



FROM SECRETARY- GENERAL'S DESK



Greetings from the Asian-Pacific Postal Union!

As we enter the final quarter of 2025, I am heartened by energy and optimism that continue to define our postal family. The past months have been full of progress, partnership, and purpose — and October, in particular, offered moments to celebrate how far we've come together and to look ahead with renewed resolve.

To mark **World Post Day 2025**, we inaugurated the **APPU Digital Library** and unveiled our **revamped APPU website** — two milestones that strengthen our shared knowledge base and make learning and collaboration even more accessible for our members. These initiatives reflect our commitment to making APPU not just a regional institution, but a living platform for innovation and community.

This year's **UPU theme** — **#PostForPeople: Local Service, Global Reach** — beautifully captures what our network stands for. Even in a world shaped by digital transformation, the Post remains one of society's most trusted and inclusive public institutions. It continues to connect people and communities, ensuring that no one is left behind.

In my article, "**Postal Services Still Lead the Way**," published in the *Bangkok Post* on 9 October on the occasion of the World Post Day (reproduced in this issue), I reflected on how our region is leading this transformation. Across Asia and the Pacific, postal operators are embracing digital, inclusive, and green transitions. From small island nations deploying geospatial addressing systems to strengthen service delivery, to large economies digitalizing networks to expand e-commerce and financial inclusion — the transformation is visible everywhere. The Post is not a relic of the past; it is an essential infrastructure for the future.

Building on this momentum, the **inaugural APPU Postal Regulatory Conference**, held on 15 October, brought together around 100 participants from 26 member countries and five regional organizations. The discussions underscored the importance of modern, adaptive regulation in fostering sustainability and innovation across our sector. Such knowledge-sharing helps us shape a more resilient and forward-looking postal ecosystem.

Earlier this month, I also had the pleasure of paying a courtesy visit to the new Permanent Secretary of the Ministry of Digital Economy and Society (MDES) of Thailand. Our exchange reaffirmed Thailand's continued support for APPU and our shared vision of advancing transformation in the postal and logistics space.

On the global front, the **28th Universal Postal Congress**, recently concluded in Dubai, adopted a new UPU strategy for 2026–2029. The coming year will, therefore, be one of alignment and action, as member countries translate this vision and strategy into national plans. APPU will continue to play a proactive role through research, training, and regional cooperation to support implementation.

Looking ahead, I will be joining the **first APPU Pacific Postal Conference** in Fiji (3–6 November 2025). I also look forward to welcoming you all to Bangkok for the **12th APPU Postal Business Forum** in December, 2025. Each gathering will be a valuable opportunity to share insights, strengthen partnerships, and set fresh directions for the region's postal future.

As the year draws to a close and postal operators around the world enter their peak business season, I wish to express my heartfelt appreciation to every postal worker who keeps the network moving — ensuring that letters and parcels reach every household, every enterprise, every corner of our communities. Their dedication and service truly embody the spirit of service that makes the Posts so unique.

With warm regards and best wishes,



Dr. Vinaya Prakash Singh

COURTESY VISIT TO THE NEW PERMANENT SECRETARY OF MDES

On 16 October 2025, Secretary-General Dr. Singh paid a courtesy visit to Mr. Patchara Anuntasilpa, Permanent Secretary of the Ministry of Digital Economy and Society (MDES) of Thailand, to convey congratulations on his appointment and discuss ongoing cooperation.

Both sides reaffirmed their commitment to strengthening collaboration in the area of postal development, underscoring Thailand's continued support as the host country of the Union.



WORLD POST DAY 2025 CELEBRATED AT APPU

The APPU Bureau marked World Post Day on 9 October with a warm gathering in Bangkok. The event featured the inauguration of the APPU Digital Library and the launch of the revamped APPU website by Secretary-General Dr. Vinaya Prakash Singh.

Participants from the E-Business & Technology and Digital Financial Services courses at the Asian-Pacific Postal College (APPC), together with colleagues from MDES and Thailand Post, joined the celebration, sharing reflections on the role of postal services in connecting communities and supporting innovation.

SECRETARY-GENERAL DELIVERS KEYNOTE AT THE UNI POST AND LOGISTICS WORLD CONFERENCE

Dr. Singh, Secretary-General, delivered a keynote address at the UNI Post and Logistics World Conference held in Bangkok under the theme "Rising Together in Solidarity."

In his remarks, Dr. Singh shared insights on the future of postal services, emphasizing the importance of safeguarding the Universal Service Obligation (USO) and exploring diversification opportunities amid rapid changes driven by e-commerce, emerging technologies, and artificial intelligence. He also underlined the constructive role of trade unions in ensuring that postal services remain modern, relevant, and resilient.

Dr. Singh further highlighted the pivotal role of the Asian-Pacific Postal Union (APPU) in advancing the postal sector's growth and cooperation across the Asia-Pacific region.



Upcoming Events

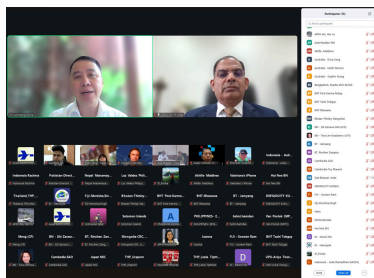


12th APPU Postal Business Forum

1 – 4 December, 2025
JW Marriott, Bangkok

APPU HOLDS INAUGURAL POSTAL REGULATORY CONFERENCE

APPU successfully organized the inaugural edition of the APPU Postal Regulatory Conference on 15 October 2025, held online under the theme "Postal Regulations for the Sustainable Development of the Sector."

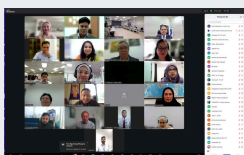
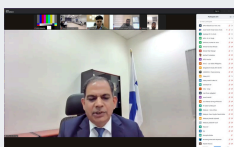


The conference brought together around 100 participants from 26 APPU member countries, along with speakers from Indonesia, the Postal Union of the Americas, Spain and Portugal (PUASP), the Communications Regulators' Association of Southern Africa (CRASA), and the European Committee for Postal Regulation (CERP).

Discussions highlighted regional reforms, emerging trends, and best practices,

reinforcing the importance of collaboration and knowledge exchange in shaping a resilient and sustainable postal future.

APPU HOSTS THIRD POSTAL TECHNOLOGY AND INNOVATION SHOWCASE



The Asian-Pacific Postal Union organised the third edition of the APPU Postal Technology and Innovation Showcase on 6 and 7 October 2025. This edition focused on Artificial Intelligence and its application in the postal sector, Financial Inclusion through the Post Office, and Delivery Duty Paid solutions.

A total of ten presentations were delivered by APPU Postal Business Forum partners and the UPU Postal Technology Centre. Around 130 participants from 25 postal operators attended the showcase, sharing ideas and exploring the latest innovations shaping the industry.

The upcoming APPU Postal Business Forum, to be held from 1–4 December 2025, will provide a broader platform to discuss similar themes. We look forward to welcoming all APPU member countries to the Forum in Bangkok.

CALL FOR NOMINATIONS: APPU INNOVATION AWARDS 2025



Event

To be presented during the 12th APPU Postal Business Forum, 1–4 December 2025, JW Marriott, Bangkok



Award Categories:

- **Innovation Award** – Recognizing the most outstanding project delivering tangible and sustainable results in the postal sector
- **Rising Star for Innovation Award** – Honouring a creative and promising initiative with strong potential for future impact



Submission Details:

- Each member country may submit up to two nominations
- A two-page summary outlining the project's objectives, outcomes, and impact is to be submitted
- Photos or short videos are welcome to accompany the submission



Purpose:

Celebrating innovation that strengthens postal transformation, enhances customer experience, and drives sustainable growth across the Asia-Pacific region





APPC CONCLUDES COURSES ON DIGITAL FINANCIAL SERVICES AND E-BUSINESS & TECHNOLOGY

The Digital Financial Services (DFS) and E-Business & Technology (EBT) courses were successfully concluded at the Asian-Pacific Postal College (APPC) on 10 October 2025. Over 20 participants from across the Asia-Pacific region and Africa took part in these concurrent two-week programmes, gaining practical insights into the rapidly changing postal and financial landscapes.

The DFS course explored the growing role of postal operators in advancing financial inclusion through digital platforms. Key sessions covered topics such as the digital financial ecosystem, postal payment strategies, and the integration of e-commerce and digital remittance services. Participants also discussed international standards related to digital identity, KYC

compliance, and anti-money-laundering frameworks, highlighting how these measures enhance the security and credibility of postal financial services.

Besides, the EBT course focused on how postal operators can harness technology to strengthen their e-business strategies. Sessions examined digital transformation trends, innovation in postal technology, and new business models that link traditional postal operations with modern logistics and online commerce. Benchmark visits — including the Dahua Technology Co., Ltd and Samsen Nai Post Office — offered participants hands-on exposure to technological applications in postal and logistics operations.

Beyond the classroom, participants enjoyed opportunities to connect with colleagues from different countries, share experiences, and engage in rich cultural exchange. The two-week programme fostered lasting friendships and professional networks, reflecting the spirit of cooperation and learning that defines the APPC community.

APPC CONCLUDES SPECIALIZED COURSES FOR INDIA POST OFFICERS



practical view of employee engagement and organizational development initiatives.

The Philately and Marketing Workshop, conducted from 13 to 17 October 2025, focused on enhancing skills in philatelic promotion, marketing innovation, and brand development. Participants attended sessions on marketing strategies and the UPU's role in philately, and visited the Thailand Creative and Design Centre, GPO Bangkok, Philatelic Museum, and Thai British Security Printing.

APPC successfully organized two specialized training programmes for India Post officers in September and October 2025, focusing on Human Resources Management, and Philately and Marketing.

The Human Resources Management course, held from 22 to 26 September,

provided participants with insights into modern HR strategies and best practices from other postal organizations.

The programme also included benchmarking visits to the Thailand Post Postal School, Sports Centre, Thailand Creative Design Centre, and Thai Health Promotion Organization, offering a



AUSTRALIA POST'S "PEAK-ME-UP" COFFEE VAN RETURNS TO MELBOURNE

Australia Post has brought back its Peak-me-up coffee van to help local businesses stay energized during the busy lead-up to Christmas. The travelling van offers free coffee and tea at business hubs across Melbourne, in partnership with St Ali and T2.

The initiative runs through October and November, the peak period for e-commerce and retail activity covering Black Friday, Cyber Monday, and the Christmas rush.

Part of Australia Post's national Peak Performance campaign, the Peak-me-up van recognizes the effort it takes to keep businesses moving through the season and encourages them to take a moment to recharge and refocus.



Full article: <https://www.broadsheet.com.au/melbourne/event/free-coffee-australia-post-coffee-van-melbourne>



CHINA'S EXPRESS DELIVERY VOLUME SURPASSES 150 BILLION PARCELS

China's express delivery industry has reached a new milestone, surpassing 150 billion parcels as of 11 October 2025, according to the State Post Bureau. The achievement came 37 days earlier than in 2024, reflecting the continued expansion of the country's logistics and e-commerce sectors.

Officials noted that the postal and express delivery network now covers the entire nation and connects efficiently to global markets, providing strong support to the smooth circulation of goods and the overall stability of the national economy.



Full article
https://english.www.gov.cn/archive/statistics/202510/12/content_WS68eb693fc6d00ca5f9a06b68.html



INDIA AND MONGOLIA CELEBRATE FOLK DANCE TRADITIONS THROUGH JOINT STAMP

India Post and Mongol Post jointly released a commemorative postal stamp celebrating the rich folk dance traditions of both countries. The special issue features Ramlila, a traditional Indian folk theatre depicting the life of Lord Rama, and Biyelgee, a Mongolian folk dance that reflects nomadic life and is performed in a seated or kneeling posture.



Unveiled in New Delhi during the state visit of President Khurelsukh Ukhnaa, the stamp symbolizes the cultural connection and shared artistic spirit between the two postal administrations, highlighting their deep-rooted heritage and creativity.

Full article <https://www.tribuneindia.com/news/biyelgee-dance/india-mongolia-release-joint-stamp-celebrating-folk-dance-traditions-to-mark-70-years-of-diplomatic-ties>



IRAN POST LAUNCHES NOMADIC POST PROJECT



Iran Post's Nomadic Post Project is a new initiative to assign postal codes to the seasonal settlements of the country's more than one million nomads. This crucial step supports inclusive service delivery, ensuring this mobile population gets reliable postal access.

The project, which aligns with Iran's digital governance strategy, is launching in seven provinces. Each nomadic household will receive codes for at least two seasonal residences (summer and winter). Officials highlight the program's role in connecting mobile communities. Beyond delivery, it will significantly aid the marketing and distribution of nomadic products, fostering inclusive economic growth and sustainable livelihoods.



PHLPOST STRENGTHENS WORKPLACE SAFETY AND ACCESSIBILITY

The Philippine Postal Corporation (PHLPost) has introduced new initiatives to enhance workplace safety, accessibility, and inclusivity across its facilities. Acting Postmaster General and CEO Maximo C. Sta. Maria III led the implementation, beginning with a fire safety drill on 11 September 2025 that provided key postal workers with practical training on responding to emergencies.

Assistant Postmaster General Atty. Lee P. Vical emphasized that such activities develop vital life skills applicable both in the workplace and in local communities. As part of its Public Service Continuity Plan, PHLPost also directed all areas to conduct earthquake and fire drills nationwide.



To improve accessibility, the corporation built a pedestrian pathway to ensure uninterrupted service during floods and installed ramps for differently-abled persons. PHLPost is also exploring opportunities to employ more qualified individuals with physical challenges, reinforcing its commitment to a safe, inclusive, and service-oriented environment.

Source: PHLPost



THAILAND POST LAUNCHES EXPRESS SERVICE FOR ORNAMENTAL FISH EXPORTS

Thailand Post, in partnership with the Department of Fisheries, has introduced its first express delivery service for ornamental fish exports, aiming to strengthen Thailand's role as a global ornamental fish hub.

The service begins in October 2025, supporting more than 10,000 registered breeders. The first phase covers exports of Siamese fighting fish to five destinations – the United States, China (including the Taiwan region), Japan and Indonesia – with operations starting at Nakhon Pathom Post Office, home to Thailand's largest concentration of breeders.

According to Thailand Post President Dhanant Subhadrabandhu, the collaboration enables Thai farmers and the aquaculture sector to access international markets through Thailand Post's network of 50,000 service points in over 190 countries. It also forms part of the company's parcel-defined logistics strategy, which tailors logistics solutions for specialised products and contributes to economic growth.



<https://www.bangkokpost.com/business/general/3120088/thailand-post-offers-global-fish-delivery>



Postal Services Still Lead the Way

On World Post Day 2025, Dr. Vinaya Prakash Singh shared his article, "Postal Services Still Lead the Way," published in the *Bangkok Post* on 9 October 2025, reflecting on how postal networks continue to connect lives and enable inclusion in an increasingly digital world.



World Post Day, observed every year on Oct 9, was proclaimed by the 1969 Universal Postal Congress in Tokyo to mark the anniversary of the founding of the Universal Postal Union (UPU) in 1874 in Berne. Across 192 UPU member countries, the day is celebrated through the launch of new products, the opening of postal facilities, employee recognition, and community engagement.

This year's UPU theme -- #PostForPeople: Local Service. Global Reach -- underscores the enduring role of postal services in connecting people and communities, both locally and across borders. When we mark this day, it is worth pausing to ask: how do we really perceive the "post office" today?

For many, the image remains one of handwritten letters and long queues at wooden counters. Yet in the Asia-Pacific -- home to nearly 60% of the world's population and about half of global mail and parcel volumes -- that image is rapidly fading.

From Nauru, with a single post office, to India, with 165,000, the region is extraordinarily diverse. But all postal operators face a common challenge: transforming legacy infrastructure into engines of innovation, inclusion, and resilience. Encouragingly, many have already begun this transformation. The postal sector is undergoing one of the most profound public-service evolutions of the 21st century.

Over the past two and a half years as Secretary-General of the Asian-Pacific Postal Union (APPU) in Bangkok, I have witnessed this transformation first-hand. Posts are emerging not merely as carriers of mail, but as facilitators of digital public services, drivers of financial inclusion, and even champions of climate resilience. Their evolution can be seen through three interconnected transitions -- digital, inclusive, and green.

Digital transformation

Postal networks are embracing digitalisation to remain relevant in an e-commerce-driven, data-centric global economy. They are evolving from purely physical networks to dynamic digital, or "phygital", platforms.

India Post has digitally networked all its offices and is rolling out a Digital Address Code that could transform last-mile delivery, emergency response, and e-commerce logistics -- particularly in remote or unstructured settlements. In Mongolia, where traditional addressing systems often fail, Mongol Post has adopted geospatial solutions such as what3words to serve even nomadic communities.

Elsewhere, Post Malaysia is leveraging smart lockers and digital booking systems to support e-commerce. Thailand Post's own e-marketplace, ThailandPostMart, links local sellers with buyers at home and abroad. Japan Post employs AI-powered route optimisation and predictive delivery systems to boost efficiency and service quality.



Inclusive transformation

The second shift is about ensuring that no one is left behind.

In Sri Lanka, the Post has long served as a financial lifeline -- facilitating pensions and remittances and, in partnership with the National Savings Bank, offering basic banking nationwide. This role proved crucial during the recent economic crisis, when postal counters remained open even as banks closed.

In India, the India Post Payments Bank has brought basic banking services to more than 60 million people. Rural postal workers, known as Gramin Dak Sevaks, use smartphones and biometric devices to serve the elderly, the unbanked, and the digitally excluded. Bangladesh Post and Bhutan Post also offer agent-based banking and mobile remittance services to reach low-income and remote populations.

In Japan, the Mimamori ("Watch Over") service enables postal workers to check on elderly citizens and help them stay connected with distant family members -- a simple yet compassionate initiative.

During crises and disasters, postal networks have often proved indispensable. During the pandemic, they ensured delivery of relief materials, vaccines, and medical supplies when other channels faltered. In the Solomon Islands, the postal network supports emergency logistics and acts as an information hub in areas with limited internet access.

Green transformation

Postal operators are also advancing a green transition.

Japan Post operates one of the region's largest fleets of low-emission vehicles. Thailand Post is rapidly introducing electric vehicles, while Australia Post has pledged to achieve net-zero emissions by 2050. Many postal services are installing solar panels at major facilities. In the Pacific, Fiji Post and several island nations are exploring off-grid solar solutions to enhance energy resilience and reduce reliance on diesel.

These efforts demonstrate that postal services can lead climate-smart transitions -- an essential step for a sector that reaches every community, including those most exposed to climate risks.

This progress is remarkable, given that many Posts still face ageing infrastructure, funding constraints, and the need for workforce reskilling. Yet they remain the most trusted state presence in many underserved areas.

Collaboration is key. This is where the Asian-Pacific Postal Union, an intergovernmental body of 32 member countries, plays a crucial role.

Small island nations benefit from the experience of larger economies, while resource-smart solutions pioneered in Bhutan and the Pacific offer lessons in adaptability.

As we look ahead, we must recognise Posts not as relics of the past but as public infrastructure for the future.

With their unmatched reach, credibility, and service ethos, they are uniquely positioned to adapt to new realities.

Across the Asia-Pacific, this transformation is already well underway. It is time we acknowledged and supported it.



<https://bangkokpost.pressreader.com/article/281728390715404>



ROYAL MAIL TO INTRODUCE "POSTBOXES OF THE FUTURE" NATIONWIDE

Royal Mail is set to roll out 3,500 solar-powered parcel postboxes across the United Kingdom following a successful pilot earlier in 2025. The initiative marks the biggest redesign of the iconic red postbox in 175 years.

The new design enables customers to send and return labelled parcels – up to the size of a shoebox – directly through a postbox, with proof of posting and tracking available via the Royal Mail app. Each postbox features a barcode scanner and a digitally activated drop-down drawer for larger parcels, powered by a solar panel positioned for optimal sunlight. A separate slot remains for letters.

Deployment will take place in phases nationwide as part of Royal Mail's effort to expand convenient parcel access points. Customers can now send, return, or collect parcels at more than 23,500 locations, including lockers, Collect+stores, Post Offices, and Royal Mail Customer Service Points.

[Full article](https://www.internationaldistributionsservices.com/en/press-centre/press-releases/international-distribution-services/royal-mail-to-roll-out-postboxes-of-the-future-nationwide/)

<https://www.internationaldistributionsservices.com/en/press-centre/press-releases/international-distribution-services/royal-mail-to-roll-out-postboxes-of-the-future-nationwide/>



LITHUANIA OPENS TENDER FOR UNIVERSAL POSTAL SERVICE OPERATOR

Lithuania has opened a tender process to select its next universal postal service (USO) operator for the period 2027–2035, marking a rare case in which the national postal service contract is open to competition. The USO guarantees nationwide access to basic postal services at affordable prices, including domestic and international delivery.

The current provider, Lithuania Post, holds the contract until the end of 2026. For the upcoming term, Omniva LT UAB, a subsidiary of Estonia's Omniva Group, has announced its participation in the tender. The company has held a postal licence in Lithuania since 2006.

According to the Lithuanian regulator, the selected provider must demonstrate sufficient network capacity to perform nationwide postal services. The national USO market was valued at €13.6 million in 2024 but remains loss-making due to declining mail volumes. From 2025, the use of parcel lockers and retail outlets will be permitted as part of USO delivery.

<https://www.omniva.ee/en/news/omniva-to-compete-for-lithuanias-universal-postal-service-contract/l-mail-launches-send-it-your-way-influencer-campaign/>



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