

# FINAL REPORT

## HUMAN CAPACITY DEVELOPMENT FOR THE POSTAL AND COURIER INDUSTRY IN KENYA

25<sup>TH</sup> MARCH 2020



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## 1. Executive Summary

In the Postal and Courier Forum held in March 2011, the need to enhance the operational efficiency and regulatory compliance was identified. It was agreed that this would be achieved through a capacity building initiative for the Industry. It was estimated the Industry is hiring 6,000 employees. Subsequently, the African Advanced Level Telecommunications Institute (AFRALTI) was tasked to work with the Industry in this capacity building effort.

The table below shows the number of participants trained till so far through Communications Authority of Kenya (CA) sponsorship.

<b>Year</b>	<b>No. of Participants Trained</b>	<b>No. of Courses</b>
2016	138	8
2017	213	8
2018	133	8
2019	196	10
2020	251	10
<b>Total</b>	<b>931</b>	

The number is only 16% of the people working in the Postal and Courier Industry based on estimates of 2011.

## 2. Postal and Courier Training Programme 2016 (Year 1 of Implementation)

Communications Authority of Kenya (CA) sponsored the postal and courier training programme in 2016, the training programme was conducted at AFRALTI.

A total of 138 participants were trained in the 8 different courses.

### **3. Postal and Courier Training Programme 2017 (Year 2 of Implementation)**

AFRALTI working jointly with Courier Industry Association of Kenya (CIAK) and Postal Licensing and Compliance Unit at CA come up with a schedule and budget for 2017 Postal and Courier Training Programme.

A total of 213 participants were trained in the 8 different courses from 26 companies.

### **4. Postal and Courier Training Programme 2018 (Year 3 of Implementation)**

AFRALTI working jointly with Courier Industry Association of Kenya (CIAK) and Postal Licensing and Compliance Unit at CA come up with a schedule and budget for 2018 Postal and Courier Training Programme.

A total of 133 participants were trained in the 8 different courses from 17 companies.

### **5. Postal and Courier Training Programme 2019 (Year 4 of Implementation)**

AFRALTI successfully carried out training programs under CA sponsorship for the last three years. On 10<sup>th</sup> May 2018 AFRALTI in consultation with Postal and Courier Industry in Kenya proposed to review the curriculum and add two more courses. The goals of the training are:

- To improve the operational efficiency of the Postal and Courier Industry
- To enhance regulatory compliance of the Industry.

The Authority approved sponsorship of the ten courses for the 3 years starting from 2019 to 2021. The additional two courses are indicated below, which are new emerging areas of regulatory interest:

- a) National Addressing System; and
- b) National Development and e-Commerce.

A total of 196 participants were trained in the 10 different courses from 23 companies.

### **6. Postal and Courier Training Programme 2020 (Year 5 of Implementation)**

AFRALTI successfully carried out training programs under CA sponsorship for the last five years in order to improve the operational efficiency of the Postal and Courier Industry and enhance regulatory compliance of the Industry.

A total of 251 participants were trained in the 10 different courses from 24 companies.

<b>Table 5: Postal and Courier Training Schedule, 20<sup>th</sup> January to 20<sup>th</sup> March 2020</b>				
<b>S/n</b>	<b>Course Title</b>	<b>Date</b>	<b>No. of Days</b>	<b>No. of Participants</b>
1.	Postal and Courier Policy, Regulation and Licensing Procedures	20th-24th Jan 2020	5	21
2.	Running a Courier Business	27th-30th Jan 2020	4	26
3.	Customs Procedures for Postal and Courier Operators	3rd-6th Feb 2020	4	23
4.	Postal and Courier Standards and Operations	10th-14th Feb 2020	5	29
5.	Postal and Courier Interconnection Principles	17th-18th Feb 2020	2	22
6.	Customer Experience Management in Postal and Courier Industry	19th-20th Feb 2020	2	26
7.	Quality of Service in Postal and Courier Operations	24th-28th Feb 2020	5	29
8.	Postal and Courier Security Standards	2nd-5th Mar 2020	4	25
9.	National Addressing System	9th-13th Mar 2020	5	26
10.	National Development and e-Commerce	16th-20th Mar 2020	5	24
	<b>Total</b>		<b>41</b>	<b>251</b>

## **7. Recommendations and Conclusions**

Through the five years of sponsorship by CA, a total of 931 participants have been trained which represents 16% of the estimated number of employees in Postal and Courier Industry. This is based on the estimated number of employees in the Industry at 6,000 in 2011.

AFRALTI recommends to Communications Authority of Kenya to continue sponsoring the programme with the aim of empowering the Postal and Courier Industry in regulatory compliance.

The Postal and Courier Industry in Kenya do appreciate the role that the Authority has played to support them to improve on regulatory compliance. Not only that but some small players in

the market who could not afford training cost managed to attend hence improving on their efficiency to offer services to Kenyans.

It has also helped to position AFRALTI as a Centre for Excellence in Postal and Courier training in Africa.

Ten Countries have also benefited from this initiative, as represented by their respective organizations below:

- 1) Postal and Telecommunications Regulatory of Zimbabwe (POTRAZ), Zimbabwe Posts (Pvt) LTD (ZIMPOST and CourierConnect
- 2) Botswana Communications Regulatory Authority (BOCRA)
- 3) Uganda Communications Commission (UCC)
- 4) Independent Communications Authority of South Africa (ICASA)
- 5) Malawi Communications Regulatory Authority (MACRA) & Ministry of Information, Civic Education & Communication Technology
- 6) Rwanda Utilities Regulatory Authority (RURA)
- 7) Swaziland Post and Telecommunications Corporation (SPTC)
- 8) Instituto Nacional das Comunicações de Moçambique (INCM)
- 9) Tanzania Communications Regulatory Authority (TCRA)
- 10) Eswatini Communications Commission (ESCCOM)

More details on the 2020 schedule at <http://www.afralti.org/postal-and-courier-school/>

**Annex 1: Group picture - Postal and Courier Policy, Regulations and Licensing Procedures, 20<sup>th</sup> -24<sup>th</sup> January 2020**



**List of Companies participated**

<b>S/n</b>	<b>Organization</b>
1.	Classic Luxury Shuttle Limited
2.	Dynamex Group Ltd
3.	Eswatini Communications Commission (ESCCOM)
4.	Fargo Courier
5.	JC Express Logistics
6.	Kee O Ko Delivers
7.	Netlink Business Services Ltd
8.	Overseas Courier
9.	Postal Corporation of Kenya (PCK)



## Annex 2: Group picture - Running a Courier Business, 27<sup>th</sup>-30<sup>th</sup> January 2020



### List of Companies participated

S/n	Organization
1.	Chania Genesis
2.	Classic Luxury Shuttle Limited
3.	Data Rush Services
4.	Fargo Courier Ltd
5.	G4S Kenya Limited
6.	Kee O Ko Delivers
7.	Netlink Business Services Ltd
8.	Overseas Courier
9.	Postal Corporation of Kenya (PCK)

**Annex 3: Group picture - Customs Procedures for Postal and Courier Operators, 3<sup>rd</sup>-6<sup>th</sup> February 2020**



**List of Companies participated**

<b>S/n</b>	<b>Organization</b>
1.	Ena Coach Limited
2.	Fargo Courier Limited
3.	G4S Kenya Limited
4.	Kee O Ko Delivers
5.	Overseas Courier
6.	Postal Corporation of Kenya



**Annex 4: Group picture - Postal and Courier Standards and Operations, 10<sup>th</sup>-14<sup>th</sup>  
February 2020**



**List of Companies participated**

**S/n      Organization**

1. Botswana Communications Regulatory Authority (BOCRA)
2. Data Rush Services Ltd
3. Elite Riders Ltd
4. Fargo Courier Limited
5. Fortifly Solutions
6. G4S Kenya-Courier Division
7. IanStar Limited
8. Kangaroo Shuttle Services
9. Netlink Business Services Ltd
10. Overseas Courier Services
11. Postal Corporation of Kenya
12. Transline Messenger Limited

**Annex 5: Group picture - Postal and Courier Interconnection Principle, 17<sup>th</sup>-18<sup>th</sup>  
February 2020**



**List of Companies participated**

<b>S/n</b>	<b>Organization</b>
1.	Botswana Communications Regulatory Authority (BOCRA)
2.	Data Rush Services Limited
3.	Dynamex Group Ltd
4.	Elite Riders Ltd
5.	Fargo Courier
6.	Fortify Solution Limited
7.	G4S Kenya-Courier Division
8.	Harakisha Courier & Logistics Ltd
9.	Overseas Courier Services
10.	Postal Corporation of Kenya
11.	Transline Messenger



**Annex 6: Group picture - Customer Experience Management in Postal and Courier Industry, 19<sup>th</sup>-20<sup>th</sup> February 2020**



**List of Companies participated**

<b>S/n</b>	<b>Organization</b>
1.	Chania Genesis Ltd
2.	Data Rush Services Ltd
3.	Elite Riders Ltd
4.	Fargo Courier Ltd
5.	Fargo Courier Ltd
6.	Fortify Solutions
7.	G4S Kenya - Courier Division
8.	Kangaroo Shuttle Services
9.	Netlink Business Services Ltd
10.	Overseas Courier Services
11.	Postal Corporation of Kenya
12.	Transline Messenger Ltd

**Annex 7: Group picture - Quality of Service in Postal and Courier Operations, 24<sup>th</sup>-28<sup>th</sup>  
February 2020**



**List of Companies participated**

<b>S/n</b>	<b>Organization</b>
1.	Chania Genesis Company
2.	Data Rush Services Limited
3.	Dynamex Group Ltd
4.	Elite Riders Ltd
5.	Fargo Courier
6.	Fortify Solutions Ltd
7.	G4S Kenya-Courier Division
8.	Kangaroo Shuttle
9.	Luxury Shuttle Tours & Travels Ltd
10.	Netlink Business Services Limited
11.	Overseases Courier
12.	Postal Corporation of Kenya
13.	Transline Messenger



## Annex 8: Group picture - Postal and Courier Security Standards, 2<sup>nd</sup>-5<sup>th</sup> March 2020



### List of Companies participated

S/n	Organization
1.	Elite Riders Ltd
2.	Fargo Courier
3.	Fortify Solutions Limited
4.	G4S Kenya Limited - Courier Division
5.	Harakisha Courier & Logistics Ltd
6.	Kangaroo Shuttle
7.	Kangaroo Shuttle
8.	Overseas
9.	Postal Corporation of Kenya



## Annex 9: Group picture – National Addressing System, 9<sup>th</sup>-13<sup>th</sup> March 2020



### List of Companies participated

S/n	Organization
1.	Easy Coach Limited
2.	Fargo Courier Limited
3.	G4S Kenya Limited - Courier Division
4.	Kangaroo Shuttle
5.	Luxury Shuttle Tours & Travels Ltd
6.	Malawi Communications Regulatory Authority - MACRA
7.	Ministry of Information, Civic Education & Communication Technology
8.	Overseas Courier
9.	Postal Corporation of Kenya

## Annex 10: Group picture - National Development and e-Commerce, 16<sup>th</sup>-20<sup>th</sup> March 2020



### List of Companies participated

S/n	Organization
1.	Easy Coach Limited
2.	Fargo Courier Limited
3.	G4S Kenya-Courier Division
4.	Kangaroo Shuttle Services
5.	Overseas Courier
6.	Postal Corporation of Kenya

### Annex 11: List of Companies participated in at least one course

S/n	Organization
1	Botswana Communications Regulatory Authority (BOCRA)
2	Chania Genesis Ltd
3	Classic Luxury Shuttle Ltd
4	Data Rush Services Ltd
5	Dynamex Group Ltd
6	Easy Coach Ltd
7	Elite Riders Ltd
8	Ena Coach Ltd
9	Eswatini Communications Commission (ESCCOM)
10	Fargo Courier Ltd
11	Fortify Solutions Ltd
12	G4S Kenya - Courier Division
13	Harakisha Courier & Logistics Ltd
14	IanStar Limited
15	JC Express Logistics

16	Kangaroo Shuttle Services
17	Kee O Ko Delivers
18	Luxury Shuttle Tours & Travels Ltd
19	Malawi Communications Regulatory Authority (MACRA)
20	Ministry of Information, Civic Education & Communication Technology
21	Netlink Business Services Ltd
22	Overseas Courier Services
23	Postal Corporation of Kenya (PCK)
24	Transline Messenger Ltd