

A Conversation with Mr. Isireli Koyamaibole Leweniqila, Post Fiji Pte Limited

- *Interviewee: Mr. Isireli Koyamaibole Leweniqila, Chairperson of the Board*
- *Interviewer: APPU Bureau*

Q1: Fiji is considered a hub for postal services in the Pacific. How does Post Fiji plan to strengthen this strategic role in the coming years?

Mr. Leweniqila: Given our central geographic location, we are indeed well placed to serve as the postal hub for the Pacific. To formalize this role, we are working closely with the UPU, Japan Post, and the support of Pacific Island Designated Operators. A key initiative is the construction of a modern Office of Exchange, designed to meet international standards in operations, security, and compliance. Once operational, this facility will be a win-win for all regional stakeholders — enhancing connectivity, efficiency, and trust.

Q2: How is Post Fiji helping to strengthen coordination and information-sharing among Pacific Island postal operators?

Mr. Leweniqila: The presence of the UPU Regional Office in Fiji has been transformative. It has allowed us to facilitate more direct communication within the Pacific and with UPU Headquarters in Bern. In January, we hosted a regional meeting in Nadi focused on Operational Readiness for E commerce. This brought together all the Pacific Island countries, allowing us to share experiences, compare progress, and learn from one another. We've also reactivated the Pacific Group, supported by the Regional Office, and created a dedicated communication platform — essentially a chat group — to exchange knowledge and resolve issues in real time.

Q3: Fiji hosts the UPU Regional Office. How do you see this contributing to the development of postal services across the Pacific region?

Mr. Leweniqila: The UPU Regional Office plays a catalytic role. It ensures that the Pacific has direct access to expert advice, policy support, and training. Its presence in Fiji reinforces our position as a regional leader, and more importantly, helps us align Pacific postal operations with global standards while addressing our unique regional challenges.

Q4: Can you share how Post Fiji collaborates with neighboring island posts to improve regional service quality and efficiency?

Mr. Leweniqila: We work closely with our Pacific neighbors through shared initiatives, regional meetings, and joint capacity-building efforts. The reactivated Pacific Group allows for regular dialogue, and through our Office of Exchange project, we aim to become a central distribution and logistics point for the region. Collaboration is key to improving both service quality and operational efficiency across borders.

Q5: Are there any recent or upcoming innovations at Post Fiji that you're particularly proud of?

Mr. Leweniqila: What I am most proud of is the cultural transformation we've achieved within our team. We have shifted from a traditional public-service mindset to a dynamic, customer-oriented commercial culture. Our staff no longer think of themselves simply as postmen — they are now service-driven sales professionals who put profitability and customer satisfaction at the forefront of daily operations.

Q6: As someone with a policy background, what do you see as the government's role in ensuring a sustainable and inclusive postal sector in the Pacific?

Mr. Leweniqila: From my perspective, the government should play an enabling — not restrictive — role. While I personally believe the postal sector should not have been privatized, that debate is behind us. The priority now is for Pacific governments, including Fiji, to “unshackle” State-Owned Enterprises by modernizing outdated regulations. Let Designated Operators run as full-fledged commercial entities, free to compete, innovate, and grow.

Q7: What are your priorities as Chairman to ensure good governance and long-term strategic planning at Post Fiji?

Mr. Leweniqila: Our first step has been to reassess all internal priorities, regulations, and operational frameworks. We’ve enhanced our capacity-building programs and committed to upskilling our workforce. Internally, we’ve restructured the organization, and we’re preparing to advise the government on a new legal framework — one that supports long-term sustainability and market relevance.

Q8: How can international partners and regional organizations like APPU and UPU better support small island developing states in postal development?

Mr. Leweniqila: We envision Post Fiji as a fully commercialized entity, driven by high-quality services and sustainable products. To support this vision, APPU and UPU are expected to continue serving as our go-to sources for expert guidance, policy consulting, and technical support. Their development arms remain vital to helping small island developing states overcome capacity gaps and integrate effectively into the global postal ecosystem.