

**FINAL REPORT**  
**ON**  
**HUMAN CAPACITY DEVELOPMENT FOR THE POSTAL AND**  
**COURIER INDUSTRY IN KENYA**  
**BY**  
**AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS**  
**INSTITUTE**



**31<sup>ST</sup> MARCH 2021**

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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.

**Table 1: Number of Participants in the last 6 years**

Year	No. of Participants Trained	No. of Courses
2016	138	8
2017	213	8
2018	133	8
2019	196	10
2020	251	10
2021	169	10
<b>Total</b>	<b>1100</b>	

The number is only 18% 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.

#### **7. Postal and Courier Training Programme 2021 (Year 6 of Implementation)**

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

A total of 169 participants were trained in the 10 different courses from 14 companies. A total of 263 participants registered but due to Covid-19 pandemic in this year some participants

decided not to show up even though we following all the Ministry of Health Protocols. We made all the efforts to reach them through email and phone calls. Our target was to train 250 participants.

<b>Table 2: Postal and Courier Training Schedule, 18<sup>th</sup> January to 19<sup>th</sup> March 2021</b>					
<b>S/n</b>	<b>Course Title</b>	<b>Date</b>	<b>No. of Days</b>	<b>No. of Participants Registered</b>	<b>No. of Participants Attended</b>
1.	Postal and Courier Policy, Regulations and Licensing Procedures	18th-22nd Jan 2021	5	21	17
2.	Running a Courier Business	25th-28th Jan 2021	4	25	13
3.	Customs Procedures for Postal and Courier Operators	1st-4th Feb 2021	4	31	21
4.	Postal and Courier Standards and Operations	8th-12th Feb 2021 (moved to 15th-19th February 2021)	5	25	17
5.	Postal and Courier Interconnection Principles	15th-16th Feb 2021	2	20	9
6.	Customer Experience Management in Postal and Courier Industry	17th-18th Feb 2021	2	26	18
7.	Quality of Service in Postal and Courier Operations	22nd-26th Feb 2021	5	30	18
8.	Postal and Courier Security Standards	1st-4th Mar 2021	4	31	18
9.	National Addressing System	8th-12th Mar 2021	5	23	16
10.	National Development and e-Commerce	15th-19th Mar 2021	5	31	22
	<b>Total</b>		<b>41</b>	<b>263</b>	<b>169</b>

- Due to Covid-19 pandemic, some participants did not show up on the day of training.

## **8. Recommendations and Conclusions**

Through the six years of sponsorship by CA, a total of One Thousand One Hundred (1,100) participants have been trained which represents 18% 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 since we started training in 2016, 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 2021 schedule at <http://www.afralti.org/postal-and-courier-school/>



**Annex 1: Group picture - Postal and Courier Policy, Regulations and Licensing Procedures, 18<sup>th</sup> – 22<sup>nd</sup> January 2021**



**List of Companies participated**

- S/n      Organization**  
1) Bluetween JH Limited



- 2) Data Rush Services Ltd
- 3) Fargo Courier Ltd
- 4) Netlink Business Services Ltd
- 5) Overseas Courier
- 6) Postal Corporation of Kenya (PCK)

**Annex 2: Group picture - Running a Courier Business, 25th – 28th January 2021**



**List of Companies participated**

**S/n      Organization**

- 1) Data Rush Services Ltd
- 2) Fargo Courier Ltd
- 3) Gina Curios
- 4) Postal Corporation of Kenya (PCK)



**Annex 3: Group picture - Customs Procedures for Postal and Courier Operators, 1<sup>st</sup> – 4<sup>th</sup> February 2021**



**List of Companies participated**

**S/n      Organization**

- 1) Biashara Africa
- 2) Ebitech Linking Africa
- 3) Fargo Courier Ltd
- 4) Gina Curios
- 5) Postal Corporation of Kenya (PCK)



**Annex 4: Group picture - Postal and Courier Standards and Operations, 8<sup>th</sup>-12<sup>th</sup> February 2021 (Move to 15<sup>th</sup> -19<sup>th</sup> February 2021)**



**List of Companies participated**

**S/n      Organization**

- 1) DATA RUSH
- 2) Elite Riders Ltd
- 3) Fargo Courier Ltd
- 4) Linking Africa Institute
- 5) Postal Corporation of Kenya (PCK)

**Annex 5: Group picture - Postal and Courier Interconnection Principle, 15<sup>th</sup> – 16<sup>th</sup> February 2021**



## List of Companies participated

### S/n Organization

- 1) Bluetween JH Limited
- 2) Fargo Courier Ltd
- 3) Linking Africa Institute
- 4) Postal Corporation of Kenya (PCK)

## Annex 6: Group picture - Customer Experience Management in Postal and Courier Industry, 17<sup>th</sup> – 18<sup>th</sup> February 2021



## List of Companies participated

### S/n Organization

- 1) Bluetween JH Limited
- 2) Chania Genesis Ltd
- 3) DATA RUSH
- 4) Elite Riders Ltd
- 5) Fargo Courier Ltd
- 6) Linking Africa Institute
- 7) Netlink Courier Operation
- 8) Postal Corporation of Kenya (PCK)



**Annex 7: Group picture - Quality of Service in Postal and Courier Operations, 22<sup>nd</sup> – 26<sup>th</sup> February 2021**



**List of Companies participated**

**S/n      Organization**

- 1) Bluetween JH Limited
- 2) DATA RUSH
- 3) Elite Riders Ltd
- 4) Fargo Courier Ltd
- 5) Linking Africa Institute
- 6) Postal Corporation of Kenya (PCK)



## Annex 8: Group picture - Postal and Courier Security Standards, 1<sup>st</sup> -4<sup>th</sup> March 2021



### List of Companies participated

#### S/n Organization

- 1) Chania Genesis Ltd
- 2) Elite Riders Ltd
- 3) Fargo Courier Ltd
- 4) Linking Africa Institute
- 5) Postal Corporation of Kenya (PCK)



## Annex 9: Group picture – National Addressing System, 8<sup>th</sup> – 12<sup>th</sup> March 2021



### List of Companies participated

#### S/n Organization

- 1) Biashara Africa
- 2) Fargo Courier Ltd
- 3) Linking Africa Institute

- 4) Office of the Attorney General and Department of Justice
- 5) Postal Corporation of Kenya (PCK)

#### **Annex 10: Group picture - National Development and e-Commerce, 15<sup>th</sup>-19<sup>th</sup> March 2021**



#### **List of Companies participated**

##### **S/n Organization**

- 1) Biashara Africa
- 2) Bluetween JH Limited
- 3) Fargo Courier Ltd
- 4) Linking Africa Institute
- 5) Office of the Attorney General and Department of Justice
- 6) Postal Corporation of Kenya (PCK)

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

##### **S/n Organization**

- 1) Biashara Africa
- 2) Bluetween JH Limited
- 3) Chania Genesis Ltd
- 4) Data Rush Services Ltd
- 5) Ebitech Linking Africa
- 6) Elite Riders Ltd
- 7) Fargo Courier Ltd

- 8) Gina Curios
- 9) Linking Africa Institute
- 10) Netlink Business Services Ltd
- 11) Netlink Courier Operation
- 12) Office of the Attorney General and Department of Justice
- 13) Overseas Courier
- 14) Postal Corporation of Kenya (PCK)