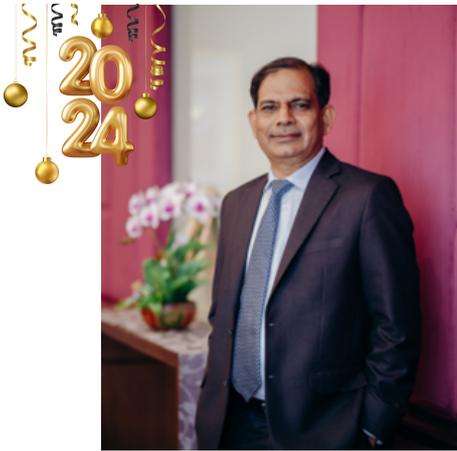


NEWSLETTER



FROM SECRETARY-GENERAL'S DESK

Dear friends and colleagues,

Wishing you all a prosperous and fulfilling **2024**

As we usher in the New Year, I would like to take this opportunity to thank you for your strong support to the APPU. We have done a lot together in 2023, and it's worth reflecting on our collective achievements.

In the past year, we were pleased to provide a better platform to strengthen connections among APPU member countries. We successfully hosted the Executive Council meeting and the 10th APPU Business Forum in Bangkok; published 12 monthly newsletters, conducted surveys on the Training and Consultancy; organized two UPU ORE3 workshops, and conducted multiple UPU missions on both postal social services and security qualifications.

APPC training has been fully resumed, with 16 courses delivered throughout the year, 13 special workshops, and 1 External Training Program, hosting over 280 trainees from member countries and beyond. While we have renovated the gym, we are continuously improving our training curricula, and exploring more on-site resources that everyone values the most.

Our efforts in 2023 were acknowledged by our members and in various UPU activities, confirming our unwavering commitment to hard work and proactive progress.

Looking Forward to 2024

Stepping into the new year, we have a series of exciting new developments to look forward to. Our College will soon have smart classrooms to bring in a more convenient and interactive online and offline learning experience to all trainees.

We will undertake more UPU projects, focusing on enhancing the quality of services, implementing advanced IT systems for international mail, and collaborating with member countries to understand the

issues related to the development of the postal sector which should be of priority concerns to the policymakers in our region. In addition, we have scheduled over 14 courses, 15 regular workshops and added 3 new thematic special workshops to prepare for future development.

We are also working hard to enhance the extent and quality of overall engagement with our member countries. Together with UPU and some new regional partners, we will explore more opportunities for cooperation. We will continue to improve the APPC training and research system, adding more content and live exchange projects that align with our sustainable future.

Boundless Prospects for Cooperation and Collaboration

We are committed to seeking the development of the postal industry in the Asia-Pacific region with our partners. In addition to the ongoing strong support from the UPU and various countries for sustainable and secure postal development, we also strive to collaborate with regional international organizations for the development of the postal industry in the Asia-Pacific region.

In 2024, we will continue to strive towards excellences in all our activities in the Union and the College.

In seeking this, we continue to count on your support. I look forward to a productive 2024 for all of us!

Dr. Vinaya Prakash Singh

Welcome onboard!



We are pleased to announce that **Ms. Suchismita Swain** from India Post has joined us as the new Course Director in January, 2024.

An Indian Postal Service officer of the 2013 batch, **Ms. Swain** brings a wealth of experience to our team. Before joining the APPU, she served as the Director Postal Services of a State in India, managing postal services across more than 8,000 post offices, including rural locations. Her expertise extends to human resource management, disaster management, and social media management. In her previous roles, she also oversaw financial services, mail management and overall postal operations.

We look forward to the contributions and the potential for growth and learning that her varied experience and involvement offer to improve APPC training.

OUR EXTENSIVE TRAINING CALENDAR FOR 2024

In this year, we are introducing an extensive array of learning opportunities, designed to enhance skills and knowledge across various domains.

Our schedule includes seven distinct training periods, offering a diverse range of subjects. Each period will feature two courses running concurrently, allowing members the flexibility to choose according to their interests and professional needs. The training periods are as follows:



In addition to these courses, we have meticulously planned 15 special workshops.

These workshops are tailor-made to address specific areas of expertise, promising an engaging and enriching experience. They offer a perfect platform for our personnel to delve deeper into specialized topics and stay abreast of the latest trends and best practices in respective fields.

For detailed information on the training calendar and how to register, please contact  admin@appu-bureau.org

Period	Dates	Course A	Course B
1	29 Jan – 23 Feb	Business Development and Marketing	Managing Quality of Service
2	25 Mar – 5 Apr (Online)	Digital Transformation in Postal Sector	Postal Strategy: Formulation and Execution
3	13 May – 7 Jun	Human Resource Management	Parcel, Logistics and Operations Management
4	24 Jun – 19 Jul	International Postal Services	Marketing and Innovation for Posts
5	5 Aug – 23 Aug	E-Business and Technology	Postal Financial Services
6	16 Sep- 4 Oct	E-Commerce Solutions and Supply Chain Management	International Mail Accounting
7	21 Oct- 29 Nov	Postal Management	Express Mail Service (Starting from 11 Nov)

ALUMNUS VISIT TO APPC: MR. SUNG GON SON VISITS HIS ALMA MATER



We warmly invite the APPC alumni to share their reflections and experiences from their training, continuing this valuable exchange of memories and insights.



Mr. Sung Gon Son, a participant of the Postal Management Course (PMC) in 1986, revisited the APPC on January 8, 2024. His visit was a pleasant surprise for the staff at APPC, formerly known as APPTC during his study period. Current staff members found his visit a unique opportunity to connect with their past rekindling old memories.

Starting his career at Korea Post in 1976 and later moving to Korea Telecom in 1989, Mr. Son discussed his experiences from the six months he spent for the PMC in Bangkok. He spoke about the connections he made with other 25 classmates from 13 different countries and the impact of the training on his professional life. He managed the Gwangju Post Office when he attended the PMC and retired in 2010 as the Director of Gwangju Telecom. Post-retirement, he spent ten years as a business development professor at Chosun University. Notably Mr. Son also earned his PhD through night studies while working full-time.

During his visit, he also had a look at the current APPC facilities, observing the advancements and improvements in the training environment. He appreciated the modernized and convenient setup of the classrooms and dormitories compared to his time.

Embracing nostalgia and welcoming Mr. Son, Dr. Singh highlighted the importance of his surprise visit. It allowed the APPC team to reconnect with its history and enabled Mr. Son to see the progress and development of the College. His visit was a testimony to the long-lasting influence of the College's training programs.

REPORT

Postal Statistics Report 2022

The Universal Postal Union (UPU) has released the 2022 edition of its Postal Statistics Report, which is now available for download. This Report, updated annually, provides extensive postal data from UPU member countries.

The 2022 edition is structured in two parts: the first part lists statistical data for each member country, and the second part focuses on specific postal development indicators.

Data for this publication, collected by the International Bureau, includes information up to June 30, 2023. The report is a useful resource for understanding postal trends globally.

Some data related to the developing countries in Asia-Pacific regions are:

Items	Year 2022	Year 2021
Number of full-time staff	1147432	1155644
Number of part-time staff	308657	320512
Number of permanent offices staffed by administration officials	248629	234845
Number of permanent offices staffed by people from outside the administration	114902	127789
Operating revenue (SDR)	88056897394,551	86778066389,191
Number of letter-post items, domestic service	28037851698	28745822249
Number of letter-post items, international service – dispatch	211661731	276375553
Number of parcels, domestic service	9827143603	9461317915
Number of parcels, international service – dispatch	3325723	4118896

THE AUSTRALIAN GOVERNMENT HAS ANNOUNCED A PACKAGE OF REFORMS TO HELP MODERNISE AUSTRALIA POST



Following extensive consultations, the Australian Government has announced a reform package for Australia Post.

These changes, aimed at bolstering long-term financial sustainability and increasing productivity, focus on balancing traditional letter delivery with future-oriented services. Key reforms include altering the frequency of ordinary letter delivery to every second day and granting Australia Post an additional day for nationwide delivery.

Additionally, the reforms will enable Australia Post to revamp its priority mail services, offering more commercially viable rates and collaborating with customers on terms and conditions. This strategic adjustment in operations is a step towards modernizing Australia Post and enhancing its service efficiency.



Read more at

<https://www.infrastructure.gov.au/department/media/news/positioning-australia-post-future>



INDIA POST LAUNCHES "CLICK N BOOK" FOR HOME COLLECTION OF LETTERS AND PARCELS FOR DELIVERY

India Post has launched an innovative service called 'Click 'n' Book,' which allows customers to book speed post and registered post parcels from the comfort of their homes or offices.

Under the service, a maximum of five letters can be booked at a time, with a maximum weight of up to 5 kg. A free pickup facility will be provided on booking charges up to Rs 500, whereas on booking less than Rs 500, a charge of Rs 50 will be payable. One can schedule a "Same day/Next working day" pickup, except Sundays, local and gazetted holidays.

This initiative is part of the department's efforts to modernize and improve its services, catering to the evolving needs of the digital era.



Read more at

<https://bnnbreaking.com/world/india/india-post-debuts-click-n-book-service-a-step-towards-digitization>

POS MALAYSIA EXPANDS RETAIL OPERATIONS WITH NEW CONVENIENCE STORES



Pos Malaysia is set to expand its retail presence with nine more convenience stores following the opening of its second outlet in Brickfields, Kuala Lumpur.



Integrating with Pos Laju Brickfields, the new Pos Shop extends over 1,100 square feet and includes Pos Kafe, offering ready-to-eat food and beverages.

This initiative is part of Pos Malaysia's strategy to diversify beyond its traditional postal and courier services, leveraging its extensive network to offer more integrated customer services.

The expansion will cover various locations, including Pahang, Selangor, Johor, and Melakam.

Read more at

<https://www.businesstoday.com.my/2023/11/16/pos-malaysia-plans-9-more-convenience-stores-after-the-second-opens-in-kl/>





IRAN POST CELEBRATES CULTURAL HERITAGE WITH 'YALDA' AND 'IRAN CREATIVE CITIES' COMMEMORATIVE STAMPS



On December 22, 2023, Iran Post celebrated cultural heritage and creativity with the release of two commemorative stamps titled "Yalda" and "IRAN Creative Cities."



The "Yalda" stamp pays tribute to one of the oldest Persian festivals, marking the last night of autumn.

Yalda, recognized as a world heritage, symbolizes the warmth of gathering with friends and family during the longest and darkest night of the year, fostering love, laughter, and hope for brighter days.

In parallel, the "IRAN Creative Cities" stamp showcases the nation's commitment to creative urban development. This initiative aligns with the UNESCO Creative Cities Network (UCCN), established in 2004 to foster cooperation among cities where creativity is integral to sustainable urban growth.

Notably, Iranian cities such as Kermanshah, Isfahan, Sanandaj, Rasht, and Bandar Abbas are distinguished within this network for their creative contributions. This stamp release by Iran Post is a proud acknowledgment of Iran's rich cultural heritage and its ongoing dedication to promoting creativity and sustainable urban development.

Source National Post Company of The I.R.Iran

SINGAPORE POST ANNOUNCES RATE HIKE

In response to evolving economic conditions, Singapore Post Limited (SingPost) has taken steps in adjusting postal rates.



Starting January 1, 2024, will increase rates for international airmail letters, printed papers, aerogrammes, and postcards by \$0.05 across Zones 1, 2, and 3. This adjustment is attributed to rising annual international postal settlement fees.

JAPAN PLANS SIMILAR MOVE

The Japanese government, on the other hand, is currently planning a significant change in postage prices, the first major revision in 30 years excluding tax-related increases.



The proposal, aimed at addressing a shortfall in postal operations due to declining deliveries, includes raising the price of stamps for standard-size letters to ¥110, up from the current ¥84.

Additionally, Japan Post aims to adjust the prices for standard postcards and increase the rates for nonstandard-size postal items by approximately 30%.

The government will seek public feedback before formalizing these changes, in an effort to mitigate Japan Post's operating losses, which have been escalating due to increased labor and fuel costs.

Read more at

<https://www.singpost.com/about-us/news-releases/adjustments-international-postage-rates-1-january-2024>

<https://www.japantimes.co.jp/business/2023/12/18/economy/japan-postal-fee-hike/>



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