



**Workshop for the Arab region on  
Operational readiness for e-commerce project: quality of  
service fund and remuneration  
2 - 6 April 2018, Tunis, Tunisia**

**Welcoming remarks by H.E. Musa Kulaklıkaya**

*Bismillahirrahmanirrahim,*

Distinguished Participants,  
Ladies and Gentlemen,

*Assalamu Alaykum wa Rahmatullahi wa Barakatuhu,*



It is a great pleasure for me to address this august gathering and distinguished audience on the occasion of the Workshop on “Operational readiness for e-commerce project: quality of service fund and remuneration”, which we are jointly organizing with the Universal Postal Union and the Tunisian Post. At the outset I would like to express my deep thanks and gratitude to all of you for allocating your precious time to attend this important workshop.



Let me start with a brief introduction of our Centre for those of you who may not be fully familiar with it. The Statistical, Economic and Social Research and Training Centre for Islamic Countries, shortly SESRIC, is a subsidiary organ of the Organisation of Islamic Cooperation (OIC), which is the second largest International organisation after the United Nations. The Centre is the main economic and social research, statistical and training body of OIC.



It also facilitates technical cooperation with various partners from OIC member countries and international community.

SESRIC has been tasked to collate, process and disseminate socio-economic statistics and information on and for the utilisation of member countries. As the main socio-economic information bank of the OIC, the Centre gives special attention to increase the data and information and enhance the national statistical systems (NSS) of member countries.



The Centre hosts a number of rosters, which provides opportunity to reach out to the pool of experts that work in various sectors that deliver services contributing to the efforts of the agencies with an embedded statistical role.



In its capacity as the main socio-economic research organ of the OIC, the Centre has been mandated the task of following up, studying and evaluating the economic and social developments in member countries through preparing technical background reports and studies on various socio-economic issues of concern to the OIC member countries with a view to analysing the current situation at the OIC level and suggesting the appropriate policy actions that need to be taken in order to face the challenges and strengthen the intra-Islamic cooperation in the concerned areas.



SESRIC is the focal point for implementing and promoting coordination among relevant institutions in enhancing training activities, and plays a central role in establishing cooperation network among the OIC member states. To this end, SESRIC undertakes strong and close cooperation and collaboration with the most relevant international and regional organisations with a view to provide high-level training opportunities to institutions from the member states.



In this regard, the Centre has developed the OIC Capacity Building Programme with a focus on exchange of best practices, human and institutional capacity building to develop the skills and competencies of the professionals by introducing a transnational perspective in conformity with national priorities of the member countries.



Working closely with governments, local administrations, municipalities, research centres, institutes, universities and NGOs, the Centre has initiated several capacity-building programmes, skill development projects and networks of institutions, which served to the exchange of thousands of people throughout OIC countries, and enhanced the quality and innovation capacity of training systems, facilitating the transfer of best practices from one country to another.



In this connection, the Postal Services Capacity Building Programme has been launched to increase cooperation in the postal sector towards ensuring the exchange of postal items more regularly, reliably and fast with maximum service quality, increasing the diversification of offered services, realizing the transfer of technology, system and expertise in order to ensure sharing of best practices, supplying on-site-training of personnel of Postal Administrations and contributing to the cultural interaction among countries.



As an example, I would just like to mention the two recently organized trainings within the framework of the OIC Postal Services Capacity Building Programme (OIC-Post-CaB). SESRIC organized a Training Course on “Postal Codes and Addressing System” on 16-18 May 2017 in Ramallah, Palestine. The course was provided by two experts from Turkish Post PTT.



Also, our Centre, in collaboration with the Office of Tunisian Post, organized a training course on “Postal Financial Services, Electronic Services and Letter Post Service” at the venue of the Jordan Post Company on 5-7 April 2015.

In addition, a cooperation agreement has recently been signed between SESRIC, Universal Postal Union and Tunisian Post.



Within the framework of the objectives and priorities defined in the Istanbul Postal Strategy, this cooperation aims at facilitating the sustainable development of the postal sector, in accordance with the specific needs of the postal sector and the citizens of the member countries of the Arab region.

We are convinced that the development of human resources is essential for the sustainability of the postal sector in the Arab region.



Thereby, through this cooperation a series of training and workshop have been planned to develop human capacities in postal area.

Technological development, coupled with fast changing customer needs is radically changing our business landscape, creating both enormous challenges and tremendous opportunities for the sector of post to transform.



Thus training plays a crucial role in keeping up to date, responding to new needs and facing new challenges for this sector. So, SESRIC will continue to deploy its efforts to contribute to the development of the postal sector of our member countries.

Last but not least, let me thank Universal Postal Union and Tunisian Post for their collaboration in the organization of this workshop.



I wish you a successful and productive workshop.

Thank you for your kind attention.

*Wassalamu Alaykum wa Rahmatullahi wa Barakatuh*