



**SMALL STATES NETWORK FOR ECONOMIC DEVELOPMENT**  
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8<sup>th</sup> July 2010

## **COUNTER AUTOMATION AT THE ST VINCENT AND THE GRENADINES POSTAL CORPORATION**

### **Summary Progress Report**

Project Name: **Counter Automation at the St Vincent & the Grenadines Postal Corporation**  
Project Ref No: **TP SVG 01**  
Beneficiary State: **St Vincent and the Grenadines (SVG)**  
Beneficiary Institution: **SVG Postal Corporation**  
Service Provider: **Barbados Postal Services in collaboration with Ascent Software Limited**

#### **PROJECT OBJECTIVES**

The objective of the project was to assist the Postal Corporation of St Vincent and the Grenadines to implement a modern Postal Counter Automation solution. This will allow the Postal Corporation to keep in line with the obligations of the Universal Postal Union and to introduce new services and revenue streams.

Other objectives included an assessment of the feasibility for SVG to offer financial products/services through their postal network and re-examination of SVG's internal business processes, with the aim of streamlining same, so as to improve efficiency in these processes.

#### **PROJECT DELIVERABLES**

- 24-28 November 2009: The Twinning Advisor and the Assistant Twinning Advisor visited St Vincent and the Grenadines to assess institutional gaps relating to 'Postal Counter Automation'.
- 30 March: The technical advisor submitted an advanced draft of a technical report relating to Systems, Business Process and Feasibility Analyses within SVG, identifying the institutional gaps with regard to Postal Counter Automation. The report put forward recommendations as to how these institutional gaps can be addressed, putting forward recommendations relating to possible new services and products to generate more revenue, and assessing the feasibility of offering financial products/services through the SVG postal network.
- 29-30 April 2010: Two officials from the SVG Postal Corporation visited Barbados for 5 days to gain first hand experience as to how the Postal Automation Services in Barbados is organised and operate.
- By Mid July: Three administrative reports, namely an inception report, a mid-term report and a final report will be submitted to the Network by the project leader of the beneficiary institution, as indicated below.
- By End July: The Technical Report will be formally submitted to the Government of St Vincent and the Grenadines. A press release is to be issued and paid adverts are to be published in the National press of the SVG and Barbados.

## **OFFICERS INVOLVED IN THE PROJECT**

### **BENEFICIARY STATE**

#### **Ministry Focal Point:**

##### **Mr Nathaniel Williams**

Permanent Secretary, Ministry of Rural Transformation, Information, Postal Services and Ecclesiastical Affairs

*Responsibilities:* To oversee the project and to ensure that the Ministry is kept informed of developments regarding the project

#### **Project Leader in the Beneficiary State (BS-PL):**

##### **Ms. Nakeisha London**

Project Officer, Ministry of Rural Transformation, Information, Postal Services and Ecclesiastical Affairs

*Responsibilities:* To represent the SSNED in the Beneficiary State, and is answerable to the SSNED regarding the progress of the project; to check and vet all claims for payments from the beneficiary institution; to supply the administrative reports relating to the project.

#### **Project Manager in the Beneficiary States:**

##### **Mrs. Cynthia Hope-Browne**

Assistant Director, Finance & Administration, SVGPost, Halifax Street , Kingstown, St. Vincent & the Grenadines.

*Responsibilities:* To manage the project on the ground and to work closely with the visiting TA; to liaise with all persons involved in the running of the project; and to take care of logistics and publicity relating to the project.

### **SERVICE PROVIDER**

#### **Barbados Postal Services in collaboration with Ascent Software Limited**

#### **Project Leader of the Service Provider (SP-PL):**

##### **Mr Joel Brathwaite**

Postmaster General, General Post Office, Cheapside, Bridgetown BB11000, Barbados, West Indies

*Responsibilities:* To oversee the operations of the Service Provider in General and the Twinning Advisor in particular; to claim payments, using appropriate procedures, on behalf of the service provider; to liaise with the project leader appointed by the beneficiary institution in discharging these responsibilities

#### **The Twinning Advisor (TA): Dr John Abela**

Technical Director, Ascent software, 110 Testaferrata Street, Msida MSD 02, Malta

*Responsibilities:* To visit St Vincent and the Grenadines (SVG) to identify gaps in personnel, institutional set-ups and computer hardware and software relating to the project and to assist the Postal Corporation of SVG implement a modern Postal Counter Automation solution in the SVG post offices; to assess the feasibility for SVG to offer financial products/services through their postal network; to re-examine SVG's internal business processes and aim to streamline such, to achieve better efficiency in their processes.

#### **Assistant Twinning Advisor (ATA): Ms Juliet P. Cobham**

**Systems Network Administrator**, General Post Office, Cheapside, Bridgetown BB11000, Barbados, West Indies

*Responsibilities:* To visit St Vincent and the Grenadines (SVG) to assist the Twinning Advisor in identify gaps in carrying out his responsibilities and to oversee the training visit by the SVG officials in Barbados.