definition of them. Since the purpose of the two definitions was not the same, the discrepancy was justified, but the International Bureau would take account of this in preparing the notes in the Annotated Acts.

Reply coupons

Article 31

Proposal 2031.2

The discussions on 27 and 28 November had shown that opinion was divided in regard to this proposal. Those in favour had mentioned the need to improve and simplify the service for the customer whereas its opponents had spoken of practical difficulties.

The vote taken produced the following results:

For:	71
Against:	13
Abstentions:	24

Proposal 2031.2 was therefore adopted.

Special charges

Article 24

Proposal 3024.1

This proposal was aimed at increasing the maximum amount of the inquiry charge from 2 francs to 4 francs in order to avoid customers using the inquiry service rather than the advice of delivery service.

Opinions differed as to the advisability of increasing the maximum inquiry charge. Those against referred in particular to the fact that inquiries generally arose out of errors for which the Post could be blamed.

The vote taken produced the following results:

For:	40
Against:	62
Abstentions:	17

Proposal 3024.1 was therefore rejected.

Proposal 3024.3

The aim of this proposal was to add, in paragraph 1, j, the words "or correction" to the heading "Charge for a request for withdrawal from the post or alteration of address" to bring it into line with article 33, which had been amended by proposal 2033.2 by the same originator.

Proposal 3024.3 was adopted without objection.

Remailing

Congress – Doc 56 and Add 1

Congress – Doc 56 on the Executive Council's work and suggestions on remailing was introduced by the United States of America.

Twelve administrations and one Restricted Union expressed their views and congratulated the Executive Council and the United States of America, reporting country for the study, for the work they had done. They expressed their satisfaction at the measures suggested in the document. Several of them hoped that the study would be continued by the EC, while two administrations considered that it would be necessary to obtain the cooperation of the customs authorities in order to limit the problem.

The Committee noted Congress – Doc 56 and Add 1 and instructed the Executive Council to continue its study on the problem of remailing.

New transit charge scales

Article 63

Congress – Doc 61

This document, submitted by the International Bureau, summarized the work done by the EC pursuant to 1984 Hamburg Congress resolution C 50.

Proposal 3063.1

This proposal arising from the study contained the new transit charge scales.

Proposal 3063.1 was adopted without objection.

Transit charges
Principles

Article 62

Proposal 3062.1

The aim of this proposal was to subject to transit charges dispatches of mail in transit à découvert, including missent mail, where a dispatch weighed more than 5 kilogrammes. Related proposal 3067.4 advocated that accounts be prepared on the basis of the actual weight in such a case.

Twelve administrations expressed their opinions. They recognized the need to amend the current provisions. Several of them, however, could not subscribe to the proposed solution and recommended that proposals 3062.1 and 3067.4 be studied by the Executive Council as part of the study set out in proposal 3000.2.

The vote taken produced the following results:

In favour:	37
Against:	64
Abstentions:	22

Proposal 3062.1 was therefore rejected.

Proposal 3062.2

The purpose of this proposal was to define the beginning and the end of sea transit.

Proposal 3062.2 was adopted without objection.

New modes of transport

Article 66

Proposal 3066.1

The purpose of this proposal was to introduce minimum regulations for transit mail reforwarded by new modes of transport.

Proposal 3066.1 was adopted without objection.

Transit charges for diverted or missent mails

Article 69

Proposals 3069.3 and 3069.5

Six proposals sought to change the current principle whereby diverted or missent mails were considered for transit charge purposes to have followed their normal route. Proposals 3069.3 and 3069.5 provided for the deletion of article 69 so that such mails would be subject to transit charges based on the route actually taken.

Divergent views were expressed on these proposals.

Proposal 3069.3 was put to the vote with the following results:

In favour:	11
Against:	92
Abstentions:	17

Proposal 3069.3 and identical proposal 3069.5 were therefore rejected.

The meeting rose at 12.30 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Fifth meeting

Wednesday, 29 November 1989, 9.30 am

In the chair: Mr M S RAMAN, Chairman

Quorum

As the quorum had been fixed at 78 members present and 87 countries were represented in the hall, the Committee was able to proceed to business.

Transit charges for diverted or missent mails

Article 69

Proposals 3069.6 and 3069.1

Proposal 3069.1 would allow administrations reforwarding such mails to claim transit charges from the original dispatching administration. The amendment contained in proposal 3069.6 laid down that transit charges must, in such cases, be paid by the administration of origin which could, in its turn, claim reimbursement from the administration that had made the forwarding error.

Put to the vote, proposal 3069.6 obtained the following result:

For:	57
Against:	18
Abstentions:	30

Proposal 3069.1, as amended by proposal 3069.6, was adopted.

Proposal 3069.4

According to this proposal, transit charges should be paid if reforwarding was carried out by air.

As proposal 3069.6 had been adopted, proposal 3069.4 was withdrawn.

Proposal 3069.2, with related proposal 3576.91

Proposal 3069.2 introduced the payment of charges based on the actual route used in cases where the dispatch was misdirected as a result of the irregular completion of the accompanying documents.

As proposal 3069.6 had already been adopted, the originator of proposals 3069.2 and 3576.91 agreed that no further consideration should be given to them by the Committee. However, he expressed the wish that Committee 10 might take into

account, the drafting aspects of his two proposals when it produced the final text of proposal 3069.6. In view of the workload of Committee 10 he did not insist on his request.

Proposals 3069.2 and 3576.91 were withdrawn.

Proposals of a general nature

Proposal 3000.2

The purpose of this proposal was to instruct the Executive Council to undertake a study on the introduction of transit charge payments in respect of surface mail à découvert.

Proposal 3000.2 was adopted without objection. The Committee took the opportunity to instruct the Executive Council to study also proposals 3062.1 and 3067.4.

Proposal 3000.5

The aim of this proposal was to instruct the Executive Council to make a permanent study of transit charge rates.

Proposal 3000.5 was adopted without objection.

Proposal 3000.7

The aim of this proposal was to instruct the Executive Council to undertake a study of a weighted average distance per country for mails in land transit.

Proposal 3000.7 was adopted without objection.

Terminal dues for priority items, non-priority items and combined items

Article 64bis

Proposal 3064.91

That proposal assimilated priority items to LC items on the one hand and non-priority and combined items to AO items on the other hand in cases where different terminal dues rates were used for LC and AO items.

Fifteen administrations expressed their views. Some of them mentioned that one kg of priority mail contained fewer items than one kg of "LC", a situation which could have considerable financial repercussions over the next five-year period. Most of them therefore wanted to adopt a more acceptable solution than that advocated in proposal 3064.91 immediately. Some speakers suggested improving the proposal by means of a working party, while others expressed doubts about the possibility of finding a better solution during Congress. In any case, the next Executive Council would have to study the problem on the basis of the actual structure of priority and non-priority mail to find a definitive solution.

A procedural motion to close the debate was rejected by 63 votes to 33, with 24 abstentions. Similarly, a suggestion that an immediate decision be taken on proposal 3064.91 was rejected by 72 votes to 27, with 22 abstentions.

Lastly, the Committee entrusted consideration of that question to a Working Party and instructed it to report to the Committee as soon as possible. The WP comprised the following countries: Colombia, Egypt, France, Great Britain, India (reporting country), Norway and Switzerland. Study of proposal 3064.91 was adjourned.

Exemption from transit charges and terminal dues

Article 65

Proposals 3065.3 and 3065.2

Proposal 3065.2 aimed at harmonizing the provisions for surface mail and airmail by exempting from transit charges and, as appropriate, from terminal dues undelivered postal items returned in direct dispatches to the administration of origin. Proposal 3065.3, an amendment to proposal 3065.2, substituted "closed dispatches" for "direct dispatches".

Proposal 3065.2, as amended by proposal 3065.3, was adopted without objection.

Proposal 3065.1

The proposal was designed to exempt postal service letter-post items from transit charges and terminal dues. Since proposal 3065.3 had been adopted, the originator of the proposal agreed that the exemption should be applicable to both surface mail and airmail.

Proposal 3065.1 was adopted without objection. Committee 10 was instructed to harmonize the wording of proposals 3065.3 and 3065.1.

Proposals of a general nature

Proposals 3000.1 and 3000.3

The aim of proposal 3000.1 was to instruct the Executive Council to undertake studies to design a terminal dues system more in keeping with delivery costs than the existing system, while proposal 3000.3 aimed at instructing the Executive Council to make a permanent study of terminal dues.

Proposals 3000.1 and 3000.3 were adopted without objection. In so doing the Committee asked the Drafting Committee to merge the two proposals into one recommendation.

Proposal 3000.4

The aim of this proposal was a recommendation to the Governments of Union member countries to reserve terminal dues revenue for improving the quality of postal services.

Proposal 3000.4 was adopted without objection.

Accounting for transit charges and terminal dues

Articles 67, 67bis and 67ter

Proposals 3067.2, 3067.91, 3067.92, 3067.1 and 3067.5

The purpose of the series of proposals 3067.2, 3067.91 and 3067.92, was to establish accounting for transit charges and terminal dues based on the actual weight as the main rule. The present statistics to determine the annual weight would thus become obsolete and be replaced by statistics to determine the proportions of LC and AO if separate rates were applicable.

Proposals 3067.1 and 3067.5 aimed at raising the exemption threshold for the payment of transit charges from 25 gold francs, the former to 500 gold francs and the latter to 250 gold francs. Proposal 3067.5 also advocated a reduction from 500 gold francs to 250 gold francs in the exemption threshold for the payment of terminal dues for air and surface mail taken separately.

Proposals 3067.2, 3067.91, 3067.92 and 3067.1 were adopted. The exemption threshold for the payment of transit charges to be included in article 67bis was therefore 500 gold francs (163 SDR). Proposal 3067.5 was withdrawn.

Proposal 3067.4

The originator agreed that the purpose of that proposal, which was a consequence of proposal 3062.1, had been covered by the Executive Council in the study decided on in proposal 3000.2.

Proposal 3067.4 therefore lapsed.

Operations concerning determination of the annual weight of mail

Several series of proposals advocated practical solutions for determining the annual real weight of mail subject to terminal dues and transit charges. According to one of these series, the administration of destination prepared the statements of weight on the basis of data provided by the administration of origin of the mail on the C 18, C 18bis and AV 7 delivery bills, while another based the statements on C 12 letter bills. In a third series of proposals, the administration of origin drew up the statements of weight.

Discussion of these variants would be continued at the meeting on 30 November 1989.

The meeting rose at 12.30 pm.

For the Committee:	M S RAMAN Chairman	T MUÑOZ Secretary
		G GOUDET Assistant Secretary
		A JOHNSEN Aide
		J BADET Assistant

Sixth meeting

Thursday, 30 November 1989, 9.30 am

In the chair: Mr M S RAMAN, Chairman

Opening of the meeting

The Chairman thanked Germany, Fed Rep of, for the magnificent reception it had organized and for the kind words of its Minister to his guests.

Quorum

A check of attendance showed that 80 countries were represented in the hall. As the quorum had been fixed at 77, the Committee was able to proceed to business.

Communication

Great Britain withdrew its proposals 3570.9, 3577.6, 3581.5 and 3590.4. It also reactivated in its own name proposal 3000.6, which had been withdrawn by its originator. The latter challenged the right to reintroduce that proposal on the grounds that it had informed the International Bureau of the withdrawal before the opening of Congress.

Operations concerning calculation of the annual weight of mail subject to terminal dues and transit charges

The Committee continued its discussion to decide on the basic document to be used for indicating the actual weight of the mail subject to terminal dues and transit charges. Altogether 23 administrations, including 20 on 30 November, expressed their points of view.

A large number of speakers supported the idea of using the C12 letter bill for terminal dues while at the same time recognizing the need of transit administrations to be able to verify the data relating to them. For this reason they also agreed to stating the weight on C 18, C18bis and AV 7 delivery bills. Those in favour of the C 12 form as the basic document for terminal dues feared loss of the delivery bill and transcription errors in the event of redirection of the mails. In their view it would be less risky to use the C 12 letter bill, a document that could be used equally well for surface mail, S.A.L. and airmail items. The letter bill would be included in one of the bags of the dispatch and the information it contained would not be transcribed. The solution advocated, moreover, made possible a certain simplification of the C 18, C 18bis and AV 7 forms compared with the solution proposed by the Executive Council.

Other speakers preferred the use of the C 18, C 18bis and AV 7 delivery bills as the basic document for both terminal dues and transit charges. The data on the delivery bills could be used by both the carrier and the administrations for accounting for transit charges and terminal dues. That was a more rational procedure. Moreover, if indication of the weight were introduced into the C 12 form,

the whole mail would have to be weighed before closing the last bag, and that would cause operational difficulties in certain administrations. Checking the data on the bills was complicated when the mail did not all arrive at the same time.

Those opposed to using the C 12 form admitted that most of the arguments put forward by its supporters were valid. However, they felt that the problems raised should be studied by the Executive Council in an effort to find a better solution. That body, with its new powers, would perhaps be able to amend the Detailed Regulations as soon as the results of the study were known.

Article 170

Proposals 3570.8/Rev 1 and 3570.1

The first proposal advocated the C 12 letter bill as the basic document for surface-mail terminal dues, while agreeing that the C 18 delivery bill be used for transit charges. According to proposal 3570.1, the C 18 and C 18bis delivery bills were used in both cases.

Put to the vote, proposal 3570.8/Rev 1 was adopted by 50 to 46, with 13 abstentions.

Thus, proposal 3570.8/Rev 1 was adopted in principle without prejudice to other proposals concerning the same article. Proposal 3570.1 was therefore rejected.

Proposal of a general nature

Proposal 3000.6

Mr Ascandoni, Assistant Director-General at the International Bureau, informed the Committee that, according to article 15, paragraph 4, of the Rules of Procedure of Congresses, Great Britain was entitled to resubmit the proposal since notice of its withdrawal had been distributed in Washington only.

Proposal 3000.6 was adopted subject to a drafting amendment. The text of the resolution should mention both surface mail and airmail as well as the fact that the system based on the C 12 letter bill and the system based on the C 18, C 18bis and AV 7 delivery bills both had advantages and drawbacks.

Annual statistical count for determining the average weight of bags

Article 177

Proposals 3577.4 and 3577.5

These proposals concerned the statistical operations for determining transit charges and terminal dues. These statistics no longer applied following the introduction of accounting based on actual weight. The originators of the two proposals therefore agreed to their not being considered.

Proposals 3577.4 and 3577.5 were regarded as lapsed.

Annual statistical count for calculating the proportions of LC and AO

Articles 173 to 177, 190, Section V, Chapter II

Proposals 3573.1, 3574.1, 3575.91, 3575.1, 3576.1, 3577.1, 3577.91, 3572.91 and 3590.1

These proposals sought to introduce annual statistical counts for determining the proportions by weight of LC items and AO items in exchanges where separate rates were applied for LC and AO. They also specified the statistical period and operational matters.

Proposal 3573.1 was adopted subject to deleting from paragraph 4 the words "by agreement between the administrations concerned".

Proposals 3574.1, 3575.91, 3575.1, 3576.1, 3577.1, 3577.91, 3572.91 and 3590.1 were adopted without objection.

Correction mechanism

Articles 177ter and 177 quater, Section V, Chapter IIbis

Proposals 3577.92, 3577.93 and 3577.94

Proposals 3577,92, 3577,93 and 3577.94 sought to create a chapter containing two articles introducing a correction mechanism if the number of items in LC and/or AO mail was higher than the world average applied for calculating the separate terminal dues rates for LC items and AO items. Owing to the increase in terminal dues adopted, the Chairman suggested that the coefficient 1.27 in proposal 3577.92, paragraph 2, also be increased by 12.5 percent. The recalculated coefficient was 1.43.

One speaker expressed some concerns which were not addressed for lack of time. This matter will be taken up again at the meeting on 1 December.

The meeting rose at 12.35 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Seventh meeting

Friday, 1 December 1989, 3 pm

In the chair: Mr M S RAMAN, Chairman

Proxies

Maldives and the Ukraine were represented by Pakistan and Czechoslovakia respectively.

Quorum

The check on attendance showed that 89 countries were represented in the hall. As the quorum had been set at 78, the Committee could proceed to business.

Operations concerning determination of the annual weights of mail for payment of terminal dues and transit charges

Articles 170 and 171

Proposal 3571.6/Rev 1

That proposal aimed at substituting the C 12 letter bill for the AV 7 delivery bill in the accounting of airmail terminal dues. As proposal 3570.8/Rev 1 advocating the same solution for surface mail had been adopted, several speakers considered that proposal 3571.6/Rev 1 should be approved automatically. Only one delegation opposed that proposal.

Put to the vote, the proposal obtained the following results:

For:	85
Against:	8
Abstentions:	12

Proposal 3571.6/Rev 1 was therefore adopted without prejudice to other proposals concerning the same article.

Proposal 3570.7

According to that proposal, the administration of origin was to prepare the monthly and quarterly statements of weights. The proposal also aimed at using the same statements for airmail and surface mail by merging articles 170 and 171.

Six speakers opposed the first aim of the proposal, referring inter alia to the difficulties involved in checking the data for the administrations of destination and transit.

Proposal 3570.7 was withdrawn by its originator.

Correction mechanism

Articles 177ter and 177quater, Section V, Chapter IIbis

Proposals 3577.92, 3577.95, 3577.93 and 3577.94

The discussion started on 30 November 1989 continued about proposals 3577.92, 3577.93 and 3577.94 concerning the correction mechanism applicable if the number of items in the LC and/or AO mail was higher than the world average used to calculate separate terminal dues rates for LC and AO items. Proposal 3577.95, an amendment to 3577.93, had been distributed in the meantime.

Following the increase in the terminal dues rate for LC/AO items from 8 to 9 g fr, the coefficient of increase in 3577.92, paragraph 2, had become 1.43. However, some speakers felt that the coefficient was too high while the majority considered that increase logical in the light of the Committee's previous decisions.

Some speakers requested drafting amendments to 3577.93, while others considered that the proposed article was clear enough.

Proposal 3577.92 was adopted with an increase from 1.27 to 1.43 in the coefficient provided for in paragraph 2. Proposal 3577.93 as amended by proposal 3577.95 was adopted with "Special statistical count for the application of the correction mechanism" as the title of article 177quater and adding, at the beginning of paragraph 1, the words "To apply the mechanism and". Proposal 3577.94 was adopted with the amended title of article 177quater to bring it into line with the decision taken about proposal 3577.93.

Airmails in transit by surface

Article 178

Proposal 3578.1

That proposal was designed to include S.A.L. mails in the article on airmails in transit by surface.

Proposal 3578.1 was adopted without discussion.

Proposal 3578.2

Proposal 3578.2 was withdrawn.

Article 180

Proposal 3580.1

That proposal was a consequence of the introduction of accounting for terminal dues and transit charges on the basis of the actual weight.

Proposal 3580.1 was adopted without discussion.

Preparation of annual statement of weight and transit mails

Article 181

Proposals 3581.2, 3581.3/Rev 1, 3581.1, 3581.5

Proposal 3581.2 deleted article 181 concerning the preparation of the annual statement of weight of transit mails, since, in view of the amendments made to article 170, the transit administration could prepare the necessary statements of weight itself. The purpose of the other three proposals was to amend article 181.

Proposal 3581.2 was adopted. Proposals 3581.3/Rev 1, 3581.1 and 3581.5 lapsed.

Preparation, transmission, approval and settlement of transit charges and surface-mail terminal dues accounts. Rules of payment

Articles 182 and 185

Proposals 3582.1, 3582.3, 3585.1, 3585.3, 3585.4

Proposals 3582.1 and 3585.1 aimed at merging airmail terminal dues accounts with those for surface mail, in particular by deleting article 185. Proposals 3582.3 and 3585.3 aimed at deleting a paragraph in articles 182 and 185 while proposal 3585.4 advocated changing the frequency of preparing the accounts.

Consideration of proposal 3582.3 was postponed.

Proposals 3582.1 and 3585.1 were adopted. Proposals 3585.3 and 3585.4 lapsed.

Article 183

Proposal 3583.1

That proposal advocated deletion of article 183 concerning the adjustment of weight differences accepted after preparation of the detailed accounts.

Proposal 3583.1 was adopted without discussion.

Article 184

Proposals 3584.2, 3584.1

The purpose of proposal 3584.2 was to delete the article concerning provisional payments of transit charges and surface-mail terminal dues while proposal 3584.1 advocated extending such payments to airmail.

Proposal 3584.2 was withdrawn and proposal 3584.1 was adopted without discussion.

Article 186

Proposal 3586.1

That proposal added a specification to article 186 dealing with the special address for the transmission of forms concerning transit charges and terminal dues.

Proposal 3586.1 was adopted without discussion.

Article 187

Proposals 3587.2, 3587.3, 3587.4

Proposals 3587.2 and 3587.3 aimed at making several minor amendments to article 187 concerning the General liquidation account. Proposal 3587.4 was merely intended to amend a reference.

Consideration of the latter proposal was postponed.

Proposal 3587.2 was adopted, whereupon proposal 3587.3 was withdrawn.

Proposals of a general nature

Proposals 3500.1 and 2000.12

The purpose of those two proposals was to instruct the Executive Council to undertake two studies, one on the preparation and settlement of accounts and the other on the expansion of International Bureau offsetting arrangements.

One speaker felt that a large number of studies had already been assigned to the EC and CCPS. Without opposing those studies, he therefore emphasized the need to coordinate the work of the EC and CCPS to avoid duplication.

Proposals 3500.1 and 2000.12 were adopted.

The meeting rose at 5.40 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Eighth meeting

Monday, 4 December 1989, 3 pm

In the chair: Mr M S RAMAN, Chairman

Proxies

The Ukraine was represented by Czechoslovakia.

Statement

The reports of the first four meetings of the Committee were adopted.

Quorum

Ninety-four countries registered their presence in the hall by means of the electronic equipment. Some 20 others whose names had not appeared on the electronic attendance board indicated their presence by raising their name-plates. Despite this technical difficulty, the quorum having been set at 79, the Committee was able to proceed to business.

Terminal dues for priority items, non-priority items and combined items

Article 64bis

Proposals 3064.91 and 3064.92

The Working Party created during the Committee's fifth meeting introduced proposal 3064.92 as an amendment to proposal 3064.91. According to the amendment, the rates of terminal dues for priority items and non-priority items could, by bilateral agreement, be fixed by means of the correction mechanism, otherwise priority items would be assimilated to LC items and non-priority items to AO.

Proposal 3064.91 amended by proposal 3064.92 was adopted by consensus.

Operations concerning determination of the annual weight of mails subject to terminal dues and transit charges

Articles 170 to 172
Section V,
Chapter I

Proposals 3571.7, 3572.6, 3572.5/Rev 1, 3571.1, 3571.3, 3572.1, 3570.6, 3571.5

The principles governing the basic documentation to be used in accounting for terminal dues and transit charges, as well as the question as to which administration, of origin or of destination, would prepare the statements of weights of mail, had been decided at the two previous meetings. The above-mentioned proposals concerned regulatory details.

The outcome of the proposals was decided by consensus except with regard to proposal 3570.6, for which a vote was taken with the following results:

In favour: 22
Against: 65
Abstentions: 20

Proposals 3571.7 and 3572.6 lapsed, proposal 3570.7 having been withdrawn at the previous meeting.

Proposal 3572.5/Rev 1 was adopted with references to forms C 12bis and C 12ter being added to paragraph 2. The reference to form AV 7 in the same paragraph was replaced by a reference to form C 12.

Proposal 3571.1 was adopted. As a consequence, proposal 3571.3, which sought the same purpose, became null and void.

Proposal 3572.1 was withdrawn, since its main goal had been achieved with the adoption of proposal 3572.5/Rev 1, amended.

Proposal 3570.6 was rejected, after which the related proposal 3571.5 was deemed to be null and void.

Proposals 3572.7/Rev 1, 3572.3, 3570.5

These proposals advocated certain amendments to the regulations used for verification and acceptance of the documents which served as the basis for terminal dues and transit charges accounting.

The Chairman drew the originators' attention to the fact that Committee 7 had decided to include similar proposals in the EC study called for by proposal 3500.1, which had already been approved by Committee 5.

Proposals 3572.7/Rev 1, 3572.3 and 3570.5 were then withdrawn by their originators.

Proposal 3572.4

This proposal sought to supplement the provisions of article 172 by analogy with the provisions concerning airmail which appear in article 222.

After opinions had been expressed for and against the proposal, the Committee proceeded to a vote, with the following results:

In favour: 15
Against: 73
Abstentions: 20

Proposal 3572.4 was therefore rejected.

Proposal 3569.91

Proposal 3569.91 to amend the title of the chapter was adopted.

Letter bills
Article 156

Proposals 2556.2, 2556.5, 2556.6/Rev 1, 2912.2, 2912.5, 2912.6/Rev 1

These proposals were consequences of the proposals submitted on articles 170 and 171.

Proposals 2556.2 and 2912.2 were considered null and void, whereas proposals 2556.5 and 2912.5 were withdrawn.

Consideration of proposals 2556.6/Rev 1 and 2912.6/Rev 1 was deferred to the meeting of 5 December 1989.

The meeting rose at 6 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Ninth meeting

Tuesday, 5 December 1989, 9.30 pm

In the chair: Mr M S RAMAN, Chairman

Opening

The Chairman thanked Italy for the dinner it had given the previous evening in prestigious surroundings, during which music and culinary specialities had delighted all who attended.

Approval of reports

The reports of the Committee's 5th and 6th meetings were adopted.

Quorum

A check on the number of members in attendance showed that 92 countries were represented in the hall. As the prescribed quorum was 80 members, the Committee could proceed to business.

Letter bills

Article 156
C 12 form

Proposals 2556.6/Rev 1 and 2912.6/Rev 1.

These proposals were consequences of the changes already made to articles 170 and 171.

Proposal 2556.6/Rev 1 was adopted, but with retention of the last sentence of article 156, paragraph 2, a "The number of bags exempted from transit charges and terminal dues shall be the same as the total of those containing only empty bags and of those marked "Exempt" in accordance with article 162, paragraph 5".

Proposal 2912.6/Rev 1 was adopted, but the Committee expressed the wish for more space to enter the weights.

Labelling of mails

Article 162
Form C 28

Proposals 2562.9, 2562.4 and 2928.2

These proposals advocated entering the weight on the C 28 label. They also eliminated the obligation to indicate the date of dispatch on the label to identify the mail of which the bag formed part, since all the mails would now be numbered. However, a heading for that purpose was retained on the C 28 form for possible use by administrations. Those which did not need that heading were not obliged to print it.

Proposal 2562.4 was adopted with the inclusion, as paragraph 6bis, of the rule for rounding up the weights set out in proposal 2562.9. Proposal 2928.2 was adopted. The Committee asked the International Bureau to include a footnote in the Acts concerning administrations' latitude as regards the date of dispatch on the C 28 form.

Delivery bill

Article 164
Forms C 18 and C 18bis

Proposals 2564.4, 2918.1 and 2918.2

Proposals 2564.4, 2918.1 and 2918.2 concerning the entering of the weight on the C 18 and C 18bis delivery bills were adopted without discussion.

Checking of mails

Article 165
Form C 14

Proposals 2565.5 and 2914.2

Proposals 2565.5 and 2914.2 concerning the checking of the weight of mails were adopted without discussion.

Return of empty bags

Article 168
Form C 18S

Proposals 2568.1 and 2918.91

Proposals 2568.1 and 2918.91 introducing a C 18S delivery bill for surface mail, including S.A.L., were adopted without discussion.

Preparation, transmission, approval and settlement of accounts. Rules for payment

Articles 187, 101, 103, 182, 198, 188 to 190, Section V, Chapter III

Proposal 3587.4

Proposal 3587.4 concerning a reference was withdrawn.

Proposal 2501.3

Opinion was divided on this proposal, which advocated as a general rule the settlement of accounts through the International Bureau. It was thus a case of returning to the situation which had existed before the 1984 Hamburg Congress. Those against the proposal felt that it should nevertheless be included in the work entrusted to the Executive Council by the adoption of proposals 2000.12 and 3500.1.

Put to the vote, the proposals obtained the following results:

In favour:	16
Against:	63
Abstentions:	27

Proposal 2501.3 was thus rejected. Its content was nevertheless to be considered by the EC as part of the work already entrusted to that body.

Proposal 2501.4

Proposal 2501.4 was withdrawn by its originator, since its content could be considered by the EC in the context of the work entrusted to that body.

Proposals 2501.1/Rev 1 and 2501.5

Proposal 2501.1/Rev 1 sought to introduce an umbrella rule for discrepancies in the accounts. The proposal's originator accepted the amendment in proposal 2501.5.

One speaker felt that the amount recommended, namely 9.80 SDR, should be rounded up to 10 SDR. Another speaker opposed such rounding up. He also favoured the inclusion of proposal 2501.5 in the EC study.

Put to the vote, the proposals obtained the following results:

In favour:	67
Against:	15
Abstentions:	22

Proposal 2501.1/Rev 1 as amended by proposal 2501.5 was therefore adopted.

Proposals 2501.2, 2501.6, 2503.1, 2598.1, 2919.91, 2931.1, 2931.2 and 3582.3

The originators accepted the inclusion of these proposals, which recommended substantial changes in the system for preparing and settling accounts, in the EC study envisaged in proposal 3500.1 which had already been accepted.

Proposals 2501.2, 2501.6, 2503.1, 2598.1, 2919.91, 2931.1, 2931.2 and 3582.3 were withdrawn. The Committee considered that their content should be taken into account by the EC in the context of its work.

Proposals 3588.1 and 3588.2

The first proposal sought to shorten the time limit for payment resulting from the general liquidation account from four to three months. In reply to a question from one speaker, the International Bureau stated that such a change could enable the debts in question to be included in the following liquidation account and thus expedite their settlement. The second proposal was a consequence of the merger of the airmail and surface-mail terminal dues accounts.

Proposals 3588.1 and 3588.2 were adopted.

Proposals 3589.1 and 3589.2

Proposal 3589.1 deleting the article 189 was adopted. Proposal 3589.2 therefore lapsed.

Proposal 3590.3

Proposal 3590.3 lapsed, article 190 having been deleted through the adoption of proposal 3590.1.

Proposal 3581.91

The Chairman drew the Committee's attention to the fact that the title of chapter III adopted at Hamburg was not correct, since it concerned not only surface mail but airmail as well. The proposal provided an opportunity to correct that error.

Proposal 3581.91 was adopted, but with deletion of the references to surface mail and airmail.

Forms

Virtually all the proposals concerning the forms were consequences of proposals concerning the Detailed Regulations of the Convention.

AV 3bis

Proposal 3903.1/Rev 1

Proposal 3903.1/Rev 1 was adopted without objection.

C 12bis

Proposals 3912.2/Rev 1 and 3912.3 and 3912.10

Proposal 3912.2/Rev 1 was adopted. The Committee expressed the desire for the Forms Working Party to bring it into line with the AV 3bis form as far as possible. Proposals 3912.3 and 3912.10 therefore lapsed.

C 12ter

Proposals 3912.11 and 3912.4

Proposal 3912.4 was adopted without objection. Proposal 3912.11 lapsed.

C 15

Proposal 3915.1

Proposal 3915.1 was adopted without objection.

C 15bis

Proposal 3915.2

Proposal 3915.2 was adopted without objection.

C 15ter

Proposal 3915.3

Proposal 3915.3 was adopted, with "C 20bis statement" being replaced by "C 20bis account".

C 16

Proposal 3916.1

Proposal 3916.1 was adopted.

C 17

Proposals 3917.1, 3917.2/Rev 1 and 3917.4

Proposal 3917.1 was adopted without objection. Proposals 3917.2/Rev 1 and 3917.4 lapsed.

C 17bis

Proposal 3917.91

Three delegations from the English Language Group took the floor with regard to the subtitle "Mails dispatched" in the English version of form C 17bis. According to article 177quater, paragraph 3, this statement was prepared by the administration requesting the statistics, usually the administration of destination. The French version of form C 17bis did not contain the word "dispatched". The English version would therefore be corrected.

Proposal 3917.91 was adopted.

C 17ter

Proposal 3917.92

Proposal 3917.92 was adopted following deletion of the boxes in its subtitle.

C 20

Proposals 3920.1, 3920.3 and 3920.5

Proposal 3920.5 was adopted without objection. Proposals 3920.1 and 3920.3 lapsed.

C 20bis

Proposal 3920.2

Proposal 3920.2 was adopted without objection.

AV 12

Proposal 3962.1

Proposal 3962.1 was adopted without objection.

C 21 and C 21bis

Proposals 3921.1 and 3921.2

One speaker considered that the solution advocated by merging the two forms might delay preparation of accounts. He suggested that these proposals be included in the EC study based on proposal 3500.1. The originator of the two proposals accepted that suggestion.

Proposals 3921.1 and 3921.2 were withdrawn. The Committee thought that their content should be studied by the EC as part of its work.

C 28bis

Proposal 3928.2

Proposal 3928.2 was adopted without objection.

Various proposals linked to decisions taken by other Committees

Article 8

Proposals 2008.1 and 2008.2

Proposal 2008.1 was the consequence of the adoption by Committee 3 of proposal 1007.2 replacing the gold franc by the SDR as the monetary unit of the Union. Proposal 2008.2, an amendment to proposal 2008.1, also took account of the fact that Committee 5, in adopting proposal 3019.6, had replaced basic charges by guideline charges.

Proposal 2008.1, amended by proposal 2008.2, was adopted without objection.

Article 19

Proposal 3019.3

Proposal 3019.3 was adopted without objection as the main proposal, 2020.1, had been adopted by Committee 4.

Article 24

Proposals 3024.2 and 3024.4

Proposals 3024.2 and 3024.4 lapsed, as the main proposals, 2026.1 and 2030.1, had been rejected by Committee 4.

Reservations in the Final Protocol of the Convention Articles VII, XVIII and XX

Proposals, 3307.1, 3318.1 and 3320.1

Proposals 3307.1, 3318.1 and 3320.1 were accepted without objection.

Other business

As no other topic was raised, three spokesmen for the assembly warmly thanked the Chairman. The skill he had already shown in conducting the work of WP 3 and of the Terminal Dues Round Table in Berne had enabled him, in guiding the discussions, to take bold decisions regarding terminal dues, basic charges, mail classification and remailing, thus marking historic progress in the work of Congress. They emphasized in particular the new work methods used: broad-based consultation, fast work, and conclusions available long before the beginning of Congress, which had been greatly appreciated by all.

The Chairman thanked the speakers for their kind words and expressed the wish to include therein all those who had helped him in his task, the IB Secretariat, the interpreters, the Secretariat of the host country and above all the member countries whose spirit of solidarity and comprehension had made possible that positive development in the work of the 20th Congress.

The meeting rose at 1 pm.

For the Committee:

M S RAMAN
Chairman

T MUÑOZ
Secretary

G GOUDET
Assistant Secretary

A JOHNSEN
Aide

J BADET
Assistant

Decisions adopted by Committee 5

Decision C ...

Transit charges for à découvert mail

Congress,

Having instructed the Executive Council in resolution C ... (proposal 3000.2) to conduct a study on transit charges for à découvert mail,

Instructs

the Executive Council to take account of proposals 3062.1 and 3067.4 within the framework of that study.

(Proposals 3062.1 and 3067.4, Committee 5, 5th meeting)

Decision C ...

Preparation and settlement of accounts

Congress,

Having instructed the Executive Council in resolutions C ... and C ... (proposals 3500.1 and 2000.12) to conduct two studies on the provisions governing the preparation and settlement of accounts and on the expansion of International Bureau offsetting arrangements,

Instructs

the Executive Council to take account of proposals 2501.3, 2501.4, 2501.6, 2501.2, 2503.1, 2598.1, 2919.91, 2931.1, 2931.2, 3572.7/Rev 1, 3572.3, 3570.5, 3582.3, 3921.1 and 3921.2 within the framework of those studies.

(Proposals 2501.3, 2501.4, 2501.6, 2501.2, 2503.1, 2598.1, 2919.91, 2931.1, 2931.2, 3572.7/Rev 1, 3572.3, 3570.5, 3582.3, 3921.1 and 3921.2, Committee 5, 8th and 9th meetings)

Decision C ...

Remailing

Congress,

Having taken note of the results of the work done by the Executive Council on the problem of remailing,

Instructs

the Executive Council to continue that study.

(Congress – Doc 56 and Add 1, Committee 5, 4th meeting)

Decision C ...

Consequences of the use of the SDR as accounting unit

Congress,

Having taken note of the results of the study on the consequences of the use of the SDR as accounting unit,

Instructs

the Executive Council to take into consideration in all future economic studies the consequences of the use of the SDR as accounting unit.

(Congress – Doc 57, Committee 5, 1st meeting)

Reports of Committtee 6

First meeting

Wednesday, 29 November 1989, 9.30 am

In the chair: Mr J E B EVANS, Chairman

Opening of the meeting

The Chairman opened the meeting by expressing gratitude for the honour bestowed on his country, New Zealand, and welcomed the delegations in attendance; he greeted the three Vice-Chairmen of the Committee: Barbados, Ireland and Polish People's Rep, and referred to the efforts of Mr P J Smith (Australia) and Mr K Strömsnes (Norway) as Chairman and Vice-Chairman respectively of the Executive Council Committee 6 (Airmail) elected by the 1984 Hamburg Congress.

Secretariat

Mr E Nlend, Senior Counsellor, and Mr T Der Hovsépian, Assistant Counsellor, at the International Bureau, formed the Secretariat of the Committee.

Agenda

The agenda (Congress – Doc 12/Rev 1) was approved.

Proxy

Yemen (People's Dem Rep) was represented by Yemen Arab Rep.

Quorum

A check showed that 80 of the 152 countries represented at Congress were present in the hall. The Committee was able to proceed to business, as the quorum was 76 member countries.

Observers

By virtue of article 5, paragraph 2, of the Rules of Procedure of Congresses, ICAO, an intergovernmental organization of the UN system, was taking part at its discretion in all the work of the Committee. IATA, however, would be taking part only during consideration of the agenda items of direct interest to it, that is, at the Chairman's suggestion, items 5 to 9 of the agenda, which would be dealt with at the meeting on Thursday, 30 November.

In connection with item 9 (basic airmail conveyance rate), IATA would withdraw after putting its point of view to allow the Committee to discuss and take decisions.

The Secretariat was instructed to inform IATA.

The Chairman recalled the adoption by Congress of proposals 1715.1 and 1715.2 to transfer to the EC the proposals concerning the Detailed Regulations which were not the consequence of proposals for amending the Convention. The Bureau of Congress nevertheless recommended that the Committees deal with the maximum number of proposals. That did not exclude the possibility of saving some of them for the EC which could thus exercise its new powers. The Committee would therefore decide on a case-by-case basis.

Proposals 4908.1 and 4908.2

These proposals were withdrawn.

Consideration of proposals relating to the Convention and its Detailed Regulations

It was also recalled that a series of proposals resulting from the work of the EC and from the 1984 Hamburg Congress, in particular the study on mail classification (Congress – Doc 59) had been assigned to Committee 6. The decisions of principle about the new "priority/non-priority" system of mail classification had already been taken by Committee 5 which had also adopted certain basic proposals in that connection. Committee 6 had to base itself on those decisions in studying the proposals before it .

Proposals 2018.1, 2018.3, 4071.1, 4071.91, 3019.5, paragraph 3bis, 4072.1, 2524.91, 3019.91, paragraphs 1 to 3 and paragraph 5, 4073.1, 4074.1, 4075.1, 4090.1, 4321.1, 4076.1, 2027.1 and 4077.1

Those proposals were adopted without discussion.

In connection with proposal 3019.91, the International Bureau will indicate through notes in the Annotated Acts which provisions of articles 73 to 75 of the Convention have not been transferred to the new article 19bis but which are still of practical interest.

Proposal 2032.91/Rev 1

That proposal was designed to introduce quality of service targets into the Convention.

After discussions on the possibility of specifying the concept of quality of service further by stressing delivery times, the Committee decided to adopt the proposal with its original wording.

Proposal 2032.91/Rev 1 was adopted.

Proposals 2032.92, 4079.1 and 2509.3

These proposals were adopted without discussion.

Proposals 4089.1 and 4090.2

These proposals were rejected.

Proposal 2027.1

This proposal was adopted subject to the insertion of the word "or" between "by air" and "as S.A.L." in the second line.

Proposal 2541.2

This proposal was adopted without discussion.

Proposals 2034.1, 4080.1, 4080.2, 4080.3 and 4080.4

This series of proposals dealt with the redirection of airmail correspondence, including AO airmail items, by the quickest route, air or surface, with the aim of improving the quality of service in order to combat competition which offered its customers such services.

Put to the vote, proposal 4080.2, which provided for systematic redirection by the quickest route, air or surface, of airmail correspondence, was adopted by 65 votes to 33, with 7 abstentions. In consequence, proposal 4081.3, which was less removed from the existing provisions, was rejected.

The wording of proposals 2034.1 and 4000.1 would be adjusted to take account of the decision on proposal 4080.2.

The Committee then considered proposal 4081.2, the aim of which was to apply to undeliverable airmail correspondence the system of return to sender by the quickest route, by analogy with the principle adopted in regard to redirection.

Those in favour of return by air considered that this would improve the service provided for customers while those against stressed the heavy costs that would be entailed for administrations, especially the administrations of developing countries receiving large numbers of AO items.

Put to the vote, proposal 4081.2 was rejected by 62 votes to 33, with 10 abstentions.

Proposals 4081.5 and 4081.3 were adopted and would be merged.

Proposal 4081.4 was also adopted and would be merged with proposal 2035.1, which was adopted, and with proposal 4081.1.

Lastly, the Committee rejected proposal 4080.4 and decided to amend proposal 4000.1 to align it with the decision taken in regard to proposal 4081.2.

The meeting rose at 12.30 pm.

For the Committee:

J E B EVANS
Chairman

E NLEND
Secretary

T DER HOVSÉPIAN
Assistant Secretary

Second meeting

Thursday, 30 November 1989, 9.30 am

In the chair: Mr J E B EVANS, Chairman

Quorum

Ninety-two countries were represented. As the quorum was 76 countries, the Committee could proceed to business.

Consideration of various proposals relating to the Convention and its Detailed Regulations

Proposal 4078.1

That proposal was rejected following the rejection by Committee 4 of proposal 2001.1 of which it was the consequence.

Proposal 4078.91

The Committee was of the opinion that the present provisions, in particular article 78 and note 3, Practical application formula for the direct transhipment of airmails by the airlines, covered all transhipment cases.

Proposal 4078.91 was thus rejected by 69 votes to 13, with 20 abstentions. Proposal 4078.92 therefore lapsed.

Standardized electronic messages for dispatches

Proposals 4000.2 and 4000.5

Proposal 4000.5 which amended proposal 4000.2 was adopted unanimously and proposal 4000.2 lapsed.

Transmission of messages concerning the AV 7 delivery bill and related AV 7 matters

Proposals 4605.1, 4606.2 and 4607.2

The purpose of that series of proposals was to supplement the provisions of articles 205, 206 and 207 of the Detailed Regulations of the Convention with a view to allowing the use of electronic means for transmitting messages relating to the AV 7 delivery bill.

Those proposals were adopted, but the Drafting Committee was invited to bring the text into line with that of the proposals dealing with telematics adopted by Committee 4.

Proposal 4605.2

That proposal was withdrawn by its originator.

Missing AV 7 delivery bill

Proposals 4607.1 and 4607.3

Those proposals aimed at supplementing article 207 of the Detailed Regulations of the Convention to allow acceptance by postal administrations of the substitute AV 7 delivery bill prepared by air carriers in the absence of the AV 7 delivery bill.

The Committee accepted an oral amendment by the Polish People's Rep to add on the form the indications "CP 24 and CP 24bis" in paragraph 1 of the substitute delivery bill to extend its use to the AV 7/C 18bis for missing postal parcels.

Proposals 4607.1, 4607.3 and the substitute delivery bill were adopted. The Drafting Committee was, moreover, asked to study the expediency of retaining the first part of article 1bis which, in the opinion of one delegation, caused some uncertainty, at least in the Spanish text.

Consideration of proposals 4606.1, 4908.91, 4908.92, 4608.1 and 4608.91 was postponed to the next meeting.

AV 7 Form

Proposals 4907.1/Rev 1, 4617.1, 4624.1 and 4625.1

According to the originator of these proposals, it was absolutely indispensable to rationalize the UPU's forms, the number of which was steadily increasing at a time when many administrations were reducing the number they used for internal purposes. That was the aim of these proposals. Two delegations, while wholeheartedly endorsing the objective in question, expressed reservations about the proposal. Use of the proposed new form might induce errors or cause confusion. That opinion was shared by IATA. It was then proposed that the proposals should be assigned to the EC for detailed study. Accordingly, proposals 4907.1/Rev 1, 4617.1, 4624.1 and 4625.1 were referred to that body. In that connection, several delegations stressed the need for an EC study on the rationalization of all UPU operational forms. As this view was widely shared by those who took the floor, the Committee decided to submit a draft decision to Congress to that end and to refer the above-mentioned proposals to the EC. The draft decision concerned is given in annex 1 to the present report.

Maximizing the air conveyance of mail

Congress – Doc 65

The document was adopted without discussion. However, IATA stated that, although it had been involved in the preparation of the manual on maximization, it did not approve the part concerning the priority accorded to mail (sections I and II of the manual).

Exclusion of dangerous goods from airmail

Proposal 4000.3

On the subject of this proposal IATA made the statement given in annex 2 to the present report. Several delegations stressed the importance of the issue and the need to give greater force to the EC's draft resolution. To that end, the word "recommends" should be replaced by "requests" or "invites". Finally, proposal 4000.3 was adopted and referred to Committee 10, which was asked to adopt a form of words that reflected the concerns of Committee 6.

Payment of air conveyance dues

Proposals 4086.1, 4086.2 and 4086.3

These proposals were aimed at extending the direct payment to air carriers of dues for the air conveyance of mail. The majority of speakers expressed their support for proposal 4086.1, which resulted from the work of the IATA–UPU Contact Committee. Proposal 4086.2 was withdrawn by its originator.

Proposal 4086.3 therefore lapsed. Proposal 4086.1 was adopted.

The meeting rose at 12.30 pm.

For the Committee:

J E B EVANS
Chairman

E NLEND
Secretary

T DER HOVSÉPIAN
Assistant Secretary

Draft Decision

Study on rationalizing UPU forms

Congress

Decides

to assign to the Executive Council:

a study of proposals 4907.1/Rev 1, 4624.1, 4625.1, 4617.1;

b a general study on rationalizing UPU forms aimed at;

- reducing their number;
- simplifying them;
- adapting them to new technologies.

(Commitee 6, second meeting)

Dangerous goods in the mail

Good morning ladies and gentlemen, I feel very privileged to be able to speak to you today.

Mail has always played an important part in the airline business. In fact, many airlines started as mail carriers with passengers and cargo as fill-in. Since then, passengers and cargo have moved into the position as primary revenue sources; however, mail is still a prominent part of the business.

In the beginning, airmail consisted primarily of important letters and documents which had to move as quickly as possible and for which users were willing pay a premium. Today in many large countries such as the United States or Canada, letters are routinely sent by air without a premium. In addition, more and more packages are moving by air either as air parcel post or as express mail. Unfortunately, not all of these packages are innocuous.

Over the past 35 years, IATA and ICAO together with the Universal Postal Union and the World Health Organization have developed a very comprehensive and effective set of regulations for the safe transport of dangerous goods by air. However, one of the major problems facing the airlines today is undeclared dangerous goods.

Undeclared dangerous goods are carried by passengers in their baggage, included in shipments of other goods, and sent by mail, both air and surface. Most of the people who carry or send undeclared dangerous goods do so out of ignorance of the dangers to which they are exposing themselves, the airplane and its passengers and crew, and to everyone who must handle the baggage, cargo or mail.

Based upon the reports reaching our offices, each airline can expect to encounter at least 20 incidents involving dangerous goods in passenger baggage, another 20 involving undeclared dangerous goods in cargo and 5 involving undeclared dangerous goods in airmail. These figures are based only on the reports sent to us. Many airlines do not wish to report incidents for a variety of reasons, therefore we feel that what is reported is only a small part of the incidents experienced. Undeclared dangerous goods are only discovered when something happens: a package or suitcase opens accidentally and the items are seen; a package or suitcase or mailbag shows evidence of leaking; or there is smoke or strong odour being emitted. A spot check by civil aviation authorities at one major airport uncovered over 1500 cases of undeclared dangerous goods in baggage and cargo in one eight-hour period, so obviously, what we see is only the tip of the iceberg.

There are two incidents which clearly demonstrate what can happen with undeclared dangerous goods.

The first and most tragic occurred in Boston in 1972. A B707 freighter was loaded with several pallets described on the documentation as printing equipment; most of these pallets had been made up the day before. The take-off and climb to altitude were routine and it looked like another uneventful trip to Europe. Shortly after passing Gander, Newfoundland, the crew smelled smoke which appeared to come from the electronics compartment under the cockpit. Thinking they had an electrical malfunction which they could not find, the crew decided to return to New York where maintenance facilities were available to make the necessary repairs. As the airplane neared Boston, the smoke was becoming very heavy and the crew decided to make an emergency landing at Boston. Just before touchdown, the tower lost radio contact with the airplane which crashed onto the runway. The three crewmen were killed and the aircraft was destroyed.

The subsequent investigation disclosed that there were over 800 kilos of undeclared dangerous goods in the consignment including a large number of five litre bottles of nitric acid packed in sawdust in wooden boxes. Further investigation disclosed that one, possibly two bottles may have been involved with the fire. It was also found that these boxes did not have any warning labels or markings and that several had been laid on the side because there were no package orientation labels to show which way was up. Tests were made with some of the boxes of nitric acid which had survived the crash. It was found that when a small amount of acid was permitted to leak onto the sawdust, they would react together and in less than twenty minutes, the entire box would be in flames. At that time, nitric acid was permitted to be carried, but sawdust was prohibited as absorbant or cushioning material for all.

The findings of the review board were that the fire probably started after the airplane reached altitude when one of the bottles laying on its side started to leak because of the differential pressure between the sea level pressure inside of the bottle and the reduced pressure at altitude caused a leak through a loose cap. The nitric acid reacted with the sawdust creating smoke and eventually, the fire. The smoke worked its way into the electronics compartment and then to the cockpit. The crew was asphyxiated by the smoke and fumes just before touchdown. This accident resulted in banning the transport of nitric acid on airplanes and the tightening of training and acceptance requirements.

The second incident occurred two years ago and, while not fatal, was equally dramatic for passengers and crew. Shortly prior to landing in Nashville after a routine flight from Texas, passengers began to complain of smoke coming through the floor, the floor getting hot and a sagging floor. The captain made an emergency landing at Nashville and everyone was evacuated with only a few minor injuries which occurred during evacuation. The airplane suffered several hundred thousand dollars (US) in damage.

The investigation disclosed that a shipper, who also happened to be a passenger on the flight, had shipped what was described as laundry equipment aboard that flight. The "laundry equipment" actually consisted of a drum of a very strong dry caustic and several litres of a strong hydrogen peroxide solution. During the flight, the peroxide solution leaked and mixed with the caustic creating a strong caustic solution which generated a lot of heat and fumes and started to seriously attack the airplane structure.

Although these incidents involved undeclared dangerous goods in cargo, similar chemicals have been found in incidents involving dangerous goods in the mail. Nitric acid or highly caustic liquids are surpassed only by flammable liquids in the frequency with which they are discovered in the mail. Not only do they present a hazard to the airplane, but they are highly dangerous in the post office as well. Both nitric acid and caustic liquids can cause severe damage to the skin to anyone handling a leaking package. A package leaking a flammable liquid poses a serious fire hazard around all the automated equipment used to handle packages; as far as I know, none of the motors, switches, etc, used in this equipment is spark proof. In addition, explosives such as toy rocket motors and fireworks and poisons such as insecticides are frequently found.

How can these items be kept out of the mail? Only through education. We must educate the public and the postal employees. The public must be made aware of the things which cannot be put into the mail and the postal employees to ask the right questions to uncover these hidden hazards. As said before, most persons, when caught, admitted they acted out of ignorance.

In 1990, IATA and its member airlines will conduct a world-wide campaign to educate passengers about the hazards of carrying dangerous goods in their luggage. The object of the campaign is to reach the passenger before he or she packs their baggage. Brightly coloured brochures will be included in the ticket envelope; through pictures and a few words the passenger is informed of the more common items not to be packed or carried. Along with the brochures, posters will be displayed at the point of ticket sales and, hopefully at airports.

Over the years, the airlines have developed a list of the types of cargo shipments that frequently contain dangerous goods. For example, shipments of "machine parts" frequently are being shipped to repair a piece of equipment and often contain cleaning compounds and/or paint. Part of the airline acceptance staff training is to recognize these shipments and question whether or not they contain such items.

What sort of programme is needed for the mail?

First, a programme is needed that will keep out most such undesirable packages. Second, a programme to instruct postal employees on how to handle packages that appear to be leaking.

In order to keep dangerous goods out of the mail, postal employees must be instructed on how to recognize these substances and to ask questions to disclose their presence when not obvious. Use posters and brochures to get the message across to persons sending packages. If possible, tie-in public service announcements on television and in papers. Several postal authorities have developed awareness programmes to some degree or another. I have not seen all of these programmes therefore I am not trying to favour one over another but I find the posters and video that were produced by the Australian Postal Authorities to be very good and would recommend it as role model. I understand that there were promotions in the newspapers and on television also. A good source of help is your national airlines; they have developed training programmes for their staffs and I am sure that they would be glad to help you develop your training programmes.

In the real world where we all must work, some packages of dangerous goods will get into the mail and will leak. Therefore, postal employees must know how to handle these packages. If you do not already have this covered in your training, I am sure that your emergency response experts can provide guidance.

I hear through the grapevine that several post offices have already had incidents in which employees have been injured. The problem will only grow if we continue to ignore it. The courier services are becoming aware of dangerous goods and are starting to reject packages containing such items. Since the shippers are willing to pay a premium to move these packages quickly and with as little red tape as possible, they will be turning to airmail and express mail. You cannot afford to take the risk.

Third meeting

Friday, 1 December 1989, 9.30 am

In the chair: Mr J E B EVANS, Chairman

Quorum

Eighty-one countries were represented. As the quorum had been fixed at 76 countries, the Committee was able to proceed to business.

Various proposals relating to the Detailed Regulations of the Convention

Proposal 4608.91

This proposal was withdrawn by its originator.

Proposals 4608.1, 4908.91 and 4908.92

Proposal 4608.1 called for the use of an AV 8ter label in addition to the AV 8 label for better identification of bags for direct transfer between airlines. This proposal gave rise to a lengthy discussion: on the one hand, the compulsory nature of such a label was considered unjustified and very costly, and it was proposed that the word "may" be substituted for "shall"; on the other hand, stress was placed on the improved quality of service expected from the proposed new procedure, and it was pointed out that if it was made optional, it would lose its effectiveness. The Committee agreed to substitute "may" for "shall".

In another vein, so as to properly specify that the AV 8ter label was not a substitute for the other labels usually used for airmail conveyance, it was proposed that the text be supplemented along those lines. The new provision would thus read: "... the bags of mails may be provided, in addition to the labels required for the conveyance of airmail, with an AV 8ter label ...".

Thus amended, proposal 4608.1 was adopted as was related proposal 4908.91; proposal 4908.92 was withdrawn by its originator.

Basic airmail conveyance rate

Congress – Doc 63

Australia, Chairman of the last Executive Council's Committee 6 (Airmail), introduced Congress – Doc 63, which summarized the activities conducted by the Executive Council, with ICAO and IATA, in accordance with 1984 Hamburg Congress resolution C 45.

The observer for ICAO, recalling the ideas set out in that organization's written paper (Congress – Doc 84), stated that ICAO was willing to assist the UPU and IATA in considering solutions to the basic rates problems. On the basis of certain statistical data, ICAO had already been able to establish four values for rates capable of being applied to mail conveyance, namely 1.53, 1.74, 1.93 and 2.34 g fr per t/km. These rates currently had only an approximate value, but ICAO was convinced that a rational system founded on an economic basis could be defined with the cooperation of the two parties concerned, the UPU and IATA.

The IATA representative then made the statement given in annex 1.

The Secretary-General recalled the already long-standing cooperation between IATA and the UPU. That cooperation had often been marked by differences of opinion on the issue of basic rates. It had nonetheless been continued in a fruitful manner that made it possible to attain useful progress in the operational field. The environment was changing and raising new problems: technical developments and the onslaught of the competition which was affecting the Post as well as the airlines. Both parties could see in front of them, beyond the question of payment for conveyance, which they had no intention of neglecting, new prospects for cooperation. He mentioned among others the important problems of security, adapting operating rules to new technical possibilities, the exchange of messages, and the conveyance of scientific substances of interest to all mankind. That cooperation required transparency on both sides and there was every reason to think that both organizations would be able to adapt their methods in order to define its new outline. The statement by the representative of ICAO constituted, for future activities, a positive element that they should welcome with interest.

After the withdrawal of the IATA representation, several delegations voiced their opinions regarding the Congress – Doc and IATA's arguments, stressing in substance that:

- administrations would have to resist the pressure exerted by IATA, which had never been able to demonstrate with economic arguments that the rate of 1.74 g fr was inadequate, confining itself to asserting this in a peremptory manner;
- on the contrary, ICAO statistics showed that airline revenue from mail was increasing regularly in relation to other components of air traffic (freight and passenger), precisely because the average rates of these components were decreasing while the basic UPU rate remained stable;
- this rate expressed in SDR was actually increasing regularly through the "SDR effect", an increase which in some cases had been estimated at 50 percent over five years;
- dialogue with IATA naturally would have to continue, both on the basis proposed by ICAO and while striving to define as closely as possible the reality of postal traffic; for example, it would be possible, as certain Restricted Unions had already done on a trial basis, to develop a special conveyance rate for EMS and to adjust the rate for normal mail or for S.A.L. mail.

For all those reasons, the opinions expressed supported proposal 4000.4/Rev 1. It was nevertheless suggested that this proposal be amended by substituting the expression "en tous cas" for the expression "en toute hypothèse" (2° of the French operative part). (Amendment affects only the French version.)

Proposal 4000.4/Rev 1 thus amended was adopted.

The Committee moreover instructed the Drafting Committee to consider whether the expression "on the eve of Congress" was adequate or whether it should be made more specific such as, for example, "on the eve of each Congress " (i of the operative part).

The meeting rose at 12.30 pm.

For the Committee: J E B EVANS, Chairman — E NLEND, Secretary

T DER HOVSÉPIAN, Assistant Secretary

Statement by IATA concerning Congress – Doc 63

We hope that the subject of the airmail conveyance rate has attracted as much study and attention as that for the direct transfer label, and this will be reflected in your discussions.

We would like to refer you to document 63, page 4, section III, paragraph 21, in which is recorded the discussions at the April Executive Council, and six comments of the postal administrations, following the meeting of the IATA–UPU Contact Committee.

The first paragraph maintains that the benefits mentioned by IATA are far from real. The statement made is unacceptable to IATA. While airlines might not on occasion provide the benefits listed, this was not normally the case. No evidence was provided to support these statements. If the UPU could give IATA evidential facts, then IATA would draw them to the attention of the airlines.

We had intended expanding on each of the benefits enjoyed by the air conveyance of mail, as listed in document 63 (annex 1), but in the interests of time, we have cancelled that idea.

In paragraphs 2 and 4 reference is made to the ICAO statistics. The ICAO figures are average and outdated (the 1987 figures have just been received in 1989). Freight yields are made up from a huge variety of freight products with varying conditions of carriage and tariffs. We must refute at this point the comments (by Australia Post) to the effect that no comparison was done between mail and freight rates. An exercise was conducted comparing freight N rates with UPU rates. Furthermore, an exercise was done on the actual mail uplifts from two administrations, comparing the billings resulting under N and quantity rates, as applicable, and those from UPU rates. In both cases the administration would have had to pay more under a freight rate regime, being subject also to freight rate conditions.

The same is true of passenger yields, which are made up from a variety of products from first class to economy standby. Mail consists basically of only two products; normal airmail (LC/AO/CP) and S.A.L./ASP.

Mail represents some 2 percent of the average airlines revenue. Given the small proportion, comparison with freight and passenger are relatively meaningless. What would be the result if we compared mail revenue ratios with first class passengers or N class freight which would be more relevant comparisons.

Paragraph 3 refers to freight consignors not having premises at airports. We are not sure of the relevance of this statement: and anyway it is not true. Go to any major airport, and you will find the premises of all the major frieght agents. We are not sure what postal administrations mean by this comment.

Paragraph 5 refers to the spectre of remail. Remail would not exist without the cooperation of Post Offices. You have already stated this in various statements made at this Congress which we have read. Document 56, annex 1, paragraph 23 states: "A large majority (85 percent) of the responding administrations agreed with the view that the current UPU terminal dues structure has played a key role in the emergence of the remail practice." There is no reference in this document to the success of remail due to the UPU rate.

Let us take the evidence. UPU rates in Europe for example are much lower than freight rates, even market rates; yet European postal administrations lose business to remailers. Quality of service, customer support and high quality marketing are the source of the remailers' success, not airmail rates: perhaps their handling costs at either end of the air journey are much lower than those of postal administrations.

Airlines in this business offered added value and better quality service. Moreover, we have evidence that remail companies are paying considerably above UPU rates for the carriage of first class mails, even on very long haul routes.

In paragraph 6 reference is made to the discounts offered by airlines. Discounts are a normal feature of business. Administrations give them to their customers; but they are not the published tariff. Witness the hotels in which you are all staying here in Washington – you are not paying the published tariff, as shown on the back of the door, but a negotiated quantity discount.

We are talking about the UPU rate, the published tariff. What individual airlines offer is based on their own commercial judgement and they retain control. They can give a discount, decrease it or increase it, or withdraw it altogether. You cannot force discounts on airlines; they may or may not offer them.

The main problem with the airmail rate is that it is the only airline product where the customer unilaterally fixes the price, with or without the agreement of IATA. What other business works on those lines? Would you accept it from your customers?

At the Committee 6 meeting in April, IATA painted a picture of two alternatives.

We can carry on with the current antiquated procedures, and further decline in postal standards, service, and volumes; or we can develop a strong alliance between the postal system and the airline network, with increased service levels and the development of integrated automation. The second is only possible for the airlines if there is remuneration to match. We have always said in our discussions with UPU that service improvements are inextricably linked with the rates we are paid.

The attitude of the EC and the UPU as a whole appears completely negative. The considerable work done on degressive rates by IATA and the UPU would have produced a system allied to the comparative yields of other products. All these efforts came to nought. Perhaps the linking between the UPU rate, and that for internal air conveyance dues has some impact on this outcome. IATA for its part does not see any necessary connection between the two.

In the absence of any rate increase and the seemingly entrenched position against the IATA proposal of 1.90 g fr/t-km, the relative attraction of freight over mail will continue to grow. It is known that on some routes airlines are no longer interested in mail carriage.

The current rate of 1.74 g fr/t-km has stood for nine years, and will perforce last one more. In that time what increases have been made to postal tariffs to your customers; we would guess at least in line with inflation.

Should the current intransigence remain, the IATA delegates will give serious consideration towards recommending that further discussions on service improvements should cease. Subjects such as Dangerous Goods and Security must continue, as we are both subject to legal constraints. We have already said, you will remember, that we see little further use in the continuation of discussions on conveyance rates post Washington.

We thus have no agreement on rates, on priority, on obligations between us, or on mutual benefits. – Not a bad result after nine years of negotiation.

Ladies and Gentlemen, you can make your resolutions on airmail at this Congress, but you cannot impose them on the airlines in general. We reserve the right to accept or reject them, according to our commercial interests.

Turning to the ICAO proposal, we may be prepared to discuss a new cost formula with ICAO and the UPU, provided first the UPU once again accepts a cost basis, which currently they have rejected, and keep to that commitment; and provided, secondly, if agreement is reached, that it becomes effective when the Acts of this Congress take effect.

Thank you for this opportunity to put over our views, and your attention.

Fourth meeting

Tuesday, 5 December 1989, 9.30 am

In the chair: Mr J E B EVANS, Chairman

Quorum

Seventy-seven countries were represented. As the quorum was 76 countries, the Committee was able to proceed to business.

Approval of the report

The reports of the two previous meetings (Congress/C 6 – Reps 1 and 2) were approved without comment.

Agenda

The same applied to the agenda (Congress – Doc 12/Rev 3).

Electronic transmission of AV 7 delivery bills and related AV 7 matters

Proposal 4606.1

Following the adoption by Committee 5 of the principle of using the C 12 as the basic document for terminal dues accounting, that proposal lapsed.

Internal air conveyance

Proposal 4082.1

That proposal was adopted without discussion.

Congress – Doc 64

Norway, the reporting country for the Working Party in connection with the study on the "Principle and method of calculating internal air conveyance dues", presented Congress – Doc 64 which summarized the Executive Council's work in accordance with 1984 Hamburg Congress resolution C 4. That document gave rise to no comment.

Proposal 4082.3/Rev 1

That proposal was withdrawn by its originator in favour of proposal 4083.2/Rev 2 with the same aims of encouraging the make up of multi-destination dispatches to improve the quality of service.

Proposal 4083.2/Rev 2

The originator of that proposal, supported by several delegations, emphasized that its purpose was to fill a gap in the present provisions as well as, inter alia, to reduce operating costs by allowing adjustment of the weighted average distance for administrations which make up mails for several offices of exchange of a country of destination.

Some delegations considered that the present mechanism of calculating the weighted average distance provided for the unloading of mails in several offices of exchange. Furthermore, the proposed adjustment system might well result in an increase in the weighted average distance for the other administrations.

Put to the vote, proposal 4083.2/Rev 2 was adopted by 50 votes to 31 with 12 abstentions.

It was accepted that, following each adjustment of a country's weighted average distance, the country of destination could recalculate the weighted average distance applicable to all administrations.

Proposal 4082.2

That proposal was designed to introduce the concept of a minimum distance of 300 km below which the administration of destination would not be entitled to collect internal air conveyance dues. There was marked opposition to that principle on the grounds that it discriminated against countries with a small surface area.

Put to the vote, proposal 4082.2 was adopted by 52 votes to 33 with 9 abstentions.

Proposal 4083.1

That proposal, the consequence of proposal 4082.2, specified the methods of calculating internal air conveyance dues, less the corresponding surface conveyance costs and stated that, the weighted average distance of the sector was to be calculated by the International Bureau. Although nobody opposed calculation of the weighted average distance by the International Bureau, some delegations felt deduction of surface conveyance costs was not justified. It was however recalled that the deduction was explained by the need for fair remuneration, with terminal dues covering the cost of surface conveyance.

Put to the vote, proposal 4083.1 was adopted by 71 votes to 18 with 12 abstentions.

Postal Parcels Agreement

Proposals 5051.1 and 5051.2

Proposal 5051.1, the consequence of proposals 4082.2 and 4083.1, was adopted, whereas proposal 5051.2 was withdrawn by its originator.

Various proposals concerning the Detailed Regulations of the Convention

Proposals 2524.91, 4601.1, 2554.3, 4613.1, 2555.1, 4602.1, 4602.2/Rev 1, 2509.5, 4612.1, 4614.1

Those proposals were adopted without discussion.

Consideration of proposals 4606.1, 2513.91 and 2513.92 was postponed until the 5th meeting.

The meeting rose at 12.30 pm.

For the Committee:

J E B EVANS
Chairman

E NLEND
Secretary

T DER HOVSÉPIAN
Assistant Secretary

Fifth meeting

Tuesday, 5 December 1989, 3 pm

In the chair: Mr J E B EVANS, Chairman

Quorum

Seventy-eight countries were represented. As the quorum was 76 countries, the Committee was able to proceed to business.

Various proposals relating to the Detailed Regulations of the Convention

Proposals 2513.91, 2513.92, 4600.1 and 4601.2

Proposal 2513.91, which will be merged with proposal 4601.2, was adopted, as was proposal 4600.1, while proposal 2513.92 was rejected for lack of support.

Correspondence in transit à découvert

Proposal 4327.2

The Committee noted the reservation made by the German Dem Rep in this proposal (Convention, article 86, paragraph 2, b).

Proposals 4615.1, 4615.2, 4620.1, 4084.1 and 4904.1

These proposals were adopted.

Proposal 4615.3

One administration considered that the wording of this proposal should be brought into line with that of proposal 2554.1 adopted by Committee 4, advocating the use of extra-light transparent plastic bags for correspondence in transit à découvert. It was, however, pointed out that there was no connection between the two proposals, since proposal 2554.1 recommended the regular use of such bags for correspondence in transit à découvert, while the proposal under discussion was aimed at their use during the statistical period.

Proposal 4615.3 was adopted.

Proposals relating to the Detailed Regulations of the Convention and forms

Proposals 3582.1 and 4619.1

These proposals were adopted without discussion.

Proposal 4621.1

Paragraph 2bis which provided for the simultaneous transmission of the internal AV 5 accounts together with the AV 5bis and AV 3bis statements of weights was adopted. The rest of the proposal was referred to the Executive Council for study within the framework of proposal 3500.1, as was proposal 4622.1.

Proposal 4622.2

This proposal was adopted without discussion as a consequence of the adoption by Committee 5 of proposal 2501.1.

Proposals 4626.1, 4627.1, 4627.2 and 2908.1

These proposals were adopted without discussion.

Proposals 4903.1 and 4903.2

These proposals were referred to the Executive Council within the framework of the study on rationalizing UPU forms (decision ...).

Proposal 4620.2

An amendment was made to this proposal, replacing the last sentence of paragraph 1 by: "For the settlement of air conveyance dues inside the country of destination in accordance with article 82, paragraph 4, of the Convention, AV 3bis statements of weight prepared on the basis of C 12 letter bills shall be used for letter post and AV 3 or AV 3bis statements of weight prepared on the basis of the inward AV 7 delivery bills shall be used for postal parcels."

Proposal 4620.2 was adopted as amended.

At the end of the Committee's work, the Chairman thanked the members of the Committee, the Vice-Chairmen, the secretariat, the interpreters, the hostesses and the technicians for their cooperation and expressed his satisfaction at the smooth way in which the work had been done.

The meeting rose at 4.30 pm.

For the Committee:	J E B EVANS	E NLEND
	Chairman	Secretary
		T DER HOVSÉPIAN
		Assistant Secretary

Reports of Committee 7

First meeting

Friday, 17 November 1989, 9.35 am

In the chair: Mr L OLÁH, Chairman

Opening of meeting

The Chairman opened this first meeting by cordially welcoming all members of Committee 7. He expressed his gratitude for the honour bestowed upon his country and himself in his being appointed to the chairmanship of the Committee and felt sure that he would be able to count on the cooperation of the delegates of the participating administrations.

He stressed the importance for the postal services of the Committee's work in view of the growing pressure of competition with which the postal parcels service was being faced.

He also raised the question of the reservations made at previous Congresses. The use made by numerous countries of their right to make reservations had resulted in the proliferation of different rate-fixing systems that were ill-suited to the needs of the customer. To avoid this problem he suggested that administrations should, at the present Congress, refrain as far as possible from making reservations so as to ensure a much more uniform and competitive rate-fixing system for the postal parcels service.

He then invited the three Vice-Chairmen (Bangladesh, Netherlands, Saudi Arabia) to take their places on the rostrum, expressing his pleasure at being able to count on their great experience to bring the work of the Committee to a satisfactory conclusion.

Appointment of Secretariat

After having welcomed Mr E M Gharbi, Assistant Director-General at the International Bureau and coordinator of the work of the technical committees, the Chairman introduced Mr M N Harding, Counsellor at the International Bureau, and Mr N Sebakunzi and Mr A Brix, First Secretaries, who had been appointed Secretary, Assistant Secretary and Aide respectively.

Summary of discussions

The Chairman informed the Committee that the EC, in resolution CE 4/1989, had decided that the Committee's discussions would be summarized in a report for each of its meetings The arrangements concerning such reports are given in Congress – Doc 33.

Proxies

Bolivia was represented by Costa Rica and Liechtenstein by Switzerland.

Quorum

The Chairman noted that the quorum (65 countries) had been attained and that the Committee could therefore proceed to business.

Approval of agenda

Congress – Doc 13/Rev 1

On the subject of item 4 (Proposals referred to plenary), one delegation wondered whether the Committee should refer such proposals to plenary without giving its opinion. It also suggested, with regard to the proposals listed under item 5, that the Committee should await the decisions of other Committees rather than refer them immediately. After an explanation by the Chairman and some clarification by Mr Gharbi, Assistant Director-General, the agenda (Congress – Doc 13/Rev 1) was approved. It should be noted that proposal 5521.2 had been withdrawn by its originator (Congress – Doc 13/Add 1).

List of member countries of Committee 7 and updating of the Final Protocol to the Postal Parcels Agreement

Congress – Docs 25 and 39

Congress – Docs 25 and 39 were approved without discussion.

Proposals referred to plenary and to other Committees

In view of the fact that these items had already been discussed the Committee regarded them as adopted. Accordingly, Congress – Doc 66 and proposals 5000.3, 5000.4 and 5000.5 were referred to plenary, proposal 5532.1/Rev 1 to Committee 4 (Letter Post – Regulatory aspects), proposals 5051.1 and 5051.2 to Committee 6 (Airmail) and proposals 5013.1, 5031.1, 5520.2 and 5525.1 to Committee 10 (Drafting).

Proposals that, in the opinion of the Chairman, could be adopted without discussion by Committee 7

Proposals 5004.1, 5010.1, 5014.1, 5028.1, 5050.1, 5511.1 and 5537.1.

All these proposals were aimed at incorporating the use of telematic communications into the provisions of the Agreement and its Detailed Regulations, particularly as regards transmission to the addressee of the advice of arrival of an express parcel and cases in which provision had been made for telegraphic communication. The Committee indicated its agreement in principle with these changes and adopted them subject to selection of the most appropriate wording in Committee 4 (Letter Post – Regulatory aspects) and Committee 10 (Drafting).

Consideration of proposals

Agreement

Purpose of the Agreement, article 1

Proposal 5000.6/Rev 1

Proposal 5000.6/Rev 1, which sought to extend the postal parcels service to countries which had not yet acceded to the Agreement, was supported by several delegations. Some delegations considered that the countries concerned should be invited to accede to the Agreement without waiting for an economic study to be made to that effect.

The UPU International Bureau would therefore be instructed to contact the countries concerned and encourage them to accede to the Agreement as soon as possible. Other delegations, however, insisted that a study be carried out beforehand, either by the Executive Council or by the Consultative Council for Postal Studies. After consultation at the Chairman's suggestion among five delegations (Colombia, Hungary (Rep), New Zealand, Sweden and Switzerland), it was deemed preferable to undertake the study within the framework of proposal 5000.2. Accordingly, paragraph ii of the operative part of proposal 5000.6/Rev 1 was deleted. One delegation also proposed that the words "this small number of countries" in paragraph i of the operative part be replaced by "these countries".

Proposal 5000.6/Rev 1 was adopted as amended.

Postal parcels, article 2, paragraphs 1 and 2

Proposals 5002.1, 5005.1

Proposal 5002.1 suggested the possibility of raising the weight limit above 20 kg through bilateral agreements and proposal 5005.1 a concomitant modification of the weight steps. Certain delegations favoured maintaining the status quo.

Put to the vote, proposal 5002.1 was adopted by 91 votes to 5 with 3 abstentions. Accordingly, proposal 5005.1 was also adopted.

Categories of parcels, article 4, paragraph 3, b

Proposal 5000.2

The purpose of this proposal was to introduce into the Agreement, and possibly into its Detailed Regulations, provisions that would enable administrations to adapt the range of products to the demands of the international market. In introducing the proposal, the Chairman stressed the need to take action quickly, without waiting for the 21st Congress, owing to the importance of this initiative and the requirements of the present-day market. The delegations which took the floor agreed with the Chairman and supported the proposal. It was suggested, however, that it would be more appropriate to assign the proposed studies aimed at d eveloping this range of new products to the CCPS rather than to the EC (on the lines of the successful development of the EMS service since the previous Congress). The Committee decided to defer consideration of the proposal until a later meeting in order to enable its originator to make drafting amendments in conjunction with the Committee's Secretariat.

The meeting rose at 12.25 pm.

For the Committee:

L OLÁH
Chairman

M HARDING
Secretary

N SEBAKUNZI
Assistant Secretary

A BRIX
Aide

Second meeting

Monday, 20 November 1989, 9.35 am

In the chair: Mr L OLÁH, Chairman

Message

The Chairman thanked the postal administration of the United States of America for the two excursions it had organized on Sunday for participants and spouses. He also reminded delegates to collect from their boxes Congress – Doc 48.2 "Washington General Action Plan", which was to be discussed during the afternoon plenary meeting.

Proxies

Byelorussia, Jordan and Liechtenstein were represented by the USSR, Iraq and Switzerland respectively.

Quorum

The Chairman noted that the quorum (66 countries) was attained (92 countries present) and that the Committee could therefore proceed to business.

Order of discussion of agenda items

The Chairman said that the agenda items scheduled for the second meeting would be discussed in the following order: items 12, 14, 15, 16, 17, 21 (proposals 5046.1/Rev 1, 5046.2, 5046.3, 5046.4), 22 (proposals 5047.2, 5047.1/Rev 1), 23 (proposals 5048.2, 5048.1/Rev 1) and item 21 (proposals 5500.1, 5500.2).

Conditions of acceptance, article 18

Proposal 5000.1

The Chairman opened the discussion by suggesting that the proposal to standardize the conditions of admission and the supplementary services provided in the postal parcels service should be altered from a "Formal Opinion" to a "Resolution" owing to the importance of its contents. The originator of the proposal agreed with the Chairman's suggestion, but certain delegations favoured the retention of the title "Formal Opinion", since, as they stressed, some administrations did not participate in all the services provided by the postal parcels service. Others endorsed without reservation the proposal to amend the title to "Resolution" in order to stress the determination to combat competition. One delegation proposed that the expression "maximum weight of 20 kg" should be amended to "maximum weight of at least 20 kg". This amendment was accepted.

Put to the vote, proposal 5000.1 was adopted in the form of a resolution by 79 votes to 15 with 7 abstentions.

Insured parcels

Proposals 5023.1, 5023.2

Proposal 5023.1 to raise the amount of the insured value to 10 000 g fr was adopted without objection.

However, proposal 5023.2 seeking to set a minimum limit of 100 g fr was not supported by the majority of delegations which took the floor, owing to the restriction which would be imposed on customers by this limit.

Proposal 5023.2 was withdrawn by its originator.

Advice of delivery, article 27

Proposal 5027.1

Proposal 5027.1 sought to extend the advice of delivery to include registered and insured parcels.

Having received no support, proposal 5027.1 was rejected.

Return to sender of undelivered parcels, article 29, paragraph 2

Proposals 5029.1/Rev 2 and 5538.1/Rev 1

The above-mentioned proposals sought to request postal administrations of destination to return undelivered parcels by the route normally used for transmission of mails.

Both proposals were adopted with no objection.

Non-compliance by an administration with given instructions, article 35, paragraph 2

Proposal 5035.1

Proposal 5035.1 sought to reduce the deadline responding to the instructions given to an administration of destination or intermediary administration when they failed to comply with such instructions. Delegations which did not support the proposals evinced the transmission and delivery times which are often long, particularly in the developing countries. One delegation proposed an amendment altering the end of the paragraph by adding "of the arrival of the item". Two delegations explained that there had been confusion between the transmission time of an item and the response time to an instruction given by the sender to an administration's headquarters.

Put to the vote, the amendment was rejected by 70 votes to 14 with 20 abstentions.

Proposal 5035.1 was then adopted by 73 votes to 28 with 6 abstentions.

Outward and inward land rate, article 46, paragraph 1

Proposals 5046.1/Rev 1, 5046.2, 5046.3 and 5046.4

Bearing in mind the fact that it was a consequence of proposal 5002.1 which had already been approved, proposal 5046.1/Rev 1 was adopted without objection.

Similarly, as there was no objection, proposal 5046.2 was also approved.

As regards proposal 5046.3 seeking to limit the sum of inward rates to 30 percent above that for the outward rates, certain delegations approved its content because of the high cost of delivering inward parcels and supported proposal 5046.4, giving administrations more freedom to align outward and inward rates on expenditure. Other delegations stressed the need to accept the reasonable limits fixed in proposal 5046.3 to enable the postal parcels services to combat competition.

Put to the vote amendment 5046.4 to proposal 5046.3 was rejected by 78 votes to 16 with 13 abstentions.

Proposal 5046.3 was then adopted by 86 votes to 7 with 12 abstentions.

The meeting rose at 12.30 pm.

For the Committee:

L OLÁH
Chairman

M HARDING
Secretary

N SEBAKUNZI
Assistant Secretary

A BRIX
Aide

Third meeting

Tuesday, 21 November 1989, 9.35 am

In the chair: Mr L OLÁH, Chairman

Communication

The Chairman thanked the postal administration of the USSR for the excellent reception it had arranged the previous evening for the delegates and their spouses.

Proxies

Kiribati, Liechtenstein, Saint Lucia, Saint Vincent and the Grenadines, Uruguay, Vanuatu and Yemen (People's Dem Rep) were represented by Great Britain, Switzerland, Barbados, Saint Christopher and Nevis, Argentina, Papua New Guinea and Yemen Arab Rep respectively.

Quorum

The Chairman noted that the quorum (67 countries) had been reached (94 countries present) and that the Committee could proceed to business.

Transit land rate, article 47, paragraph 1

Proposals 5047.1/Rev 1, 5047.2

As proposal 5047.1/Rev 1 was a consequence of proposal 5002.1, which had already been adopted, it was approved by the Committee.

With regard to proposal 5047.2, one delegation considered that the method of calculating rates described in article 149 of the Detailed Regulations was sufficient.

This view was not supported and proposal 5047.2 was approved by the Committee.

Sea rate, article 48, paragraph 2

Proposals 5048.1/Rev 1, 5048.2

As proposal 5048.1/Rev 1 was a consequence of proposal 5002.1, which had already been adopted, it was approved by the Committee.

Proposal 5048.2 was also approved without objection.

Outward and inward land rate, article 46, paragraph 1 (continued)

Proposals 5500.1, 5500.2

Proposals 5500.1 and 5500.2 were adopted unanimously.

Detailed Regulations

Information to be supplied by administrations, article 101, paragraph 1, cbis

Proposal 5501.1

The above proposal is designed to have administrations draw up a list of offices of exchange responsible for the parcel-post service with a view to fast direct communication between them.

The proposal was adopted unanimously.

Parcel bills, article 119, paragraphs 1 and 3

Proposals 5519.1, 5911.4

Proposal 5519.1 is designed to introduce separate numbering for surface and S.A.L. parcel bills. Proposal 5911.4 suggests making provision for a specific reference to S.A.L. parcels on the CP 11 form.

The two proposals were adopted unanimously.

Simplified drawing up of CP 11 and CP 20 parcel bills, article 120, paragraph 2, cbis

Proposal 5520.1

This proposal aims at allowing a combination of bulk entry of the number of parcels by weight step and individual entry in the CP 11 and CP 20 parcel bills. All the delegations which spoke on this proposal considered that such a procedure would cause quite a lot more work in offices of exchange and would lead to some confusion.

In the light of the views expressed, proposal 5520.1 was withdrawn by its originator.

Dispatch of documents accompanying parcels, article 121, paragraph 4

Proposal 5521.1

This proposal aims at including the nature of the wrapping of a parcel as a further criterion in addition to its size for deciding on the method of attaching the accompanying documents. All the delegations which took the floor supported the proposal but one suggested replacing "and" by "or" in the following part of the last sentence "... because of their size and the nature of their wrapping ...".

The proposal was unanimously approved by the Committee which asked the Drafting Committee to check the drafting amendment.

Check of mails by offices of exchange, article 125, paragraph 6

Proposal 5525.2

This proposal is aimed at making clear that, until an office of destination was sent a CP 13 note, it is presumed to have received all the bags and parcels in good condition.

As no objection was raised, the proposal was adopted.

Discovery of irregularities and processing of verification notes, article 126, paragraphs 5 and 8

Proposals 5526.1 and 5526.2

Proposal 5526.1 aims at having a replacement parcel bill prepared if there is no parcel bill at the office of exchange of destination.

The proposal was adopted without objection.

With regard to proposal 5526.2 which was aimed at increasing to two months the period for processing verification notes, the delegations which spoke considered that such a change was not in the customer's interest.

The proposal was therefore withdrawn by its originator.

Discrepancies of weight or size of parcels, article 127, paragraph 2

Proposal 5527.1

In view of the misunderstandings which may occur as a result of the differences noted in the weight of a parcel, the proposal suggests that discrepancies in weight of over 250 grammes in the same weight step shall always give rise to a verification note. Some delegations opposed this proposal because of the foreseeable increase in the number of verification notes.

Put to a vote, the proposal was rejected by 66 votes to 12 with 25 abstentions.

Reservations on delivery of rifled or damaged parcels, article 133, paragraph 3

Proposal 5533.1

The proposal was designed to delete the words "or by the office of destination pursuant to paragraph 1 above" in paragraph 3 of the article in question, given the contradiction between those words and paragraph 1. Because of the divergent points of view registered within the Committee, the proposal was put to the vote.

The proposal was adopted by 73 votes to 18 with 14 abstentions.

Forms

Forms C 2/CP 3

Proposal 5902.1

The proposal aimed at adding in form C 2/CP 3 the words "samples of merchandise of no commercial value" and "documents of no commercial value", in order to facilitate customs clearance of parcels of this type.

A new definition of the concept of samples provided by the Customs and in accordance with the recommendations of Annex B2 of the Kyoto Customs Convention is given on the back of this Customs declaration.

The proposal was adopted unanimously.

Form CP 11

Proposals 5911.1 and 5911.2/Rev 1

Proposal 5911.1 was designed to provide an additional box on form CP 11, in which the number of parcels not in receptacles would be given, in order to determine liability for a missing parcel when the dispatch was accepted.

Proposal 5911.1 was adopted without objection.

Proposal 5911.2/Rev 1 was aimed at suppressing the word "place" in the second line of note 1 which appears at the foot of form CP 11 since indicating only the country of destination showed what rates should be allocated.

The proposal was adopted unanimously.

Form CP 20

Proposals 5920.1, 5920.2/Rev 1

These proposals had the same objectives as those concerning form CP 11.

They were adopted unanimously.

The meeting rose at noon.

For the Committee:

L OLÁH
Chairman

M HARDING
Secretary

N SEBAKUNZI
Assistant Secretary

A BRIX
Aide

Fourth meeting

Friday, 24 November 1989, 3.20 pm

In the chair: Mr L OLÁH, Chairman

Communications

The Chairman thanked the postal administration of the United States of America for the excellent Thanksgiving Dinner it had shared with the delegates and their families.

As regards article I of the Final Protocol to the Postal Parcels Agreement (Exceptional inward land rates), the Chairman explained that, owing to the approval of an increase of up to 30 percent in the inward rates as against the outward rates, the International Bureau would not re-include the reservations to that article already appearing in the Final Protocol to the Agreement resulting from the Hamburg Congress. Countries must, where appropriate, re-submit their reservations in order to take account of that increase. In that connection, the Chairman referred to International Bureau circular letter No 2150(A)1231 of 15 March 1989 inviting member countries to refrain, as far as possible, from submitting reservations to the Acts. He encouraged delegations not to make new reservations in the present case.

Proxies

Kiribati, Liechtenstein, Saint Lucia, Saint Vincent and the Grenadines, Vanuatu and Ukraine were represented by Great Britain, Switzerland, Barbados, Saint Christopher and Nevis, Papua New Guinea and Czechoslovakia respectively.

Quorum

The Chairman noted that the quorum (67 countries) had been reached (80 countries present) and that the Committee could proceed to business.

Proposal of a general nature

Categories of parcels, article 4, paragraph 3, b

Proposal 5000.2/Rev 1

Discussion of this proposal was resumed from the first Committee meeting. Recast to take account of the abstentions at the first meeting (and with an amendment to the French text to bring it into line with the English), this proposal was adopted unanimously.

Quality of service targets, article 5bis

Proposal 5005.91

This proposal was designed, on the one hand, to have administrations fix service targets for handling inward air and surface parcels and, on the other, to have them fix service targets for air and surface parcels for abroad by reference to the targets fixed by administrations of destination. The Chairman noted that the related proposal 2032.91/Rev 1 had been adopted by Committee 4. A number of countries expressed reservations about fixing such targets, mentioning the problems caused by customs clearance times.

Mr Gharbi, Assistant Director-General at the International Bureau, noted that, in this connection, the Post should be run like a single business. The service targets should be known by all countries and customers. For that purpose, the International Bureau could publish a supplement to the Compendium of Information (Postal Parcels) containing, as had been done for EMS, inward and outward handling times. The International Bureau would also be able to check these times during its regular quality of service tests.

An amendment prepared by four countries during the break to take account of the reservations made about customs clearance times was submitted to the Committee. It added the words "and the time normally required for customs clearance" to the second sentence of paragraph 1.

Proposal 5005.91 was approved as amended.

Scale, article 14, paragraph 1, n

Proposals 5014.2, 5512.1 and 5541.1

All these proposals aimed at inserting into the article concerned the concept of correction of address in line with the title of article 37 of the Agreement, on the one hand, and, on the other, at introducing the possibility of using telematics for sending instructions. Since Committee 4 had accepted the first amendment but referred the texts concerning telematics to Committee 10, the Committee ruled likewise in adopting these proposals.

Treatment of parcels wrongly accepted, article 21, paragraph 5

Proposals 5021.1 and 5538.91

Since Committee 4 had adopted proposal 2933.91, of which it was the consequence, proposal 5021.1, which aimed at specifying the conditions under which form C 33/CP 10bis was to be used, was adopted.

Proposal 5538.91 laid down that form C 33/CP 10bis was to be used by the administration of destination to inform the administration of origin of the seizure of a wrongly admitted postal item. It was decided that the reference to the Convention should be replaced by a reference to the Agreement, article 21, paragraph 5.

One administration said it was unable to provide information about the dispatch in which the item had been received, as provided for on form C 33/CP10bis, and wished to add at the end of the new article the words "The information about the dispatch concerned shall be entered on form C 33/CP 10bis when known". A number of countries opposed this amendment among other reasons because the form had already been used by some administrations

and proved its worth. In this connection, Mr Gharbi noted that the proposal had been prepared by the Executive Council to meet the needs of administrations receiving information that their item had been seized so that they could inform the sender and customers in general. It was not in the Post's interest to weaken the proposal by adopting the suggested amendment.

Proposal 5538.91, amended only to replace the reference to the Convention and to include a reference to the Agreement (article 21, paragraph 5), was adopted unanimously.

Proposal 5039.3

As proposal 2050.3 had been rejected by Committee 4, proposal 5039.3 lapsed.

Principle and extent of liability of postal administrations, article 39, paragraphs 3, b, 4, 7 and 10

Proposals 5039.5, 5039.6 and 5039.7

Several countries favoured, in principle, an increase in the amounts payable for the loss of, theft from or damage to ordinary parcels in view of the rise in prices, on the one hand, and to take account of competition from private courier firms, on the other, but could not support the rates of increase proposed (60 percent to 85 percent) and preferred the 50 percent increase in proposal 5039.5. On the other hand, quite a few countries said they found the increases proposed in proposal 5039.7 reasonable in view of the consequent strengthening of the Post's position in relation to the competition.

Put to the vote, proposal 5039.7 was rejected by 51 to 29 with 7 abstentions.

Also put to the vote, proposal 5039.5 was adopted by 64 votes to 15 with 7 abstentions.

Proposal 5039.6 aimed at introducing into article 39, paragraph 3, b, a new weight step up to 3 kg for an indemnity of 45 francs for parcels weighing up to 3 kg. The countries which took the floor opposed the proposal, noting that the 1974 Lausanne Congress had abolished the 1 kg to 3 kg weight steps in that article. They considered it would be illogical to introduce a weight step which would result in reducing the indemnity for parcels of 3 kg to a level lower than the indemnity for registered items (60 g fr (19.60 SDR)).

As it was not supported, proposal 5039.6 was rejected.

Proposal 5039.2

This proposal was aimed at introducing into paragraph 3, b, of article 39, a rate of indemnity for uninsured parcels weighing over 20 kg. In view of the 50 percent increase in indemnity rates adopted in proposal 5039.5, one country proposed that the amount of the indemnity provided for in proposal 5039.2 should also be increased from 45 francs to 70 francs. The originator of the proposal accepted that amendment.

Proposal 5039.2 was adopted as amended.

Proposal 5039.1

The aim of this proposal was to exclude the insurance charge from the amount repaid to the sender in the case of the loss of, total theft of or total damage to a parcel as a result of force majeure.

As no objection was raised, proposal 5039.1 was adopted.

Proposal 5039.4

This proposal aimed at allowing administrations of destination to pay the addressee (as is the case at present for the sender) the indemnities provided for by internal legislation if they are higher than the ones in article 39, paragraph 3, b, rather than the ones laid down in article 39, when an addressee has discovered rifling or damage shortly before or immediately after delivery of a parcel. However, provision is made for the amounts laid down in article 39, paragraph 3, b, to be applied when the addressee waives his rights in favour of the sender.

As related proposal 2050.2 had been adopted by Committee 4, proposal 5039.4 was adopted.

Determination of liability between postal administrations, article 42, paragraphs 3 and 4

Proposal 5042.2/Rev 1

As Committee 4 had rejected related proposal 2055.2, proposal 5042.2/Rev 1 was also rejected.

The meeting rose at 6 pm.

For the Committee:

L OLÁH
Chairman

M HARDING
Secretary

N SEBAKUNZI
Assistant Secretary

A BRIX
Aide

Fifth meeting

Monday, 27 November 1989, 9.45 am

In the chair: Mr L OLÁH, Chairman

Quorum

The Chairman noted that the quorum (67 countries) was attained (86 countries present) and that the Committee could proceed to business.

Proxies

Kiribati, Liechtenstein, Saint Lucia, Saint Vincent and the Grenadines, Vanuatu and Yemen (People's Dem Rep) were represented by Great Britain, Switzerland, Barbados, Saint Christopher and Nevis, Papua New Guinea and the Yemen Arab Rep respectively.

Approval of the Committee's reports

The reports of the Committee's first and second meetings, given in Congress/C 7 – Rep 1 and Congress/C 7 – Rep 2 respectively, were approved without amendment.

Agreement

Determination of liability between postal administrations, article 42, paragraph 4

Proposal 5042.1

This proposal called for consideration of the amount of indemnity to be paid for loss, theft or damage of a parcel to be closely linked to the amount mentioned in article 39, paragraph 3, b, of the Agreement.

The proposal was approved unanimously.

Payment of indemnity, article 43, paragraphs 2 to 4 and 4bis

Proposals 5043.1, 5043.2 and 5043.3

Proposal 5043.1 sought to reduce from six to four months the waiting time for payment of an indemnity for loss, theft or damage of a parcel, taking account of modern means of communication.

The proposal was adopted without comment.

Proposal 5043.2 was aimed at ensuring that a detailed investigation of claims for indemnity for the loss, theft or damage of a parcel was always made in accordance with the provisions of article 147 of the Detailed Regulations of the Convention, especially paragraphs 9 and 12.

The proposal was adopted without objection.

Proposal 5043.3 sought to create a new paragraph in article 43, requiring postal administrations making reservations to article 43, paragraph 4, to notify a period within which they would finally settle a claim for indemnity.

The proposal was approved unanimously.

Conditions for approval of proposals concerning this Agreement and its Detailed Regulations, article 56, paragraphs 1bis and 2

Proposal 5056.1

This proposal sought to give the Executive Council, as a consequence of proposal 1022.1, formal power to lay down the Detailed Regulations of the Agreement and to delete a few provisions of article 56 which had thus lapsed.

The proposal was adopted unanimously.

Final Protocol

Special tariffs, article VII, paragraph 2bis

Proposal 5307.1

The proposal sought to authorize Panama (Rep) to collect 0.60 g fr (0.20 SDR) per kilogramme for S.A.L. parcels in transit.

The proposal was adopted without comment.

Detailed Regulations

Routeing and rates, article 102, paragraph 5

Proposal 5502.1

The aim of this proposal was to facilitate the return of C 27 forms (Trial note) to an address other than the office of exchange of dispatch, especially when closed mails were not exchanged in both directions between the two offices of exchange involved. Under these conditions, the trial note would be returned either to the address indicated, or, in the absence of such an indication, to the office which prepared it.

The proposal was approved unanimously.

Special packing. Marking of parcels containing live animals, radioactive materials or urgent medicines, article 105, paragraph 1, i, article 105, paragraph 1, ibis

Proposals 5505.2 and 5505.1

The aim of proposal 5505.2 was to take account, in the wording of article 105, paragraph 1, i, of a request by WHO to assist it in facilitating the importation of chemical reference substances at international level. To this end, an amended draft label marked "chemical reference substances" had been proposed by the UPU and the Customs Co-operation Council (CCC) and approved by WHO.

The proposal was adopted without comment.

Proposal 5505.1 sought to create a special label for marking postal parcels the content of which must not be exposed to radiographic control or to light (Customs would reserve the right to verify such items if it considered it necessary).

The Committee decided to refer proposal 5505.1 to the Executive Council for further study (annex 1), as Committee 4 had done for the related proposal 2518.1.

Harmonization of system of transit for surface letter and surface parcel post

Proposal 2000.6/Rev 1

The aim of proposal 2000.6/Rev 1 was to harmonize the transit system for the surface parcel-post and surface letter-post services, especially as regards dispatch documents for mails sent to administrations of transit, accounting methods for postal parcels, and rate structures. A number of delegations took the floor to propose amendments to the wording of the title. After consultation between the delegations which had spoken, the following amendment was adopted: "Harmonization of accounting systems for transit charges of closed surface letter-post and surface parcel-post mails". Also, the first paragraph of the resolution should read as follows: "Considering that the transit of closed surface parcel-post mails is administered differently from letter-post mail,".

The Committee approved the proposal thus amended.

Final Protocol

Exceptional inward land rates, article I, paragraph 2 (new)

Proposals 5301.1, 5301.2 and 5301.3

Proposal 5301.1 sought to authorize the administration of Afghanistan to collect exceptional land rates notwithstanding article 46.

The proposal was adopted without discussion.

The aim of proposal 5301.2 was to announce that Chile reserved the right, notwithstanding article 46, to fix its inward land rates at a level higher than its outward land rates.

The proposal was adopted without discussion.

Proposal 5301.3 sought to authorize the administration of Egypt to collect an exceptional inward land rate of 20 g fr per parcel in addition to the rates mentioned in article 46.

The proposal was adopted without discussion.

Exceptional transit land rates, article II (table)

Proposals 5302.1 and 5302.2

The aim of proposal 5302.1 was to make known the exceptional transit land rates to be collected by the administration of Afghanistan and to amend the table accordingly.

The proposal was adopted without discussion.

The aim of proposal 5302.2 was to make known the exceptional transit land rates to be collected by the administration of Egypt and to amend the table accordingly.

The proposal was adopted without discussion.

Sea rates, article IV

Proposals 5304.1, 5304.2 and 5304.3

The aim of proposals 5304.1, 5304.2 and 5304.3 was to announce that Brazil, Portugal and Germany, Fed Rep of, had asked to be included among the administrations authorized to increase by 50 percent at the most the sea rates provided for in articles 48 and 49 of the Agreement.

The proposals were adopted without discussion.

Supplementary rates, article VI, paragraph 6bis (new)

Proposals 5306.1/Rev 1 and 5306.2

The aim of proposal 5306.1/Rev 1 was to authorize the administration of Portugal to collect the following supplementary rates: the Portuguese transit land rate and the Portuguese rate corresponding to the distance step between continental Portugal and the islands of Madeira and the Azores.

The proposal was adopted without discussion.

Proposal 5306.2 sought to authorize the administrations of Egypt and Sudan to collect a supplementary rate of 2 g fr over and above the transit land rates laid down in article 47, paragraph 1, for each parcel in transit via Lake Nasser between El Shallal (Egypt) and Wadi Halfa (Sudan).

The proposal was adopted without discussion.

The meeting rose at 11.50 am.

For the Committee:

L OLÁH
Chairman

M HARDING
Secretary

N SEBAKUNZI
Assistant Secretary

A BRIX
Aide

Decision

Marking of parcels containing goods which should not be exposed to radiographic control or to the light

Congress

Instructs

the Executive Council:

- to undertake, in cooperation with IATA, a study of proposal 5505.1 concerning the make-up of items containing goods not to be opened without special precautions;
- at the end of its work, to make any proposals under its new powers.

(Proposal 5505.1, Committee 7, 5th meeting.)

Sixth meeting

Tuesday, 28 November 1989, 3.15 pm

In the chair: M L OLÁH, Chairman

Proxies

Algeria, Kiribati, Liechtenstein, Saint Lucia, Saint Vincent and the Grenadines, Vanuatu and Yemen (People's Dem Rep) were represented by Saudi Arabia, Great Britain, Switzerland, Barbados, Saint Christopher and Nevis, Papua New Guinea and the Yemen Arab Rep respectively.

Quorum

The Chairman noted that the required quorum (68 countries) was attained (94 countries present) and the Committee could proceed to business.

Approval of the Committee's reports

The report of the third meeting, given in Congress /C 7 – Rep 3, was approved without amendment.

Final Protocol

Proposals 5301.4, 5301.5, 5301.6, 5301.7, 5301.8, 5301.9 and 5301.10

Exceptional inward land rates, article I, paragraph 2 (new)

The aim of proposals 5301.4, 5301.5, 5301.6, 5301.7, 5301.8, 5301.9 and 5301.10 was to make known that Pakistan, Brazil, Greece, Sri Lanka, Bulgaria (People's Rep), Czechoslovakia and Somalia respectively reserved the right to fix their inward land rates at a level over 30 percent higher than their outward rates.

The proposals were approved.

Exceptional transit land rates, article II (table)

Proposal 5302.3

Proposal 5302.3 sought to authorize France to apply, in whole or in part, the exceptional transit land rates proposed and to amend article II, table, No 28 accordingly.

The proposal was approved.

Exceptional inward land rates, article I

One delegation pointed out that proposal 5301.1, already approved, should be deemed null and void because any administration could increase its inward rates at its discretion up to its cost price. The Committee concurred with this suggestion.

Proposal 5301.1 was thus deemed to be null and void.

The originator of proposal 5301.2, approved at the fifth meeting of the Committee, was also informed that its proposal, which sought to enable Chile, notwithstanding article 46, to fix its inward land rates at a level higher than its outward rates, was null and void in view of the amendment to article 46, paragraph 1, under which inward rates could exceed outward rates by 30 percent.

Sea rates, article IV

Proposals 5304.4, 5304.5, 5304.6 and 5304.7

The aim of proposals 5304.4, 5304.5, 5304.6 and 5304.7 was to make known that France, Greece, Finland and Spain respectively had asked to be included among the administrations authorized to increase by 50 percent at the most the sea rates provided for in articles 48 and 49 of the Agreement.

The proposals were approved.

Supplementary rates, article VI, paragraph 6bis (new)

Proposals 5306.1/Rev 2, 5306.3 and 5306.4

The aim of proposal 5306.1/Rev 2, which replaced proposal 5306.1/Rev 1 already approved at the meeting of 27 November 1989, was to authorize the administration of Portugal to collect supplementary rates for surface parcels and air parcels in transit via Portugal to the autonomous regions of Madeira and the Azores.

Proposal 5306.1/Rev 2 was adopted.

Proposal 5306.3 sought to authorize France to collect supplementary rates for rerouteing parcels to the communities of Mayotte and St Pierre and Miquelon.

Proposal 5306.3 was adopted.

Proposal 5306.4 sought to authorize the administration of Spain to collect supplementary rates for surface and air parcels in transit via Spain to the island provinces of Grand Canary and Tenerife.

The proposal was adopted.

Special tariffs, article VII, paragraph 2bis (new)

Proposal 5307.2

Proposal 5307.2 sought to authorize France to apply higher inward rates to air parcels than for surface parcels and accordingly to insert its name in the text of article VII, paragraph 1.

Proposal 5307.2 was adopted.

Withdrawal from the post, alteration or correction of address

Proposal 5310.1

Proposal 5310.1 sought to authorize Costa Rica, notwithstanding article 37, not to return postal parcels after the addressee had requested their clearance by Customs since this was incompatible with its customs legislation.

Proposal 5310.1 was adopted.

Compensation, article XIII, paragraph 3

Proposal 5313.1

Proposal 5313.1 sought to authorize the postal administration of Brazil not to apply article 39 with respect to liability in cases of damage, including the cases referred to in articles 40 and 42, and to amend article XIII, paragraph 3 accordingly.

The proposal was adopted.

Detailed Regulations

Insured parcels, article 108, a, b, c, d and dbis, article 108, paragraph 2 (new)

Proposals 5508.2/Rev 1, 5508.4, 5508.3/Rev 2, 5911.3/Rev 2, 5920.3/Rev 2 and 5508.1/Rev 1

Proposal 5508.2/Rev 1 sought to allow customers to use adhesive tape to seal parcels, to recommend the application of a date-stamp impression both across the edge of the label and on the wrapping, and to authorize administrations to correct the original insured value. Some delegations opposed the proposal because of the complications inherent in applying the suggested measures.

Put to the vote, the proposal was rejected by 46 votes to 31, with 13 abstentions.

Proposal 5508.4 sought to allow the affixing of address labels to the wrapping of parcels with any insured value and with no restrictions as to size, with a view to meeting the wishes of many companies and enhancing the competitive position of the parcel-post service.

Proposal 5508.4 was adopted unanimously.

The aim of proposal 5508.3/Rev 2 was to give administrations the option to agree between themselves not to mention the insured value on the item in order to reduce the risk of malpractice. Notwithstanding the rejection of the similar proposal 2533.1/Rev 1 by Committee 4, some delegations supported the proposal for reasons of security and competitivity. However, other delegations pointed out that omission of the indication of the insured value would not increase

security, that the risks of malpractice were minimal and that continuing to mention the insured value would ensure rather that parcels were treated more carefully by postal employees.

Put to the vote, the proposal was rejected by 42 votes to 41, with 14 abstentions. Consequently, proposals 5911.3/Rev 2 and 5920.3/Rev 2 were also rejected, proposal 5902.2/Rev 2 having been withdrawn by its originator.

The aim of proposal 5508.1/Rev 1 was to enable postal administrations to make the rules for the make-up of insured parcels more flexible by fixing a maximum amount up to which they could forgo application of the rules laid down in article 108, a and b.

The proposal was adopted unanimously.

Preparation of accounts, article 150, paragraphs 1, 4, 5, 6, 7 and 9

Proposals 5550.4, 5917.1, 5918.1, 5552.1, 5550.5, 5550.6, 5552.2, 5550.1, 5550.3 and 5550.2/Rev 1

The aim of proposal 5550.4 was to improve the method of preparing accounts using form CP 16 and to reduce the period for settlement to a more commercially acceptable time frame by abolishing, among other things, the use of the CP 17 and CP 18 forms. Certain delegations opposed the proposal, stating that the proposed provisions would create additional work, that the present system had proved its worth and that no loss had hitherto been reported by any administration.

Put to the vote, proposal 5550.4 was rejected by 46 votes to 36, with 12 abstentions. As a result, proposals 5552.1, 5917.1 and 5918.1, which stemmed from it, were also rejected.

The aim of proposals 5550.5, 5550.6, 5552.2, 5550.1, 5550.3 and 5550.2/Rev 1 was to facilitate the preparation and settlement of accounts as well as to standardize the rules to be followed in the event of a dispute. It was pointed out that those proposals were linked to certain proposals that should be discussed in Committee 5. The Committee considered that, in principle, a detailed study should be carried out on the accounting system. One delegation pointed out that a proposal for consideration by Committee 5 concerned a study to be conducted by the EC on the present provisions governing the preparation and settlement of accounts and that the proposals in question could be included within the purview of that study, a suggestion that was approved by the Committee. In addition, one delegation said that all the proposals aimed at amending article 150 were worth considering by the EC, including those which had just been rejected by the Committee. The Committee therefore decided that the questions raised by all the proposals concerning the preparation and settlement of accounts relating to postal parcels should form part of the study in question (annex 1).

During the discussion, one delegation proposed that the Postal Parcels Agreement resulting from the present Congress should, as far as possible, be a reference text that was independent of the Convention. This independent text would be of use in particular to administrations that had an independent parcel-post service. The Committee agreed with that view (annex 2).

Settlement of accounts, article 152, paragraph 2

Proposal 5552.3

The aim of proposal 5552.3 was to standardize the period for payment of the balance by the debtor administration as between the Convention and the Postal Parcels Agreement. The originator of the proposal considered that this proposal should also form part of the above-mentioned study.

Address by the Chairman of the Committee

As the agenda had been covered, the Chairman observed that the large number of proposals dealt with by the Committee reflected the current problems and concerns of the postal administrations and that their adoption would enable the international parcel-post to be modernized. Pointing to the great flexibility of the parcel-post service now as compared with previous years, he cited the many headings under which the Committee had worked. It was now clear that the postal administrations were in a position to offer a better quality of service, at the same time reducing the effects of competition from private companies. In conclusion, he thanked the delegations for their invaluable understanding and cooperation, as well as the International Bureau Secretariat, the United States Secretariat and the interpreters for their skill and devotion.

Approval of reports

Under article 23, paragraph 5, of the Rules of Procedure of Congresses, the reports of the 4th, 5th and 6th meetings would be approved by the Chairman on behalf of the Committee.

The meeting rose at 6.15 pm.

For the Committee:

L OLÁH
Chairman

M HARDING
Secretary

N SEBAKUNZI
Assistant Secretary

A BRIX
Aide

Decision

Preparation and settlement of parcel-post accounts

Congress,

Basing itself
on resolution 000 (proposal 3500.1) concerning the preparation and settlement of accounts,

Instructs

the Executive Council to include, in the framework of the study it is to carry out on the preparation and settlement of accounts, questions concerning the preparation and settlement of parcel-post accounts, and to take account in particular of proposals 5550.1, 5550.2/Rev 1, 5550.3, 5550.4, 5550.5, 5550.6, 5552.1, 5552.2 and 5552.3 submitted to the Washington Congress with a view to modernizing the current parcel-post accounting provisions.

(Proposals 5550.1, 5550.2/Rev 1, 5550.3, 5550.5, 5550.6, 5552.2 and 5552.3, Committee 7, 6th meeting.)

Decision adopted by Committee 7

Decision

Revision of the Postal Parcels Agreement subsequent to the Washington Congress – References to the Convention

Congress,

Given
that some postal administrations operate or are planning to operate a parcels service independent of the other postal services,

Holding
that independent regulations on postal parcels, and especially the reproduction in the Postal Parcels Agreement and its Detailed Regulations of the texts from the Convention that currently serve for reference purposes, will contribute to simplifying and improving the effectiveness of the work of the postal parcels service,

Considering
furthermore that such an independent Agreement will also avoid time-wasting looking up references elsewhere, with the inherent complications, and will simplify the training of parcel-post staff,

Instructs

the Executive Council, in considering any proposals to amend the Postal Parcels Agreement or its Detailed Regulations, to take account of the value of avoiding as far as possible all references to the Convention reproducing the corresponding texts,

Instructs

the International Bureau, in annotating the Postal Parcels Agreement and its Detailed Regulations subsequent to the Washington Congress, to reproduce the texts of the Convention normally used as references so as to contribute to making the Postal Parcels Agreement and its Detailed Regulations as independent as possible.

(Committee 7, 6th meeting)

Congress/C 8 – Rep 1/Rev 1

Reports of Committee 8

First meeting

Wednesday, 15 November 1989, 3.20 pm

In the chair: Mr H KNAUTHE, Chairman

Opening of meeting

The Chairman opened this first meeting by cordially welcoming all members of Committee 8. He said he was fully aware of the honour bestowed upon his country and himself in being appointed to the chairmanship, and expressed the wish that the work would proceed in a perfect climate of mutual understanding. He then invited the Vice-Chairmen of the Committee, namely Chile, Gabon and Indonesia, to take their places on the rostrum, adding that he was happy to be able to rely on their assistance and cooperation.

Appointment of Secretariat

Mr E M Gharbi, Assistant Director-General, assumed the functions of coordinator, and Messrs K K Samawi, Counsellor, A Navarro, Assistant Counsellor, and S Kossignon, First Secretary at the International Bureau, assumed the functions of Committee Secretary, Assistant Secretary and Aide respectively.

Proxies and quorum

The Chairman, having informed the Committee that the United Arab Emirates was represented by the delegation of Qatar and having noted that the quorum had been attained, declared that the Committee could proceed to business.

Approval of agenda

The agenda (Congress – Doc 14) was approved after the Chairman had informed the delegations that a change could occur under items 5.1, 6.1 and 7.1, as regards the order of discussion of proposals relating to the revised Agreements.

List of member countries of the Committee

The Committee took note of the list of member countries of Committee 8 (Congress – Doc 26).

Updating of the Final Protocol

The Committee, noting that no amendment had been made to the Final Protocol of the Agreements concerning the Postal Financial Services, took note of Congress – Doc 77.

Revision of the Agreements concerning the Postal Financial Services

Congress – Doc 62

The Chairman of Committee 8 introduced Congress – Doc 62. This was a general report which summarized the results of the work done by the Executive Council Working Party[1], pursuant to 1984 Hamburg Congress resolution C 10, supplemented by resolution C 81 and decision C 28, instructing the EC to undertake a substantive revision of the Agreements whose usefulness would be established, with a view to bringing them up to date, making them more flexible and simplifying them, and to submit to the present Washington Congress the necessary draft proposals for amending the Acts. Before opening discussion on the report, the Chairman called on Mr Jean-Marie Berset, Head of the International Financial Services Section, Directorate-General of PTT, Switzerland, reporting country of the WP, to brief the meeting on its activities.

Following this presentation, the Committee took note of the EC report (Congress – Doc 62).

Resolution proposal 05

This proposal was the consequence of the study on the revision of the Agreements concerning Postal Financial Services and the Subscriptions to Newspapers and Periodicals Agreement. Its aim was to:

- delete from the Money Orders Agreement the provisions concerning postal travellers' cheques;
- delete from the Giro Agreement the provisions concerning "Giro travellers' cheques" and those concerning "Negotiation by giro transfer of instruments payable at giro centres";
- abolish the Collection of Bills Agreement, the International Savings Agreement and the Subscriptions to Newspapers and Periodicals Agreement;
- leave administrations the possibility of retaining or subsequently reintroducing between themselves all or part of the provisions relating to the above-mentioned services;
- instruct the International Bureau to distribute by means of circulars, as the need arises and at the request of the countries concerned, a list of the countries participating in these services, as well as certain information of a general nature.

The Chairman proposed that the title of this proposal be supplemented to more accurately reflect its aims, and that it be considered item by item.

Proposal 05 was adopted without objection and its title was amended henceforth to read: Postal Financial Services and Subscriptions to Newspapers and Periodicals Agreements abolished. Possibility of their being retained or reintroduced.

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[1] This Working Party consisted of the following countries: Algeria, Benin, France, Hungary (Rep), Senegal and Switzerland (reporting country).

Proposal of a general nature 6000.1 concerning the revision of the Money Orders Agreement

Proposal 6000.1

Asked to comment on this proposal, Switzerland mentioned the most significant changes, namely:

- reduction of the number of articles in the Agreement from 52 to 13 and those of the Detailed Regulations from 61 to 53;
- new definition of the categories of money order;
- freedom to reach bilateral agreement on the maximum amount of an ordinary money order;
- reintroduction of the indication of the amount in words on money order telegrams;
- raising from 45 francs (14.70 SDR) to 70 francs (22.86 SDR) of the amount of the principal charge to be collected at the time of issue of an ordinary money order. The Chairman also indicated that the articles of the Agreement would be presented separately from those of the Detailed Regulations so as to allow the normal procedure for signature and ratification or approval to take place, whereas the presentation under consideration for the Annotated Code, ie Volume 4 of the Acts of the Universal Postal Union, would, for its part, be identical to that appearing in proposal of a general nature 6000.1. The same would apply to the Giro and Cash-on-Delivery Agreements, set forth in proposals 7000.1 and 8000.1 respectively. The Chairman then submitted EC proposal 6000.1 to the meeting for consideration article by article, taking account however of the proposals submitted by the postal administrations, which, in principle, were amendments to the EC proposal of a general nature.

Article 1

Proposals 6001.1 and 6001.2

Proposal 6001.1 suggested that the Agreement stipulate that non-postal organizations could participate in the exchange of money orders so as to make this service more readily available to the general public. Amendment 6001.2 submitted by Italy, for its part, suggested that non-postal organizations be allowed to participate in the service, but through a postal administration.

Japan, the originator of the main proposal, stated that the suggestion contained in the amendment already appeared in the text of paragraph 2. The introduction of the phrase "through the postal administration" would constitute a repetition.

Italy pointed out that, through this addition, the text would provide a guarantee for the postal administration, and would moreover prevent these non-postal organizations from entering without its knowledge into direct contact with foreign administrations. That view was supported by two delegations. In the end, proposal 6001.2 (amendment) was adopted. Proposal 6001.1 thus lapsed.

Article 1 proposed by the EC was adopted with amendment 6001.2.

Article 2

Proposals 6002.1 and 6002.2

Proposal 6002.1 sought to make provision for remittances to be made not only to postal giro accounts but also to any other type of account, including savings and other accounts managed by the Post, while the second proposal 6002.2 called for the introduction of new kinds of services other than those provided for in the Money Orders Agreement, along the same lines as a provision which appears in the final draft Giro Agreement.

Austria was opposed to Japan's first proposal, which provided for the possibility of inpayment money orders being issued to the credit of current or savings accounts held by non-postal organizations, and was supported in its view by Switzerland. Put to the vote, proposal 6002.1 was rejected by 26 votes to 6, with 10 abstentions.

Proposal 6002.2, for its part, was approved without objection.

EC article 2, amended by proposal 6002.2, was adopted.

Article 3

EC article 3 was adopted without amendment.

Article 4

Proposals 6004.2, 6004.1 and 6004.3

Japan's proposal 6004.2 sought to have the Money Orders Agreement make reference to the telecommunication charges of telegraph money orders.

One delegation pointed out that the charges in question concerned the telecommunications service, and for that reason should not appear in an Agreement concerning the postal service. Another delegation mentioned that this provision already appeared in paragraph 1 of article 4. Japan replied that the provision in paragraph 1 was general in scope whereas its proposal called for a special provision.

Put to the vote, proposal 6004.2 was rejected by 27 votes to 12, with 5 abstentions.

Proposal 6004.1 sought to introduce a charge on entering to the credit of a giro account money orders from abroad, the aim being to offset the considerable modernization costs borne by the giro centres.

Italy, supported by a number of countries, felt that it was not appropriate to collect a charge on an amount intended for a beneficiary and proposed the following amendment: "to the credit of a financial organization account".

Several delegations spoke in favour of the proposed amendment. Others endorsed the Austrian proposal, taking the view that the suggested charge would be optional. Other countries came out against Austria's proposal, arguing that the introduction of such a charge would not help the giro service to cope with the competition.

Put to the vote proposal 6004.1 was adopted by 24 votes to 16, with 4 abstentions.

Proposal 6004.3 was approved without objection.

A delegation proosed that the supplementary express delivery charge should be included in paragraph 5 of article 4 of the Agreement.

This amendment was accepted.

Article 4 proposed by the EC was adopted as amended.

Article 5

Proposal 6005.1

The aim of proposal 6005.1 was to provide for the possibility of exchanging telegraph money orders by a form of telecommunications other than telegraph.

Proposal 6005.1 was adopted without opposition.

Article 5, amended by proposal 6005.1, was adopted.

Article 6

Proposal 6006.1

Proposal 6006.1 sought to specify the categories of money orders that could bear an authorization to extend the period of validity (visa pour date).

Switzerland and Hungary (Rep) could not see the need for such a stipulation and came out in favour of the status quo.

Proposal 6006.1 was withdrawn by its originator.

Article 6 proposed by the EC was approved without amendment.

Articles 7 and 8

Articles 7 and 8 proposed by the EC were also approved without amendment.

Article 9

Proposals 6009.2 and 6009.1

Proposal 6009.2 was aimed at removing a contradiction between paragraph 6.1 and paragraph 6.2, b.

Proposal 6009.2 was approved without objection.

The aim of proposal 6009.1 was to update the regulations in effect regarding the rates of interest charged for amounts due to a creditor administration. This rate, originally set at 6 percent per annum from the date of expiry of the four-month period, would henceforth be based on the interest rate applied on the money market of the creditor country. This proposal raised a problem owing to the fact that, if a country was in debt to several administrations, it would have to strive to ascertain the various rates in effect on its creditors' markets, on the one hand, and on the other, these rates would vary from country to country, whereas the present provision stipulated a single annual rate in the order of 6 percent.

In view of this situation, several delegations opted for the status quo.

Put to the vote, proposal 6009.1 was rejected by 21 votes to 20, with 6 abstentions.

Article 9 proposed by the EC and amended by proposal 6009.2 was adopted.

The meeting rose at 6.10 pm.

For the Committee:

H KNAUTHE
Chairman

K K SAMAWI
Secretary

A NAVARRO
Assistant Secretary

S KOSSIGNON
Aide

Second meeting

Monday, 20 November 1989, 3.15 pm

In the chair: Mr H KNAUTHE, Chairman

Statement

The Chairman announced the presence of the representative of the ITU, Mr Glur, and welcomed him to the meeting.

Proxy and quorum

The Committee was informed that Qatar was represented by the delegation of the United Arab Emirates. The quorum having been attained, the Chairman declared that the Committee could proceed to business.

Approval of a report

The draft report of the first meeting of the Committee was adopted with an amendment suggested by Luxembourg, calling for the addition of the following to article 4, paragraph 5, of the Money Orders Agreement: "e the supplementary special delivery charge".

Form MP 16bis

Proposals 6916.91 and 65 0201.1

Proposal 6916.91 sought to create a new form MP 16bis that would give administrations which consider it necessary the option of issuing international inpayment money orders in the same manner as forms MP 1bis and MP 12bis. Money orders issued by means of this form lent themselves to optical reading and computerized processing.

Proposal 6916.91 was adopted without objection.

Article RE 201.1

Consequential proposal 65 0201.1 was adopted in turn without opposition.

EC article RE 201 amended by proposal 6916.91 was adopted.

Article RE 202

Proposal 65 0202.1 which was also a consequential proposal (6916.91) was adopted without discussion.

Proposal 65 0202.2

The aim of this proposal was to give administrations the possibility of using money order forms other than those provided for in the Agreement.

France, supported by Switzerland, was opposed to this proposal by Japan, contending that the forms used for execution of the money orders service were the result of standardization work carried out within the framework of the UPU. That harmonization had made it possible to offer a high-quality international service which met the new needs of customers who frequently had to travel abroad and who should be able to find, anywhere in the world, forms with which they were familiar to use for transferring funds.

On the other hand, the use of new forms of various kinds, should it become widespread, could lead to confusion at post office level, which would be detrimental to the standard of service.

Put to a vote, proposal 65 0202.2 was rejected by a large majority.

EC article RE 202 amended by proposal 65 0202.1 was adopted.

Article RE 301

EC article RE 301 was adopted without amendment.

Article RE 302

Proposal 65 0302.1 was withdrawn by its originator owing to the rejection of the main proposal 6002.1.

Article RE 303

Proposals 65 0303.2 and 65 0303.1

Proposal 65 0303.2 suggested that the manner in which the name of the currency unit was to be expressed should be specified, by adding to the existing text of article RE 303 the words "in words also".

One delegation pointed out that although inclusion of the word "also" was necessary and desirable, the same did not hold true for repetition of the amount figure by figure. Another delegation pointed out that the practice of figure-by-figure repetition was currently used for ordinary money orders. On the other hand, for telegraph money orders, this would be tantamount to penalizing the customer who would have a higher charge to pay.

Proposal 65 0303.2 was adopted pursuant to the favourable opinion of a majority of delegations.

Proposal 65 0303.1, for its part, proposed the use of means other than the telegraph for transmission of ordinary telegraph money orders. It was adopted without opposition, taking account of proposal 6005.1 which had been adopted earlier.

EC article RE 303 amended by proposals 65 0303.1 and 65 0303.2 was adopted with the deletion in paragraph 1 of the service indication "LT".

Proposal of a general nature 6000.2

Proposal 6000.2

The Chairman then introduced proposal 6000.2, the aim of which was to implement the provision of article RE 303, paragraph 6, which sought to reintroduce amounts written in words in postal financial service (POSTFIN) telegrams with effect on 1 July 1990. The Acts of the CCITT had come into force on 1 January 1989 and those of the UPU would likely take effect on 1 July 1991. To allow execution of the service, it was proposed to Congress that it decide on the advance implementation of the above-mentioned provision. This six-month time period after the closure of Congress would allow administrations to adapt their forms and to inform their customers of these changes.

The ITU representative, Mr Glur, supplemented the arguments put forth by the Committee Chairman by stating the reasons that had motivated the CCITT to make the changes. The Committee then adopted proposal 6000.2, with the text amended to read: "Congress decides to apply the provision of article RE 303, paragraph 6, which provides for the transmission of amounts in figures and in words in postal financial service (POSTFIN) telegrams with effect from 1 July 1990."

Article RE 304

Proposal 65 0304.1, a consequence of proposal 65 0303.1, was adopted without opposition.

EC article RE 304 was also approved with the deletion from paragraph 1 of the service indication "LT".

Article RE 305

Proposal 65 0305.1

The purpose of proposal 65 0305.1 was to delete article RE 305 in its entirety. According to Germany, Fed Rep of, the originator of the proposal, money order telegrams relating to ordinary telegraph money orders were generally transmitted via the network known as "Gentex". Persons outside this network, eg telex subscribers, were unable to access it. Hence an advice of issue sent subsequently would have virtually no effect on security.

The statement of reasons gave rise to no comment; proposal 65 0305.1 was adopted without opposition.

EC article RE 305 will therefore be deleted from the Money Orders Agreement.

Article RE 306

EC article RE 306 was adopted without amendment.

Article RE 307

Proposal 65 0307.1

Proposal 65 0307.1 by Switzerland stipulated that the present regulation which prescribed the use of a "usual abbreviation" was not sufficiently precise to guarantee a minimum of uniformity and clarity in the abbreviated indication of the monetary unit on money orders. It frequently varied with the language used and created confusion when a distinction had to be made between different currencies bearing the same name (for example: franc, crown, pound, dinar).

Moreover, some administrations already used the ISO alphabetical abbreviation in their international financial relations. This was why it seemed necessary to regulate more specifically the use of monetary unit abbreviations on instruments of this kind through adoption of ISO standard 4217.

Proposal 65 0307.1 was adopted without objection.

EC article RE 307 amended by proposal 65 0307.1 was adopted.

Articles RE 308, 309, 310, 311, 312, 313 and 314

Articles RE 308, 309, 310, 311, 312, 313 and 314 were also adopted without amendment.

Article RE 315

Proposal 65 0315.1

The purpose of proposal 65 0315.1 was to allow administrations which had computerized the processing of money order acceptance operations to limit to a strict minimum the opportunity offered to their customers to send messages on instruments of this kind. Switzerland, the originator of the proposal, suggested allowing a space equivalent to 80 characters to meet the needs of the public in this regard. Two administrations pointed out that limiting the space to 80 characters was not the rule in all administrations, some of which allowed their customers a smaller space. Another delegation proposed an amendment to add "or less" after "80 characters". Switzerland accepted the amendment proposed by Japan.

Proposal 65 0315.1 thus amended was adopted.

Executive Council article RE 315, amended by proposal 65 0315.1, was adopted.

Articles RE 316 and RE 317

Executive Council articles RE 316 and RE 317 were then adopted without amendment.

Article RE 401

Proposal 65 0401.1, a consequence of proposal 6916.1, was approved without opposition.

Executive Council article RE 401, amended by proposal 65 0401.1, was adopted.

Article RE 402

Proposal 65 0402.1

Proposal 65 0402.1, a consequence of proposal 6004.2 already rejected, was withdrawn by its originator.

Executive Council article RE 402 was adopted without amendment.

Articles RE 501, 502, 503, 601, 602 and 603

Executive Council articles RE 501, 502, 503, 601, 602 and 603 were approved without amendment.

Article RE 604

Proposal 65 0604.1

Abolition of the advice of issue (proposal 65 0305.1) also entailed deletion from paragraph 1 of article RE 604 of the half-sentence which heretofore had read "and without waiting for the advice of issue". For the same reason, the provisions of paragraph 5 of that same article were no longer necessary.

Proposal 65 0604.1 was adopted.

Executive Council article RE 604, amended by proposal 65 0604.1, was adopted.

Articles RE 605, 606 and 607

Executive Council articles RE 605, 606 and 607 were adopted without amendment.

Article RE 608

Proposals 65 0608.1 and 65 0608.2

This proposal by Switzerland suggested the indication of a maximum retention period of *20 days* after which unpaid or unclaimed telegraph money orders had to be returned to the issuing office to allow reimbursement of such instruments to the sender.

Proposal 65 0608.2 was a consequence of proposal 65 0305.1 and stipulated that unpaid or unclaimed telegraph money orders should be returned to the office of issue without waiting for the arrival of the relative advices of issue (forms MP 3, MP 14 amended).

During consideration of the Swiss proposal, some delegations stood behind Madagascar in opposing adoption of this proposal; they felt that the period of 20 days was too short. The delegations supporting Switzerland's position pointed out that the primary requirement of a telegraph money order was speed

of transmission and delivery. One delegation proposed an amendment suggesting that the 20-day period appear only in paragraph 2 and not in paragraph 7. This amendment was rejected by Switzerland. The Chairman suggested a compromise proposal which would extend the period from 20 to *30 days.* Madagascar accepted the compromise, then Japan mentioned that its administration allowed a period of three months. It was decided to put proposal 65 0608.1, amended as suggested by the Chairman, to a vote. The result was 37 votes in favour and 7 against, with 10 abstentions.

Proposal 65 0608.1 thus amended was adopted. Proposal 65 0608.2, a consequence of proposal 65 0305.1, was adopted without opposition.

EC article 608 thus amended was adopted.

Article RE 609

Proposal 65 0609.1

Proposal 65 0609.1 sought to limit to five months the period allowed for a reply by the paying administration of a money order for the indemnification of a claimant, to bring it into agreement with article 58, paragraph 4, of the Convention.

The Chairman mentioned that a proposal submitted to Congress sought to shorten the period allowed from five months to three. France had no objection as to the substance of the proposal, but pointed out that a period of three months would be too short and would entail problems for some administrations. Madagascar suggested that a phrase be added to the proposal, to make it read as follows: "... of five months from the day of the inquiry".

Proposal 65 0609.1 was adopted as amended.

Executive Council article RE 609, amended by proposal 65 0609.1, was adopted.

Articles RE 610, 611 and 612

As proposals 6010.1 and 6012.1 had been withdrawn by their originators, Executive Council articles RE 610, 611 and 612 were adopted without amendment.

Article RE 613

Proposal 65 0613.1

This proposal, the consequence of proposal 6916.91, was adopted without opposition.

EC article RE 613 thus amended was adopted.

The Chairman, observing that a large number of proposals remained to be considered, informed the Committee that he would request an additional meeting from the Bureau of Congress.

The meeting rose at 6.10 pm.

For the Committee:

H KNAUTHE
Chairman

K K SAMAWI
Secretary

A NAVARRO
Assistant Secretary

S KOSSIGNON
Aide

Third meeting

Wednesday, 22 November 1989

In the chair: Mr H KNAUTHE, Chairman

Statement

The Chairman announced the assassination of the President of the Republic of Lebanon and asked the assembly to observe a minute's silence in his memory. The Lebanese delegation thanked the Chairman and the Committee.

Quorum

After noting that the quorum (62 countries in attendance) was well exceeded, the Chairman declared that the Committee could proceed to business.

Consideration of proposals concerning the Money Orders Agreement (continued) articles RE 701 and 702

Articles RE 701 and 702 proposed by the EC were adopted unchanged.

Article RE 703

Proposal 65 0703.1

That proposal was the consequence of proposal 65 0305.1 which had already been adopted and concerned the abolition of the advice of issue. During the discussion, one delegation suggested transferring that proposal to article RE 702 as paragraph 4bis. The proposed amendment was accepted; proposal 65 0703.1, transferred to RE 702 as paragraph 4bis, was adopted.

Article RE 703 proposed by the EC therefore lapsed.

Articles RE 704, 801 and 1001

Articles RE 704, 801 and 1001 proposed by the EC were approved unopposed.

Article RE 1101

Proposal 65 1101.1

The purpose of that proposal was to set the end of the second month following the one to which it pertained as the deadline for sending monthly accounts for ordinary money orders.

Proposal 65 1101.1 was adopted without objection.

Article RE 1101 proposed by the EC and amended by proposal 65 1101.1 was adopted.

Articles RE 1102 and 1103

Articles RE 1102 and 1103 proposed by the EC were adopted without objection.

Article RE 1104

Proposal 65 1104.1

Proposal 65 1104.1, a consequence of proposal 65 0305 which had already been approved, was adopted with the following clarification to the text: "ii telegraph money orders and not telegrams /.../ shall be attached to the monthly account /.../;".

Article RE 1104 proposed by the EC and amended by proposal 65 1104.1 was adopted.

Articles RE 1105 and 1201

Articles 1105 and 1201 proposed by the EC were adopted unopposed.

Article RE 1202

Proposal 65 1202.1

The purpose of proposal 65 1202.1 was to set a lower limit of 30 000 gold francs (9800.72 SDR) for accounts owed under the head of advances on money orders paid out by administrations which act solely as paying administrations.

One delegation suggested reducing that limit from 30 000 to 20 000 gold francs.

Proposal 65 1202.1 thus amended was adopted.

Article RE 1202 proposed by the EC and amended by proposal 65 1202.1 was adopted.

Articles RE 1301 and 1303

Articles RE 1301 and 1303 proposed by the EC were adopted unchanged.

Article RE 1302

Proposal 65 1302.1

Proposal 65 1302.1 was the consequence of proposal 6004.1, which had already been approved (see report 1/Rev 1) and was adopted.

One delegation proposed that the supplementary express charge be included in paragraph 1, viii, of article RE 1302.

This amendment was approved. Article RE 1302 proposed by the EC thus amended /.../ was adopted.

It was also pointed out that, following the adoption of proposal 65 0305.1 concerning the abolition of the advice of issue, article RE 608, paragraph 7, would have to be amended accordingly.

EC proposal 6000.1 was approved as a whole subject to the amendments proposed by the postal administrations and adopted by the Committee.

Form MP 3

Proposals 6903.1, 6914.1 and 6916.91

The purpose of proposal 6903.1 was to abolish form MP 3 following the adoption of proposal 65 0305.1.

Proposal 6903.1 was adopted and form MP 3 will be abolished for telegraph money orders.

Form MP 14

Proposal 6914.1 was also adopted, so the last reason "The advice of issue (MP 3) has not arrived. ..." will be deleted.

Form MP 16bis

Proposal 6916.91, aimed at creating a new form MP 16bis, was adopted (see Congress/C 8 – Rep 2). That form will be incorporated into the list of forms in proposal 6900.1.

EC proposal 6900.1 was adopted unopposed.

Proposal of a general nature 7000.1 concerning the recast of the Giro Agreement

Proposal 7000.1

The representative of Switzerland was asked to comment on that proposal and indicated the salient changes, viz:

- rearrangement of the provisions by transaction;
- creation of a paragraph 5 in article 2 to give postal administrations the option of setting up, bilaterally or multilaterally, services other than those listed in that article;
- reduction in the number of articles in the Agreement from 58 to 17 and in those of the Detailed Regulations from 61 to 57.

Article 1

Proposals 7001.1 and 7001.2

The purpose of proposal 7001.1 was to allow non-postal organizations to participate in the exchange made through the giro service governed by the provisions of this Agreement.

A similar proposal had already been adopted for money orders, so consequently, the Committee approved proposal 7001.1.

Proposal 7001.2 aims at including in the Agreement the provisions of articles 101 and 102 of the Detailed Regulations.

One delegation, supported by four others, felt it desirable for those provisions to remain in the Detailed Regulations so that the Executive Council could make annual changes in accordance with the new powers to be given it by Congress. However, another delegation proposed that article 1bis be transferred to the Agreement while keeping 1ter in the Detailed Regulations. In conclusion, the vote produced the following result: 7 in favour, 28 against, 14 abstentions. Consequently, articles 101 and 102 will remain in the Detailed Regulations.

Article 2

Proposal 7002.1

The purpose of that proposal was to make possible remittances to other types of accounts as well as giro accounts.

Proposal 7002.1 was adopted unopposed. Article 2 proposed by the EC and amended by proposal 7002.1 was adopted.

Article 3

Proposals 7003.3/Rev 1, 7003.1, 7003.2 and 7003.4

Proposal 7003.3/Rev 1 aimed at giving the administration of destination the option of determining the charge to be collected for the entry of a postal transfer to the credit of a giro account. Its consideration sparked off wide-ranging discussions, as was the case for proposal 6004.1 (see Congress/C 8 – Rep 1) which contained a similar provision. Five of the nine delegations which spoke opposed the proposal, emphasizing that it did not promote the giro service in the face of the competition and harmed the payee by collecting a charge on amounts to be paid into his account. The four delegations in favour of the proposal stressed the need to offset the costs generated by that transaction.

Put to the vote, proposal 7003.3/Rev 1 was adopted by 21 to 18 with 10 abstentions.

Proposals 7003.1 and 7003.2 suggested that, when advices of transfer did not contain any special message, they could be replaced by a note on the statement of account enabling the payee to identify the payer.

Proposals 7003.1 and 7003.2 were adopted unopposed.

The purpose of proposal 7003.4 was to eliminate the word "stipulated" in order to clearly express that the charge on the payer covers all of the costs of transmission by telecommunications.

The speakers disagreed with the deletion of the word "stipulated", arguing that the charge applicable to that transaction depended on each administration's attitude and was not obligatory. For the International Bureau, the words "charge stipulated" were generally applicable to specific charges previously fixed. Deletion of the words "stipulated charge" would mean giving administrations more freedom so that, like banks, they could charge for the work actually done.

A vote produced the following result: 16 votes against, 15 in favour and 20 abstentions.

Proposal 7003.4 was thus rejected.

Article 3, proposed by the EC and amended by proposals 7003.3/Rev 1, 7003.1 and 7003.2, was adopted.

Articles 4, 5 and 6

Articles 4, 5 and 6 proposed by the EC were adopted unchanged.

Article 7

Proposal 7007.1

Proposal 6004.2 concerning money orders the provisions of which were to have been applied to proposal 7007.1 had been rejected by the Committee (see Congress/C 8 – Rep 1/Rev 1), so proposal 7007.1 was withdrawn by its originator.

Article 7 proposed by the EC was adopted unchanged.

Article 8

Article 8 proposed by the EC was also adopted unchanged.

Article 9

Proposal 7009.1 R

That drafting proposal was referred to the Drafting Committee after adoption.

Article 9 proposed by the EC was adopted as amended.

Articles 10 and 11

Articles 10 and 11 proposed by the EC were approved unchanged.

Article 12

Proposal 7012.1

That proposal suggested that the maximum amount guaranteed printed on tbe back of each postcheque should be given in the currency agreed between the contracting countries.

Proposal 7012.1 was adopted without objection.

Article 12, proposed by the EC and amended by proposal 7012.1, was adopted.

Article 13 — Article 13 proposed by the EC was adopted unchanged.

Article 14 — *Proposal 7014.1*

That proposal made it possible to ensure strict observance of periods for returning to destination postcheques paid abroad.

Two delegations opposed that proposal on the grounds that it was too strict; the whole service might suffer because of a small number of fraudulent cheques. The originator of the proposal, however, did not think that the proposal caused any problem for the administration of payment.

Put to the vote, proposal 7014.1 was adopted by 24 to 12 with 14 abstentions.

Article 14 — Article 14, proposed by the EC and amended by proposal 7014.1, was adopted.

Articles 15 and 16 — Articles 15 and 16 proposed by the EC was adopted unchanged.

Article 17 — *Proposal 7017.1*

The purpose of that proposal was to provide for the application by analogy of the provisions of the Money Orders Agreement and the Detailed Regulations in all cases not expressly governed by the Giro Agreement.

One delegation stated that the same provision already featured in article 5, paragraph 2, of the Giro Agreement.

It was pointed out that the latter provision concerned inpayment money orders only, while the proposal under consideration was of more general scope.

Proposal 7017.1 was adopted.

Article 17, proposed by the EC and amended by proposal 7017.1, was adopted.

The meeting rose at 6 pm.

For the Committee:

H KNAUTHE
Chairman

K K SAMAWI
Secretary

A NAVARRO
Assistant Secretary

S KOSSIGNON
Aide

Fourth meeting

Thursday, 23 November 1989, 9.30 am

In the chair: Mr H KNAUTHE, Chairman

Quorum

After noting that the quorum (45 countries present) was exceeded, the Chairman declared that the Committee could proceed to business.

Consideration of proposals concerning the Giro Agreement (cont)
Article RE 101

Proposal 75 0101.1

As the principle of including article RE 101 in the Agreement had been rejected (proposal 7001.2), proposal 75 0101.1 lapsed. Article RE 101 proposed by the EC was retained in the Detailed Regulations.

Article RE 102

Proposals 75 0102.3, 75 0102.2 and 75 0102.1

Proposal 75 0102.3 lapsed for the same reasons as given for proposal 75 0101.1. Article RE 102 proposed by the EC would also remain in the Detailed Regulations.

The purpose of proposal 75 0102.2 was to give administrations which so wished the option of agreeing bilaterally on the method of exchanging information on debts and credits of liaison giro accounts.

One delegation, seconded by another, thought that the provision expressed in that proposal was too inflexible and proposed amending it by replacing the word "shall" by "may" to make the sentence run as follows: "The administrations of origin and destination may agree bilaterally ...". That amendment was rejected by the author of the proposal.

Put to the vote, proposal 75 0102.2 was adopted by 29 votes, with 11 abstentions.

Proposal 75 0102.1 aimed at bringing into line with the market rate of the day the rate of interest of initially 6 percent per annum applied when an uncovered balance was found in a liaison account.

Several delegations spoke on that proposal. It was pointed out that a similar proposal (6009.1) had already been rejected by the Committee. The originator of the proposal argued that proposal 6009.1 had dealt with reimbursing the administration which had paid the claimant, while proposal 75 0101.1 dealt with the rate of interest to be applied in the event of an uncovered balance in a liaison account. Following a wide-ranging debate, the following amendment

was proposed to the text which now reads: "When an uncovered balance is found in a liaison account, the creditor administration shall be entitled to charge 1 percent per annum more than the inter-bank rate on one-month loans ..."

Proposal 75 0102.1 thus amended was adopted.

Article 102 proposed by the EC and amended by proposals 75 0102.2 and 75 0102.1 was adopted.

Article RE 103

Proposal 75 0103.1

That proposal was a consequence of proposal 75 0317.1 to abolish VP 2 lists and VP 3 summary lists.

Proposal 75 0103.1 was adopted without objection.

Article RE 103 proposed by the EC and amended by proposal 75 0103.1 was adopted.

Article RE 104

Article RE 104 proposed by the EC was adopted unchanged.

Article RE 201

Proposals 75 0201.1 and 75 0201.2

Those two proposals aimed at excluding from the UPU Acts the layout and technical characteristics of postcheque forms for security reasons.

Proposals 75 0201.1 and 75 0201.2 were adopted unopposed.

Article RE 201 proposed by the EC and amended by proposals 75 0201.1 and 75 0201.2 was adopted.

Article RE 301

Proposal 75 0301.1

The Chairman recalled that proposals 65 0307.1 and 65 0315.1 to limit, in the Money Orders Agreement, the message to the payee to 80 characters or less and the abbreviation of the currency unit according to international standard ISO 4217 had been approved (Congress/C 8 – Rep 2).

Proposal 75 0301.1 was amended by adding the words "or less" after "80 characters" and adopted.

Article RE 301 proposed by the EC and amended by proposal 75 0301.1 was adopted.

Articles RE 302, 303, 304, 305, 306, 307, 308, 309, 310, 311 and 312

Those articles were adopted unchanged.

Article RE 313

Proposals 75 0313.1 and 75 0313.2

Those two proposals to bring into general use the expression "secret code" used in the Agreements were adopted unopposed.

Article RE 313 proposed by the EC and amended by proposals 75 0313.1 and 75 0313.2 was adopted after deletion of the service indication "LT".

Articles RE 314, 315 and 316

Those articles were deleted (see proposal 75 0317.1 below).

Article RE 317

Proposals 75 0317.1

The purpose of that proposal was to abolish the use of VP 2 lists and VP 3 summary lists for telegraph transfers. As things stood, the liaison account of the issuing administration could only be debited on receipt of the above-mentioned documents. Their abolition would allow immediate debiting of the liaison account.

According to Spain, the originator of the proposal, if the principle of abolishing VP 2 lists and VP 3 summary lists for telegraph money orders were adopted, articles 314, 315 and 316 would also have to be deleted in consequence. The newly worded article 317 above would then be numbered 314.

Proposal 75 0317.1 was adopted unopposed. Arts RE 314, 315 and 316 proposed by the EC would therefore be deleted.

Article RE 317 would thus become article RE 314.

Articles RE 318, 319, 320, 501, 502, 503, 701, 702 and 703

Those articles proposed by the EC were adopted unchanged.

Article RE 704

Article RE 704 proposed by the EC was amended by substituting "RE 314" for "RE 317" in the text and adopted.

It was also stated that, for article RE 317 of the Money Orders Agreement, the Drafting Committee would have to bring the title "Withdrawal from the post – Alteration of address" into line with the decision of the Parcel Post Committee.

Furthermore, the Drafting Committee was instructed to harmonize all the texts of the Financial Service Agreements to take account of the decision by Committee 5 to supplement "alteration of address" with "alteration or correction of address".

Articles RE 705, 706, 707, 708 and 709

Those articles proposed by the EC were adopted unchanged.

Article RE 710

Article RE 710, proposed by the EC, was deleted because of the deletion of the MP 3 advice of issue (see proposal 65 0305.1; Congress/C 8 – Rep 2).

Article RE 711

Despite the adoption of proposal 75 0317.1 to delete the VP 2 and VP 3 lists, the Committee decided to retain that article on the grounds that some administrations still used telegraph outpayment cheques.

Article RE 711 proposed by the EC was therefore retained and adopted.

Articles RE 801, 802, 803, 804, 805, 806, 807, 808, 809 and 810

Those articles proposed by the EC were adopted unchanged.

Article RE 1301

Proposals 75 1301.1 and 75 1301.2

As proposal 75 1301.1 resembled proposal 75 0301.1, designed to abbreviate the name of the currency unit of the country of payment according to international standard ISO 4217, had already been adopted, proposal 75 1301.1 was adopted unopposed.

Proposal 75 1301.2, a consequence of proposal 7012.1, which had already been approved, was also adopted.

Article RE 1301 proposed by the EC was adopted as amended.

Article RE 1302

Proposals 75 1302.1 and 75 1302.2

Proposal 75 1302.1 required repetition of the signature on the back of the instrument in the presence of the counter official and without being able to see the original signature on the guarantee card to foil fraudulent attempts to cash stolen postcheques.

Proposal 75 1302.2 limited the maximum number of postcheques payable at one time to 10.

Proposals 75 1302.1 and 75 1302.2 were adopted without objection.

Article RE 1302 proposed by the EC was adopted as amended.

Articles RE 1303, 1304, 1601, 1602, 1701 and 1702

Those articles proposed by the EC were approved unchanged.

Proposal 6000.1 proposed by the EC and amended by proposals from postal administrations, was approved in its entirety.

Forms VP 14 and VP 15

Proposals 7914.1 and 7915.1

Those two proposals, the consequence of proposals 75 0201.1 and 75 0201.2 respectively, were adopted.

Proposal 7900.1

Proposal 7900.1 proposed by the EC was adopted subject to the deletion of forms VP 14 and VP 15 from the list.

Proposal 8000.1 of a general nature concerning the recast of the Cash-on-Delivery Agreement

Proposal 8000.1

The representative of Switzerland was asked to comment on that proposal and stated that the original texts of that Agreement were virtually unamended. The Working Party had dealt mainly with the new presentation and with the transfer of articles from the Agreement to the Detailed Regulations. An attempt had been made to define more precisely the role of the offices of posting (and destination) as regards the processing of items on the one hand and cash-on-delivery instruments on the other hand. The present Agreement had 9 articles compared with 20 in the previous version, and the Detailed Regulations 21 instead of 23.

Articles 1, 2, 3, 4, 5, 6, 7, 8 and 9 of the Agreement as presented by the EC had not been amended by the postal administrations and were consequently adopted unchanged.

Forms R 3bis, R 6 bis

Proposals 8903.91 and 8906.91

The purpose of those proposals was to give administrations which saw fit the option of being able to use COD money forms adapted to the needs of computerized processing.

Proposals 8903.91 and 8906.91 were adopted unopposed.

Form R 11

Proposal 8911.91

Proposal 8911.91, a consequence of the proposal to create a new article 601bis, was adopted (see reasons for proposal 85 0601.91 below).

Proposal 8900.1

Proposal 8900.1 proposed by the EC was adopted subject to adding the new forms R 3bis, R 6 bis and R 11 to the list.

Article RE 201

Article RE 201 proposed by the EC was adopted unchanged.

Article RE 202

Proposal 85 0202.1

That proposal, a consequence of proposals 8903.91, 8906.91 and 8911.91, was adopted unopposed.

Article RE 202 proposed by the EC was adopted as amended.

Article RE 301

Proposal 85 0301.1

Like those adopted previously, that proposal aimed at abbreviating the name of the currency unit of the country in accordance with international standard ISO 4217 and was adopted.

Article RE 301 proposed by the EC and amended by proposal 85 0301.1 was adopted subject to the incorporation in paragraph 1, final line, of the following sentence: "The entry relating to the COD amount may not be made in pencil or indelible pencil; however, service instructions may be made with an indelible pencil.".

Article RE 302

That article, proposed by the EC, was adopted unchanged.

Article RE 303

Proposal 85 0303.1

That proposal, a consequence of the proposals to create forms R 3bis and R 6bis, was adopted unopposed.

Article RE 303 proposed by the EC was adopted as amended.

Article RE 304

That article, proposed by the EC, was adopted unchanged.

Article RE 305

Proposal 85 0305.1

That proposal, a consequence of the proposals to create forms R 3bis and R 6bis, was adopted unopposed.

Articles RE 401, 402, 403, 404, 405, 501, 502, 503 and 601

Those articles, proposed by the EC, were adopted unchanged.

Article RE 601bis

Proposal 85 0601.91

That proposal was designed to amend existing procedures for dealing with inquiries about COD items so as to speed up the settlement of those disputes and reduce costs. It was therefore proposed to create a new investigation form R 11.

Proposal 85 0601.91 was adopted unopposed.

Article RE 601bis proposed by the EC would appear in the Cash-on-Delivery Detailed Regulations.

Articles RE 701, 702, 901, 902 and 903

Those articles, proposed by the EC, were adopted unchanged.

Proposal 8000.1 proposed by the EC and amended by proposals from postal administrations, was approved in its entirety.

Approval of reports

The Chairman said that, as that was the last Committee meeting, he would approve the reports of the 2nd, 3rd and 4th meetings on behalf of the Committee.

Other business

Under that agenda item, one delegation reported on its findings about the need to modernize the postal financial services. Other delegations speaking on that topic emphasized the dated character of the service which should be revitalized. However, the trend which emerged somewhat from the discussions focused on the urgency of adapting the methods of fund transfer used by the postal financial services. In addition to the telegraph, which now seemed out of date and cumbersome, measures to promote the use of modern telecommunication techniques were suggested.

Consequently, the Committee proposed that Congress instruct the EC to conduct a study on the possibility of using other, faster and less cumbersome methods of fund transmission such as telex, telefax, Telegiro or the "Swift" network, used in inter-bank relations in several countries. That study could be conducted in close

cooperation with the ITU CCITT and would take into consideration, inter alia, the CEPT studies on the subject as well as the study which the International Bureau had just introduced and distributed to the postal administrations in questionnaire form (Congress/C 8 – Rep 4/Annex 1).

The Chairman referred to the fact that only 80 countries were signatories to the Postal Financial Services Agreements and appealed to others which had not yet done so to participate extensively in that service. The revision work by the EC which the Committee had just approved opened up new possibilities in all fields of postal financial services.

The agenda having been exhausted, the Chairman thanked the Committee, the Vice-Chairmen, the United States Secretariat, the International Bureau Secretariat, the interpreters and the hostesses for their unfailing assistance during the Committee's four meetings. He expressed his gratitude for the efforts made by all to enable the Committee to do its work in the finest spirit of mutual understanding and to complete it within the time allocated.

The meeting rose at 12.40 pm.

For the Committee:

H KNAUTHE
Chairman

K K SAMAWI
Secretary

A NAVARRO
Assistant Secretary

S KOSSIGNON
Aide

Congress/C 8 – Rep 4/Annex 1

Decision

Use of other methods of fund transmission in the postal financial services

Congress,

Instructs

the Executive Council to conduct a study on the possibility of using other, faster and less cumbersome methods of fund transmission and to communicate the result of that study to the postal administrations for use.

Washington, Chairman of Congress

Reports of Committee 9

First meeting

Friday, 17 November 1989, 3.10 pm

In the chair: Mr H DIARRA, Chairman

Opening of the meeting

Committee 9 (Technical Cooperation) held its first meeting under the chairmanship of Mr Hadji Diarra, Director, National Post Office Corporation, Côte d'Ivoire (Rep). The duties of Vice-Chairmen were entrusted to Mr Pedro Paulo Wandeck de Leoni Ramos, Secretary, Postal Services, Ministry of Communications, Brazil, Mr Nicola Krekmanski, Vice-Chairman, "Communications" association, Bulgaria (People's Rep) and Mr Saïd Bouhassan, Director-General of the General Postal Corporation, United Arab Emirates.

In his opening speech (see annex 1), the Chairman expressed his gratitude for the confidence shown in his country and himself and expatiated on the current, extremely difficult situation of the postal services threatened by competition, a situation which, he stressed, was a heavy burden on the postal services of the developing countries because of unfavourable socio-economic conditions. He also emphasized the technical cooperation measures and means suggested by the Executive Council to improve the functioning of the postal services, recalling that those proposals were the subject of the documents which Congress was called on to consider within the framework of Committee 9.

In his speech (see annex 2), the Secretary-General of Congress drew the delegates' attention to the work accomplished in application of the guidelines adopted by the Hamburg Congress. He outlined the programme for the forthcoming five-year period and the most important issues to be discussed by the Committee.

Appointment of Secretariat

Mr M Mazou, Assistant Director-General, was to act as coordinator and Messrs M Peng and L L F Pinheiro, Counsellors, Miss V Chandrasiri, Assistant Counsellor and Mr V Smerák, First Secretary, were appointed Committee Secretaries, Assistant Secretary and Aide respectively.

Quorum

The Chairman noted that the necessary quorum (74 countries) had been attained and declared that the Committee could proceed to business.

Approval of agenda

The agenda (Congress – Doc 15/Rev 1) was adopted unchanged.

Memorandum on technical cooperation documents to be considered by Congress

Congress – Doc 49

The Committee noted Congress – Doc 49 which was an introductory memorandum to six separate documents (Congress – Docs 50 to 55) and to proposals 015, 016, 017, 018 and 019 forming a comprehensive Executive Council document on UPU technical assistance.

Technical cooperation policy and activities

Congress – Doc 50

Presenting the document, the Chairman pointed out that part 1 described the international development strategy for the Third Decade (1981–1990) adopted by the United Nations and the policy guidelines in preparation for the Fourth Development Decade for the 1990s. Furthermore, according to a resolution adopted by the United Nations General Assembly, operational activities should better reflect the system's coherence, aid coordination, decentralization and improving the capacity of the analysis system. The evolution in UNDP policy in recent years had been characterized by the search for improved quality in the programmes and projects executed. UPU technical assistance policy in 1984–1988 had been based on the priorities defined by the 1984 Hamburg Congress and on the major policy guidelines of organizations in the United Nations system, in particular of the UNDP.

The UNDP's financial situation had improved but that had not affected the share obtained for the postal services.

The drop in resources from the UNDP compared with the previous five-year period had been slightly offset by increased supplementary input, in particular from the Special Fund, and by effective, exhaustive use of the resources provided under the UPU budget.

Relations with the Restricted Unions had been strengthened. Cooperation agreements had been concluded and a certain number of joint projects had been carried out by the UPU and the Restricted Unions, in particular in the field of training.

Part II of the document consisted of the results and evaluation of 1984–1988 UPU technical assistance activities. The priority activities defined in Hamburg Congress resolution C 38 and recommendation C 23 had resulted in concrete action over that period. Some problems arose, however, due to difficulties connected with the legal status of administrations, poor staff motivation and the recruitment of fully qualified experts and consultants.

Annex 2 to Congress – Doc 50, "Machinery of UPU technical assistance", provided Congress participants with information on the phases of technical assistance programming and the various sources of funding.

The many delegations that spoke noted the results of the activities conducted under the guidelines laid down by the Hamburg Congress.

The views and comments given on Congress – Doc 50 may be summarized as follows:

- Several delegations expressed satisfaction with the UPU's efforts in technical cooperation and with the quality of the document.
- Many speakers, stressing the need for a single postal network with each link in the chain being strong, stated that the Declaration of Hamburg had been duly taken into account in implementing the UPU's 1984–1988 technical assistance programme. They also stressed the vital importance of taking account of the conclusions of the General Debate in the UPU's technical cooperation policy for the next five years.
- With regard to the approval and funding of postal projects by the UNDP and other providers of funds, the idea of an increased UPU presence in the field was supported by several speakers. Reference was made in this connection to the ITU's positive experience in this regard, leading to the adoption at the recent Conference of Plenipotentiaries in Nice of appropriate ways and means of strengthening the organization's presence in the regions.
- The importance of the UPU's role in systematically evaluating the impact of technical assistance activities was also stressed. In this connection, the proposal to conclude development contracts for the preparation and implementation of multi-year technical assistance projects was greatly appreciated.
- Several speakers, while thanking the industrialized countries for the aid that they had given their administrations, hoped that it would be increased, stressing the positive effects of such assistance on the quality of postal service worldwide.
- Some delegations suggested that technical cooperation between developing countries had to be further strengthened in the future.
- The organization of numerous group training activities by the UPU over the past five years was also appreciated. Priority should still be given to training middle and senior managers so as to provide developing countries' administrations with staff versed in modern management practices, new technologies, commercial and operating strategies and other fields vital to improving postal services.
- Lebanon appealed urgently for international support to help it to re-establish its postal service, in both human and material terms, as it was now completely paralyzed owing to the longstanding catastrophic situation in its country. Substantial bilateral and multilateral aid would be necessary to enable the Lebanese Post Office to resume its place in the international postal network.

The Committee noted Congress – Doc 50.

The meeting rose at 5.55 pm.

For the Committee:

H DIARRA
Chairman

M PENG
L L F PINHEIRO
Secretaries

V CHANDRASIRI
Assistant Secretary

V SMERÁK
Aide

Address by the Chairman of Committee 9 to the 20th Universal Postal Congress in Washington (17 November 1989)

Chairman of Congress,
Heads of Delegations,
Secretary-General,
Honourable Delegates,
Ladies and Gentlemen,

Before inaugurating the proceedings of our Committee, I would first like to extend a very warm welcome to the delegations present and to the representatives of the Restricted Unions and other international organizations that are honouring us by attending our proceedings.

As you know, the 20th Congress has designated three Vice-Chairmen for Committee 9 – Brazil, the People's Republic of Bulgaria, and the United Arab Emirates. Thus it is my very pleasant duty to ask:

- Mr Pedro Paulo Wandeck de Leoni Ramos (Brazil)
- Mr Nicola Krekmanski (Bulgaria (People's Rep))
- Mr Said Bouhassan (United Arab Emirates)

to take their places on the rostrum.

Gentlemen, I congratulate you most sincerely on your election and I am sure I can count on your full cooperation in the furtherance of the work of our Committee.

Chairman of Congress,
Secretary-General,
Assistant Secretary-General,
Assistant Directors-General,
Honourable Delegates,
Ladies and Gentlemen,

Cote d'Ivoire considers it a very great honour and an immense privilege to have been elected by the 20th Universal Postal Congress to the chairmanship of the Technical Cooperation Committee.

Accordingly, I wish to express to Congress, on behalf of the Government and the postal administration of my country, our gratitude and thanks for this mark of confidence in us.

It is an honour, but also a tremendous responsibility, the magnitude of which I am fully conscious of as we work to build greater solidarity between the industrialized and developing countries.

I am quite convinced that the full, committed participation of all the member countries will enable our Committee to carry out its mandate to the general satisfaction of all.

The presence here today of almost all the countries taking part in Congress, of observers from the Restricted Postal Unions, the Organization of African Unity and the World Bank, whose representatives I salute, bears witness to the importance that we all ascribe to cooperation as the cornerstone of a harmonious and balanced development system.

First of all, I want to take the opportunity of this initial meeting to congratulate the postal administration of the United States of America, on behalf of the Committee, for its consummate organization of this Congress. I would also like to thank it for the generous hospitality and great concern shown to our delegations since the start of Congress in this wonderful city of Washington.

I also note with special pleasure the presence here today of Mr Horgan, Chairman of Congress, Mr Botto de Barros, Secretary-General of Congress, and Mr Cicéron, Assistant Secretary-General.

Allow me to compliment them most sincerely on their remarkable work and that of the International Bureau.

In particular, specifically with regard to technical cooperation, it is my pleasure to highlight the first-rate work that has been accomplished, as evidenced by the high quality of the results presented to us and the wealth of documents submitted to our Committee.

In this connection, I would like to mention the excellent work done by the Technical Cooperation Division team, efficiently managed by its successive division heads: Assistant Directors-General Mr Jaime Ascandoni, and, since January 1989, our brother and friend, Mr Moussibahou Mazou.

It is therefore highly appropriate that, as stated in Congress – Doc 34, the Secretariat of Committee 9 be constituted by the members of this team, whom it is my pleasure to introduce to you:

- Mr Peng, Counsellor,
- Mr Pinheiro, Counsellor,
- Miss Chandrasiri, Assistant Counsellor, and
- Mr Smerák, First Secretary.

These officials of the International Bureau will act as Secretaries and Assistant Secretaries respectively. They will provide us with technical guidance and will advise us as necessary. I would like to thank them in advance for their valuable input and assistance in our discussions.

Honourable Delegates,
Ladies and Gentlemen,

At our meetings we will be discussing the results of the past five years' activities and the objectives to be set for the next five years to improve the postal services of the developing countries.

As you know, the postal services are going through one of the most difficult times in their history. The competition from the private couriers pervading the profitable segment of the market strikes at the heart of, and in extreme cases, threatens the very existence of the postal service.

The world economic crisis has affected every sector of activity across the globe and the Post in the developing countries, due to their particular socio-economic situation, is marked by weakness and more or less generalized dysfunction.

Illiteracy, declining business, inadequate transportation and communication infrastructure are often at the root of these imbalances, but it should also be recognized that in most young nations, the development of the postal sector does not rate high on the list of national priorities.

Although efforts have been made, it has to be admitted that the postal services in many developing countries suffer from a lack of resources to deal with the competition, a shortage of good staff trained in the new operating and management techniques, a thinly spread network of post offices and an extremely low rate of consumer acceptance.

This situation concerns all of us in the Post, whether in the industrialized or the developing countries.

We must constantly expand and make our services more efficient and act together, mindful of the desire for greater solidarity in exchanges between our administrations.

By its very nature, the Post is a unique, irreplaceable network; none of the links in the chain must be lost. If some show signs of weakness, they must be helped to become stronger and to obtain the resources, both human and material, and the modern management systems that meet the constraints of the environment.

Considerable efforts have already been made by our Union, in particular through the UPU Special Fund in support of UNDP action.

This is the background to the documents submitted to Congress. They give not only a detailed account of results since Hamburg but also propose a programme of action for the coming period and resolutions on certain key policy orientations.

I would like to draw your attention particularly to the resolution on increased UPU presence in the field in relation to technical assistance, agreed unanimously by the Executive Council. The need for closer involvement, the better to appreciate local needs and respond to them effectively, associated with trends in the programming system, have led to the presentation of this proposal which should guarantee the desired results.

Similarly, targeting the prime development objectives centred on the major concerns of postal managers was another important element.

Thus, restructuring management, improving the circulation and delivery of mail domestically and internationally and the training and specialization of middle and senior managers have been identified as priority focuses for UPU aid to countries seeking assistance.

Nevertheless, matching action to available resources is the reason that the prime beneficiaries will be the least developed countries, then the other countries.

It is imperative that international postal solidarity be manifested through the putting in place of structures and technical facilities that can improve quality of service generally.

It is impossible to stress enough the importance of human resources and, consequently, of training, in the pursuit of the set of objectives proposed for the coming five years.

Henceforth, instead of organizing training "in vitro" in accordance with an outdated concept, staff will be trained in line with the developments of the postal market. In other words, training should promote not only the acquisition of knowledge but also, first and foremost, know-how.

In addition, as regards the technical assistance action programme and the necessary resources, a new significant orientation should be mentioned. All assistance will henceforth be tied to a postal development plan in the recipient country and to a "contract" between the UPU and the authorities of the country in question, defining the inputs and obligations of each party.

As you can see, the action principles we will have to discuss are many and specific, always in a concern to render assistance more effective.

But important as it is, technical cooperation is not an end in itself and cannot take the place of the efforts that the developing countries themselves must make, individually and collectively. In this connection, the documents submitted to us raise the issue of technical cooperation among developing countries. This cooperation is one of the essential dimensions of technical assistance that countries will endeavour to expand and strengthen in their reciprocal relations.

These are the broad lines of my thoughts inspired by the documents from the Executive Council submitted to our Committee with a view to making recommendations to Congress.

I now invite you to begin work which I hope will be as effective and concrete as possible.

We will have to discuss various questions on technical cooperation and the exchange of views may lead to some disagreements. However, our natural solidarity requires us to transcend them and to highlight everything that can bring us together.

As you know, the value of the suggestions we will make on the development and modernization of the postal services of many member countries of our Union for the next five years depends on the quality and seriousness of our work.

I am convinced that our debates will be frank and constructive and that I can count on the positive cooperation and constant support of all member countries of the Universal Postal Union, representatives of the Restricted Unions and active partners of the UPU in the field of cooperation.

My wish is that, thanks to the positive contribution of all, we will be able to adopt conclusions reflecting our paramount ambition to develop and constantly improve technical cooperation among our administrations and, consequently, the balance and solidarity among peoples.

Thank you.

H DIARRA

Address by the Secretary-General of the 20th Universal Postal Congress to the opening meeting of Committee 9

Chairman of Congress,
Chairman,
Heads of Delegations,
Honourable Delegates,
Representative of the World Bank,
Ladies and Gentlemen,

It is a particular pleasure for me to participate in the opening meeting of the Technical Cooperation Committee.

It is an even greater pleasure to note the presence here of the Chairman of Congress and of a large number of delegations from regions throughout the world, from both the industrialized countries and from what are termed developing countries.

I welcome the presence among us, for the first time, of a representative of the World Bank. This is the happy result of numerous contacts made by the senior management of the International Bureau over the last few years.

I am also pleased to note that the deliberations of your Committee will be conducted by a man whose professional and human qualities are well-known. I should like to congratulate you most sincerely, Mr Hadji Diarra, on the appointment of your country and, more particularly, of yourself to conduct the work of the Technical Cooperation Committee. I am sure that, under your guidance, the Committee's discussions will take place in a spirit of harmony and efficiency.

Honourable Delegates,
Ladies and Gentlemen,

As your Committee's work is about to commence, it seems appropriate for me to share with you the thoughts which come to mind when contemplating the documents you will be discussing.

First of all, it is heartening to note that, in general, the directives set by the Hamburg Congress as regards technical cooperation, and in particular the priorities indicated in resolution C 38, have been satisfactorily achieved. Considerable efforts have been made with a view to preparing the 4th UNDP programming cycle and to identifying the country and regional projects for promoting the development and modernization of the postal services. However, it is still lamentable that the Post is not accorded sufficient priority at the national level, which means that very limited account is taken of the requirements of the Post in the choice of projects approved by the United Nations Development Programme.

As regards the UPU Special Fund, I am pleased to inform you that contributions in cash have increased slightly over the preceding period, even though the resources generated by this Fund continue to be modest.

We must therefore thank most sincerely all the countries which have continued, and in some cases have even increased, their contributions to the postal technical assistance programme. I should like to pay tribute to the countries which have kindly provided the services of their specialists for experts' and consultants' missions. Many countries have been on the receiving end of group training activities or individual training courses organized by the Union over the past five years. My thanks go to all these countries, whose contributions in this high-priority sector have enabled the recipient administrations to enhance their services thanks to properly trained staff.

Honourable Delegates,
Ladies and Gentlemen,

A number of weighty matters will be considered by your Committee and considerable effort will be required if the many interested countries are to have a postal service that meets customer needs. The Executive Council has defined the priority countries and areas for action in line with the range of the requirements and the available resources.

Where the countries receiving technical assistance are concerned, it has been suggested, with a view to achieving the desired efficacy and impact, that priority be given to the least developed countries and other countries with low or medium revenues. It goes without saying that requests for aid from other developing countries will also be considered by the UPU.

The priority areas proposed take account of the recent analyses which have made it possible to identify those sectors which are most suitable for action to promote rapid and lasting progress in the operation of services. Priority will be given to management restructuring which requires urgent action in many countries, to improving mail circulation and delivery at the national and international levels and also to the training and specialization of middle and senior management.

Of all these objectives, I consider that the training of staff in line with the changing requirements of the Post merits particular attention from your Committee.

The Executive Council has submitted a document containing suggestions relating to the choices required in postal training. The provision of management training and, above all, specialist training for senior staff in the widest possible range of postal techniques remains essential in my view to the improvement and development of these services. To ensure that the training has maximum effect, human resource requirements must be studied in advance and geared to the actual situation.

In order to achieve the desired objectives, it is important to define and implement the principles of action for ensuring that the positive results anticipated are actually achieved. In this connection, I should like to stress two of the basic principles suggested by the Executive Council. First of all, we must welcome the decision taken by the Executive Council in 1988 to endorse the suggestion for an increase in the UPU's presence in the field where technical assistance is concerned. This policy was laid down as long ago as the Rio de Janeiro and Hamburg Congresses. Implementing it is all the more expedient today as the situation has changed significantly where UPU participation in the UNDP's programming activities is concerned. It may be hoped that the presence in the field of UPU regional advisers will make it possible to ascertain the requirements of the administrations and respond to them effectively at the right time. The formula proposed, which is based on the systems already in operation in most of the specialized agencies and at the ITU in particular, is geared to the UPU's specific requirements and resources.

As regards the financial aspect, the costs of this operation will be charged to the resources already available under the scheduled annual technical cooperation activities. Hence, apart from the tight control I shall endeavour to maintain on costs as on all the UPU's activities, the

benefits of the system advocated will be very considerable in the receiving countries. The presence of regional advisers in the field will enable the UPU to do a top-priority job, namely that of making the developing countries' government authorities more aware of major postal problems and of the need to give priority to the Post, which must play an important part in the economic development of each individual country. Experience has shown that the on-the-spot presence, at the right time, of headquarters officials and programming consultants leads to tangible results with regard to the funding of postal projects by the UNDP. Moreover, the financial aspect of an increase in the number of projects to be executed on behalf of the UNDP thanks to a UPU presence in the field is a factor that should not be overlooked. The UPU receives a percentage of the total value of each UNDP project executed, in order to cover the administrative costs of its technical cooperation activities. From this point of view, an increased UPU presence in the field must be regarded as an investment. Another principle of action merits very special attention: the development contract. In order to increase the effectiveness of technical assistance through greater motivation of the countries concerned and a manifest effort on their part, it is proposed that development contracts be concluded for the preparation and implementation of multi-year technical assistance projects.

The development contract will make it possible to define the obligations of all the parties concerned with complete clarity. Needless to say, it will be backed up by a thorough evaluation and follow-up system to guarantee the results of the action taken.

As you can see, the suggestions made by the Executive Council for the achievement of future objectives call for the active participation of the recipient countries and increased support from the international community as a whole.

And if one were to sum-up in a few words the aims pursued by your Committee, they might adequately be described as active solidarity. For it is through active solidarity and even more effective cooperation that we will succeed in making the world postal network into a reality serving the general interest.

I am sure that the hallmark of the decisions taken by your Committee will be the spirit of solidarity, a trait which has always governed the relations between the member countries of the Universal Postal Union.

I wish you every success in your work and thank you for your kind attention.

Second meeting

Tuesday, 21 November 1989

In the chair: Mr H DIARRA, Chairman

The meeting was opened at 3.05 pm.

Quorum

The Chairman noted that the quorum (79 countries) had been attained and declared that the Committee could proceed to business.

Technical assistance action programme and resources required

Congress – Doc 51 Proposals 015 and 016

In introducing Congress – Doc 51 pertaining to the technical assistance action programme and the resources required, the Chairman pointed out that the document dealt with the future prospects and the action programmes for 1991–1995, all of which were subject to a great many contingencies including the economic recession that continued to affect most of the developing countries. As regards the definition of priority countries, the document considered the following two categories:

i the least developed countries;

ii the remaining low-income countries and the lower middle-income countries, according to the World Bank basic indicators.

The other countries could also receive technical assistance under the UPU programme on the basis of well justified needs and in consideration of the motivation of those countries.

The global priority objectives were limited to three:

- improvement of management;
- organization of international and domestic mail circulation and delivery;
- training and specialization of middle-grade and senior staff.

At regional level, development objectives took account of the realities of each region.

The document also set out principles of action for the next five-year period. Among other things, this new policy called for the implementation of integrated projects and the conclusion of development contracts between the UPU and the countries receiving the technical assistance, as well as more attention to be paid to project evaluation and decentralization of activities.

As regards financial resources, the UNDP must remain the main source of finance for the UPU technical assistance programme. The UPU, however, would have to adapt to the new country programming system in order to maintain the level of UNDP financial assistance. The UPU should continue to help the countries to seek funding for their projects from the financial backers. UPU resources would have to retain their purchasing power. It was also desirable that contributions to the UPU Special Fund be increased.

Human resources should be supplemented through the effective implementation of an increased UPU presence in the field with regard to technical assistance. To this end, six regional advisers would be stationed in the field.

Two draft resolutions, the first dealing with priorities and principles of action (proposal 015) and the second with financing of technical assistance activities (proposal 016), were submitted to Congress with a view to ensuring the implementation of the ideas contained in Congress – Doc 51. As instructed by the Executive Council, Ethiopia presented both resolutions, stressing their most salient features.

The statements made regarding the document and proposals 015 and 016 can be summarized as follows:

- Delegations were unanimous in recognizing the sound quality of the action programme document as a whole. They agreed with the details concerning selection of the priority countries and objectives, and those concerning the principles of action for the next five-year period.
- Regarding the priority objectives, some delegations stressed the need to improve the quality of the service, the vital importance of which had been confirmed by the General Debate. One delegation mentioned the importance of conducting market studies.
- Other delegations emphasized the importance of defining a postal status that would provide for greater autonomy and a modern management system.
- While supporting the new principles of action, especially those concerning integrated projects and development contracts, some speakers deplored the absence of postal development plans and programmes, especially in most of the least developed countries, hence the need for the UPU to help the administrations of those countries to prepare such documents, which would also be needed to win over the national authorities responsible for coordination of assistance.
- With regard to the financial resources required for implementation of the action programme, several delegations stressed the importance of the role that the UPU must play in mobilizing funds from various sources, such as the World Bank and the regional banks.
- Other speakers recalled the interdependence of all countries and consequently of the quality of the world postal network, and invited the developed countries to take a more active part in technical assistance activities.
- A number of delegates also stressed the immediate positive effects that would be achieved by supplying postal equipment to countries in need of it, especially in order to facilitate the implementation of recommendations advocated in experts' or consultants' reports.

Responding to the questions and comments of some delegations, the International Bureau's Assistant Director-General in charge of technical cooperation provided the following information:

- The International Bureau had taken many measures aimed at helping countries to secure financial assistance from the World Bank in support of postal projects. That institution funded carefully defined country projects which were submitted with the support of the Governments of the requesting countries. A number of postal projects were currently being funded by the Bank because the Governments of the countries concerned had insisted that both sectors, telecommunications and posts, should be given equal attention. The UPU would continue to raise administrations' awareness of the importance of a country's role in ensuring the successful outcome of requests submitted to the World Bank.
- A great deal remained to be done to prevent duplication or overlapping in the use of the financial resources made available through multilateral and bilateral assistance. Several measures had already been taken with a view to coordinating UPU activities with those of bilateral donors as a means of ensuring the effectiveness of the aid supplied.
- Many developing countries were not always making regular and sufficient use of CCPS studies and, more generally, of all documentation sent to Union member countries. A great deal still had to be done to ensure that the experience acquired by certain administrations and contained in those studies was used to full advantage by other administrations. He pointed out that the outgoing CCPS had endeavoured wherever possible to take account of the "developing country" dimension in its studies, so that they would be more accessible to the administrations of the countries in question.

The Committee took note of Congress – Doc 51.

The Chairman proposed to the Committee that it consider the draft resolutions which were the subject of proposals 015 and 016. The Committee approved proposal 015 with the following amendments:

- in the "Decides" operative part, ii, two priority activities were added, namely:
  - establish development plans and programmes;
  - improve the quality of service;

The Committee also approved proposal 016 with the amendments indicated below:

- in the "Decides" operative part, item i should read as follows:
  "to concentrate resources for the benefit of the countries (remainder unchanged);
  item iii, should read:
  "... by increasing by at least 10 percent the budget credits (remainder unchanged);
- in the "Recommends" operative part, item i, a, the sentence now reads:
  "whenever they can, to stand part of the costs (remainder unchanged).

The meeting rose at 6.30 pm.

For the Committee:

H DIARRA
Chairman

M PENG
L L F PINHEIRO
Secretaries

V CHANDRASIRI
Assistant Secretary

V SMERÁK
Aide

Third meeting

Wednesday, 22 November 1989, 3 pm

In the chair: Mr H DIARRA, Chairman

Miscellaneous statements

The representative of Lebanon announced, with great regret and personal grief, the death of the President of Lebanon, His Excellency René Mauwad, following a car bomb explosion. He expressed his profound desire to see an end to the tragic events and the establishment, finally, of a lasting peace in his country, for the sake of the Lebanese people.

The Chairman extended sincere condolences to the Lebanese delegation in his own name and on behalf of all the members of the Committee, and asked the meeting to observe a minute's silence.

The Chairman announced that Sierra Leone was withdrawing proposal 06.

The Chairman further notified a minor correction to Congress – Doc 55, paragraph 22, c, where the amount shown, "34 000", should be replaced by "34 500".

Quorum

The Chairman, noting that the required quorum (79 countries) had been attained, said that the Committee could proceed to business.

Proxies

The Chairman announced that Bulgaria (People's Rep) was represented by Czechoslovakia.

Increased UPU presence in the field with regard to technical assistance

Congress – Doc 55

The Chairman introduced Congress – Doc 55 on increased UPU presence in the field with regard to technical assistance. This document set out the historical background to the question, which had been the subject of resolutions adopted by the previous three Congresses.

Increased UPU presence in the field had become an urgent necessity, particularly in view of the fact that UNDP country programming required much more active and direct participation in the preparatory work within the countries with a view to determining priorities and allocating resources. It was therefore vital to become as closely involved as possible in order to meet countries' needs in the postal sector more adequately.

The experience of several organizations of the United Nations system in this field provided ample justification for the system proposed. In particular, the formula in operation at the ITU, an agency closely related to the UPU, had been used as a model for deciding the kind of presence the UPU should have.

In the area under consideration there were many activities to be taken into consideration, including:

- programming, drawing up of postal development plans and projects, and raising the awareness of national authorities and of the UNDP;
- implementation and monitoring of projects;
- general action in support of the administrations concerned.

There was reason to hope that countries would be able to dispose of increased resources for the development of their services, although financially speaking the resources required would remain within the limit of those already available.

The delegation of Gabon, which had initiated the study undertaken by the Executive Council, reminded the meeting, on behalf of that body, of the main objectives set out in Congress – Doc 55 and in the draft resolution appearing in proposal 019.

The remarks and comments by members of the Committee on Congress – Doc 55 and proposal 019 may be summed up as follows:

- Many delegations lent their full support to the ideas in the document submitted to Congress on increased UPU presence in the field with regard to technical cooperation. Such presence could, in particular, help the administrations concerned to identify their most urgent needs and to work out well-defined projects which could receive more thorough consideration from the competent government authorities, the UNDP or other financial backers. The importance of the role of the regional advisers as regards their technical support throughout the implementation of the projects was also pointed out. Monitoring and appraisal must also form an integral part of the work entrusted to the regional advisers.
- Several speakers emphasized the need to take particular care in selecting candidates for the regional advisers' posts. It was essential that they should be highly competent executives, preferably originating from the region to which they were assigned. They should have very good technical knowledge in a particular postal sphere and at the same time be all-rounders capable of acquiring expertise in programming and consciousness-raising procedures. With regard to the term of their appointment, the view was expressed that it would be highly desirable to limit the initial contract to twelve months, with the possibility of renewal based on the quality of their work and their performance.
- Some delegations expressed some reservations about the document under consideration and called for caution in implementing the increased UPU presence in the field. One delegation, acknowledging that this was an investment whose benefits would be difficult to assess accurately in advance, suggested that the presence in the field be limited to one or two regional advisers and, accordingly, to one or two regions, and that this experiment be assessed at the end of two years.

- Another delegation asked that the International Bureau ensure that the tasks assigned to the regional advisers were defined as clearly and precisely as possible if the proposal was adopted; it suggested that the International Bureau submit an assessment to the Executive Council after two years in addition to the annual reports provided for in proposal 019.
- It was of major importance that countries benefiting from the increased UPU presence in the field be kept well informed so as to be prepared for the regional advisers' arrival, and that the advisers themselves make efforts to that effect. In particular, those countries should make an analysis, in so far as possible, of the present situation of their services and their most urgent needs with regard to technical assistance and draw up master plans for postal development so that actions might be guided according to predetermined choices.

The Assistant Director-General of the International Bureau responsible for technical cooperation replied as follows to the various comments made:

- The principle of an increased UPU presence in the field, which had been established more than 15 years ago, had not been implemented because the International Bureau felt that specific missions of consultants and headquarters officials were sufficient to raise the awareness of governments and donors, in particular the UNDP, of the urgency and importance of the needs of the postal services. The UNDP and other providers of funds changed their operating methods from one programming cycle to the next. Accordingly, to ensure the cooperation of those bodies, the United Nations agencies that supported the actions of developing countries in the area of technical assistance had to be very actively involved from the start in the programming work and in all the negotiations preceding the adoption of the country programmes.
- Most of the specialized agencies of the United Nations system had already established the necessary structures to deal with the new situation. Similarly, some industrialized countries had coordinators on the spot in the countries receiving their aid, to ensure that the resources devoted to bilateral technical assistance were used effectively.
- The experience of the ITU in that regard clearly showed that this was not a risky operation but rather a technical assistance policy that promoted a better appreciation of the needs of the recipient countries. Moreover, the ITU Plenipotentiary Conference had recently decided to strengthen the ITU's presence in the field.
- The International Bureau viewed as positive the suggestion made by a delegation that a detailed assessment of the experience gained during the first two years of the increased UPU presence in the field be submitted to the Executive Council to be elected by the Washington Congress.
- With regard to the cost/benefit ratio of the operation, it had to be borne in mind that the UPU received from the UNDP a not inconsiderable amount of money for administrative support costs for any project carried out on behalf of that agency. With regional advisers in the field, it might be hoped that a larger number of postal projects would receive financial support from the UNDP; that would necessarily have beneficial effects on the amount of the administrative costs recoverable by the Union.

Proposal 019

After briefly summarizing the discussion, the Chairman invited the Committee to examine proposal 019.

Following lively debate, a consensus emerged in favour of adopting the principles set out in Congress – Doc 55 and on the text of proposal 019. One delegation, however, suggested a two-part amendment to the operative portion of the draft resolution which would limit the UPU presence in the field initially to one or two regional advisers and require the results of the experiment to be analyzed in detail at the end of two years before proceeding with further decentralization.

Put to the vote, the first part of the amendment was rejected by 70 votes to 38, with 7 abstentions.

As the second part of the amendment stemmed directly from the first, it accordingly lapsed. Seeing that the Committee did not have a specific text of the amendment submitted in the course of the debate by another delegation, and in order to avoid any confusion, a delegation proposed that the meeting be adjourned. Put to the vote, this procedural motion was adopted.

The meeting rose at 6.40 pm.

For the Committee:

H DIARRA
Chairman

M PENG
L L F PINHEIRO
Secretaries

V CHANDRASIRI
Assistant Secretary

V SMERÁK
Aide

Fourth meeting

Thursday, 23 November 1989, 3.05 pm

In the chair: Mr H DIARRA, Chairman

Proxies

The Chairman announced that Yemen (People's Dem Rep) would be represented by Yemen Arab Rep.

Quorum

After noting that the necessary quorum had been attained (80 countries), the Chairman stated that the Committee could proceed to business.

Proposal 019

The Chairman briefly summarized the discussions on the draft resolution (subject of proposal 019) during the Committee's third meeting.

He also read out the texts, received in writing of two amendments to the operative part of the resolution, one concerning the evaluation after two years of the effectiveness of the UPU's presence in the field, which would have to be submitted to the Executive Council, and the other concerning the close cooperation between the regional advisers and the Restricted Postal Unions, with a view notably to determining the regional technical assistance programmes.

The Committee took note of Congress – Doc 55 and adopted proposal 019 with the following amendments to the operative part of the resolution:

i further text preceded by a new dash added after the third dash, namely:

– to submit to the 1993 session of the Executive Council an evaluation of the effectiveness of the UPU's presence in the field;

ii add the following text at the end of the text succeeding the last dash:

, especially in determining the regional technical assistance programmes.

Human resources and training

Congress – Doc 54

The Chairman invited the Committee to consider Congress – Doc 54, on human resources and training. The document described the general policy and results for the period 1985–1989, as well as the action required in the sphere of human resources and vocational training. Notwithstanding the scope of the efforts deployed, certain requirements still had to be satisfied in order to make good the shortcomings identified. The initiatives and actions needed to be undertaken, among other things, in a regional framework and in full cooperation with the intercountry schools.

Consideration of Congress – Doc 54 resulted in the following comments:

- All those that took the floor said that the initiatives proposed and the priority actions planned were highly relevant.
- In view of the challenges currently facing the Post, and bearing in mind the results of the General Debate, strong measures were needed on the part of both the postal administrations and the UPU to ensure that modern postal enterprises could endow themselves with well-trained, competent staff able to meet contemporary requirements.
- Two delegations pointed out that their experience in modular instruction had proved unsatisfactory, whereas another speaker stated that, on the contrary, specialized courses based on modular instruction had yielded very encouraging results.
- Several delegations informed the Committee of the efforts made by their administrations in the sphere of training. Many courses had been organized for trainees from developing countries. The instruction programmes had been reviewed to ensure that their content was suited to training needs. As for the costs of participation in the training activities provided, it was pointed out that the fellowships were offered on a multibilateral basis (UPU, UNDP and Special Fund), as well as under bilateral cooperation.
- One administration provided information on the results of its cooperation with the technical assistance coordination body of the country concerned, in the training sphere. The administration in question planned to strengthen its cooperation with an intercountry postal school.
- It was noted with satisfaction that priority would be accorded to specialized training in management. It was vital for the administrations of developing countries be able to train their staff in the various areas of modern management, such as planning, statistics, accounting and financial management, marketing strategies, etc. Such training, provided if necessary by the bodies specializing in that type of instruction, should be followed up by specialized courses in order to apply the skills acquired to the postal and financial services.

The Assistant Director-General at the International Bureau with responsibility for technical cooperation made the following points in response to comments by speakers:

- The International Bureau welcomed the cooperation of a number of industrialized countries in training. It was heartening to note that contacts with those countries with a view to the placement of Fellows and the organization of group training activities had increased in recent years out of a common desire to find formulas most suited to the needs perceived.
- A clear distinction needed to be made between the modular system of instruction and specialized training. The modular system, a type of initial training, sought to impart skills or vocational knowledge in order to ensure the proper exercise of a "job" in a well-defined and limited area. It was short-term and thus less costly than the traditional type of initial training covering a number of areas. Owing to their limitations, modular courses had to be supplemented by continuing training.
- The idea put forward by one delegation, of training certain middle and junior managerial staff on the spot, by sending in highly qualified internationally recruited instructors, merited detailed study. According to the

UPU's policy, the training of operational and junior managerial staff should be provided on the spot in each country, the training for middle-grade and senior managerial staff normally being organized at the sub-regional or regional level.

- Each year, the International Bureau published a document entitled "Training activities", containing the requisite information on the training activities organized by the administrations, the intercountry schools and the International Bureau. However, where activities offered by the postal administrations were concerned, the Bureau provided only such information as it received from administrations on the training they offered for trainees from other countries.

The Committee took note of Congress – Doc 54.

Technical cooperation among developing countries (TCDC)

Congress – Doc 52

The Chairman summarized Congress – Doc 52, which recalled the basic principles and criteria of technical cooperation among developing countries, as well as the achievements in that important field. The document also referred to certain measures advocated for strengthening that means of assisting developing countries to achieve self-sufficiency.

China (People's Rep), instructed by the Executive Council to present Congress – Doc 52 and the draft resolution (proposal 017), pointed to other important aspects of technical cooperation among developing countries, emphasizing the initiatives planned to increase the effectiveness of the action undertaken in the framework of TCDC.

Proposal 017

The delegations that took the floor expressed unqualified support for the Executive Council's report contained in Congress – Doc 52. A slight amendment to the first operative clause was proposed in order to make it quite clear that TCDC was not a substitute for the other types of cooperation, but supplemented them.

The Committee took note of Congress – Doc 52 and adopted proposal 017 with the following amendment: in the operative clause beginning with "calls upon", after the second dash, the sentence now reads: "the administrations of the beneficiary countries to make wider use of ... (remainder unchanged);".

The meeting rose at 5.40 pm.

For the Committee:

H DIARRA
Chairman

M PENG
L L F PINHEIRO
Secretaries

V CHANDRASIRI
Assistant Secretary

V SMERÁK
Aide

Fifth meeting

Tuesday, 28 November 1989, 9.35 am

In the chair: Mr H DIARRA, Chairman

Approval of the reports of the first and second meetings

The reports given in Congress/C 9 – Rep 1 and Rep 2 were approved without amendment.

Quorum

The Chairman noted that the quorum (76 countries) had been attained and declared that the Committee could proceed to business.

UPU action on behalf of the least developed countries (LDCs) (Congress – Doc 53)

The Chairman introduced Congress – Doc 53, the purpose of which was to inform Congress on the situation in the LDCs and on the measures under consideration to help those countries. There were now 42 countries in that category. Attention was also drawn to UPU activities initiated since the Rio de Janeiro Congress to help the LDCs to modernize their services; thus, aid to the LDCs accounted for 39.7 percent of total assistance in 1987 compared with 27 percent in 1980. The postal service situation in the LDCs nonetheless remained a source of concern: the postal infrastructure was still inadequate, the quality of service left something to be desired, and there were grave problems in management. The measures under consideration for the next five-year period were based on observations made and were aimed, among other things, at improving management and at restructuring statistics, international accounting and rate-fixing. UPU assistance in connection with staff training and the acquisition of light equipment, particularly for delivery of EMS items, was also planned.

Jordan, speaking on behalf of the Executive Council, mentioned other important socio-economic aspects relating to the LDCs and future activities on behalf of those countries.

The Conference planned for 1990 was expected to lead to the adoption of a programme that would foster the development of those countries during the 1990s. Jordan then presented the draft resolution (contained in proposal 018) for consideration by the Committee.

The speakers all supported Congress – Doc 53 and draft resolution 018; they welcomed the action that had been taken or was being planned by the UPU to support the postal services in the least developed countries. They underscored the existence of a single universal postal chain, in which the LDCs were currently the weakest links.

The Committee took note of Congress – Doc 53 and adopted the resolution given in proposal 018, with the first operational paragraph ("Invites") amended to include a second subparagraph preceded by a dash, as follows:

"– the Restricted Unions to increase the assistance provided to the LDCs."

Proposal 021

Finland, one of the originators of the resolution in proposal 021, said that the proposal should be seen in the context of the regular meetings held by the Nordic countries to coordinate and strengthen the technical assistance activities which those countries engaged in to help the developing countries, in collaboration with the UPU or within the framework of bilateral cooperation.

In the previous period, the postal corporations of the Nordic countries had experienced certain practical difficulties in connection with the missions of consultants/experts and the receiving of trainees. Guided solely by their concern to enhance the effectiveness and impact of the UPU's technical assistance activities, the Nordic countries were submitting proposal 021 for Congress to consider.

During an extremely informative debate, all speakers supported the draft resolution. In addition, the following suggestions were made in order to increase further the impact of the proposal:

- the implementation of the recommendations and conclusions contained in the mission reports of consultants/experts must be assessed and monitored in a thorough and sustained fashion;
- it was important that the framework of the projects, the objectives of the missions, and the tasks of the consultants/experts should be clearly, precisely and realistically defined;
- countries receiving missions must redouble their efforts to appoint counterpart officials capable of working in a sustained fashion with the consultants/experts and of ensuring that the recommendations made in the reports were implemented when the missions were over;
- preference should be given to group training rather than individual courses; the organization of group training was still the most effective and least costly method;
- in recruiting consultants/experts due consideration must be given to candidates from developing countries, provided that they had all the necessary qualifications and experience.

The Assistant Director-General at the International Bureau with responsibility for technical cooperation thanked the Nordic countries for submitting the draft resolution, which bore witness to the ever-increasing interest those countries were showing in the UPU's technical assistance activities. As far as the aim of the proposal was concerned, the following had to be said:

- the UPU's recruiting policy for consultant/experts was governed by the principles adopted within the framework of the United Nations system, and particularly the UNDP;

- the selection criteria for consultants/experts set forth in proposal 021 had been applied by the International Bureau for several years; they were strictly observed by the Selection Committee for consultants/experts when short-listing candidates for the various consultants'/experts' posts;
- during the selection and recruitment procedures, and also when missions actually began, the International Bureau quite often found itself in a difficult position because several partners were involved (the government of the country receiving the mission, one or more administrations of origin of the candidates for the consultants'/experts' posts, UNDP, etc). The multifarious involvement of these partners, impossible to circumvent, resulted in delays, sometimes of great length, before missions really got under way;
- it did indeed sometimes happen that the International Bureau, under pressure from the local office of the UNDP, found it necessary to impose deadlines for the submission of applications for consultants'/experts' posts which were sometimes difficult to meet, but where at all possible, care would be taken not to subject countries to pressure of that kind;
- the International Bureau was giving increasing preference to group training, which it considered to be one of the most effective and least costly means of providing high-quality instruction for postal executives. In 1989, some 100 fellowships which had originally been individual had been grouped together; specialized courses and study cycles had been organized with the assistance of certain countries or intercountry schools.

After a discussion on the title of the resolution, and considering a proposal by one delegation that it be amended, the Chairman called for a vote on the original title of the resolution, slightly amended by its originators. The Committee adopted the amended title by 75 votes to 1, with 20 abstentions.

The Chairman then asked the Committee to adopt the draft resolution with a few amendments, one affecting the preamble and the others affecting the operative part.

The Committee adopted the resolution (given in proposal 021) with the following amendments:

i The title was amended to read:

Principles to be stressed with regard to ... (remainder unchanged);

ii In the "Noting" paragraph of the preamble, the words "without major effort" were deleted;

iii A new first operative clause was inserted, to read as follows:

"Requests

the beneficiary countries to adopt a policy that will foster the selection of local counterparts capable of supporting the consultants/experts in their work and of continuing the latter,"

iv In the operative part that began with the words "the International Bureau to base ...", the word "guidelines" was amended to read "principles";

v In the text of the first operative subparagraph preceded by a dash, the words "than hitherto" were deleted;

vi In the operative part, after the first subparagraph preceded by a dash, a new subparagraph preceded by a dash was added, to read as follows:

"– account should be taken, when selecting competent, qualified and highly experienced consultants/experts, of candidates originating from the developing countries;"

vii In the operative part, after the third subparagraph preceded by a dash, a new subparagraph preceded by a dash was inserted, to read as follows:

"– the conclusions contained in consultants'/experts' reports should be followed up to ensure that they are implemented as comprehensively as possible;".

Other business

The Chairman said that, since the present meeting was their last, he would approve the reports of the third, fourth and fifth meetings on behalf of the Committee, under the authority given to him by article 23, paragraph 5, of the Rules of Procedure of Congresses. Moreover, he would submit a final report of the Committee to Congress, following in that regard the practice initiated at the 1984 Hamburg Congress.

The three Vice-Chairmen of the Committee thanked Congress for the honour of having been appointed to those positions, and congratulated the Chairman, the Secretariat and all members of the Committee on the quality of the work and on the results achieved. They expressed the wish that all the decisions made in the course of their discussions would be put into practice in order to substantially improve the difficult situation of the postal services in the developing countries.

The Chairman, noting that no other question had been raised under this agenda item, brought the proceedings of Committee 9 to a close by delivering the address attached to this report (annex 1).

The meeting rose at 12.50 pm.

For the Committee:

H DIARRA
Chairman

M PENG
L L F PINHEIRO
Secretaries

V CHANDRASIRI
Assistant Secretary

V SMERÁK
Aide

Address delivered by the Chairman of Committee 9 at the closing meeting

Mr Secretary-General,
Honourable Delegates,
Ladies and Gentlemen,

After five meetings from which we have derived a wealth of information, we are now at the end of our work. Allow me to repeat how honoured the Republic of Côte d'Ivoire feels at having been asked to chair the proceedings of this Committee.

At our first meeting, I was concerned to paint a broad picture of the situation of the postal services in the developing countries in relation to their current socio-economic context. Of course, we all shared the essence of the views of the Executive Council constituted by the Hamburg Congress on how the modernization of the postal services in the developing countries can be brought about. Whether we were deliberating the choice of priority countries and objectives, the special programme for the least developed countries, the new concept of integrated projects linked to development contracts, the implementation of a system of increased UPU presence in the field in the area of technical assistance, or major policy orientations regarding training, the depth and far-ranging nature of the discussion bears witness to an ever-growing interest on the part of postal leaders of every region in effective postal technical cooperation.

In this regard, these are the key ideas that I draw from the results of our work. First, it has become obvious that to be effective, aid must be concentrated on a limited number of countries and priority objectives without, nevertheless, losing sight of the universal role of technical cooperation.

It has also become clear that out of concern for coherence, aid must be part of a multi-year country programme and reflect a collective choice that contributes to the reinforcement of the economic and social integration of the regions concerned. It has also been generally agreed that the integrated project concept, tied to development contracts that bind the authorities of the beneficiary countries and the UPU, has the potential to improve the monitoring and evaluation of development activities carried out for the benefit of disadvantaged administrations.

The Committee's almost unanimous support for increased UPU presence in the field with regard to technical assistance can be regarded as a historic decision on several grounds. It enshrines a decision of principle, the implementation of which has been postponed many times. We are agreed that the system deserves a trial since it seems to have proved its worth in other organizations of the United Nations family, notably the International Telecommunication Union. I am convinced that, thanks to the policy directions to be laid down by the incoming Executive Council and the effective design work that will be done by the International Bureau, the experiment will be crowned with success, for the common good.

As for the search for excellence regarding the training of postal managers, the openness to university institutes, the diversification of training activities and the revamping of programmes should contribute to rendering this action as productive as possible.

Assuredly, the spirit of solidarity which has been the hallmark of our discussions will promote the speedy achievement of the objectives set for the next five years. I am extremely satisfied with the remarkable results we have achieved in such a short time, thanks to the contribution made by all of you.

Ladies and Gentlemen,

You have no doubt noticed some shortcomings in the conduct of the work of our Committee. I ask you to excuse them as arising from my concern to promote as full an exchange of views as possible, whatever the differences of opinion or approach.

At this solemn moment, it falls to me to express on behalf of you all our profound gratitude to the authorities of the United States of America for the first-rate facilities made available to us throughout our meetings.

I wish to thank the Vice-Chairmen of our Committee, the Secretary-General, the Assistant Secretary-General of Congress, and the Assistant Director-General responsible for technical cooperation and his associates, who formed our Committee Secretariat, for their valuable assistance.

I would also like to extend my thanks to the host country's Secretariat, the interpreters, the translators, the secretaries and all those who, behind the scenes, have greatly facilitated our work.

Ladies and Gentlemen, fellow delegates and friends, in declaring closed the proceedings of the Technical Cooperation Committee of the 20th Universal Postal Congress, I retain the hope that the spirit of solidarity that has reigned during our deliberations will remain kindled as long as possible for the good of the international community.

Thank you.

H DIARRA

Congress/C 10 – Rep 1

Reports of Committee 10

First meeting

Thursday, 16 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8 am.

Statements

The Chairman welcomed the representatives of the member countries of the Committee and the members of the Secretariat.

Noting that with the exception of the Congo (People's Rep), all the other Committee members were represented, the Chairman declared that a good quorum was present and that the Committee could proceed to business.

Composition of Committee

At the Chairman's request, the Secretary read out the membership of the Committee, composed of the following countries and their representatives:

Algeria (Chairman)	Messrs	O Kezzal
Belgium (Vice-Chairman)		H Demaret
Benin		L Saliou
Canada (Vice-Chairman)		A Fallu
Congo (People's Rep) (Vice-Chairman)		Not represented
France	Mrs	M-J Filippini
Luxembourg	Messrs	J Hoffmann
Madagascar		M Ranaivosoa
Senegal		I Sarr
Spain		J L Collada
Switzerland		J-M Berset
United States of America		J Gunderson

Secretariat

The Secretary also read out the names of the members of the Committee Secretariat and their functions, as follows:

Messrs C Gheorghiev (Secretary)
M S Ouadahi (Assistant Secretary)

S-E Doomun (Aide)
C Finkpon (Aide)
Miss G Carrera (Assistant)
Mr C Scheidegger (Assistant)

Working method

The Secretary described the proposed working method. The Committee approved the method as outlined in annex 1 to this report.

Forms Working Party

The Committee decided to postpone the question of the composition of the Forms Working Party to its next meeting.

Consideration of proposals

Proposals adopted without amendment

The following proposals were adopted without amendment: *022, 023, 024, 025/Rev 1, 1718.1, 1719.1, 1720.1.*

Proposals adopted with amendment

Proposal *1705.1/Rev 1* was adopted subject to amendment of the second sentence as follows:
"In the same cases, observers from non-governmental international organizations may be admitted to meetings of Committees at the discretion of the Committee concerned."

Proposal adopted subject to clarification

During discussion on proposal *1703.1*, the Committee noted that the words "shall elect" in the first line of article 7 of the Rules of Procedure of Congresses conflict with the word "elections" in article 3, paragraph 3. The phrase "before elections of any kind" should be replaced by "before elections other than that of the Chairman of Congress". The Secretariat of Committee 10 was instructed to make the necessary contacts with the Plenary Meetings Secretariat before resubmitting the text to the Committee.

The meeting rose at 9 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Congress/C 10 - Rep 1/Annex 1

Working method of the Committee

Under article 15, paragraph 7, of the Rules of Procedure of Congresses, the "Chairman of Congress and the Chairmen of Committees shall arrange for the text of the proposals, amendments or decisions adopted to be passed to the Drafting Committee, in writing, after each meeting".

Instructions have been given to the Secretariats of Congress and of the Committees to respect this rule strictly so that the Drafting Committee receives the result of the work at the latest the day after each meeting.

On the basis of the information it receives from the Committees, the Drafting Committee Secretariat prepares "Papers" which serve as the basis for discussions in Committee 10 and which are distributed to Committee 10 members only.

Each member of the Committee has a special binder in the conference room for filing the above-mentioned "Papers" which are accompanied by all the documents (proposals, resolutions, etc) described in the Papers that they require to do their work. At the end of each meeting this special binder must remain in the conference room at the place occupied by each delegate so that the Secretariat can prepare the following meetings. Hence, Committee members do not have to bring their personal proposal files to Committee meetings.

The "Papers" will, in principle, be considered in numerical order. Since the basic texts are not given in the proposals vis-à-vis the amended article, Committee members should use volumes 1 to 4 of the Annotated Acts, which will be made available to them in the Committee conference room, for examination of the texts submitted to them.

The reports of the Drafting Committee will appear under the reference "Congress/C 10 - Rep...". They will contain in a succinct form the decisions reached by the Committee.

Washington, 13 November 1989

Second meeting

Monday, 20 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8 am.

Delegates from twelve member countries of the Committee were present.

Statement

Mr Ascandoni, Assistant Director-General at the International Bureau, asked Committee 10 to hold an exceptional meeting at some time on 20 November 1989 in order to consider the proposals that had been approved by Committee 3 (General) before they were submitted to a plenary meeting of Congress that same afternoon.

After discussing the matter, Committee 10 agreed to hold that exceptional meeting at 2 pm on 20 November and to draw up and approve the corresponding report at the same time.

Approval of the report of the previous meeting

The Secretary drew the attention of the Committee to the last paragraph of *Congress/C 10 – Rep 1* (Proposal adopted subject to clarification). After consultation with the Secretary of the plenary meetings, it had emerged that the existence of the words "shall elect" in article 7 of the Rules of Procedure of Congresses (a point raised by Canada at the first meeting) made some rewording of the article necessary. The various paragraphs of the report were then reviewed. The report was approved without change.

Establishment of the Forms Working Party – Composition

After consultations conducted by the Committee's Secretary, the Forms Working Party was established with the following members:

Chairman:	Luxembourg
Members:	Benin
	Canada
	Madagascar
	Switzerland

The other members of the Committee said they were willing to assist this Working Party as necessary.

Consideration of proposals

Proposals adopted without amendment

6001.2, 6002.2, 6004.1, 6004.3, 6009.2

Proposal adopted with amendment

1703.1: adopted subject to replacing the words "of any kind", in the penultimate line, by the words "other than that of the Chairman of Congress".

Proposals the consideration of which was deferred

05, 6005.1

Decisions of Congress adopted without amendment

"Decision

Approval of the Comprehensive Report on the work of the Executive Council 1984–1989

Congress

Decides

to approve the Comprehensive Report on the work of the Executive Council 1984–1989

(Congress – Doc 16, 3rd plenary meeting)."

"Decision

Approval of the Comprehensive Report on the work of the Consultative Council for Postal Studies 1984–1989

Congress

Decides

to approve the Comprehensive Report on the work of the Consultative Council for Postal Studies 1984–1989

(Congress – Doc 17, 4th plenary meeting)."

"Decision

Approval of the Director-General's Report 1985–1989

Congress

Decides

to approve the Report of the Director-General of the International Bureau 1985–1989

(Congress Doc 18, 5th plenary meeting)."

"Decision

Relations with the United Nations and other international organizations

Congress

Decides

- to take note of the information contained in the Director-General's Report on relations with the United Nations and other international organizations;
- to invite the Director-General of the International Bureau to:
  - a maintain relations with the United Nations and other international organizations;
  - b continue to follow the development of the questions outlined in the Report;
  - c take whatever action he may deem necessary in the interests of the Union and its members, subject to any instructions from the Executive Council;
  - d report to the Executive Council every year to an appropriate extent.

(Congress – Doc 22, 5th plenary meeting)."

The meeting rose at 9 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Third meeting

Monday, 20 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 2.05 pm.

Eleven members of the Committee were present.

Consideration of proposals

Proposals adopted without amendment

1022.1, 1025.1, 1502.2, 1509.1, 1520.2, 1521.1, 1522.2, 1523.1*

* The Secretariat of Committee 10 was instructed to contact the Secretariat of the plenary meetings for any clarification required.

Proposals adopted with amendments

1715.1: (Does not affect the English version)

1715.2: (Does not affect the English version)

1715.3: English text to read as follows: "7bis At the end of their work, the Committees shall prepare, in respect of the Detailed Regulations concerning them, a two-part resolution consisting of: (remainder unchanged).".

Approval of the report

This report, prepared while the meeting was in progress, was approved by the Committee at the same sitting.

The meeting rose at 2.35 pm.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Fourth meeting

Tuesday, 21 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 2 pm.

All the members of the Committee were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 2 was approved.

Consideration of proposals

Proposals adopted without amendment

05, 1502.1, 2000.1, 5002.1, 5005.1, 5013.1, 5031.1*

* This proposal was adopted with the title as amended by Committee 8 (Postal Financial Services and Subscriptions to Newspapers and Periodicals Agreements abolished. Possibility of their being retained or introduced).

Proposals adopted with amendments

2000.2: adopted subject to the following amendments:
- first preambular paragraph: replace "more and more" by "an ever-increasing amount";
- third preambular paragraph: word as follows: "that the discharge of chloride causes serious damage to fish, algae, seaweed and other marine organisms";
- fourth preambular paragraph: replace "materials the manufacture of which produces impurities" by "products the manufacture of which is a source of pollution";
- replace the present operative part by the following: "postal administrations to select for the needs of the postal services paper manufactured by processes that cause as little pollution as possible.".

2000.5: adopted subject to the following amendments:
- replace the present title by "Action to enhance the security /.../ of international mail and to preserve its integrity";
- second preambular paragraph, first line: (Does not affect the English version);

- first operative paragraph, last line: (Does not affect the English version);
- second operative paragraph, second and fourth lines: (Does not affect the English version).

2000.13: adopted subject to wording it as follows:
"Congress,

Having noted
- /.../ that the UPU, which possesses its own symbol, /.../ traditionally associates it with the image of the Union,
- that the postal services, on the other hand, do not have any common modern marking likely to produce an impact on the market and to enable them, like EMS, to be identified in any region of the world,

Aware
of the need to adopt a unique postal symbol that will associate the Post in the minds of users with the idea of speed, security and reliability,

Instructs
the Consultative Council for Postal Studies to carry out a study on the possible creation of a universal logo that will enable the postal services to be identified."

2000.21: adopted subject to amending the operative part as follows:
- first line: delete "that the" and insert "to" before "conclude";
- fourth line: delete "that the" and replace "should" by "to";
- sixth line: delete "that the" and replace "should" by "to";
- last subparagraph: word as follows:
  "– administrations to conduct regular reviews of the bilateral agreements in order to monitor progress towards the ultimate target and to agree on what, if any, further measures are needed."

2002.1: adopted subject to replacing, in the fourth line, the words "or by any appropriate telematic service" by "or by any other appropriate means of telecommunication".

2500.5: adopted subject to replacing, in subparagraph e of the operative part, the word "couleur" by "couleurs". (Does not affect the English version.)

5000.6/Rev 1: adopted subject to amending the operative part to read as follows:

"Instructs

the Executive Council:

i to examine the problems preventing this small number of countries from acceding to the Postal Parcels Agreement and to consider ways of enabling them to do so;
ii to study the possibility of making the postal parcels service mandatory within the Union;
iii to submit ad hoc proposals to the next Congress."

5004.1: adopted subject to replacing, in the fourth and fifth lines, the words "or an advice transmitted by telephone, telex or any other modern means of communication" by the words "or to the transmission of an advice /.../ by telephone, telex or by any other appropriate means of telecommunication.".

5010.1: adopted subject to replacing, in the second last line, the words "any telematic service" by "any other appropriate means of telecommunication.".

5014.1: adopted subject to wording the text of the column to read as follows: "If the sender has asked for his request to be sent by telegraph or by any other means of telecommunication, the telegraph /.../ charge or the charge for the other means of telecommunication shall be added to this charge."

5028.1: adopted subject to replacing, in the last line, the words "any telematic service" by "any other appropriate means of telecommunication,".

5050.1: adopted subject to replacing, in the third and fourth lines, the words "any appropriate telematic service" by "any other appropriate means of telecommunication,".

5511.1: adopted subject to replacing, in the first line, "any telematic service" by "any other appropriate means of telecommunication,".

5537.1: adopted subject to replacing, in the second last line, "any appropriate telematic service" by "any other appropriate means of telecommunication,".

6005.1: adopted subject to replacing, in the second and third lines of paragraph 2, the word "telecommunications" by "telecommunication".

Proposals consideration of which was deferred

5520.2, 5525.1

The meeting rose at 3.30 pm.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Fifth meeting

Wednesday, 22 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8 am.

Eleven members of the Committee were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 4 was approved.

Consideration of proposals

Proposals adopted without amendment

01, 02, 09, 5035.1, 65 0201.1, 65 0303.2, 65 0304.1, 65 0305.1, 65 0307.1, 65 0401.1, 65 0604.1, 65 0613.1

Proposals adopted with amendments

07: adopted subject to the following amendments:
- replace "Resolution" by "Recommendation";
- first preambular paragraph: replace "of questionnaires as working tools for collecting" by "of questionnaires /.../ for collecting";
- in the last line of the second paragraph of the operative part, replace "resolution" by "recommendation";
- insert the following text after the last operative paragraph:
  "Invites
  the member countries of the Union to meet the deadlines set in the questionnaires.".

1007.1: adopted subject to amending the present title "Monetary standard" to "Monetary unit".

2000.19: adopted subject to wording the resolution as set out in annex 1 to this report.

5000.1: adopted subject to the following amendments:
- replace "Formal opinion" by "Resolution";
- in the first subparagraph of the operative part, replace the words "of 20 kg" by "of at least 20 kg".

5029.1/Rev 2: adopted subject to wording the first sentence as follows: "A parcel shall be returned by the route normally used for /.../ dispatching /.../ mails /.../.".

5538.1/Rev 1: adopted subject to replacing "for the transmission of mails dispatched by the administration returning the parcel" in the second and third lines by "for /.../ dispatching /.../ mails /.../.".

65 0303.1: adopted subject to putting the word "telecommunications" in the singular (first line) (remainder does not affect the English version).

65 0315.1: adopted subject to adding the words "or less" at the end of the second sentence (third line).

65 0609.1: adopted subject to adding the phrase "from the day of inquiry" after "of five months" in the fifth line.

Proposals consideration of which was deferred

5023.1, 5046.1/Rev 1, 5046.2, 5046.3, 6000.2, 65 0202.1, 65 0608.1, 65 0608.2

Proposal referred to the Forms Working Party

6916.91

The meeting rose at 9.15 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Resolution

Study of the structure of the Convention, Agreements, and their Detailed Regulations

Congress,

In view of
the growing need for flexibility and adaptability of the Universal Postal Union under the /.../ present circumstances and in the light of external pressures,

Taking into account
the work already done by the Executive Council to improve the work methods of the Union,

Noting
the intentions for further activities in this direction,

Considering
the need for clear, simple and adaptable rules for the operation of the international postal services,

Believing
however, that the Detailed Regulations of the Convention and the Agreements no longer meet this need adequately,

Instructs

the Executive Council:

i to undertake a study of the Convention, the Agreements, and their Detailed Regulations, with the purpose of determining:
   - the essential provisions /.../ of the Convention and Agreements which should be retained in them, and the ones which should be moved elsewhere;
   - how the latter and the Detailed Regulations /.../ could be recast into logically constructed operational manuals /.../ in clear and direct language to facilitate the operation of the international postal service /.../;

ii to decide, if /.../ need be, /.../ on the simplest possible form of the legal status required for such /.../ manuals;

iii to start /.../ preparing /.../ such operational manuals as soon as possible /.../;

iv to submit the results of this work to the next Congress, together with proposals on how the operational manuals will be kept up to date.

Sixth meeting

Thursday, 23 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8 am.

All the members of the Committee were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 5 was approved.

Consideration of proposals

Proposals adopted without amendment

1502.4, 1504.1, 2031.4, 2543.91, 3019.7, 3019.8, 3019.9, 3019.10, 3303.1, 3304.1, 3587.1 R, 5047.2, 5048.2, 5500.1, 5500.2, 5519.1, 5525.2, 5526.1, 5533.1

Proposals adopted with amendments

015: adopted subject to inserting in the first operative paragraph after the first dash of subparagraph ii, the following two dashes:
"– introduce development plans and programmes;
– improve the quality of service;".

016: adopted subject to the following amendments:
- in subparagraph i, first line, of the first paragraph of the operative part, replace "on a small number of" by "for the benefit of";
- in subparagraph iii, second line, of the same operative part, insert "at least" in front of "10 percent";
- in the second paragraph of the operative part, subparagraph i, a, insert ", where they can," after "to stand".

026: adopted subject to the following amendments:
- third preambular paragraph: (change does not affect English)
- fourth preambular paragraph: replace, in the first line, "is tied down by" by "has to contend with";

– operative part, amend the existing subparagraphs c and d as follows and insert a new subparagraph d:
  c to /.../ have the organization and objectives of the International Bureau, (remainder unchanged);
  d to implement as quickly as possible the recommendations of this study which, in its opinion, require immediate action;
  e to formulate proposals (remainder unchanged).".

1521.1: adopted subject to replacing in the first line of paragraph 1, "the Convention and the Agreements" by "the Convention, the Agreements and their Final Protocols".

2004.1: this proposal lapses as it has been amended by proposal 2004.2.

2004.2: adopted subject to replacing, in lines two and three, "by the fastest means of telecommunication available" by "by any appropriate means of telecommunication /.../".

2006.2: (adopted with amendment which does not apply to English).

2020.1: (adopted with amendment which does not apply to English).

2020.2: adopted subject to replacing, in line three "immediately" by "just".

2020.3/Rev 1: adopted subject to replacing, at the end "damage" by "difficulty".

2050.2: adopted subject to replacing, in lines one and two of subparagraph ii "or if the addressee waives his rights in favour of the sender" by "or vice versa".

3019.2: adopted subject to replacing in the penultimate line "detached advertising sections" by "detached advertising inserts".

3019.6: (adopted with amendments which do not apply to English).

3019.11: (adopted with amendment which does not apply to English).

5046.1/Rev 1, 5046.2, 5046.3: adopted subject to combining them as shown in annex 1 hereto.

5047.1/Rev 1: adopted subject to wording the column heading "above 20 kg, for each 5 kg step or fraction thereof".

5048.1/Rev 1: adopted subject to wording the column heading "above 20 kg, for each 5 kg step or fraction thereof".

5501.1: (adopted with amendment which does not apply to English).

5521.1: adopted subject to changing, in line four "and" to "or".

65 0202.1: adopted subject to wording the second dash of paragraph 2 as follows:
"– or in strong white paper, /.../ with printing of the half-tone ground in yellow and the text in black, conforming (remainder unchanged)".

Proposals consideration of which was deferred	*2000.18/Rev 1, 2033.2*
Proposals referred to the Forms Working Party	*2933.91, 3912.1 R/Rev 1, 3915.9 R, 5902.1, 5911.1, 5911.2/Rev 1, 5911.4, 5920.1, 5920.2/Rev 1*
Monetary unit	Following adoption of the SDR as the monetary unit, all references to the gold franc and amounts expressed in gold francs will be deleted in the Acts of the Union on finalization prior to signature.

The meeting rose at 9.15 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Parcels, Agreement – Proposal

Article 46

Outward and inward land rate

EXECUTIVE COUNCIL

Amend as follows:

1 Parcels exchanged between two administrations shall be subject to the following guideline outward and inward land rates for each country and each parcel:

Weight steps			Outward and inward land rate Guideline rates	
1			2	
			g fr	SDR
Up to 1 kg			8	2.61
Above	1 up to	3 kg	10	3.27
Above	3 up to	5 kg	12	3.92
Above	5 up to	10 kg	15	4.90
Above	10 up to	15 kg	18	5.88
Above	15 up to	20 kg	20	6.53
Above	20 kg, for each 5 kg step or fraction thereof		2	0.65

In case of allocation of rates in accordance with article 53, paragraph 3, the following guideline rates are recommended:

	g fr	SDR
Inward and outward land rate per parcel	12.24	4.00
Inward and outward land rate per kilogramme of gross weight of the mails	1.22	0.40

Nevertheless, administrations may:
(remainder unchanged)

Bearing in mind the above guideline rates, administrations shall fix their outward and inward land rates to bring these into relation with the costs of their service. However, their inward land rates may not be more than 30 percent higher than their outward rates.

1bis Outward and inward land rates shall be published by the International Bureau in the Compendium of Information (Postal Parcels).

2 to 4 (No change.)

Sixth meeting

Thursday, 23 November 1989

In the chair: Mr O KEZZAL, Chairman

Proposals adopted with amendments

...

65 0202.1: adopted subject to wording the second dash of paragraph 2 as follows:

"– soit en papier blanc /.../ résistant, avec impression du fond tramé en jaune et du texte en noir, conforme (remainder unchanged)".

(In this corridendum, only the order of the two words "blanc" (white) and "résistant" (strong) has been inverted. The English version is not affected.)

Seventh meeting

Friday, 24 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8 am.

All the Committee members were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 6 was approved.

Consideration of proposals

Proposals adopted without amendment

7003.1, 7003.2, 7003.3/Rev 1, 7009.1 R, 7012.1, 7014.1, 7017.1, 65 1101.1. 65 1302.1

Proposals adopted with amendments

2033.2: adopted subject to the following amendments:
- paragraph 2, second line, replace "any appropriate telematic service" by "any other appropriate means of telecommunication";
- same paragraph, fourth line, replace "a service other than the post" by "telecommunications";
- paragraph 4, second line, replace "a service other than the post" by "telecommunications".

6000.2: adopted subject to wording the operative part as follows: " to apply the provision of article RE 303, paragraph 6, on expressing the amount in figures, then in words in postal (remainder unchanged).".

7001.1: adopted subject to amending paragraph 2 as follows:
"2 Non-postal organizations may participate in the exchange made through the giro service governed by the provisions of this Agreement. Such organizations shall come to an agreement with the postal administration of their country to ensure /.../ implementation of all clauses of the Agreement and, within the agreement, exercise rights and perform the duties /.../ defined by this Agreement. The postal administration (remainder unchanged).".

7002.1: adopted subject to replacing, in articles 1.1 and 2.1, "by agreement between the administrations" by "on the basis of an agreement concluded between the administrations".

65 0608.1 and 65 0608.2: combined and adopted subject to:
- replacing, in the penultimate line of paragraph 2, "20 days" by "30 days";
- wording paragraph 7 as follows:
  "7 Unpaid telegraph money orders, and not the telegrams, shall be returned under cover.".

65 0703.1: adopted subject to transferring article 703 to article 702 and including the following amendments:
- replace the present title by "Redirection of ordinary money orders and of ordinary telegraph money orders";
- add the following paragraph 4bis:
  "4bis An ordinary telegraph money order shall be redirected by post or by telegram in accordance with the provisions of paragraphs 1 to 4.".

65 1104.1: adopted subject to wording subparagraph ii as follows:
"ii telegraph money orders and not the telegrams shall be attached to the monthly account;"

65 1202.1: adopted subject to replacing in the first line "30 000 francs (9800.72 SDR)" by "20 000 francs (6533.81 SDR)".
The same amendment should be made in paragraph 1, after "by a sum exceeding", and in subparagraph c of the same paragraph.

Proposals referred to the Forms Working Party

6903.1, 6914.1

The meeting rose at 9 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Eighth meeting

Monday, 27 November 1989

In the chair: Mr A FALLU, Vice-Chairman, in the absence of Mr O Kezzal, Chairman

The meeting was opened at 8 am.

Eleven Committee members were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 7 was approved.

Consideration of proposals

Proposals adopted without amendment

020, 2028.1, 2058.1, 2518.2, 2539.1, 2563.2, 75 0102.2, 75 0201.1, 75 0201.2, 75 0313.1, 75 0313.2, 75 1301.1, 75 1301.2, 75 1302.2, 85 0202.1, 85 0301.1, 85 0305.1*

* The change made by this proposal may have an effect on form C 27. The Forms Working Party's attention is accordingly drawn to this.

Proposals adopted with amendments

017: adopted subject to replacing, after the second dash in the first paragraph of the operative part "more systematic" by "wider".

019: adopted subject to the following changes:
- insert after the third dash in the operative part:
  "– to submit to the 1993 Executive Council session an evaluation of the effectiveness of the UPU presence in the field;"
- add the following words at the end of the text after the last dash in the operative part ", particularly in defining regional technical assistance programmes".

2000.16: adopted subject to:
- wording the decision as given in annex 1 hereto;
- reviewing the annexes to the decision at a future meeting.

2030.91: adopted subject to deleting in the second line of paragraph 1, the abbreviation "/CCRI".

2058.3: adopted subject to replacing, in the fourth line "five" by "three".

2058.5: adopted subject to regarding the text of the proposal as a separate paragraph to be inserted after the present paragraph 4.

2532.3: adopted subject to deleting the word "but" in the penultimate line of subparagraph a and inserting ", however," after "may".

75 0102.1: adopted subject to replacing in the second and third lines of paragraph 5 "interest on the amounts owing, the rate of which shall not exceed the market rate of the day" by "one percent per annum more than the inter-bank rate on one-month loans".

75 0103.1: adopted subject to inserting in the second line of subparagraph a "RE" between "article" and "317".

75 0301.1: adopted subject to adding, at the end of paragraph 3, the words "or less".

75 0317.1: adopted with an amendment which does not affect the English.

75 1302.1: adopted with an amendment which does not affect the English.

85 0601.91: adopted subject to deleting in the third and fourth lines ". An inquiry concerning a COD amount which has not reached the payee" and replacing in the fourth line "shall" by "to".

Decision adopted by Committee 4

Adopted with the following amendments:

"Decision

"Make-up of items containing goods not to be opened without special precautions

"Congress,

"Instructs

"the Executive Council:

- to undertake, in cooperation with IATA, a study of proposal 2518.1 concerning the make-up of items containing goods not to be opened without special precautions;
- /.../ at the end of its work, to make any proposals under its new powers.

"(Proposal 2518.1, Committee 4, Third meeting)"

Proposal consideration of which was postponed	*85 0303.1*
Proposals referred to the Forms Working Party	*7914.1, 7915.1, 8903.91, 8906.91, 8911.91.*

The meeting rose at 9.20 am.

For the Committee:

A FALLU
Vice-Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Decision

International Business Reply Service

Congress,

Recognizing
that the traditional UPU methods allowing customers to include prepayment in their mailings are expensive, inconvenient and unsuited to the needs of modern business customers,

Aware
- that many administrations offer prepaid business reply services in their domestic services;
- and that there is a significant demand from business customers for these services to be extended into the international postal service,

Recognizing
that a number of CEPT administrations have already gone some way to meet this demand, by successfully operating a prepaid international business reply service (IBRS /.../) since 1986, on the basis of the attached provisions,

Noting
that the demand for this service has also prompted competitors, including at least one /.../ international one, to introduce a similar system,

Decides

that administrations which choose to operate the IBRS /.../ service shall so do in conformity with the attached provisions,

Urges

all administrations to consider the possibility of participating in this service, in order to make it as worldwide a service as possible,

Instructs

the Executive Council:
- to examine, modify and update the attached provisions;
- to introduce, as may be necessary, /.../ further developments in customer requirements, or improved operating or accounting procedures /.../.

Ninth meeting

Tuesday, 28 November 1989

In the chair: Mr C DEFOUNDOUX, Vice-Chairman, in the absence of Mr O Kezzal, Chairman

The meeting was opened at 2 pm.

Nine Committee members were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 8 was approved.

Consideration of proposals

Proposals adopted without amendment

012, 5000.4, 5000.5

Proposals adopted with amendments

010: adopted with an amendment which does not affect the English.

011: adopted subject to deleting "will" in the first line after the second dash in the first operative paragraph.

013: adopted subject to adding, in the sixth line of the second section of the operative part, after "over the last four years", "by the UPU, the Restricted Unions and postal administrations".

5000.3: adopted with the following amendments :

- in the last preambular paragraph, last line, insert between "with" and "its" "those organizations which are";
- (second amendment does not affect English).

*6000.1**: adopted with the following amendments:

- page 8, RE – Article 303, paragraph 1, first dash, read as follows: "POSTFIN (where applicable, preceded by the telegraph service indications URGENT or LT /.../ and followed by other telegraph service indications /.../);";
- page 10, RE – Article 304, paragraph 1, first dash, make the same amendment as above.

*7000.1**: adopted with the following amendments:

- page 19, RE – Article 313, paragraph 2, fifth line, replace "(preceded by the telegraph service indications URGENT or LT if appropriate, and followed by other telegraph service indications, if necessary)" by "(where applicable, preceded by the telegraph service indication URGENT /.../ and followed by other telegraph service indications /.../);";
- page 19, RE – Article 314, delete the title and the text;
- page 30, RE – Article 704, paragraph 1, add at the end of the third line, "Alteration or correction of address".

*8000.1**: adopted with the following amendments:

- page 6, RE – Article 301, paragraph 1, replace the last sentence by "The entry relating to the COD amount may not be made in pencil or indelible pencil; however, service instructions may be made with an indelible pencil.";
- (this amendment does not apply to English).

85 0303.1: adopted subject to wording the text after the second dash in paragraph 1: "or by a COD money order form in strong white paper /.../ conforming (remainder unchanged).".

Congress decisions adopted without amendment

See annex 1 hereto.

Proposal referred to the Forms Working Party

6900.1: adopted subject to deleting, on page 1, fourth line of the List of forms (MP 3 – Advice of issue of a telegraph money order – RE – Article 305, paragraph 1).

* The Committee 10 Secretariat will insert the texts of the proposals adopted into the appropriate Agreements (6000.1, 7000.1, 8000.1). The new recast texts will be considered by Committee 10 in special meetings.

Communication

Belgium (Vice-Chairman) informed the Committee of the changes made in the timetable of Committee and plenary meetings by the Bureau of Congress in its meeting on 27 November 1989.

The meeting rose at 2.45 pm.

For the Committee:

C DEFOUNDOUX
Vice-Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Decisions adopted by Congress

Decision

Venue of the 21st Universal Postal Congress

Congress

Decides

to accept the invitation from the Ministry of Communications of the Republic of Korea to hold the 21st Congress in that country in 1994.

(Congress – Doc 74, 10th plenary meeting)

Decision

Implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples

Congress

Decides

- to approve the Director-General's report on the implementation by the specialized agencies of the Declaration on the Granting of Independence to Colonial Countries and Peoples;
- to note the efforts made by the UPU to aid refugees and non-self-governing territories as well as the newly independent countries and the least developed countries (LDCs);
- to recommend confirmation of the practice followed hitherto and the intensification of the measures taken in recent years as well as to render concrete assistance to the people of Namibia, in particular during the period of transition to and immediately after independence.

(Congress – Doc 23 and Add 1, 10th plenary meeting)

Tenth meeting

Wednesday, 29 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8 am.

All the Committee members were present.

Approval of the report of the previous meeting

The draft of Congress /C 10 – Rep 9 was approved.

Consideration of proposals

Proposals adopted without amendment

1011.1, 1012.1, 1021.1, 1023.1, 1026.1, 1504.2, 1504.3, 1509.2, 1522.1/Corr 1, 2032.2/Rev 2, 2032.3, 2034.2, 2513.8, 5021.1, 5039.1, 5039.5, 5042.1, 5056.1, 5301.2, 5302.1, 5302.2, 5304.1, 5304.2, 5304.3, 5306.2, 5307.1, 5502.1, 5505.2

Proposals adopted with amendments

1033.91: adopted subject to the following amendments:

- read the title as follows: "Notification of accession to the Additional Protocols to the Constitution of the Universal Postal Union";
- (second amendment does not affect English).

2000.6/Rev 1: adopted with the following amendments:

- wording the title as follows: "Harmonization of systems of accounting for transit charges for closed surface letter and surface parcel mails";
- wording the first line of the first preambular paragraph as follows: "that the transit of surface parcel mails is administered differently from that of letter-post mail";
- changing, in the first line of the second preambular paragraph, "exactly the same" to "similar".

2000.15: adopted with the following amendments made by proposal 2000.15/Corr 1:

- first page: replace the last paragraph by the following:

  "Authorizes

  i the EC to prepare and amend, bearing in mind proposals made by the CCPS, the regulations on EMS contained in the EMS Framework Agreement and its Regulations;

  ii the CCPS to make technical recommendations concerning the operation of EMS or to amend existing recommendations.";

- pages 11 to 13 (annex 2 to recommendation 2): replace by those in proposal 2000.15/Corr 1.

2090.91: adopted subject to adding, in the first line of paragraph 2, after "This service shall be" ", wherever possible,".

2544.1: adopted subject to amending the text as shown in annex 1.

2545.2: adopted with the following amendments:

- in paragraph 3, first line, replace "any telematic service" by "any other means of telecommunication";
- in the fourth, fifth, seventh and eighth lines of the same paragraph, replace "télématique" by "transmise par un autre moyen de télécommunication" and "telematic request" by "/.../ request transmitted by any other means of telecommunication".

3064.1: adopted, after being merged with 3064.2, with the following amendments in paragraph 2:

subparagraph a

- in the first line, replace ", including S.A.L.," by "(S.A.L. included)";
- in the third line, replace "8 gold francs (2.614 SDR)" by "9 gold francs (2.940 SDR)";

subparagraph b

- in the first line, replace ", including S.A.L.," by "(S.A.L. included)";
- in the third and fourth lines, replace "22.08 gold francs (7.213 SDR)" by "24.84 gold francs (8.115 SDR)" and "5.60 gold francs (1.829 SDR)" by "6.30 gold francs (2.058 SDR)".

5000.2/Rev 1: adopted with an amendment which does not affect the English.

5014.2: adopted subject to replacing in the third column "any service other than the post" by "telecommunication".

5039.4: adopted subject to replacing at the end of paragraph 10, ii, "or if the addressee waives his rights in favour of the sender" by "or vice versa".

5043.1 and 5043.2: adopted subject to merging the texts of the two proposals, putting "three" in paragraph 4, third line, and not "five".

5043.3: adopted subject to replacing in the third line "five" by "three".

5301.1: adopted subject to inserting the word "inward" in front of "land rates" in paragraph 2, line 2.

5301.3: (amendment does not affect the English version).

5512.1: adopted subject to:

- wording the first two lines of paragraph 2 as follows:

  "2 Any /.../ request for alteration or correction of address concerning an insured parcel, transmitted by telegraph or any other means of telecommunication, shall be confirmed by post by the first mail;";

- replacing the word "télématique" in the penultimate line of the same paragraph by "transmise par tout autre moyen de télécommunication"; and in the fourth and fifth lines "(Confirmation of the telegraphic or telematic request of the ...)" by "(Confirmation of the /.../ request of /.../... transmitted by telegraph or any other means of telecommunication)".

5538.91: adopted subject to replacing "article 36, paragraph 8, of the Convention" in the second and third lines by "article 21, paragraph 5, of the Postal Parcels Agreement".

5541.1: adopted subject to wording the first line of paragraph 2 as follows:
"2 When it receives the /.../ request referred to in article 112, paragraph 2, transmitted by telegraph or any other means of telecommunication,".

Proposals consideration of which was postponed

2006.92, 2018.1, 5005.91, 5039.2

Proposal referred to the Forms Working Party

2907.1

Item pending

The Drafting Committee questioned the usefulness of maintaining the full stops in the abbreviation "S.A.L.".

The opinion of Committees 4 and 6 is therefore hereby requested.

The meeting rose at 9.35 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Proposal 2544.1 after amendment by Committee 10

Article 144

Withdrawal from the post. Alteration or correction of address

1 Every request for withdrawal of items from the post or for alteration or correction of address shall entail completion by the sender of a form conforming to the annexed specimen C 7; one form may be used for several items posted at the same time at the same office by the same sender to the same addressee. (Remainder unchanged.):

a (no change);

b if the request is to be made by telegraph or any other means of telecommunication, the form shall be handed over to the corresponding service which shall be instructed to transmit its terms to the post office of destination.

2 Any request for alteration or correction of address concerning an insured letter made by /.../ telegraph or any other means of telecommunication shall be confirmed by post, by the first mail, as prescribed in paragraph 1, a; the C 7 form shall then bear at the head, in bold letters, the note "Confirmation de la demande télégraphique ou transmise par un autre moyen de télécommunication du..." (Confirmation of the /.../ request dated ... transmitted by telegraph or any other means of telecommunication); pending this confirmation the office of destination shall merely retain the item. However, the administration of destination may, on its own responsibility, act on the /.../ request transmitted by telegraph or any other means of telecommunication without waiting for confirmation by post.

3 On receipt of the C 7 form, the telegram or the message received by some other means of telecommunication sent instead, the office of destination shall search for the item in question and take the necessary action.

4 The action taken by the office of destination on every request for withdrawal from the post or alteration or correction of address shall be communicated immediately to the office of origin by the quickest route (air or surface), by means of the reply portion of the C 7 form, which shall be automatically prepared if the request has been made by telegraph or any other means of telecommunication. The office of origin shall inform the applicant. The same shall apply in the following circumstances:

- fruitless searches;
- items already delivered to the addressee;
- request by telegraph or any other means of telecommunication not sufficiently explicit to permit the item to be identified with certainty;
- item confiscated, destroyed or seized.

If the sender of a request sent by telegraph or any other means of telecommunication has asked to be notified by similar service, the reply shall be sent by this means to the office of origin, which shall inform the applicant as quickly as possible.

5 (No change.)

6 (No change.)

7 Administrations which exercise the option allowed by paragraph 5 shall bear the charges which may result from the transmission in their internal service by post /.../ or by telecommunication of the communications to be exchanged with the office of destination. Recourse to telegraph or other similar service shall be compulsory when the sender has himself used this means and the office of destination cannot be advised in time by post.

Eleventh meeting

Thursday, 30 November 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8.05 am.

Eleven Committee members were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 10 was approved.

Consideration of proposals

Proposals adopted without amendment

2032.92, 2036.3, 2036.5, 2036.6, 2500.2, 2524.91, 2530.2, 2541.2, 3024.3, 3062.2, 3063.1, 3066.1, 4071.1, 4071.91, 4072.1, 4073.1, 4074.1, 4075.1, 4076.1, 4077.1, 4079.1, 4080.1, 4081.1, 4090.1, 4321.1

Proposals adopted with amendments

018: adopted subject to wording the first section of the operative part as follows, with two dashes:

"– the least developed countries to marshal all the human, financial and material resources available on the spot and obtain the greatest possible benefit from the assistance provided to them in the postal sector,

– the Restricted Unions to increase the assistance provided to the LDCs,".

021: adopted subject to amending the text as shown in annex 1.

2000.4: adopted subject to amending the text as shown in annex 2.

2000.17: adopted subject to amending the text as shown in annex 3.

2027.1: adopted subject to replacing, in the second line, the word "and" by "or".

2034.1: adopted with the following amendments:

– word paragraph 1bis as follows: "Airmail correspondence and priority items shall be redirected to their new destination by the quickest route (air or surface) /.../";

- read the beginning of the first sentence of paragraph 1ter as follows: "Other items /.../ may be";
- amend the last sentence of that same paragraph as follows: "Redirection of such items by the quickest route within the country of destination shall /.../ be governed by the internal regulations of that country.";
- keep paragraph 1quater for the time being (at the express request of Committee 4).

2035.5: adopted with an amendment which does not affect the English.

2040.1: adopted subject to replacing in the third line "any telematic service" by "any other means of telecommunication".

2042.2/Rev 1: adopted with the following amendments:
- in the eighth and tenth lines, replace "by other electronic means" by "by other /.../ means of telecommunication";
- in line ten, replace "an expedited mail service" by "EMS".

2509.3: adopted with an amendment which does not affect the English.

4000.1: adopted with the following amendments:
- word the title as follows: "/.../ Return to origin of airmail correspondence";
- delete from the first line of the third preambular paragraph and the second line of the fourth preambular paragraph "redirection and";
- add the following text after the fourth preambular paragraph:
  "Having adopted
  the principle of systematic redirection of airmail correspondence by the quickest route, air or surface,";
- delete from the operative paragraph, first line, "redirection and".

Proposals which will be considered together later

2035.1, 4081.3, 4081.4, 4081.5

Proposals consideration of which was postponed

2000.16, 2000.18/Rev 1, 2006.91, 2006.92, 2031.2, 2031.6, 2032.91/Rev 1, 2035.2, 5005.91

The meeting rose at 9.40 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Proposal 021 as amended in the main along the lines indicated by the Committee concerned

Resolution

/.../ Guidelines to be emphasized in UPU technical assistance activities

Congress,

Considering
that the resources of the UPU member countries should be used in the most efficient manner when recruiting consultants/experts to carry out missions within the framework of technical cooperation,

Considering also
that the training of individual Fellows requires the same amount of input as for a greater number of Fellows,

Noting
that it is possible /.../ to improve the results obtained in the above-mentioned fields,

Asks

beneficiary countries to adopt a policy of selecting local counterparts capable of supporting consultants/experts in their work and of carrying it on,

Instructs

the International Bureau to base the recruiting of consultants/experts as well as the placing of UPU Fellows on the following guidelines:

- when recruiting consultants/experts, consideration should be given to candidates' total capabilities, but more emphasis /.../ should be laid on professional competence and practical experience, as well as the ability to transfer knowledge/know-how to other persons;
- in selecting competent, qualified and experienced consultants/experts, account should be taken of candidates from developing countries;
- administrations should be given more time for nominating their candidates;
- candidates should be informed as rapidly as possible of the decision made in order to keep up their motivation;
- the conclusions contained in consultants/experts' reports should be followed up to ensure that they are implemented as fully as possible;
- group training should be given priority over the placing of individual Fellows;
- visits by Fellows should be planned in close cooperation with the receiving administration.

Washington, Chairman of Congress

Proposal 2000.4 as amended in the main along the lines indicated by the Committee concerned

Resolution

Reconstitution of the CCC–UPU (Customs Co-operation Council – Universal Postal Union) Contact Committee and establishment of national postal-customs contact committees

Congress,

In view of
the positive results of the work done by the CCC–UPU Contact Committee,

Considering
that efforts to speed up and simplify customs treatment of postal items should be continued,

Taking account
– of the questions whose study must be continued,
– of the value of establishing national postal-customs contact committees,

Considering
that the cooperation between the UPU and the CCC which has existed since 1965 is in the best interests of both organizations,

Urges

member countries to do everything possible to establish national postal-customs contact committees the better to solve any local problems,

Authorizes

the Executive Council to reconstitute the CCC–UPU Contact Committee in order to continue the study of common problems.

Proposal 2000.17 as amended in the main along the lines indicated by the Committee concerned

Recommendation

Items for delivery free of charges and fees

Congress,

Considering
that the /.../ service /.../ for delivery of items free of charges and fees (FTD) /.../ is a valuable service for large business customers of the Post, which can use the service for mailing products to their customers, without the need for the addressees to pay customs fees and similar charges,

Noting
that, although many administrations offer the FTD service for postal parcels, not all of them also offer the service for customers in the letter-post services,

Considering
that, for customers of the Post, the letter-post services often offer a service that is quicker, and especially simpler, in terms of customs documentation and procedures,

Recognizing
therefore, that this service in the letter post is an attractive service /.../ especially for customers who wish to send low value goods within the limits of the C 1 green label,

Recommends

postal administrations to include the service for delivery of items free of charges and fees as widely as possible in their range of letter-post services, and in their relations with other administrations that already offer the service.

Twelfth meeting

Friday, 1 December 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8.05 am.

Eleven Committee members were present.

The Chairman of Congress, Mr Edward E. Horgan, Jr, came in person to thank Committee 10 for the work it had done. He expressed his satisfaction with the contribution and commitment of all the members of the Committee and of the Secretariat and said he was optimistic and confident that the work of Committee 10 would be completed by the evening of Wednesday, 6 December.

Approval of the report of the previous meeting

The draft of Congress/C 10 - Rep 11 was approved.

Consideration of proposals

Proposals adopted without amendment

2032.91/Rev 1, 2046.1/Rev 1, 2050.1, 2052.1, 2091.1, 2500.4, 2509.1, 2509.4, 2511.1, 2511.2, 2512.1, 2513.1, 2513.2, 2513.4, 2513.5, 2547.2, 3000.4, 3000.5, 3067.2, 3069.6, 5301.4, 5301.5, 5301.6, 5301.7, 5301.8, 5301.9, 5301.10, 5302.3, 5304.4, 5304.5, 5304.6, 5304.7, 5306.3, 5306.4, 5307.2, 5310.1, 5313.1, 5508.4

Proposals adopted with amendments

2000.11: adopted with the following amendments:

- replace "Resolution" by "Recommendation";
- replace in the operative part "Urges" by "Recommends".

2000.14: adopted subject to adding later the number of the Congress - Doc at the end of paragraph 4.

2031.6: adopted subject to replacing, at the end of the first sentence, "the minimum postage prepayable on an unregistered letter sent abroad by air or as a priority item." by "the minimum postage prepayable on a priority item or an unregistered letter sent abroad by air /.../."

2050.4: adopted subject to replacing in lines two and three "90 francs (29.40 SDR)" by "75 francs (24.50 SDR)" and "450 francs (147.01 SDR)" by "375 francs (122.51 SDR)".

2509.6: adopted subject to reading line three as follows: "its telephone, telex and telefax numbers insofar as they are available;".

2513.7 adopted subject to replacing "which must be located in the country of origin of the item." by "which, in the case of bulk postings, must be located in the country of posting of the item."

3000.2: adopted subject to inserting, after the first dash in the operative part, a second dash followed by the following text (to take account of the adoption of proposal 3062.1):
"– to include in this study the question of missent mail;"

3000.7: adopted with an amendment which does not affect the English.

3065.1 and 3065.3: adopted subject to combining them and wording article 65 as follows: "Items relating to the postal service exempted from postal charges under article 15, b, undelivered postal items returned to origin in closed dispatches and dispatches of empty mailbags shall be exempted from land and sea transit charges and from terminal dues.".

3067.91 and 3067.1: merged and adopted as shown in annex 1.

5306.1/Rev 2: adopted subject to placing commas before and after the phrase "in transit between continental Portugal and the autonomous regions of Maderia and the Azores" in the first and second lines.

5508.1/Rev 1: adopted subject to wording the last sentence: "The lower of the amounts concerned shall be applied in relations between countries whose administrations have fixed different maximum values.".

Postal Financial Services Agreements and Detailed Regulations

The Chairman of Committee 8, the members of Committee 10, namely Messrs Berset and Hoffmann, and the Secretariat of Committee 10 thoroughly checked the texts of proposals 6000.1, 7000.1 and 8000.1 as previously amended and made the necessary corrections to them. The Committee adopted these texts as a whole.

Decisions adopted by Committees 2 and 7

The text of the decisions and resolutions adopted by Committees 2 and 7, as revised by Committee 10, are given in annex 2.

Proposals consideration of which was postponed	*3000.1, 3000.3, 5005.91*
Proposal referred to the Forms Working Party for the part which concerns it	*2000.14*

The meeting rose at 9.40 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Consideration of proposals 3067.91 and 3067.1

Create the following new article:

Article 67bis

Accounting for transit charges

1 Accounting for surface-mail transit charges shall be done annually by the administration of transit, for each administration of origin, according to the weight of the letter-post mails received in transit throughout the year, to which the scales laid down in article 63 shall apply.

2 The debtor administration shall be exempted from payment of transit charges when the annual balance does not exceed **500** gold francs (**163.35** SDR).

3 Every administration shall be authorized to submit for the consideration of a committee of arbitrators any annual results which in its opinion differ too much from reality. The arbitration shall be arranged as laid down in article 127 of the General Regulations.

4 The arbitrators shall be empowered to fix in a fair and reasonable manner the transit charges to be paid.

Resolutions adopted by Committee 2

Resolution

Approval of the Union's accounts for 1984–1988

Congress,

In view of
a the Director-General's report on the finances of the Union (Congress – Doc 19);
b the report of its Finance Committee (Congress – Doc 68),

Approves

the accounts of the Universal Postal Union for 1984–1988.

(Congress – Docs 19 and 68, Committee 2, first meeting)

Resolution

Aid provided by the Government of the Swiss Confederation in the field of the Union's finances

Congress,

Having considered
the report submitted by the Director-General on the Union's finances (Congress – Doc 19),

Considering
the particularly valuable role for the Union performed by the Government of the Swiss Confederation in financial matters under article 124, paragraph 10, of the General Regulations, and 1979 Rio de Janeiro Congress resolution C 17,

Expresses

i its gratitude to the Government of the Swiss Confederation for the generous aid it provides to the Union in the field of finance through the advances of funds made under the Union's former financial system, by supervising the keeping of the International Bureau accounts and by acting as external auditor of the Union's accounts;
ii the hope that this valuable cooperation with the Union will continue in the future.

(Congress – Doc 19, Committee 2, first meeting)

Decision adopted by Committee 7

adopted subject to inserting the number of the resolution later

Decision

Preparation and settlement of parcel-post accounts

Congress,

Basing itself
on resolution C ... concerning the preparation and settlement of accounts (proposal 3500.1),

Instructs

the Executive Council

to include, in the framework of the study it is to carry out on the preparation and settlement of /.../ parcel-post accounts, the principles and factors contained in particular in proposals 5550.1, 5550.2/Rev 1, 5550.3, 5550.5, 5550.6, 5552.2 and 5552.3 submitted to the Washington Congress with a view to modernizing the current parcel-post accounting provisions.

(Proposals 5550.1, 5550.2/Rev 1, 5550.3, 5550.5, 5550.6, 5552.2 and 5552.3, Committee 7, sixth meeting.)

Congress/C 10 – Rep 13

Thirteenth meeting

Monday, 4 December 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 7.35 am.

Eleven Committee members were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 12 was approved.

Consideration of proposals

Proposals adopted without amendment

03, 04, 1502.5, 1502.6, 1507.1, 1515.1, 2000.20, 2500.3, 2522.1, 2523.1, 2526.1, 2527.1, 2527.2, 2527.3, 2529.1, 2532.1/Rev 1, 2535.1, 2535.2, 2535.3, 2543.1, 2545.1/Rev 2, 2547.1, 2547.4, 3067.92, 3572.91, 3574.1, 3575.1, 3575.91, 3576.1, 3577.91, 3590.1, 4086.1, 4607.3, 5023.1, 5520.2, 5525.1

Proposals adopted with amendments

014: adopted subject to replacing in the title and in the last line of the operative paragraph "UPU anthem" by "World Post anthem".

1508.1: adopted in the new form drafted by the Committee 3 Secretariat.

2000.16: adopted subject to wording it as shown in annex 1.

2000.18/Rev 1: adopted subject to wording it as shown in annex 2.

2018.1: adopted subject to the amendments shown in annex 3.

2035.2: adopted subject to reading the penultimate paragraph as follows: "However, administrations shall endeavour to make such return to sender or inform him appropriately when repeated attempts at delivery or bulk items are involved."

2514.1: adopted subject to replacing in the first line after "addressee" "and" by ",the town and, if possible,".

2539.2: adopted subject to inserting in the sixth line, between "minimum" and "charge" "unreduced".

3000.1 and 3000.3: adopted subject to combining 3000.1 partly with proposal 3000.3 as shown in annex 4.

3570.8/Rev 1: adopted subject to reading paragraph 4 as follows: "The administration of transit may /.../ transcribe the weights shown on the C 18 delivery bill, as stipulated in paragraphs 1 to 3 above, or request from the administration of origin (remainder unchanged).".

3573.1: adopted subject to deleting from paragraph 4, lines two and three, the phrase ", by agreement between the administrations concerned,".

3577.1: adopted with the text shown in annex 5.

4000.3: adopted subject to replacing in the first paragraph of the operative part "Recommends" by "Urges" and, in the second paragraph, "next five-year period" by "/.../ five-year period 1990–1994".

4000.5: adopted subject to replacing in the last paragraph of the operative part "identify" by "determine and specify". The other amendments do not affect the English.

4605.1: adopted subject to wording the second line "or any other appropriate means of telecommunication for transmitting AV 7 delivery bills between the office".

4606.2: adopted subject to replacing in lines four and five of paragraph 4 "and other advanced message systems" by "or any other appropriate means of telecommunication".

4607.2: adopted subject to replacing "and other advanced message systems" by "or any other appropriate means of telecommunication".

5005.91: adopted with the wording as shown in annex 6.

5039.2: adopted subject to wording the last two lines: "above 20 kilogrammes, 70 francs (22.87 SDR) per parcel and per step or fraction of 5 kilogrammes."

Miscellaneous

The fuller text of proposal 2031.6 (see Congress/C 10 – Rep 12) replaces that of proposal 2031.2 which thus lapses.

Decision adopted by Committee 6

"Decision

Study on rationalizing UPU forms

Congress

Decides

to assign to the Executive Council:
a study of proposals 4907.1/Rev 1, 4624.1, 4625.1 and 4617.1;
b a general study on rationalizing UPU forms aimed at:
- reducing their number;
- simplifying them;
- adapting them to new technologies.

(Proposals 4907.1/Rev 1, 4624.1, 4625.1, 4617.1. Committee 6, second meeting)."

Proposals consideration of which was postponed

3000.6, 4607.1

The meeting rose at 9.50 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

New text of proposal 2000.16 prepared by the Drafting Committee

Decision

International business reply service

Congress,

Recognizing

that the traditional UPU methods allowing customers to include prepayment in their mailings are expensive, inconvenient and unsuited to the needs of modern business customers,

Aware

- that many administrations offer prepaid business reply services in their domestic services;
- and that there is a significant demand from business customers for these services to be extended into the international postal service,

Recognizing

that a number of CEPT administrations have already gone some way to meet this demand, by successfully operating a prepaid international business reply service (IBRS) since 1986, on the basis of the attached provisions,

Noting

that the demand for this service has also prompted competitors, including at least one international one, to introduce a similar system,

Decides

that administrations which choose to operate the IBRS service shall so do in conformity with the attached provisions,

Urges

all administrations to consider the possibility of participating in this service, in order to make it as worldwide a service as possible,

Instructs

the Executive Council to examine, modify and update the attached provisions and to adapt them, as the need arises, to further developments in customer requirements or improved operating or accounting procedures.

Introduction of an international business reply service (IBRS)

Explanatory document by Great Britain

Executive summary

1 An international business reply service (IBRS) is needed to meet the demand from business users to be able to enclose prepaid reply cards and envelopes in their mailings to their overseas customers.

2 The traditional UPU methods for users to include prepayment in their mailings (by using international reply coupons or pre-stamped cards) are expensive, inconvenient and unsuited to the needs of modern business customers.

3 Many administrations operate business reply services in their domestic services and a number of CEPT countries have been operating a successful international prepaid reply service since 1986.

4 The system now proposed as an optional UPU service is based directly on the successful CEPT service.

5 It allows businesses to enclose in their mailings prepaid items, which their overseas customers can post back easily, without paying postage.

6 IBRS items:

a may be either postcards or envelopes;

b must conform to the conditions for standardized items, with the exception that IBRS envelopes may weigh up to 50 g;

c must conform to a standard design layout.

7 The service has simple operating and accounting procedures:

a a charge for each IBRS item returned is collected from the business firm;

b the administration which dispatches the returning IBRS items charges the receiving administration for the dispatching costs, in an annual account.

8 All IBRS items are handled as LC airmail correspondence, to ensure that the replies are sent back speedily.

9 A business reply service has already been developed by our international competitors, so an international postal reply service will be a vital weapon in retaining our customers.

10 The service is optional and limited to those administrations that wish to participate, but the more that join the service, the more effective it will be.

11 Congress is therefore invited to endorse the proposal to base the new service on the existing successful CEPT service.

1 Introduction

1.1 This document explains the reason behind the proposal by Great Britain, supported by other administrations, for introducing an international business reply service (IBRS).

2 Why the UPU needs an international business reply service

2.1 Many users of the international postal services wish to encourage their correspondents to reply to them. In particular, business firms wish to encourage their customers and their potential customers in other countries to send back orders for goods or services, to respond to advertisements, to answer questionnaires, and so on; and to use the postal service for doing this.

2.2 The best way to encourage a correspondent to reply is by prepaying the postage on the reply item. A prepaid reply item is a positive incentive for a customer to respond to an inquiry or an offer from an overseas business.

2.3 Until now, it has only been possible for users of the international post to offer two types of prepayment of postage:

a by enclosing an international reply coupon;

b by enclosing an envelope or card, fully pre-stamped for the intended country of posting.

2.4 These traditional methods may be satisfactory for very small mailings, or for individual and private correspondence, and they should be retained for these purposes. But they are quite unsuitable for the needs of modern commercial business customers, because:

a reply coupons have to be taken to a post office to be exchanged for stamps;

b for pre-stamped items, business customers have to acquire large numbers of stamps, of the correct postage, with different stamps for each country where the reply item would be posted.

2.5 Furthermore, they are very expensive for any business firm which intends to make a large mailing. Business firms normally expect only about 5 or 10 percent of the reply items to be sent back, but under these traditional systems, the company is obliged to prepay all the reply items, whether they are used or not.

2.6 A modern prepaid international business reply service (IBRS) has the following benefits:

a the person using the reply card or envelope can post it back immediately, with no need to go to a post office, and at no expense;

b this can significantly increase the response rate, ie, the number of items which are sent back to the business firm.

2.7 The service will allow business users to provide their customers with cards or letter envelopes up to 50 g on which the return airmail postage is prepaid. These items will have a standard design (see model at annex 1).

2.8 Although paragraphs 3.1 to 3.3 below explain the particular benefits of IBRS for international direct mail, there are also many other uses for the service. For instance, international market research firms can send questionnaires abroad and enclose an IBRS envelope for their respondents to return the completed questionnaire. Book, magazine and newspaper publishers can include IBRS cards for customers to renew their subscriptions. International mail order

companies can include IBRS cards or envelopes for their customers to send in their orders for goods, and so on. International direct mail is an important use for IBRS, but there are many other benefits as well.

2.9 Many countries already operate successful prepaid business reply services in their domestic mail services. The British Post Office, for example, has over 90 000 domestic business reply service licences and delivers 435 million business reply items per year.

3 Encouraging international direct mail

3.1 An IBRS service will be an incentive for business users to conduct their advertising and publicity campaigns through the postal service. Direct mail is becoming an increasingly important service for postal administrations. It consists in sending advertising mailshots, carefully targeted to individual persons and addresses. Its success is shown by the following statistics:

a in Great Britain, over 10 percent of domestic letter-post traffic is made up of direct mail;

b in the major CEPT countries, direct mail traffic has been growing by an average of 6 percent per annum, over the last five years;

c in the United States of America, the number of direct mail items per head of population is five times as high as in Europe.

3.2 Business customers are especially interested in including prepaid business reply items in mailshots, because the reply items:

a stimulate increased responses from clients;

b enable the advertisers to judge the success of the mailshot, by measuring the level of response;

c permit the advertiser to build up an accurate list of interested overseas customers.

3.3 Great Britain does not expect that IBRS will in itself become a major service, but it will be a valuable additional service which will encourage international direct mail advertising. And direct mail itself is one of the biggest areas of potential traffic growth for letter mail.

4 Development of IBRS within CEPT

4.1 An international business reply service was introduced in September 1986, on an experimental basis, between a number of CEPT countries. The service has run efficiently and without any problems. The participating countries have all agreed to continue the service indefinitely.

4.2 The following countries all operate the IBRS service:

Belgium	Greece	Ireland	Netherlands	Sweden
Denmark	Great Britain	Luxembourg	Norway	Switzerland
Finland	Iceland	Monaco	Portugal	United Arab Emirates
France				

Additionally, Cyprus and Spain provide a return service although they do not yet offer the service to their own customers. Brazil and New Zealand have agreed to join the service and will start to operate it very soon. A number of other administrations, both inside and outside CEPT, have recently expressed interest in joining the service.

4.3 The service being proposed to Congress is based directly on the successful CEPT service.

5 Developments among our competitors

5.1 Despite the success of the CEPT service so far, it is now important that as many additional administrations as possible join the service, as one of our major competitors, TNT, has introduced a similar reply service.

5.2 It is Great Britain's opinion that the UPU IBRS service will be a much better and simpler service for customers than the TNT service. However, the TNT service already operates to more countries than the current CEPT service. Great Britain therefore hopes that many other UPU administrations will be encouraged to join the proposed IBRS service.

6 How IBRS works: relations with the customer (the "licensee")

Note. – A simplified summary, showing the essential points of this section of the document, is given at annex 2.

6.1 *Conditions for granting a customer an IBRS licence*

6.1.1 When a business in one country (country A) wishes to provide prepaid reply items to its customers in another country (country B) the business must apply to its local post office, or to the postal administration's central offices, for an IBRS licence. The business is known as the "licensee".

6.1.2 The conditions of the licence include:

a the size, weight, dimensions, design layout, and other conditions of format, in conformity with the regulations of the administration and of the UPU;

b the requirement for the licensee to have the design of the item approved by the Post Office;

c the countries to which the service operates;

d the fee to be paid to the administration for each reply item that is delivered to the licensee;

e a general licence fee to cover the administrative costs of setting up the licence (establishing a customer account, setting up a traffic monitoring procedure, and so on).

6.2 *Specifications for IBRS items*

6.2.1 To keep the service simple, it is proposed to offer the customer two types of reply items:

- cards;
- envelopes weighing up to 50 g.

6.2.2 All IBRS items conform to the specifications for standardized items, as laid down in article 20 of the Convention, with the exception of the increased weight limit of 50 g for envelopes.

6.2.3 Items also have to conform to a standard design layout to make them readily identifiable in sorting offices (see model at annex 1). The layout conditions are specified in annex 1bis.

6.2.4 The reason for permitting IBRS envelopes to weigh up to 50 g, rather than simply the first weight step of 20 g, is to permit licensees to enclose medium-size questionnaires, order forms, or similar items. But this is limited to 50 g, since:

a it is not possible to put more than about 50 g of paper inside the maximum dimensions of a standardized envelope;

b to permit items over 50 g would make the charging and accounting procedures too complicated.

6.3 *Dispatch and return of items to the licensee*

6.3.1 The licensee prints the cards or envelopes to the design approved by its postal administration.

6.3.2 The licensee in country A dispatches a mailing to its customers in another country or countries B. The items in the mailing each contain an IBRS envelope or card. IBRS envelopes and cards can only be enclosed in letter-post items dispatched to other administrations which participate in the service.

6.3.3 This prepaid envelope or card can be used by the licensee's customers in country B (the "respondents") to respond. The respondent simply posts the card/envelope back to country A in the same way as an ordinary item, but does not have to affix stamps or pay any postage charges.

6.3.4 The reply item is circulated back to country A and delivered to the licensee. The number of IBRS items delivered is continually recorded at the delivery office of the licensee, and the licensee is billed by the postal administration of country A, at regular intervals, for the items delivered.

6.4 *Billing of customers*

6.4.1 Administrations decide for themselves how they fix their charges to customers, both for the licence fee and for the handling fee for each item. Great Britain recommends that administrations should not fix these fees too high in the early stages of developing the service, in order to encourage more customers to use it.

6.4.2 Administrations may not, however, fix their IBRS charges to their customers at a level which is lower than the charges for the domestic business reply service.

7 How IBRS works: relations between participating administrations

Note. – A simplified summary, giving the essential points of this section of the document, is given at annex 3.

7.1 *Preliminary remarks*

7.1.1 Because IBRS is a new service, it may take some time before traffic builds up to significant levels. Administrations may, therefore, wish to consider the option of agreeing bilaterally not to apply any accounting procedures, perhaps for the first one or two years of the service, until there is sufficient traffic to justify accounting.

7.1.2 Alternatively, administrations may make separate bilateral arrangements, for different accounting procedures from those suggested in 7.4 below.

7.1.3 Those administrations which do wish to implement accounting procedures may refer to the following operational and accounting procedures, agreed by the administrations which currently operate the service.

7.2 *Operational procedures*

Administrations wishing to account with each other in the IBRS service must monitor the number of items for inter-administration accounting purposes.

7.2.1 In order to achieve accurate monitoring, the administration in country B bags or bundles IBRS items separately from other mail, when dispatching items back to country A. The bundle labels must be clearly marked "IBRS/CCRI", followed by the number of items. If there are over 5 kg of IBRS items, they should be placed in a separate bag. The bag label must have the indication "IBRS/CCRI", followed by the number of items, clearly marked on the back of the label. The number of IBRS items must be notified on the C 12 letter bill. The bundles of IBRS items shall be enclosed in the bag containing the letter bill. The outward office of exchange must maintain a continuous record of IBRS items dispatched, to form the basis for accounting statements.

7.2.2 Country A may nominate a single inward office of exchange to receive dispatches containing IBRS items from other countries, in order to assist the monitoring process. Alternatively, some administrations, particularly those with large or difficult geographical territories, may nominate more than one inward office of exchange. Administrations are not obliged to nominate inward offices of exchange, but, if they do so, they must notify these offices to each other, and other administrations must respect these requirements when dispatching mails containing IBRS items.

7.3 *Quality of service*

7.3.1 In view of the competitive threat from similar new services, administrations must ensure that IBRS items are returned from one country to another as fast as possible. All IBRS items will be handled as airmail items. Dispatches of returned items must be made every day.

7.4 *Accounting procedures*

As indicated in 7.1, administrations may agree bilaterally not to apply the following procedures, if they prefer to have no accounting arrangements, or if they prefer to make different arrangements.

7.4.1 Because the IBRS items are all prepaid items, the administration in country B will receive no revenue from customers posting the items. Country B will therefore need to charge country A a fee for each item returned to country A.

7.4.2 Each participating administration decides the amount to be charged for returning IBRS items for delivery to the licensee. Some countries may wish to calculate the specific costs incurred in sorting and dispatching an IBRS item. Others may wish simply to base the charge on the appropriate airmail postage rate between country B and country A, or to fix a charge closely related to the postage rate.

7.4.3 It is proposed that administrations may charge either:

a a single per item rate, to apply to all IBRS items; or

b two per item rates, one rate applicable to IBRS cards, and a higher rate for IBRS envelopes weighing up to 50 g.

7.4.4 The fees charged by each country for returning IBRS items for delivery to the licensee in country A are notified to the International Bureau, which publishes them in the Compendium of Information (Convention).

7.4.5 Country B maintains records, for accounting purposes, at its outward offices of exchange of the numbers of IBRS items dispatched to each administration. It is proposed that administrations send notifications of traffic levels to each other every three months, and that settlements should be made annually.

7.4.6 Payments are made annually by bilateral offsetting between administrations. The creditor administration sends an annual account to the debtor administration for settlement.

8 How to regulate the service offered within the UPU

8.1 Because IBRS is a comparatively new service, and one which is still developing, it is not yet considered appropriate to insert detailed provisions for the service into the Acts. This is for the same reason as led many administrations to defer the introduction of regulations for the EMS service; namely, to ensure that the service had sufficient flexibility in its early years to develop and adapt in line with improving operating circumstances and changing customer requirements. These are also good reasons why IBRS is not yet ready for detailed regulation in the Acts.

8.2 Great Britain is therefore submitting three documents to Congress.

8.2.1 The present document, which explains why an IBRS service is needed, and how the present CEPT service operates.

8.2.2 A proposal to insert a short article in the Convention, stating that administrations may agree to operate IBRS as an optional service and that the procedures for the service will be specified by the Executive Council.

8.2.3 A Congress decision, which would require administrations to operate the service on the basis of the procedures described in this document. It would also instruct the Executive Council to examine and update these procedures as appropriate.

8.3 The aim is to insert, in the Convention, a brief "enabling" article (proposed as article 30bis), which simply:

- allows administrations to participate in IBRS on an optional basis; and
- specifies that the provisions for the service will be laid down by the Executive Council.

8.4 This article in the Convention has the benefit of giving official status to the existence of the service. It provides a legal basis for operating the service, for those administrations which need this. And the existence of the article acts as encouragement to those administrations who may wish to join the service at a later date.

8.5 It is, nonetheless, necessary to specify standards for operating the service, for those administrations which wish to. Consequently it is proposed that the Congress decision endorse the general procedures under which the service already operates among the existing participating administrations, as described in this document. The Congress decision requires these procedures to be studied by the Executive Council, and modified and updated by the EC from time to time, in the light of further developments in customer requirements or improved operating and accounting procedures, and so on.

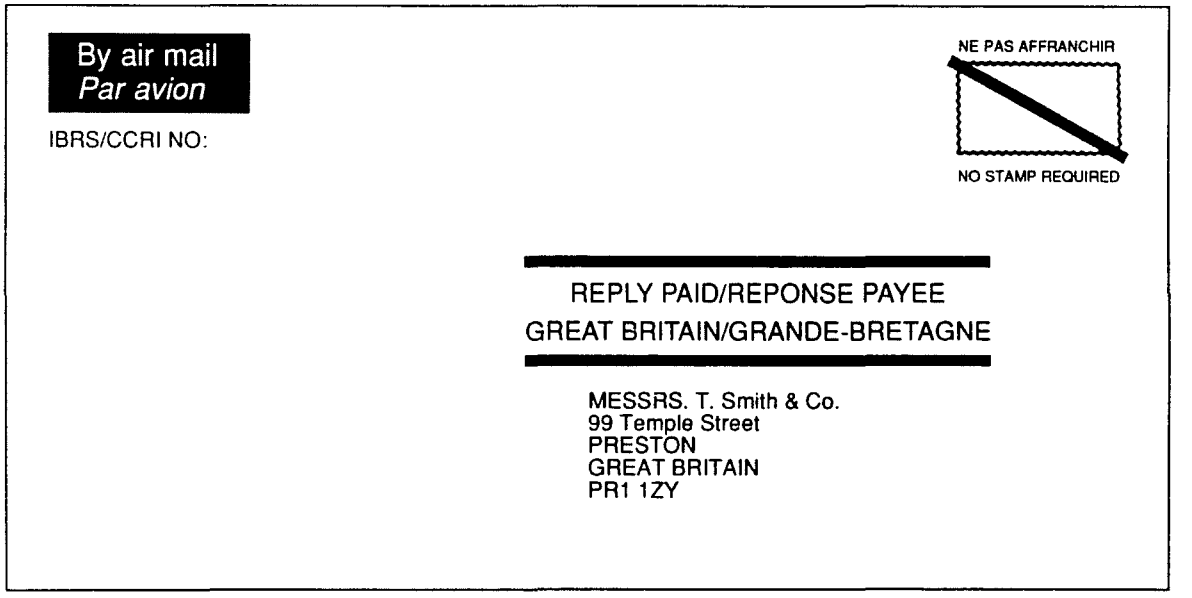
9 Conclusions

9.1 *Congress is invited to:*

- take note of the explanations concerning the service contained in the rest of this document;
- approve proposal 2039.91 for amending the Convention to allow the introduction of a an international business reply service (IBRS) on an optional basis; and
- approve Congress proposal 2000.16 instructing the Executive Council to examine, modify and update the provisions for operating the service.

Annex 1

Bilingual (English/French) model for design layout of IBRS card or envelope



Annex 1bis

Specification for standard design layout of IBRS items

The address side layout of all IBRS items must conform with the following points:

i In the top right-hand corner the "NE PAS AFFRANCHIR" (NO STAMP REQUIRED) symbol must be printed. This must contain the symbol of the postage stamp, with a bold diagonal line superimposed, and the words "NE PAS AFFRANCHIR" (NO STAMP REQUIRED). Administrations may additionally allow a similar indication in another language.

ii Above the address, two solid horizontal bars must be printed. Each bar must be at least 3 mm thick, and the bars must be at least 14 mm apart. Between the bars there must be printed two lines of text. On the first line must be printed the words "REPONSE PAYEE" (REPLY PAID). Administrations may additionally permit a similar indication in another language. On the second line must be printed the name of the country of destination. Both lines of text between the horizontal bars must be printed in capital letters.

iii The address of the IBRS licensee must be printed below the two horizontal bars.

iv An airmail indication must be printed in the top left-hand corner, in accordance with article 200 of the Detailed Regulations of the Convention.

v If an indication of the IBRS licence number is printed on the item, it must be shown in the top left-hand corner.

vi All the text and the symbols must be printed in a dark colour which contrasts clearly with the background of the envelope or card. In principle black or dark blue printing should be used, but administrations may permit other colours, provided that they result in dark printing contrasting clearly with a light background.

Annex 2

How the service works for the customer

Summary

This summary outlines the principal stages of the IBRS when used by the business customer: dispatching IBRS items to his customers overseas, receiving them back from his customers, and billing for the service by his postal administration.

Stage 1: country A

1.1 The customer applies to the administration of country A for an IBRS licence, and submits a design of the items for approval.

1.2 The administration ensures that the customer's application for a licence, and the proposed design of the items, conform to the requirements of the administration and of the UPU.

1.3 The administration grants the licence and charges the customer an annual fee for establishing the licence.

1.4 The customer prints the reply items in accordance with the terms of the licence.

1.5 As often as he wishes the customer (the licensee) dispatches mailings of items which enclose prepaid IBRS items for the addressees to send back to the licensee.

Stage 2: country B

2.1 The addressees receive items which enclose IBRS items.

2.2 The addressees post the prepaid IBRS items back to country A, without needing to pay postage.

Stage 3: country A

3.1 On their arrival, the office of delivery, maintains a record of all IBRS items returned to the licensee.

3.2 The items are delivered to the licensee.

3.3 The administration bills the licensee at regular intervals for the number of items returned.

Annex 3

Inter-administration operating and accounting procedures

Summary

This summary outlines the principal stages in the inter-administration operating and accounting procedures. Administrations may agree not to apply the accounting procedures, or to apply different accounting procedures.

Stage 1: country A

1.1 The administration dispatches the licensee's mailings of items which enclose prepaid IBRS items, to country B.

Stage 2: country B

2.1 The recipients of the mailing from country A post the prepaid IBRS items back to the licensee in country A.

2.2 The IBRS items are identified at the outward offices of exchange, in country B, and bundled or bagged separately.

2.3 The numbers of IBRS items contained in a dispatch are indicated on the C 12 letter bill.

2.4 The outward offices of exchange keep records of the numbers of IBRS items dispatched to each administration.

2.5 IBRS items are dispatched to country A (to the nominated inward office of exchange, where appropriate).

Stage 3: country B

3.1 Country B fixes the amount which it wishes to charge country A for dispatching each IBRS item back to country A. This amount is notified to country A.

3.2 Country B sends country A a statement every three months of the numbers of IBRS items dispatched to country A.

Stage 4

4.1 The creditor country sends an annual account to the debtor country for settlement.

New text of proposal 2000.18/Rev 1 prepared by the Drafting Committee

Recommendation

Philatelic code of ethics for the use of UPU member countries

Congress,

Referring

- to article 9 of the Convention, which specifies the terms under which postage stamps shall be issued;
- to article 192 of the Convention, Detailed Regulations, which specifies the characteristics of postage stamps,

Considering

the purpose of the Union and the aims which it pursues as expressed in the Preamble to and in article 1 of the Constitution,

Observing

- that postage stamps and postal products have a specific value when used for normal postal purposes;
- that they may also have a commercial value when used for philatelic purposes,

Recognizing

that the philatelic value of postage stamps and postal products depends:
- on the exclusive rights of postal administrations to issue postage stamps, as recognized by the Universal Postal Union;
- on the due observance, by administrations, of the relevant Acts of the Union;
- on the application by administrations of proper postal procedures in their services,

Noting

the desire expressed on various occasions by postal administrations for there to be available a recognized code of practice to be observed in regard to the issue and provision of postage stamps and products for philatelic purposes,

Recommends

the administrations of member countries of the UPU to observe the procedures described in the attached philatelic code of ethics for the use of member countries when issuing and providing postage stamps and postal items for philatelic purposes.

Philatelic code of ethics for the use of UPU member countries

The philatelic code of ethics for the use of member countries comprises the following recommendations:

1 Administrations creating philatelic products shall ensure that the use of the postage stamps and other means of denoting payment of postage does not lead to the creation of postal products which do not result from the exercise of proper postal procedures.

The following shall be recognized as philatelic products within the scope of this code:

- maximum cards;
- first day covers;
- presentation packs or albums;
- envelopes with embossed or preprinted stamps;
- cachets for special occasions and events and related products;
- stamps with surcharges, in conformity with article 192 of the Detailed Regulations of the Convention.

2 Administrations shall not authorize the use of cancellation dies, handstamps or other official informative or operational markings which do not result from the exercise of proper postal procedures.

2.1 Administrations shall not permit the use of such cancelling or marking devices by persons other than their own employees.

2.2 In certain exceptional cases and provided that direct supervision is exercised by their employees, administrations may authorize the use of these cancelling or marking devices by persons other than their own employees.

2.3 Where administrations contract out part of their operational activity and in particular cancellation, the contract shall specify that the cancelling and marking devices shall be used for operational purposes only and in strict accord with the proper postal procedures of the administration concerned, which shall ensure that this rule is strictly observed.

3 In the sale of products for philatelic purposes incorporating postage stamps, administrations shall ensure that the handling of the postage stamp itself and the use of cancellation dies, handstamps, cachets and other marking devices are in conformity with their respective postal procedures.

4 For each issue of postage stamps, administrations shall ensure that these are printed in sufficient quantity to meet potential operational requirements and foreseeable philatelic needs. In employing cancellation dies, handstamps and cachets for special occasions or events, administrations shall ensure that a sufficient quantity of philatelic products is available to meet requirements.

5 Administrations shall not permit or facilitate the sale to the public of postage stamps or philatelic products incorporating postage stamps in the country of issue at other than face value. Nor shall they sell such postage stamps in territories other than the territory of issue below face value.

6 Administrations shall, wherever possible, ensure that products for philatelic purposes incorporating postage stamps are available in sufficient quantity to satisfy the requirements of all those wishing to purchase them.

7 Whilst administrations have no control over the use of postage stamps or articles entrusted to the postal service for postal or philatelic purposes once they have been sold, they shall nevertheless:

7.1 Not support or acquiesce in any artifice intended to enhance sales of their postage stamps or products incorporating postage stamps by suggesting a potential scarcity of these products.

7.2 Avoid any action which might be taken as declaring approval of or conferring official status on products of unofficial origin incorporating postage stamps.

7.3 In the event that they appoint agents to market their philatelic products, instruct such agents to observe the same procedures and practices as those of the administrations themselves. Administrations shall not permit agents to operate or alter their proper postal procedures nor to control philatelic procedures.

7.4 Specifically prohibit the sale or disposal by their agents of their postage stamps or products incorporating postage stamps below face value. In remunerating their agents, administrations shall obviate as far as possible any need for agents to sell postage stamps or philatelic products incorporating postage stamps above face value. Due allowance may be made for national or local variations in sales and other taxes which may be pertinent.

Amended text of proposal 2018.1

Article 18

Letter-post items

1 Letter-post items shall consist of:
a letters and postcards together called "LC";
b printed papers, literature for the blind and small packets together called "AO".

2 Letter-post items conveyed by air with priority shall be called "airmail correspondence".

3 Based upon the speed of their treatment, letter-post items may be divided into:
a priority items: LC/AO conveyed by the quickest route (air or surface) with priority;
b non-priority items: LC/AO for which the sender has chosen a lower rate, implying a longer delivery time.

4 /.../ Administrations of transit and destination shall treat priority items /.../ as airmail correspondence; on the basis of bilateral rules, administrations may also give the same treatment to surface LC items when no better service is offered to the sender. Similarly, no distinction shall be made between non-priority items and surface AO items, or surface AO conveyed by air with reduced priority (S.A.L.).

Partial integration of proposal 3000.1 with proposal 3000.3

Resolution

Permanent study on terminal dues

Congress,

having taken note of the work done by the Executive Council,

Considering

that the problems posed by remuneration for services rendered by countries of destination to countries dispatching mail are among the major concerns of the Union,

Being of the view

that financial relations between dispatching countries and countries of destination must henceforth be based on economic criteria that take account not only of costs and services rendered but also of the environment in which postal administrations operate, particularly with regard to competition,

Noting

that certain administrations have for this reason introduced in their reciprocal relations a terminal dues system other than that provided for in the Convention,

Observing

that this system, based on the principle calling for a calculation of terminal dues comprising two elements (a rate per kilogramme and a rate per item), allows, by taking into account delivery costs relating to the number of items, the possibility of ensuring better coverage of the costs borne by the countries of destination,

Considering

that it is of the utmost importance that provisions be adopted to further the use of all terminal dues revenue as remuneration for the costs of handling mail in the country of destination, in particular those costs required for the implementation of postal infrastructure replacement and improvement programmes, and that such revenue be used to secure the organization and improvement of postal services in the international field, in accordance with article 1, paragraph 2, of the Constitution of the Union,

Instructs

the Executive Council:

- to continue studying the question of terminal dues with a view to ensuring that administrations of destination receive fair remuneration, taking better account of the cost of delivery, for handling foreign-origin mail;
- to submit to each Congress, if necessary, its recommendations concerning adjustments to be made to the terminal dues system in the light of criteria to be determined and specified such as traffic volumes, etc, along with proposals for amending the corresponding Acts.

Amended text of proposal 3577.1

Article 177

Preparation of statistical statements of weights of bags received by surface mail

Amend the title and text as follows:

Preparation of statistical statements for calculating the proportions of LC and AO

1 As soon as possible after receipt of the last surface mail and of the last airmail made up during the statistical period, the office of exchange of destination shall prepare for each office of exchange of origin a statistical statement of bags received in the form of the annexed specimen C 15bis from the data on the C 15 statistical bills of bags of mails dispatched by surface. It shall then send it to the relevant central service of its administration.

2 On the basis of the C 15bis statistical statements of bags received relating to one and the same administration of origin, the administration of destination shall prepare and send as soon as possible to each administration concerned, separately for surface mails and airmails, a recapitulative statistical statement of weights of LC and AO bags dispatched during the statistical period, in the form of the annexed specimen C 15ter. This recapitulative statistical statement will enable the proportions of the weights of LC and AO bags contained in the surface mails and in the airmails to be determined.

2bis If the administration that prepared the C 15ter recapitulative statistical statements of mails received has not received any notice of amendment within three months of the date of dispatch, it shall regard these statements as fully accepted.

3 The proportions of the weights of LC and AO bags contained in the surface mails and airmails, mentioned in paragraph 2, applied separately to the total annual weight of surface mails and airmails, shall determine the annual weight of LC and AO surface mail and airmail. The weights thus determined will serve as the basis for terminal dues accounting in the relations concerned by article 64, paragraphs 2, b and c, and 2bis, of the Convention.

4 (Deleted.)

Proposal 5005.91 amended on the basis of the text of proposal 2032.91/Rev 1 with mention of the customs clearance time

Create the following new article 5bis:

Article 5bis

Quality of service targets

1 Administrations of destination shall fix a service target for the handling of air parcels addressed to their countries. The target, **increased by the time normally required for customs clearance**, shall be no less favourable than the target for comparable items in their domestic service.

2 Administrations of destination shall also, as far as possible, fix a service target for the handling of surface parcels addressed to their countries.

3 Administrations of origin shall fix service targets for air and surface parcels for abroad by reference to the targets fixed by the administrations of destination.

Congress/C 10 – Rep 14

Fourteenth meeting

Tuesday, 5 December 1989

In the chair: Mr O KEZZAL, Chairman, from 7.35 am to 8.15 am
In the chair: Mr A FALLU, Vice-Chairman, from 8.15 am to 9.15 am

The meeting was opened at 7.35 am.

All the members of the Committee were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 13 was approved subject to the addition of the words "bilingual (English/French)" to annex 1 of Congress/C 10 – Rep 13/ Annex 1.

Consideration of proposals

Proposals adopted without amendment

2000.7, 2000.12, 2550.1, 2551.1, 2551.2, 2554.2, 2556.3, 2557.1, 2560.1, 2562.2, 2562.8/Rev 1, 2564.1, 2565.7, 3500.1, 3571.6/Rev 1, 3578.1, 3581.2, 3582.1, 3583.1, 3584.1, 3585.1, 3586.1, 3587.2.

Proposals adopted with amendments

08: adopted subject to replacing "July" by "January".

2000.3: adopted subject to amendments to the French text which do not affect the English version.

2000.8: adopted subject to amendments to the French text which do not affect the English version.

2000.9: adopted subject to wording the second paragraph of the operative part as follows: "that administrations which are already implementing or developing a containerization programme /.../ actively seek (remainder unchanged)".

2554.1: adopted subject to wording paragraph 3 as follows:
"3 (First sentence unchanged.) When the total weight of the separate labelled bundles sent to an intermediate administration exceeds 3 kilogrammes, the bundles shall be placed in one or more bags with labels bearing the word

"Transit" in bold letters. When the total weight of such bundles is less than 3 kilogrammes, the bundles shall, as far as possible, be placed in an extra-light bag (which may be made of transparent plastic); this bag shall be sealed, labelled "Transit" and inserted in the bag which contains the letter bill.".

2555.2: adopted subject to replacing, in the eleventh line, the phrase "shall not stick more than 2 or 3 mm out of" with "shall not stick out more than necessary from" and delete the text of paragraph 6, c.

2562.1: adopted subject to:
- inserting, in the second line of paragraph 1, c, after "non-priority items", the phrase "except when the labels prescribed in subparagraph a are to be used."
- replacing in the second line of paragraph 1bis, "PRIORITE" by "PRIOR".

3000.6: the substitute text of that proposal prepared by the Committee 5 Secretariat to incorporate the Committee's ideas, was adopted by Committee 10 with the amendments given in annex 1 to this report.

3577.92: adopted subject to substituting, in paragraph 2, under "in gold francs" and "in SDR", "1.43" for "1.27".

3577.93 and 3577.95: adopted subject to the following amendments:
- in the title: substitute "the" for "a";
- read paragraph 1 as follows: "To apply the correction mechanism, in the absence of a special agreement, all (remainder unchanged).";
- replace paragraph 2 of proposal 3577.93 with paragraph 2 of proposal 3577.95.

3577.94: adopted subject to replacing "a" with "the" in the title of article 177quater.

3580.1: adopted subject to substituting "with certainty" for "with complete certainty".

4000.4/Rev 1: adopted subject to:
- substituting, in the first line of paragraph i, in the operative part, "on the eve of each Congress" for "on the eve of Congress";
- an amendment to the first line of ii which does not affect the English version.

4608.1: adopted subject to reading article 2bis as follows: "In the cases mentioned in paragraph 2, the bags of mail may be provided with an AV 8ter label in the form of the annexed specimen, in addition to the labels provided for airmail conveyance."

Decision of Committee 2 adopted with amendments

In view of the adoption of Canada's amendment to the text of the resolution in Congress – Doc 19, annex 11/Rev, the text of the resolution was amended to include the changes made during the meeting (annex 2 to this report).

Decisions of Committee 4 adopted without amendments

"**Decision**

Labelling of mails

Congress

instructs

the Consultative Council for Postal Studies to study proposals 2562.7, 2562.10, 2555.4 as part of a comprehensive review of questions relating to security.

(Proposals 2562.7, 2562.10, 2555.4, Committee 4, 8th meeting)."

"**Decision**

Transfer of mails

Congress

instructs

the Executive Council to study proposal 2564.2.

(Proposal 2564.2, Committee 4, 8th meeting)."

Proposals referred to the Forms Working Party

2909.1, 2912.3, 4908.91

The meeting rose at 9.15 am.

For the Committee:

O KEZZALL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Text replacing that of proposal 3000.6, prepared by the Secretariat of Committee 5

Resolution

Basic documents for entering the weights to be taken into consideration for the settlement of accounts of mail subject to transit charges and terminal dues

Congress,

Bearing in mind

= that, during the discussion in Committee 5 on the choice of basic forms for transit charges and terminal dues accounting, opinions were very divided,

= that a documentation system prepared for this purpose on the basis of the C 12 letter bill or the C 18, C 18bis and AV 7 delivery bills involves, in each case, advantages and drawbacks,

Instructs

the Executive Council to undertake a study on the most suitable basic documents for the accounting of transit charges and terminal dues for both surface mail and airmail. This study would also address the related accounting procedures.

Text of Congress – Doc 19/Annex 11/Rev amended by the text of Canada and by Committee 10

/.../ **Resolution**

Reinforcement of the priority activities of the Union

Congress,

Concerned
at the Union's level of expenditure,

Considering
that it is necessary to urgently reinforce the priority activities aimed at improving the quality of the international postal service,

Convinced
that with a view to developing priority activities, other activities should be cut back or eliminated by the Executive Council, duly authorized to that effect by Congress,

Noting
that the recurrent expenditure ceilings for 1991–1995 fixed in article 124 of the General Regulations still allow for activities that could be cut back or eliminated,

Instructs

the Executive Council to conduct forthwith a critical analysis of all the activities of the Union for the purpose of:

a identifying those activities that could be abandoned, cut back or shelved;

b considering the advisability of discontinuing certain publications, lists or compendia and adopting a more economical format for the periodical "Union Postale";

c amending the provisions of the Detailed Regulations accordingly and suspending the application of article 117 of the General Regulations until the next Congress so that the periodical "Union Postale" can be published in a format that is more economical for the Union,

Also instructs

The Executive Council:

a to reduce the expenditure ceilings for 1991–1995 by the cost of the activities that have been cut back, eliminated or shelved;

b to fix the Union's budget within the framework of these revised expenditure ceilings,

Further instructs

the Director-General of the International Bureau:

a to continue his efforts to streamline work methods and lend his full weight to the redeployment of the Union's work, with a view to stepping up activities in support of administrations;

b to implement new measures with regard to human resources, including the use, where appropriate, of fixed-term posts for special activities and for existing priority activities conducted by the Union,

Urges

member countries to cooperate actively in the critical analysis and reorientation of the Union's activities, more particularly by supporting the use of fixed-term posts. Such support would include the undertaking that an official accepting a fixed-term post at the International Bureau will be able to find, on returning to his postal administration, a post at least equivalent to that which he (or she) occupied at the time of accepting the fixed-term post in question.

Fifteenth meeting

Wednesday, 6 December 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 8 am.

All the Committee members were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 14 was approved subject to completing the amendments made to proposals 2000.8 and 2554.1.

Postal Parcels Agreement

The amendments made by the Secretariat to the text of article 29, paragraph 2, first sentence, "A parcel being returned by an administration shall be sent by the route normally used for dispatching its mails /.../." replacing "A parcel shall be returned by the route normally used for the transmission of mails dispatched by the administration returning the parcel."

Consideration of proposals

Proposals adopted without amendment

2008.2, 2501.5, 2565.5, 2568.1, 2592.1, 2592.2, 2594.1, 2596.1, 2596.2, 3019.3, 3307.1, 3318.1, 3320.1*, 3569.91, 3571.1, 3582.2, 3589.1, 4084.1, 4600.1, 4607.3, 4615.1, 4615.2, 4619.1, 4620.1, 4622.2, 4627.1, 4627.2, 5051.1*

* Proposals replacing proposals 2318.1 and 2320.1.

Proposals adopted with amendments

2006.91 and 2006.92: adopted subject to merging them and replacing in the second line of paragraphs 2 and 5 of proposal 2006.91, "must" by "should".

2035.1, 4081.3, 4081.4 and 4081.5: merged and adopted with the wording shown in annex 1.

2500.1: adopted subject to amending the operative part as follows:
- subparagraph a, third dash, replace "countries" by "administrations";
- subparagraph b, first line, replace "to consider writing to the administrations" by "to make direct contact with the administrations";
- subparagraph c, penultimate line, replace "improve" by "increase".

2513.91 and *4601.2:* adopted subject to merging them and wording paragraph 2 of proposal 2513.91 as follows:
"The words "Par avion" (By airmail) and any note relating to air or priority conveyance shall be struck through with two thick horizontal lines when unpaid or underpaid surcharged airmail correspondence is forwarded or returned to origin by means of transport (remainder unchanged).".

2556.6/Rev 1: adopted subject to adding the following sentence at the end of the text: "The number of bags exempted from transit charges and terminal dues shall be the same as the total of those containing only empty bags and of those marked "Exempt" in accordance with article 162, paragraph 5;".

2562.9: adopted subject to making the last sentence a new paragraph (6bis).

2564.4: adopted with an amendment which does not affect the English.

2565.2: adopted subject to replacing, in the second line, "of origin" by "from which they come".

2565.3: adopted with an amendment which does not affect the English.

2595.1: adopted subject to adding in the title, after "stamps", "or postal prepayment" and after "stamps", in line three of paragraph 1, ", postal prepayment impressions".

3064.91 and *3064.92*: adopted subject to replacing paragraph 2 in proposal 3064.91 by paragraph 2 of proposal 3064.92 and inserting paragraph 2bis of proposal 3064.92 between paragraphs 2 and 3 of proposal 3064.91.

3572.5/Rev 1: adopted subject to adding the following paragraph 2:
"2 After accepting them, the administration of origin of the mails shall return one copy to the administration which prepared them. If the administration concerned has not received any notice of amendment within three months of the date of dispatch, it shall regard them as fully accepted /.../. If verification reveals any discrepancies, the corrected C 12bis and AV 3bis statements shall be attached in support of the duly amended and accepted C 12ter and AV 5bis statements. If the administration of destination of the mails queries the amendments made to the C 12bis or AV 3bis statements /.../, the administration of origin shall confirm the actual data by sending photocopies of the C 12 forms drawn up by the office of origin upon dispatch of the disputed mails /.../.".

3581.91: adopted subject to wording the title as follows: "Preparation, transmission, approval and settlement of /../ terminal dues and /.../ transit charges accounts".

3588.1 and *3588.2*: adopted subject to merging them and to the following amendments:
- in the title and text, delete "surface-mail";
- in the second line of proposal 3588.2, replace "four" by "three".

4327.2: adopted subject to amending the wording of the paragraph as follows: "Notwithstanding article 86, paragraph 2, b, the postal administration of the German Dem Rep reserves the right to give its agreement to the payment of air conveyance dues /.../ payable to the air services of its country."

4607.1 and 4607.2: adopted subject to merging them after the following amendments:

4607.1: adopted subject to:
- adding in the title after AV 7 "or C 18bis";
- in the first line of paragraph 1bis, deleting "Notwithstanding the provisions of paragraph 1,";
- in the second line, replace "AV 7/C 18bis" by "of the AV 7 or of the C 18bis prepared under the conditions mentioned in paragraph 1";
- in the next last line, replace "one copy" by "two copies".

4607.2: adopted subject to:
- replacing "1bis" by "1ter";
- in lines one and two, replacing "AV 7" by "AV 7 or C 18bis" and "other advanced message systems" by "or any other appropriate means of telecommunication".

The Committee expressed the wish that this substitute delivery bill should be listed like the other forms. It drew the attention of Congress to the need to adapt the wording of the Convention, Detailed Regulations, article 207, paragraphs 1 and 2, to the above-mentioned amendments.

4615.3: adopted subject to replacing, in the third line, "placed" by "inserted".

4621.1 and *4622.1*: paragraph 2bis of proposal 4621.1 was adopted as it stood, while paragraph 4 of that proposal and the whole of proposal 4622.1 were included in the group of proposals relating to the Executive Council study on the preparation and settlement of accounts.

4626.1: adopted subject to replacing "facsimile" by "telefax" in the second line.

Lapsed proposals

5532.1/Rev 1: lapsed because the similar proposal 2568.3/Rev 1 was rejected by the Committee concerned.

3019.3: lapsed as the relevant Committee later adopted a broader text referring to "non-standardized items".

Proposal consideration of which was postponed

4620.2

Drafting amendment to be made to article 124 of the General Regulations

The revised text of General Regulations, article 124, paragraphs 1 and 2, is given in annex 2 hereto.

Decisions by Committees 5 and 6, adopted with amendments

The texts of the decisions by Committees 5 and 6, adopted with amendments, are given in annex 3.

Decisions by Committee 5, adopted without amendment

The texts of decisions by Committee 5, adopted without amendment, are given in annex 4.

Decision by Committee 7, adopted with amendments

The text of a decision by Committee 7, adopted with amendments, is given in annex 5.

Proposals referred to the Forms Working Party

2902.1, 2904.1, 2908.1, 2908.2, 2909.2, 2910.1, 2911.1, 2912.2/Rev 1, 2912.6/Rev 1, 2914.1, 2914.2, 2918.1, 2918.2, 2918.91, 2922.1/Rev 1, 2928.2, 3903.1/Rev 1, 3912.4, 3915.1, 3915.2, 3915.3, 3916.1, 3917.1, 2917.91, 3917.92, 3920.2, 3920.5, 3928.2, 3962.1, 4904.1

The meeting rose at 10.30 am.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Text of proposal 2035.1 amended in the light of the texts of proposals 4081.3, 4081.4, 4081.5

Article 35

Undeliverable items. Return to country of origin or to sender

1 to 6 (No change.)

7 Airmail letters, airmail postcards and priority items to be returned to origin shall be returned by the quickest route (air or surface).

7bis Undeliverable airmail correspondence other than airmail letters and airmail postcards shall be returned to origin by the means of transport normally used for unsurcharged correspondence (including surface, S.A.L.), except:

a in the event of interruption of those means of transport /.../;

b if the administration of destination has systematically chosen the air route for returning such correspondence.

7ter For the return of correspondence to origin by air or priority means at the request of the sender, article 34, paragraphs 1ter and 1quater shall apply by analogy.

8 (No change.)

Drafting amendments to be made to General Regulations, article 124, paragraphs 1 and 2

Article 124

Fixing and regulation of the expenditure of the Union

1 Subject to the provisions of paragraphs 2 to 6, the annual expenditure relating to the activities of bodies of the Union may not exceed the following sums for 1991 and subsequent years:
26 070 100 Swiss francs for 1991;
26 586 900 Swiss francs for 1992;
26 800 100 Swiss francs for 1993;
26 773 200 Swiss francs for 1994;
26 935 600 Swiss francs for 1995;
The basic limit for 1995 shall also apply to the following years in case the Congress scheduled for 1994 is postponed.

2 The expenditure relating to the convening of the next Congress (traveling expenses of the secretariat, transport charges, cost of installing simultaneous interpretation equipment, cost of reproducing documents during the Congress, etc) shall not exceed the limit of 3 676 000 Swiss francs.

Decisions by Committees 5 and 6 adopted with amendments

Decision

Preparation and settlement of accounts

Congress,

having in resolutions C ... and C ... (proposals 3500.1 and 2000.12), instructed the Executive Council to undertake two studies on the provisions governing the preparation and settlement of accounts and on the expansion of the International Bureau offsetting arrangements,

Instructs

the Executive Council, within the framework of those studies, to take into account proposals 2501.3, 2501.4, 2501.6, 2501.2, 2503.1, 2598.1, 2929.91, 2931.1, 2931.2, 3572.7/Rev 1, 3572.3, 3570.5, 3582.3, 3921.1, 3921.2, 4621.1 and 4622.1.

(Proposals 2501.3, 2501.4, 2501.6, 2501.2, 2503.1, 2598.1, 2929,91, 2931.1, 2931.2, 3572.7/Rev 1, 3572.3, 3570.5, 3582.3, 3921.1, 3921.2, Committee 5, 8th and 9th meetings, and proposals 4621.1 and 4622.1, Committee 6, 6th meeting)

Decision

Remailing

Congress,

Having noted the results of the work done by the Executive Council on the question of remailing,

Instructs

the Executive Council to continue that study.

(Congress – Doc 56 and Add 1, Committee 5, 4th meeting)

Decision

Study on rationalizing UPU forms

Congress

Decides

to assign to the Executive Council:
a study of proposals 4903.1, 4903.2, 4907.1/Rev 1, 4617.1, 4624.1, 4625.1;
b a general study on rationalizing UPU forms aimed at:
- reducing their number;
- simplifying them;
- adapting them to new technologies.

(Proposals 4903.1, 4903.2, 4907.1/Rev 1, 4617.1, 4624.1, 4625.1, Committee 6, 2nd and 5th meetings)

Decisions by Committees 5 adopted without amendment

Decision

Transit charges for à découvert mail

Congress,

Having instructed the Executive Council in resolution C ... (proposal 3000.2) to undertake a study on transit charges for à découvert mail,

Instructs

the Executive Council to take account of proposals 3062.1 and 3067.4 within the framework of that study.

(Proposals 3062.1 and 3067.4, Committee 5, 5th meeting)

Decision

Consequences of the use of the SDR as accounting unit

Congress,

Having noted the results of the study on the consequences of the use of the SDR as accounting unit,

Instructs

the Executive Council to take account, within the framework of all future economic studies, of the consequences of the use of the SDR as accounting unit.

(Congress – Doc 57, Committee 5, 1st meeting)

Decision by Committee 7, adopted with amendments

Decision

Revision of the Postal Parcels Agreement subsequent to the Washington Congress – References to the Convention

Congress,

Given

that some postal administrations operate or are planning to operate a parcels service independent of the other postal services,

Holding

that independent regulations on postal parcels, and especially the reproduction in the Postal Parcels Agreement and its Detailed Regulations of the texts from the Convention that currently serve for reference purposes, will contribute to simplifying and improving the effectiveness of the work of the postal parcels service,

Considering

furthermore that such an independent Agreement will also avoid time-wasting looking up references elsewhere, with the inherent complications, and will simplify the training of parcel-post staff,

Instructs

the Executive Council, in considering any proposals to amend the Postal Parcels Agreement or its Detailed Regulations, to take account of the value of avoiding, as far as possible, all references to the Convention reproducing the corresponding texts,

Instructs

the International Bureau, in annotating the Postal Parcels Agreement and its Detailed Regulations subsequent to the Washington Congress, to reproduce the texts of the Convention normally used as references so as to contribute to making the Postal Parcels Agreement and its Detailed Regulations as independent as possible.

(Committee 7, 6th meeting)

Fifteenth meeting

Wednesday, 6 December 1989

In the chair: Mr O KEZZAL, Chairman

Proposals adopted without amendment

Delete proposal 3582.2 from the list of proposals adopted without amendment.

Sixteenth meeting

Wednesday, 6 December 1989

In the chair: Mr O KEZZAL, Chairman

The meeting was opened at 4.15 pm.

All the members of the Committee were present.

Approval of the report of the previous meeting

The draft of Congress/C 10 – Rep 15 was approved.

Postal Parcels Agreement

The final amendments, in particular corrections to addresses, were indicated in the text of the Agreement and approved by the Committee.

Consideration of proposals

Proposals adopted without amendment

2032.1, 2509.5, 2555.1, 3019.5, 3019.91, 4080.2, 4082.1, 4083.1, 4601.1, 4602.1, 4602.2/Rev 1, 4612.1, 4613.1, 4614.1

Proposals adopted with amendments

2018.3: adopted subject to wording paragraph 1bis as follows:
"1bis Special bags containing newspapers, periodicals, books and other printed papers for the same addressee at the same address shall be called 'M bags';".

Bearing in mind the various proposals adopted, the text of article 18 is reproduced in annex 1.

2554.3: adopted subject to wording the second sentence of paragraph 3 as follows: "Bundles containing items for reforwarding as priority items by air or /.../ surface shall be labelled (remainder unchanged)."

4082.2: adopted subject to an amendment to the French text which does not affect the English version.

4083.2/Rev 2: adopted subject to the amendments given in the text in annex 2.

4327.1: adopted subject to replacing, in the second line, "to indicate its agreement with" by "to give its agreement to" and deleting, in the second and third line, "with respect to airmail dispatches".

4620.2: adopted subject to wording paragraph 1 as follows:
"1 Each creditor administration shall prepare a statement in the form of the annexed specimen AV 3, monthly or quarterly as preferred, using the airmail particulars entered on the C 12 letter bills. Mails carried over the same air sector shall be entered on the AV 3 statement by office of origin, then by country and office of destination, and in chronological order of the mails for each office of destination. When the copies of the AV 3bis statement are used for the settlement of air conveyance dues inside the country of destination in accordance with article 82, paragraph 4, of the Convention, AV 3bis statements of weight prepared on the basis of C 12 letter bills shall be used for letter post and AV 3 statements of weight prepared on the basis of AV 7 delivery bills shall be used for postal parcels.".

Decision by Committee 7, the text of which was recast

The recast text of decision C 52 "Preparation and settlement of parcel-post accounts" is reproduced in annex 3.

Resolution on the permanent study on terminal dues (Proposals 3000.1 and 3000.3)

Following consideration in greater depth, the Committee decided to redraft the resolution as given in Congress/C 10 – Rep 13/Annex 4 to better reflect the diversity of the preambular paragraphs.

The amended operative part should read as follows:
"*Instructs*
the Executive Council:
- to continue studying the question of terminal dues with a view to ensuring that administrations of destination receive fair remuneration, taking account of the factors set out in the preambular paragraphs, for handling foreign-origin mail;
- to submit to each Congress, if necessary, its recommendations concerning adjustments to be made to the terminal dues system /.../, along with proposals for amending the corresponding Acts.".

The meeting rose at 5.30 pm.

For the Committee:

O KEZZAL
Chairman

C GHEORGHIEV
Secretary

M S OUADAHI
Assistant Secretary

Congress/C 10 – Rep 16/Annex 1
(Congress/C 10 – Rep 13/Annex 3)

Article 18

Letter-post items

1 Letter-post items shall consist of:
a letters and postcards together called "LC";
b printed papers, literature for the blind and small packets together called "AO".

1bis Special bags containing newspapers, periodicals, books and other printed papers for the same addressee at the same address shall be called "M bags".

2 Letter-post items conveyed by air with priority shall be called "airmail correspondence".

2bis Surface items conveyed by air with reduced priority shall be called "S.A.L.".

3 Based upon the speed of their treatment, letter-post items may be divided into:
a priority items: LC/AO conveyed by the quickest route (air or surface) with priority;
b non-priority items: LC/AO for which the sender has chosen a lower rate, implying a longer delivery time.

4 /.../ Administrations of transit and destination shall treat priority items /.../ as airmail correspondence; on the basis of bilateral rules, administrations may also give the same treatment to surface LC items when no better service is offered to the sender. Similarly, no distinction shall be made between non-priority items and surface AO items, or surface AO conveyed by air with reduced priority (S.A.L.).

Amended text of proposal 4083.2/Rev 2

6bis When an administration of origin conveys closed mails to more than one airport in the country of destination, the administration of origin may qualify for a reduction in the amount of internal air conveyance dues normally payable. In such circumstances, at the request of the administration of origin, a weighted average distance specific to the country of origin shall be calculated according to the method described in paragraph 3. The resulting weighted average distance shall be applied if it is at least 10 percent below the country of destination's standard weighted average distance, and the amount payable by the administration of origin shall be determined by multiplying the specific weighted average distance by the price for air conveyance in the country of destination, provided that such rate does not exceed the rate specified in paragraph 1.

Amended text of decision C 52

Decision C 52

Preparation and settlement of parcel-post accounts

Congress,

Basing itself

on resolution C 68 concerning the preparation and settlement of accounts,

Instructs

the Executive Council to include, in the framework of the study it is to carry out on the "preparation and settlement of accounts", related questions concerning postal parcels, and to take account in particular of proposals 5550.1, 5550.2/Rev 1, 5550.3, 5550.5, 5550.6, 5552.2 and 5552.3 submitted to the Washington Congress with a view to modernizing the current parcel-post accounting provisions.

(Proposals 5550.1, 5550.2/Rev 1, 5550.3, 5550.5, 5550.6, 5552.2 and 5552.3, Committee 7, sixth meeting.)

Minutes of the Forms Working Party

First meeting

Friday, 24 November 1989, 2 pm

In the chair: Mr J HOFFMANN, Chairman

Composition of the Working Party

After a few words of welcome, the Chairman recalled that, in accordance with the decision taken by Committee 10 at its second meeting, the Forms Working Party was composed of the following members:

Luxembourg (Chairman)	Messrs J Hoffmann
Benin	L Saliou
Canada	A Fallu
Madagascar	M Ranaivosoa
Switzerland	J-M Berset

Secretariat

The Secretariat of the Working Party was composed of the following International Bureau officials:

Messrs F Cacciatore (Secretary)
E Aguilar (Assistant Secretary)
J Miserez (Aide)

Consideration of proposals

The Working Party proceeded to consider the proposals referred to it by Committee 10:

Proposal *2933.91*, form C 33/CP 10bis (new). Adopted, subject to the following amendments:

In the second part of the form ("Description of seized item"):

- in lieu of the three boxes now appearing under "Nature of item", insert six boxes: three above, marked "LC", "AO", and "Parcel", and three below, marked "Registered item", "Insured", and "No";
- move the boxes marked "Airmail", "Surface", and "S.A.L." down to the section immediately below, under "Information concerning forwarding".

In the third part of the form ("Information about the seizure"), second section ("Applicable regulation"):

- amend the name of the "UPU" box to read "UPU Convention". Amend the name of the "Postal Parcels Agreement" box to read "UPU Postal Parcels Agreement". Finally, move the box marked "National legislation (specify)" down to the second line, replacing the box marked "Convention", which is deleted.

Proposal *3912.1 R/Rev 1*, form C 12ter: adopted.

Proposal *3915.9 R*, form C 15ter: adopted.

Proposal *5902.1*, form C 2/CP 3: adopted.

Proposal *5911.1*, form CP 11: adopted.

The new indication "Number of unenclosed parcels" is to be inserted in the box containing the words "A C 27 note is attached to the mail", which is to be moved down to the right-hand side of the box marked "No of the parcel bill (if several)".

Proposal *5911.2/Rev 1*, form CP 11: adopted.

Proposal *5911.4*, form CP 11: adopted.

Proposal *5920.1*, form CP 20: adopted.

The new indication "Number of unenclosed parcels" is to be inserted in the box containing the words "A C 27 note is attached to the mail", which is to be moved down to the right-hand side of the box marked "No of the parcel bill (if several)".

Proposal *5920.2/Rev 1*, form CP 20: adopted.

Proposal *6903.1*, form MP 3: adopted. Form to be abolished.

Proposal *6914.1*, form MP 14: adopted.

The meeting rose at 3 pm.

For the Working Party:	J HOFFMANN	F CACCIATORE
	Chairman	Secretary

Second meeting

Monday, 27 November 1989, 2 pm

In the chair: Mr J HOFFMANN, Chairman

Approval of the minutes of the first meeting

The minutes of the first meeting were approved.

Consideration of proposals

Proposal *6916.91*, form MP 16bis (new): this form was adopted subject to the following amendments:

- (does not affect English)
- insert the word "INPAYMENT" between "INTERNATIONAL" and "MONEY" in the heading of the middle part of the form;
- insert the words "delivered by" between "Advice of entry" and "express" in the first entry in the middle section;
- replace the word "paid" by "credited" at the foot of the same section.

NB. – The explanations attached to this new form (MP 16bis – coding area) are not to be reproduced in the Acts.

Proposal *7900.1* (Recast of the Agreement and Detailed Regulations – Forms – List of forms)

Amendments:

- In the note given after the list, starting with "Annexes", replace VP 15 by VP 13bis;
- Delete the note "VP 12 = form deleted";
- Add the following note: "VP 14 and VP 15: the layout and technical characteristics of the forms are deposited with the International Bureau".

Proposal *7914.1*, form VP 14: adopted.

Proposal *7915.1*, form VP 15: adopted.

Proposal *8903.91*, form R 3bis (new): adopted.

Proposal *8906.91*, form R 6bis (new): adopted.

Proposal *8911.91*, form R 11bis (new): adopted. However, in the section "1 Particulars to be supplied by the service of origin of the item", the first entry on the left should be "Type of item" not "Description of the item" and in the section "2 Particulars to be supplied by the service of destination of the item", in the first line, the words "The item in question" should read "The above item".

The meeting rose at 3 pm.

For the Working Party:	J HOFFMANN	F CACCIATORE
	Chairman	Secretary

Third meeting

Tuesday, 28 November 1989, at 6 pm

In the chair: Mr J HOFFMANN, Chairman

Approval of the minutes of the second meeting

The minutes of the second meeting were approved.

Forms containing references to the gold franc and to amounts expressed in gold francs

Following the adoption of the SDR as monetary unit, the Forms Working Party had met to identify all the forms in which references to the gold franc and to amounts expressed in gold francs occurred, in order to delete them from all the texts of the Union's Acts before the latter were signed.

Having identified and examined these forms, the Working Party deleted from them the references to "gold franc" and "amounts expressed in gold francs" and made the necessary adjustments. The forms in question are listed in annex 1 to this report.

Also, the Working Party saw fit to delete certain entries in the following forms:

Form *MP 15*: in the fourth line from the bottom, at left, delete the words "(50 c/0.16 SDR per money order)" so as to leave only "Supplementary remuneration".

Form *R 5*: at bottom left, in the second-last line, delete the words "(3 g fr/ 0.98 SDR per money order)" so as to leave only "Remuneration".

Form *R 5ter*: in the middle of the central frame, at left, delete "(3 g fr/0.98 SDR per money order)" so as to leave only "Remuneration".

Consideration of proposals

Proposal *6900.1:* Recast of the Agreement and Detailed Regulations – Forms (Money Orders)

With regard to the list of forms given on the title page, the Working Party came out in favour of:

- deleting the item "MP 3 Advice of issue of a telegraph money order";
- adding at the bottom of the list a reference to form MP 16bis "Photo-readable inpayment money order – Art 202, paragraph 2";

- altering the logical sequence appearing after "Annexes" so that the whole line reads as follows: "Annexes: forms MP 1 to MP 2; MP 4 to MP 8; MP 12 to MP 16bis";
- deleting the other entries appearing beneath the list.

Forms *MP 1, MP 1bis, MP 5, MP 12, MP 12bis, MP 15:* adopted without amendment.

Form *MP 14:* adopted with the following amendments:

i Insert, in the first line of the second frame, a box with the entry "Inpayment money order", between the box entitled "Ordinary money order" and the one entitled "Telegraph money order".

ii At the bottom of the form, delete the box with the entry "The advice of issue (MP 3) has not arrived. Please send a duplicate or confirm the issue".

Form *MP 4:* consideration of this form was postponed.

The meeting rose at 7.15 pm.

For the Working Party:	J HOFFMANN	F CACCIATORE
	Chairman	Secretary

Forms Working Party

C 1
C 17ter
C 19bis
C 20/C 20bis
C 21/C 21bis
C 23
C 24
C 31
C 31/CP 22
C 33/CP 10ter
VD 3
AV 5
AV 11
AV 12

CP 1
CP 11
CP 13
CP 15
CP 15bis
CP 16
CP 17
CP 18
CP 19
CP 20
CP 21
CP 22
CP 25

MP 15
R 5
R 5ter

Fourth meeting

Wednesday, 29 November 1989, 2 pm

In the chair: Mr J HOFFMANN, Chairman

Approval of the minutes of the third meeting

The minutes of the third meeting were approved.

Consideration of proposals

Proposal *2907.1*, form C 7, was adopted subject to replacing the words "telegraphic or telematic" by the word "telecommunications" in the following places:

- in the top right-hand box of page 1 of the form;
- in the heading at the top of page 2;
- on page 3, section IV "Miscellaneous": after the third box.

Proposal *2563.2*, form C 27, was adopted subject to the following amendments:

- raise the position of the third section of the form by one line in order to provide more space lower down;
- make the fourth section of the form one line wider in order to provide more space. On the right-hand side of that section insert two boxes, one under the other, the upper one marked "Name of office" and the lower "Other address".

Form *MP 4* was adopted with the following amendments:

i replace, in the third line of the heading, on the right, the words "Request for alteration of address" by the words "Request for alteration or correction of address";

ii insert the words "Your reference" in the second box on the right, and delete them from their present position in the third box, so as to gain the space freed;

iii insert in the section entitled "Method of transmission" – which will be made wider – three small boxes marked "Surface", "Air" and "Telegraph", plus a fourth box left unmarked;

iv in the penultimate section, place the small box marked "to the sender" on the same line as and to the right of the small box marked "to the original payee", so as to gain space;

v insert in the last section three small boxes marked "Surface", "Air" and "Telegraph" plus a fourth small box left unmarked.

While waiting for other forms to be submitted to it, the Forms Working Party decided to conduct a preliminary examination of the forms submitted by the Executive Council. The Working Party would, of course, take account of any amendments made by Congress at the time those forms were submitted to it.

The meeting rose at 3 pm.

For the Working Party:	J HOFFMANN	F CACCIATORE
	Chairman	Secretary

Fifth meeting

Thursday, 30 November 1989, 2 pm

In the chair: Mr J HOFFMANN, Chairman

Approval of the minutes of the fourth meeting

The minutes of the fourth meeting were approved.

Proposals withdrawn or rejected

The Working Party reported on withdrawn or rejected proposals.

The following proposals had been withdrawn:

2912.1	3912.9	3917.3
2918.3	3915.4	3920.4
2927.1	3915.5	3928.1
2928.1	3915.6	4908.1
3912.5	3915.7	4908.2
3912.6	3915.8	
3912.7	3916.2	
3912.8		

The following proposals had been rejected:

2912.2, 2912.3, 2912.4 and 2928.3

Continuation of preliminary consideration of the proposals submitted by the Executive Council

The Working Party subsequently continued the preliminary consideration of the proposals submitted by the Executive Council.

The meeting rose at 3 pm.

For the Working Party: J HOFFMANN, Chairman; F CACCIATORE, Secretary

Sixth meeting

Friday, 1 December 1989, 2 pm

In the chair: Mr J HOFFMANN, Chairman

Approval of the minutes of the fifth meeting

The minutes of the fifth meeting were approved.

Consideration of proposals

Proposal 2000.14, form C 5 (new), was adopted, with the following amendments:

- add, beside the two boxes marked "Letter", on the upper left-hand side, the word "Priority";
- replace the words "Postal money order" by "Ordinary money order" in the third box down on the left. Consequence of proposal 6000.1;
- add after the "Printed paper" box at the top the word "Non-priority".

The Working Party subsequently completed the preliminary consideration of the forms submitted by the Executive Council.

The meeting rose at 3 pm.

For the Working Party:	J HOFFMANN	F CACCIATORE
	Chairman	Secretary

Seventh meeting

Tuesday, 5 December 1989, 2 pm

In the chair: Mr J HOFFMANN, Chairman

Approval of the minutes of the sixth meeting

The minutes of the sixth meeting were approved.

Proposals withdrawn or rejected

The Working Party reported on the following withdrawn or rejected proposals: 2903.1/Rev 1, 2909.1, 2933.92, 4907.1/Rev 1 and 4908.92.

The following proposals had also been withdrawn or rejected: 2912.2, 3912.3, 3912.4, 3912.10, 3912.11, 3917.2/Rev 1, 3917.4, 3920.1 and 3920.3.

Consideration of proposals

Proposal 2000.14

Form C 4bis (new): adopted. Form C 5 (see minutes of the sixth meeting): adopted.

Proposal 2909.1, form C 9. The amendments proposed were taken into account during consideration of proposal 2909.2 concerning the same form.

Proposal 2909.2, form C 9: adopted with the following amendments to be made to the front:

- in the heading of the second block, replace the words "service of origin" by "applicant";
- delete the box marked "COD amount not received", as a consequence of proposal 8911.91, calling for the creation of new form R 11;
- on the first line, right-hand side of the "Item under inquiry" section, insert the word "Priority" next to the box that is currently unmarked and add a fifth box marked "Non-priority", then add a sixth box, with no marking;
- on the second line, insert a new box marked "Priority" between the existing boxes marked "Letter" and "Parcel"; this would involve moving the "Parcel" box and the words "Insured value" and "Weight (parcel)" over to the right;
- on the right-hand side of the section marked "Posted", replace the words "Port payé" by "Amount of postage";
- shorten the "Addressee" section by one line;

- create a new block at the bottom of the form, to be headed "Particulars to be supplied by the service of origin" and comprising the last two sections;
- in the above-mentioned sections, next to the words "Air" and "Surface", insert the words "Priority" and "Non-priority" respectively; this will require that the other indications on the same lines be moved to the right.

The following amendments are to be made to the back of form C 9:

- on the left-hand side of the first two sections, next to the words "Air" and "Surface" respectively, add the words "Priority" and "Non-priority"; this will require that the other indications on the same lines be moved to the right;
- renumber the headings of the three blocks on the back as 3, 4 and 5 respectively;
- add the words "or C 31, as appropriate" to the third line of block 5.

Proposals *2912.3*, form C 12 and *4908.91*, form AV 8ter (new): adopted.

Proposal *2902.1*, form C 2/CP 3: adopted. For the new wording to appear in box (5), box (2) located above, to the right of the form, will have to be made smaller.

Proposal *2904.1*, form VD 4: adopted.

Proposal 2908.2, form C 8: adopted, with the following changes to the front of the form, combining those called for in proposal 2000.14, form C 8, and in proposal 2908.1:

- in the second block, shorten the "Reason for inquiry" section by deleting the box on the second line marked "COD amount not received", as a consequence of proposal 8911.91. The words "Day of arrival" which appear under the box marked "Delay" are to be moved to the first line after the word "Delay";
- expand the section marked "Item under inquiry" so as to have boxes marked "Letter", "Postcard" and "Priority", on the first line and boxes marked "Printed paper", "Small packet", "Newspaper" and "Non-priority" on the second line, in that order;
- also expand the section marked "Special indications" so as to have the existing boxes on the first line, and three boxes, the first marked "Recorded delivery", the second "Item No" and the third unmarked, on the second line;
- shorten by one line the space marked "Name and full address" next to the section marked "Addressee".

The following changes are to be made to the back of form C 8:

- in block 5, create a new section marked "Recorded delivery item" after the section marked "COD", for which the text on the right-hand side will be the same as that appearing on the right-hand side of the first line of part A and all the text of part B of block 4 on the back of form C 9;

- allow only five lines instead of the existing 12 for the last block headed "Other detailed information" at the bottom of block 5 on the back of form C 8.

Proposal *2910.1*, form C 10: adopted, with the following changes:

- insert a comma and the word "marks" in the heading of the form, after the words "Presumed fraudulent use of postage stamps";
- in the second block, insert a comma and the word "mark" after "Notes. Advice of ... bears a postage stamp", then insert the word "franking" between the word "or" and the words "impression of the nature indicated below".

Proposal *2911.1*, form C 11: adopted, subject to adding a comma and the word "marks" in the heading of the form, after the words "Presumed fraudulent use of postage stamps".

Proposal *2912.6/Rev 1*, form C 12: adopted, with the following changes:

- under the title of the form, on the front, add two boxes marked "Priority" and "Non-priority";
- in part III, on the left, narrow the space allowed for the number of "LC/AO bags" and "M bags", and increase the space allowed in the corresponding "Weight" columns.

Proposal *2914.2*, form C 14: adopted, with the following changes:

- in the second block, on the right, add the words "Priority" and "Non-priority" respectively beside the indications "LC" and "AO" which already appear;
- make the same change to the middle column of the third block on the front and also to the first line, right-hand side, of the first block on the back.

Proposal *2918.1*, form C 18: adopted, with the addition of the words "Non-priority/Priority" in columns 4 and 7 respectively after the words "LC/AO bags" and "LC/AO" which already appear.

Proposal *2918.2*, form C 18bis: adopted, with the addition of the words "Non-priority/Priority" in columns 4 and 7 respectively, after the words "LC/AO bags" and "LC/AO" which already appear.

Proposal 2918.91, form C 18 S (new): adopted.

Proposal *2928.2*, form C 28. Provide three models of labels instead of the two existing ones: one model for red and white labels, one for the green label and one for the blue label.

The first model will be marked "Non-priority/Priority" in the space already marked "LC/AO". The note below the label will be deleted.

The second model (blue label) will be identical to the first, the single difference being that the "LC/AO" and "Non-priority/Priority" space will be marked only "AO/Non-priority". Beneath the label, a note will be inserted to read "The administration of origin may print boxes to be checked for AO/Non-priority and M bags."

Proposal 2933.91, form C 33/CP 10bis (new): adopted.

In compliance with Committee 5's instructions, forms C 12bis and AV 3bis, the subjects of proposals *3912.2/Rev 1* and *3903.1/Rev 1*, were considered together so as to achieve a uniform design based on form AV 3bis, with the following changes:

a on form C 12bis:

- to the right of the heading, provide four boxes instead of the existing two, to be marked "Non-priority", "Priority", "by S.A.L." and "by surface";
- add the words "Non-priority/Priority" to the indication "LC/AO" in column 5;

b on form AV 3bis:

- add the word "Priority" to the term "LC/AO" in column 5;
- delete column 7;
- renumber column 8 to read 7.

Proposal *3912.4*, form C 12ter: adopted, with the following changes:

- to the right of the heading, provide four boxes instead of the existing two, to be marked "Non-priority", "Priority", "by S.A.L." and "by surface";
- add the words "Non-priority/Priority" to the words "Weight of LC/AO bags" in column 3.

The presentation of form AV 5bis was brought into harmony with that of form C 12ter, with the exception that there will be no boxes to the right of the heading and that only the word "Priority" will be added to the heading of column 3. Moreover, the indication on the second-last line on the left will be replaced by "Total of weights, to be carried over to C 20bis detailed account".

Proposal *3915.1*, form C 15: adopted.

Proposal *3915.2*, form C 15bis: adopted.

Proposal *3915.3*, form C 15ter: adopted, subject to the deletion of the word "statement" from the indication on the left-hand side, in the second-last section of the form.

Proposal *3916.1*, form C 16: adopted, subject to amending the heading of the second block to read: "Indication of weight of LC bags and AO bags".

Proposal *3917.1*, form C 17: adopted with the following changes:

- delete the word "dispatched" from the heading;
- delete the indications "LC and AO" from the heading of the second block;
- add the words "Priority" and "Non-priority" respectively to the words "LC items" and "AO items", in the middle of the same block.

Proposal *3917.91*, form C 17bis (new): adopted, subject to the following changes:

- amend the heading to read "Statement of items (special statistics)";
- at the top of the second block, add the words "Priority" and "Non-priority" respectively to "LC items" and "AO items".

Proposal *3917.92*, form C 17ter (new): adopted, with the following changes:

- add the words "(Special statistics)" to the heading;
- on the front, at the top of the second block, after "LC items" and "AO items" respectively, add the words "Priority" and "Non-priority";
- on the back, at the top, after "LC" and "AO" respectively, add the words "Priority" and "Non-priority".

Proposal *3920.5*, form C 20: adopted, subject to the following changes:

- above the second block, add the phrase "Summary of C 12ter statements";
- in the second block, at the top of the second column, insert two dots between the indication "Quarterly weight of mails" and the indication "LC/AO + M" and add the indication "Priority/Non-priority + M" to the above indications.

Proposal *3928.2*, form C 28bis: adopted.

Proposal *3962.1*, form AV 12: adopted.

Proposal *3920.2*, form C 20bis: adopted, with the following changes:

- on the first line of the second and third blocks, to the left, amend the word "mail" to read "bags";
- in the various columns add the indications "Non-priority" and "Priority" respectively to the indications "Surface/S.A.L." and "By air";
- on the back, in the third block, add the words "Priority" and "Non-priority" respectively to the existing indications "Weight of LC" and "Weight of AO".

For the Working Party:	J HOFFMANN	F CACCIATORE
	Chairman	Secretary

Eighth meeting

Wednesday, 6 December 1989, 2.30 pm

In the chair: Mr J HOFFMAN, Chairman

Approval of the minutes of the seventh meeting

The minutes of the seventh meeting were approved.

Proposals rejected or deferred

The following proposals had been rejected or deferred: 2541.1 and 4624.1. The latter proposal would be made the subject of a study by the EC.

Consideration of proposals

Proposal *2914.2*, form C 14. This proposal, which had already been considered by the Working Party, should include the following additional amendments:

- in the heading on the back of the form, delete the word "transit charges and/or";
- reduce by one line the size of the second block on the front;
- add, in the last block on the front page, on the left, a new box marked "Weight of bags" beneath the box marked "Number of bags". The roman numeral "II" preceding the latter box should be deleted.

Proposal *3917.1*, form C 17, proposal *3917.91*, form C 17bis, and proposal *3917.92*, form C 17ter: beneath the respective titles of the forms, insert the words "Mails by air and by surface (including S.A.L.)" in place of the sub-heading "Mails" and the two boxes marked "by air" and "by surface (including S.A.L.)".

Proposal *4904.1*, form AV 4: adopted, but with the addition of the word "Priority" to the indications "LC/AO" in columns 3, 4, 5 and 6 of the second block.

Form *C 21bis*: as a consequence of the new method of calculating terminal dues, delete the term "Surface-mail" in the sub-title of the form.

Proposal *3928.2*, form C 28bis: delete the box marked "M bag".

Form *C 30:* add, on the three model labels, the word "Priority" after the abbreviation LC and "Non-priority" after the abbreviation AO.

Form *AV 8:* add the word "Priority" to the inscription "LC/AO" in the first model of this form.

Form *AV 8bis:* add the word "Non-priority" to the inscription "LC/AO" appearing on this form.

Form *AV 10*: add the word "Priority" to the inscription "LC" in the various models of the form bearing that inscription.

Proposal *2922.1/Rev 1*, form C 22: adopted, but with the words "an unregistered letter sent by surface to a foreign country" replaced by the words "a priority item or unregistered letter sent by air to a foreign country".

Proposal *4607.1*: assign to the newly created form entitled "Substitute delivery bill" the reference number AV 7/C 18bis. In addition, the words "Priority/Non-priority" should be added beside the inscription "LC/AO" in the column marked "No of bags".

Proposal *2912.6/Rev 1*, form C 12. On the right-hand side of the form, after the words "Other information", there should be added "(eg number of IBRS items)" in order to take account of proposal 2000.16.

The meeting rose at 4 pm.

For the Committee:	J HOFFMAN	F CACCIATORE
	Chairman	Secretary

Comparative table of the numbering of the articles in the draft Acts and the final Acts

Comparative table of the numbering of the articles in the draft Acts and the final Acts of the 1989 Washington Congress

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paras 1bis and 1ter	paras 2 and 3
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para 3	para 4
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19	19
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15	16
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para 2bis	para 4
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para 1bis	para 2
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paras 1 to 6	paras 1 to 6
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58	66
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paras 1 and 2	paras 1 and 2
para 2bis	para 3
para 3	para 4
para 3bis	para 5
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paras 1 and 2	paras 1 and 2
para 2bis	para 3
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67 (deleted)	
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71 (deleted)	
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73 (deleted)	
74 (deleted)	
75 (deleted)	
76 (deleted)	
77 (deleted)	
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79 (deleted)	
80 (deleted)	
81 (deleted)	

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para 2	sole para
IV (deleted)	
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para 3 (deleted)	
VII	VI
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XI	XI
XII	XII
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para 2bis	para 3
para 3	para 4
XIII	XIII
XIV	XIV
paras 1 and 2	paras 1 and 2
para 2bis (deleted)	
para 3	para 3
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XVI	XVI
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XXII	XXI
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106	106
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108	108
109	109
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abis (deleted)	
b to h	b to h
hbis	i
i to n	j to o
nbis	p
paras 2 and 3	paras 2 and 3
110	110
111	111
para 1	para 1
para 2	para 2
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d (deleted)	
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para 5	para 5
a (deleted)	
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paras 6 and 7	paras 6 and 7
127	129
128	130
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paras 1 and 2	paras 1 and 2
para 2bis	para 3
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131bis	134
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137	140
138	141
139	142
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147	151
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161	166
162	167
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164	169
paras 1 to 5	paras 1 to 5
para 5bis	para 6
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173	181
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177quater	188
178 (deleted)	
179 (deleted)	
180 (deleted)	
181 (deleted)	
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para 4 (deleted)	
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183 (deleted)	
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185 (deleted)	
186	191
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189 (deleted)	
190 (deleted)	
191	194
192	195
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201 (deleted)	
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paras 2 and 3	paras 4 and 5

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210	211
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213 (deleted)	
214	213
215	214
paras 1 and 2	paras 1 and 2
para 2bis	para 3
para 3	para 4
para 3bis	para 5
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217	216
218	217
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220	218
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paras 1 and 2	paras 1 and 2
para 2bis	para 3
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Forms

NB. – The numbers of the forms have not been changed.

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39	40
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42	43
43	44
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para 4	para 4
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para 1	para 1
para 1bis	para 2
para 2	para 3
a	a
b (deleted)	
c	b
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paras 6bis and 6ter	paras 6 and 7
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Forms	
NB. – The numbers of the forms have not been changed, but form C 33/CP 10bis has been added.	
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3	3
4	4
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para 5	para 5
a	a
abis	b
b (deleted)	
c to e	c to e
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paras 6 and 7	paras 7 and 8
5	5
paras 1 to 4	paras 1 to 4
para 4bis	para 5
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7	7
8	8
9	9
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	RE 302		RE 302
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	paras 1 to 6		paras 1 to 6
	para 6bis		para 7
	RE 304		RE 304
	RE 305 (deleted)		
	RE 306		RE 305
	RE 307		RE 306
	RE 308		RE 307
	RE 309		RE 308
	RE 310		RE 309
	RE 311		RE 310
	RE 312		RE 311
	RE 313		RE 312
	RE 314		RE 313
	RE 315		RE 314
	RE 316		RE 315
	RE 317		RE 316
	paras 1 to 4		paras 1 to 4
	paras 5 and 6 (deleted)		
	para 7		para 5
	RE 401		RE 401
	RE 402		RE 402
	RE 501		RE 501
	RE 502		RE 502
	RE 503		RE 503
	RE 601		RE 601
	RE 602		RE 602
	RE 603		RE 603
	RE 604		RE 604
	paras 1 to 4		paras 1 to 4
	para 5 (deleted)		
	paras 6 to 8		paras 5 to 7
	RE 605		RE 605
	RE 606		RE 606
	RE 607		RE 607
	RE 608		RE 608
	RE 609		RE 609
	RE 610		RE 610
	RE 611		RE 611
	RE 612		RE 612
	RE 613		RE 613
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	para 4bis		para 5
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Art	RE 704	Art	RE 703
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	RE 1102		RE 1102
	RE 1103		RE 1103
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	RE 1202		RE 1202
	para 1		para 1
	para 1bis		para 2
	paras 2 and 3		paras 3 and 4
	RE 1301		RE 1301
	RE 1302		RE 1302
	RE 1303		RE 1303
Forms			
NB. – The numbers of the forms have not been changed.			
Money Orders Agreement, Detailed Regulations, Final Protocol			
Sole art		Sole art	
GIRO AGREEMENT			
NB. – Nothing in this Agreement has been changed.			
Giro Agreement, Detailed Regulations			
Art	RE 101	Art	RE 101
	RE 102		RE 102
	RE 103		RE 103
	RE 104		RE 104
	RE 201		RE 201
	paras 1 to 5.1		paras 1 to 5.1
	paras 5.2 to 5.4 (deleted)		
	para 5.5		para 5.2
	para 5.6 (deleted)		
	para 6		para 6
	RE 301		RE 301

Draft Acts		Final Acts	
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	RE 306		RE 306
	RE 307		RE 307
	RE 308		RE 308
	RE 309		RE 309
	RE 310		RE 310
	RE 311		RE 311
	RE 312		RE 312
	RE 313		RE 313
	RE 314 (deleted)		
	RE 315 (deleted)		
	RE 316 (deleted)		
	RE 317		RE 314
	RE 318		RE 315
	RE 319		RE 316
	RE 320		RE 317
	RE 501		RE 501
	RE 502		RE 502
	RE 503		RE 503
	RE 701		RE 701
	RE 702		RE 702
	RE 703		RE 703
	RE 704		RE 704
	RE 705		RE 705
	paras 1 and 2		paras 1 and 2
	para 3 (deleted)		
	RE 706		RE 706
	RE 707		RE 707
	RE 708		RE 708
	RE 709		RE 709
	RE 710 (deleted)		
	RE 711		RE 710
	RE 801		RE 801
	RE 802		RE 802
	RE 803		RE 803
	RE 804		RE 804
	RE 805		RE 805
	RE 806		RE 806
	RE 807		RE 807
	RE 808		RE 808
	RE 809		RE 809
	RE 810		RE 810
	RE 1301		RE 1301
	RE 1302		RE 1302
	RE 1303		RE 1303
	RE 1304		RE 1304

Draft Acts		Final Acts	
Art	RE 1601	Art	RE 1601
	RE 1602		RE 1602
	RE 1701		RE 1701
	RE 1702		RE 1702

Forms

NB. – The numbers of the forms have not been changed.

CASH-ON-DELIVERY AGREEMENT

NB. – Nothing in this Agreement has been changed.

Cash-on-Delivery Agreement, Detailed Regulations

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	RE 202		RE 202
	RE 301		RE 301
	RE 302		RE 302
	RE 303		RE 303
	RE 304		RE 304
	RE 305		RE 305
	RE 401		RE 401
	RE 402		RE 402
	RE 403		RE 403
	RE 404		RE 404
	RE 405		RE 405
	RE 501		RE 501
	RE 502		RE 502
	RE 503		RE 503
	RE 601		RE 601
	RE 601bis		RE 602
	RE 701		RE 701
	RE 702		RE 702
	RE 901		RE 901
	RE 902		RE 902
	RE 903		RE 903

Forms

NB. – The numbers of the forms have not been changed.

Alphabetical index

Alphabetical index

Note. – i In the following entries a dash replaces part of the common title, thus avoiding repetition thereof.

ii As this index is broken down by Act or category of Acts, the desired reference should be looked up under the provision of the Acts that gave rise to it. All references to the organization and functioning of the Union as well as questions of a general nature will be found in part I.

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