

- Delegation of powers of the POC to its Management Committee (Agenda item 22)
- Before the 25th Congress, the POC would hold a brief session (in February/March 2012), and the POC Management Committee would also meet in October/November 2011 during the annual CA session.
- The POC was invited to delegate powers to its Management Committee to deal with certain unresolved issues under POC jurisdiction during the 2011 CA session. Such delegation of powers would comply with the provisions of article 104.8 of the General Regulations and article 6.3 of the POC Rules of Procedure.
- The POC approved decision CEP 13/2011.1 concerning the delegation of powers to its Management Committee.*
- Mail exchange between Palestine and UPU member countries (Agenda item 23)
- The Secretary General presented document POC 2011.1–Doc 23, which discussed the UPU's cooperation activities relating to Palestinian postal services and informed the POC of the situation with regard to the implementation of direct postal exchanges between Palestine and UPU member countries following the declaration made at the Geneva Congress in 2008.
- After recalling the actions carried out by the International Bureau as well as the decisions taken by the UPU bodies (CA and POC), the Secretary General pointed out that, despite the ongoing bilateral discussions through the Israel–Palestine Joint Technical Committee, the two parties had unfortunately not reached an operational agreement. The Secretary General encouraged both parties to pursue the dialogue in order to quickly reach a concrete solution.
- Switzerland and Uruguay commended the International Bureau for its efforts to assist Palestine and called for a rapid solution to enable mail to be exchanged between Palestine and UPU member countries. The Chairman of the Council of Administration expressed his wish that a solution be reached before the next CA session.
- The delegation from the United Arab Emirates read a statement on behalf of the Arab Group asking the POC to adopt a recommendation inviting UPU member countries to proceed with direct postal exchanges with Palestine under UPU rules.
- As the statement in question had not followed the procedures set out to allow study by the Plenary, the Chairman proposed that it be attached to the summary record (intervention reproduced in part C).
- The POC noted the report by the International Bureau.*
- Planned dates of the annual sessions of the Council of Administration and Postal Operations Council between 2013 and 2015 (Agenda item 24)
- The International Bureau presented document POC 2011.1–Doc 24, in which it proposed, as a guideline, the dates for the CA and POC sessions between 2013 and 2015, to ensure availability of hotel rooms and to allow the delegates to plan for these periods far in advance.
- The POC approved the tentative dates for the CA and POC sessions between 2013 and 2015.*
- UPU quality certification award ceremony (Agenda item 25)
- The UPU quality certification award ceremony took place on 12 May 2011. The Secretary General, in a brief address, underscored the important role of quality of service for designated operators and postal sector development. The designated operator of Belarus, which had been certified in 2006, was re-certified at Level A.