

CONNECT AFRICA ZAMBIA



REPORT ON GOVERNMENT STAKEHOLDER ENGAGEMENT WORKSHOP

**Ridgeway Sun Hotel
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Prepared by:

Dean Mulozi – Manager of Connect Africa Zambia
Mwendabai Sinyinda – Connect Africa operations

**Plot 32899, Makeni Road,
Private Bag 195x RW, Lusaka, Zambia**



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Workshop Participants

1 Introduction

Connect Africa is a rural service network that promotes and supports an information and communication technology (ICT) logistics and infrastructure to facilitate the delivery of multiple services to rural communities in Africa. Connect Africa uses a combination of social enterprise and entrepreneurship to provide a gateway for public and private sector organizations to deliver their respective services directly to the rural people.

In order to strengthen the scaling-up of its activities and partnerships in Zambia, Connect Africa launched the public and private sector stakeholder engagement programme, through which a limited number of workshops will be implemented. The workshops are designed to stimulate participation and involvement of the government and private sector agencies in the rural ICT service network. The workshops are also designed to create stakeholder partnerships with the public and private sector agencies in Zambia. This report is therefore a record of the government stakeholder workshop held at the Ridgeway Sun Hotel on 24th September 2009.

The facilitation team was comprised of the following:

- Dr. Anthony Mwanaumo, executive director of the Food Reserve Agency
- Mr. Dean Mulozi, manager of Connect Africa Zambia
- Mr. Mewndabai Sinyinda, workshop recorder

In support of the facilitation team:

Mr. Dion Jerling, Special Projects Director,
Connect Africa



Dr. Anthony Mwanaumo

2 Workshop participants

The stakeholder workshop was well attended by its target group, the government ministries and agencies. A total of 17 participants from the following departments (and one college) attended the workshop. (Please see annex A for a full list of participants)

- Ministry of Communications and Transport (MCT)
- Communication Authority of Zambia (CAZ)
- Ministry of Agriculture and Cooperatives (MACO)
- Ministry of Health (MoH)
- Ministry of Education (MoE)
- Ministry of Local Government and Housing (MLGH)
- Ministry of Community Development and Social Services (MCDSS)
- Ministry of Tourism, Environment and Natural Resources (MTENR)
- Ministry of Home Affairs (represented by Zambia Police)
- National Agriculture Information Service (NAIS)
- Evelyn Hone College

3 Workshop Objectives

The objectives of the workshop were the following:

- To identify critical challenges facing government ministries in the delivery of services to deep rural areas and to suggest possible solutions through the use of ICTs
- To identify ways in which Connect Africa can facilitate the delivery of multiple government services to rural communities
- To secure support from government ministries and departments for participation in the Connect Africa rural service delivery project

4 Workshop Background and Rationale

Connect Africa approached the Communication Authority of Zambia to establish a district-wide network of 20 deep rural service centres in central Zambia. The ICT service centres will offer communication services and be equipped with basic office infrastructure to facilitate the delivery of government social and economic programs. In return, government partnerships will support the sustainability of the locally managed centres.

Special Projects Director, Dion Jerling, outlined the vision for Connect Africa to improve the social and economic wellbeing of rural communities across Africa. Connect Africa has developed a business model that combines entrepreneurship and social enterprise and an ICT-driven logistics infrastructure. Together, the business model and infrastructure facilitate the delivery of multiple public and private sector services directly to the rural people of Africa.



The importance of multiple service delivery in the Connect Africa model is evident in figures 1 and 2. Information services are paid for by the recipient, the service provider or a combination of both. Therefore, multiple business and government services, facilitated by the Connect Africa network, can be delivered at a shared cost. Other key elements include organic growth (as demand for services naturally increases), ongoing monitoring, assessment and capacity building. Connect Africa's rollout in two rural districts in 2010 will serve as a model for the rest of Zambia, and Zambia will in turn become a model for the rest of Africa.

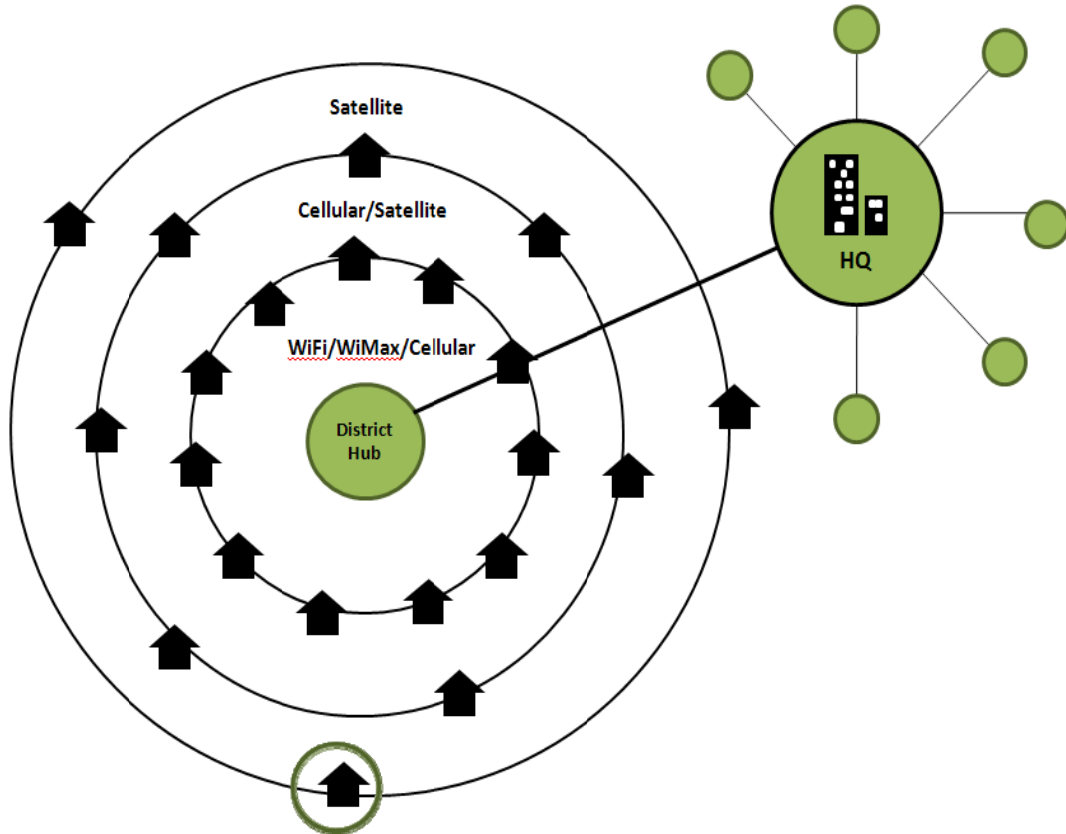
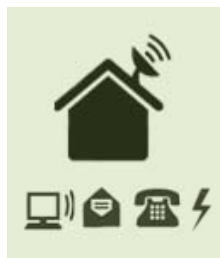


Figure 1. Hub and spoke model



-  Agriculture
-  Education
-  Health
-  Govt Extension
-  Electoral & Census
-  Business & Banking

Figure 2. Multiple business and government services, facilitated by the Connect Africa network

Mr. Dion Jerling gave the following overview of the rural communication network trial carried out in the two rural districts of Mumbwa and Kaoma.

a. Elements of the Connect Africa Rural Service Network:

- ICT – Using only fit-for-purpose technology solutions in the service centres
- Government engagement, participation and support is essential for sustainability
- Business engagement, participation and support enhances sustainability
- Community engagement, support and training is required for sustainability
- Logistics and the maintenance of infrastructure is the primary role of Connect Africa
- Business model based on social enterprise and entrepreneurship will ensure transparency and commercial viability

b. Additional areas for consideration in the implementation of a rural communication service delivery

- Identification and selection of local operators/entrepreneurs to run and manage each service centre
- Negotiation of affordable call and data charges
- Provide and maintain connectivity/coverage
- Facilitate the raising of finance to cover infrastructure costs
- Ensuring suitable and reliable power supply, using alternative energy where possible
- Identification of service centre locations, in partnership with local and traditional authorities
- Service and maintain the service centre infrastructure
- Train local operators in cash management and business skills
- Develop and deploy an ongoing training and mentorship programme for all local operators and service technicians
- Remotely and locally monitor each service centre's performance and efficiency
- Develop and strengthen partnerships with technology suppliers, service providers, public and private sector stakeholders
- Maintaining a knowledge management strategy to stay abreast of the latest developments in ICT of use to the rural service network

An interactive discussion forum followed Mr Jerling's presentation. The question and answer session is detailed below.

- a.** What will be Connect Africa's charging/cost structure? Will it be fixed or variable? - Mr. N. Masese (MoH)

The charge/cost will depend on several factors, including network/connectivity availability, the impact of public-private partnerships (PPPs) on cost, the value versus service cost and public demand. A fixed monthly charge (a retainer fee) per government agency is the ideal charge option for public sector service delivery.

- b.** Around Katombora area, in Kazungula District, government is urging private companies to provide cellular community phone services, however, all have declined citing the too high costs of operation. Why doesn't Connect Africa take up the challenge? – Ms Kachamba, MCT

The operating costs of these private companies are indeed too high to provide cellular phone services in rural areas of Kazungula district because their business models are based solely on the revenue earned from regular community phone calls. In contrast, Connect Africa's business model is based on revenue from the delivery of multiple services for government agencies and businesses. A high quality of service to a diversified and loyal customer base will guarantee economic sustainability of the rural network.

- c.** How suitable is Connect Africa technology. Is Connect Africa's technology ready for the global digital deadline? - Mr. Joel Njase, Zambia Police HQ

Mr. Dion Jerling (CA) responded that the technology is well positioned to be scaled up, upgraded, changed, scrapped, and regularly maintained. Connect Africa frequently communicates with leading technology providers and service providers, most recently with Microsoft, Intel, VANU, Motorola and MTN. In addition, Connect Africa's close working relationship with the Technical Centre for Agriculture and Rural Cooperation (CTA) in the Netherlands means that the Connect Africa managers are always meeting new innovators in rural development and experimenting with cutting-edge technologies.

- d.** Could Connect Africa undertake to link up government offices at Ministry of Tourism and Natural Resources HQs? - Mr. Godfrey Ziba (MTENR)

Yes, indeed. It is our strategy to engage with all public and private sector organisations and their respective divisions.

5 Universal Access in Zambia

Ms. Clementine Simwanza, the director of corporate services at the Communication Authority of Zambia, presented the authority's universal access policies and projects.

The Telecommunications Act first mandated the authority to extend communications services to rural areas of Zambia. More recently, the 2006 ICT Policy recognised the importance of promoting an information- and knowledge- based society as the basis for creating wealth. The policy also recognised the role of the private sector and the importance of PPPs in implementing universal access (UA). Consequently, CAZ launched a universal access fund in 2008, prioritising ICT infrastructure development, followed by accessibility in rural and underserved areas.

A clear and transparent mechanism for disbursement of the universal access fund is critical. The Ministry of Communications and Transportation is working on UA Policy to guide CAZ on project identification and selection, as well as the funding mechanism. The UA Policy also outlines the appointment process and functions of the fund manager.

CAZ has already taken on board the following universal access projects:

1. Installation of sharable infrastructure i.e. communication towers in rural and underserved areas throughout the country
2. Construction of points of presence for internet connectivity
3. Funding the establishment of multi-purpose community telecentres to deliver basic ICT services to people in rural areas
4. PPPs with non-profit distribution organisations (NPDOs), i.e. LinkNet and Connect Africa to spearhead innovative solutions



An interactive discussion forum followed Ms Simwanza's presentation. The question and answer session is detailed below.

- a) How wide/broad was the involvement of stakeholders in the drawing up of the policy draft? - Mr. Milner Makuni (MTENR)
- b) Who was involved in deciding the target nine (09) CAZ supported telecentres across the provinces?' - Mr. N. Masese (MoH)

In response to both questions, Mrs. E. Kachamba (MCT) explained that identification of projects under the universal access fund was in response to the public for immediate implementation of the project. She explained that there are CAZ supported pilot projects in Chipata and Macha including e-health and e-education. CAZ identifies the need and responds appropriately. All the stakeholders get involved and “buy in” so that the project is all encompassing. A number of multi government stakeholders in health, education, etc are to be involved.

For instance, CAZ erected communication towers after several meetings with network providers as an added incentive, and this was to avoid a waste of resources (instead of many individual towers), and now the towers are available for use free of charge to connect rural areas.

6 Challenges and anticipated solutions

A questionnaire designed to address the workshop objectives was circulated to all participants, who responded to the four issues listed below. Please see annex B for each participant’s complete responses.

- Government services delivered to rural communities
- Identification of key challenges
- Recommendation of possible engagements
- Recommend possible ICT interventions

A summary of the identified challenges and proposed solutions are as follows.



a. Identified Challenges

- Lack of infrastructure such as communications towers
- Lack of effective information packages relevant to local users
- High cost of service charges by internet service providers
- Lack of energy sources (power)
- Low literacy levels on the use of ICTs
- Poor public investments in ICTs
- Gender access imbalance

b. Proposed Solutions

- Reduction in service rates in rural areas by communication companies such as ISPs
- Improvement in satellite coverage

- Improve radio communications
- Institute lock-down policy to sustain service delivery
- Government must subsidise rural infrastructure development through erection of multi-user masts and base stations
- Increase investment in rural communication infrastructure (towers, solar energy systems, etc.)
- Government should spearhead PPPs in the area of ICT for development (ICT4D) and partner with willing organisations such as Connect Africa
- Speedy implementation and disbursement of the universal access fund
- Increase ICT awareness campaigns in rural areas
- Demand-led project investments

7 Workshop Closing

The workshop facilitator summarized the workshop outcomes and participants' contributions. He observed a critical need to address information service delivery through the use of ICT infrastructure in rural areas. Moreover, pooling of government demand for communications services will result in the more efficient use of government resources as the cost of communications infrastructure can be shared across multiple departments. The Connect Africa stakeholder engagement workshop is therefore an important catalyst to the formation of a multi-departmental partnership that can extend their respective services to rural areas. "There is an urgent need to sell more of the CA initiative."

The workshop participants expected stakeholder consultations to continue, and government agencies should be able to support rural ICT investments to facilitate improved delivery of social and economic services to the rural populace.

The permanent secretary of the Ministry of Communications and Transport, Ms. Florence Chawelwa closed the workshop by commending the activities of Connect Africa Zambia to support the implementation of government policies that provide opportunities to the rural population. "Solutions towards better and effective communication services lie in identifying and supporting innovative rural ICT infrastructure investments and the government will support such investments and promote the initiative in a more robust manner".

The permanent secretary encouraged Connect Africa to increase its services in Zambia. She also said that Zambia has the opportunity to make a difference by adopting and using ICT as a tool to reduce the digital divide between urban and rural communities. The government was aware of existing social and economic challenges that affect the livelihood of the rural people and that sustainable ICT infrastructure investments could help mitigate some of these challenges. Together, Connect Africa and government can lobby politicians to push this initiative forward.

Annex A. Participants and Contact Information

GOVERNMENT STAKEHOLDER ENGAGEMENT WORKSHOP 24TH SEPTEMBER 2009

List of participants

Participant Name	Ministry or Agency	Position
Mrs. Elizabeth Kachamba	Min of Communication & Transport (MCT)	Senior Economist
Mr. Moses P. Sichula	MCT	Assistant Director
Mr. Zimba Chitalu	Min of Agriculture & Cooperatives (AMIC)	Principal Statistician
Mr. Muki M. B. Phiri	AMIC	Acting Principal Agricultural Information Officer
S. Mushingwani	AMIC	Senior Agric. Economist
Mr. John Ngozi	Min of Tourism, Environment and Natural Resources	Programmer/Analyst
Ziba Godfrey	Min of Tourism, Environment and Natural Resources	Information Technology Officer
Milner Makuni	Min of Tourism, Environment and Natural Resources	Data Manager
Mr. Mwakalombe Edmond	Min of Community Development and Social Services (MCDSS)	Senior Planner
Mr. Noel Masese	Min of Health	Head – ICT
Mr. Chilingtone Nyangu	Min of Education	IT – HQs

Mr. Gidson Daka	Min of Education	IT – HQs		
Mrs. C. Simwanza	Communication Authority of Zambia	Director - Special projects		
Mr. Hamanje (Prince) Mutelo	National Agriculture and Information Service	Senior Systems Analyst		
Mr. J. Njase	Zambia Police (HQs)	Senior Engineer ITC Police Service HQs/Senior Superintendent		
Mr. Spriano Banda	Min of Local Government and Housing	System Analyst/Programmer		
Mr. Wamupu Noyoo	Evelyn Hone College	Head - Computer Studies Section Evelyn Hone College		
Facilitating Team				
Name	Association	Position	Phone	Email
Mr. Dion Jerling	Connect Africa	Special Projects Director		dion@connectafrica.net
Mr. Dean Mulozi	Connect Africa Zambia	Manager		deanmulozi@connectafrica.net
Mr. Anthony Mwanaumo	Food Reserve Agency	Executive Director		
Mr. Sinyinda Mwendabai Mr. Oscar Mwiya	Connect Africa Zambia	Operations Officer		

Annex B. Questionnaire Responses

Government agency	Government services	Key challenges	Possible engagements	ICT interventions & solutions
Ministry of Agriculture	<ul style="list-style-type: none"> - Extension services - Provision of market information services - Food security early warning - Nutrition training - Agriculture marketing information - Collect and disseminate information to stakeholders and provinces 	<ul style="list-style-type: none"> - Consensus identification of challenges - Lack of infrastructure; communication towers, VSAT, fibre optic cable, good road network, etc. - Unreliable internet connections - Unreliable power supply - High cost of software 	<ul style="list-style-type: none"> - Possibility of partnership with Connect Africa up to camp level to improve communication with extension staff - Maintain databases for easy delivery of information 	<ul style="list-style-type: none"> - Sharing of infrastructure by ISPs - Sharing of services to reduce costs - Lower cost of services - Use of groups to reduce impact of ICT rates & costs - Use of easily manageable ICT equipment - Provide training to users - Improve infrastructure - Tax waivers on ICTs - Make use of Connect Africa project
National Agriculture Information Service	<ul style="list-style-type: none"> - Provide information on various agricultural related matters through radio – in English and local languages - TV- Lima agriculture programme - Publications - Press and public relations - Support to extension services by provision of material to educate and train farmers 	<ul style="list-style-type: none"> - General lack of equipment - Poor or erratic funding to ICT depts. - Poor road networks making it difficult to collect information for feedback and delivery - Lack of adequate transport - Overloaded extension network, too many farmers and too few extension officers - Poor infrastructure 	<ul style="list-style-type: none"> - This is a grand opportunity to enhance the extension service system in the agriculture sector. ICT is critical to the development of agriculture In Zambia. - The project will benefit rural farmer groups and cooperatives and extension officers 	<ul style="list-style-type: none"> - Need to acquire more cameras/recorders - Improve telephone systems for interviews with farmers - Need for more support funding to NAIS for ICT services - Connect Africa will make it possible for sharing and gathering of information - Need for common infrastructure for use by rural government stakeholders - The proposed project will make it easier for rural extension officers - Connect Africa has to address access to communications without interruption

Ministry of Communications	<ul style="list-style-type: none"> - Policy issues on ICTs - Regulation through CAZ and ZAMTEL - ICT implementation policy issues - Connecting rural communities through CAZ, i.e. towers, multipurpose telecentres and postal services 	<ul style="list-style-type: none"> - Limited Infrastructure - Lack of financial Resources - Lack of equipment - Low literacy levels - Concentration of ICT companies in urban areas - Non willing of Service providers to rural areas 	<ul style="list-style-type: none"> - Engagement should be in the area of Infrastructure development and service delivery - Explore possibility of PoPs with chiefs - Need to have meetings with Connect Africa on way forward - Contact the PS for delegation 	<ul style="list-style-type: none"> - Identify technological solutions for connecting rural communities beyond 30 km radius with hub stations - Connect Africa can facilitate communications with towers being done by government ICT awareness workshops - Increased support to infrastructure - Introduction of basic fees to sustain the project - Accept subsidies
Ministry of Tourism and Environment	<ul style="list-style-type: none"> - Environmental conservation information services - Forestry conservation - Tourism information - Wildlife conservation - Community sensitisation 	<ul style="list-style-type: none"> - High costs of ICT services in rural areas - Lack of human capacity building - Lack of ICT infrastructure - Gender problems in ICTs - Sustainability due to cost of services to run rural ICT projects - Limited Funding 	<ul style="list-style-type: none"> - Encourage partnership with Connect Africa to support service delivery on these key services - Local people can also bring out information on conservation through ICTs - Provide ICTs in game management areas - Partner with ECZ to monitor environmental degradation via ICTs 	<ul style="list-style-type: none"> - Government must provide enabling environment - Increase ICT infrastructure in rural areas - Address gender and youth in ICTs - Encourage community driven projects - Set up infrastructure
Evelyn Hone College	<ul style="list-style-type: none"> - Distance learning - E-learning 	<ul style="list-style-type: none"> - Lack of modern equipment 	<ul style="list-style-type: none"> - Partnerships with the college are required for equipment and connectivity to improve 	<ul style="list-style-type: none"> - Improvement of connectivity infrastructure and partner with ISPs
Ministry of Home Affairs	<ul style="list-style-type: none"> - Maintenance of law and order - Community policing - School liaison on gender and crime related issues - Radio communications more with serious crimes and agent messages 	<ul style="list-style-type: none"> - Lack of integrated approach in government departments - Funding issues - Training of manpower in the use of ICTs - Nature of institutional structure - Lack of adequate communication equipment 	<ul style="list-style-type: none"> - ZP wishes to engage Connect Africa to engage with rural communities in the enforcement of law and maintenance of peace and security 	<ul style="list-style-type: none"> - Government to have own telecentre for the local communities to report - Create a District command desk to oversee the (ICT4D) operations - Create a common radio mode as well as marry current radio system to VSAT (modern technology) - Connect Africa must research on technologies which can best interface with digital trucking systems

Local government	<ul style="list-style-type: none"> - Policy guidelines to local councils - Supervises the work of local councils - Approves budgets to local councils - Provides grants to local councils 	<ul style="list-style-type: none"> - Lack of power - Lack of trained personnel - Sustainability of services - High rates of services - Illiteracy levels in ICTs - Lack of funding - Need a suitable network connection to all 72 local councils to headquarters 	<ul style="list-style-type: none"> - Connect Africa should partner with the Ministry of local government through rural councils located in remote areas 	<ul style="list-style-type: none"> - Government to increase infrastructure network development - Subsidise the cost of ICTs and service delivery - Establish or increase partnerships with ICT organisations willing to invest in rural areas
Ministry of Health	<ul style="list-style-type: none"> - Maternal health information services - Voluntary counselling and testing - Anti-retroviral therapy care and treatment - Surveillance & epidemic management - Preventive and curative strategies - Health education - Environmental health 	<ul style="list-style-type: none"> - Absence of ICTs in rural areas - Lack of reliability of radio communication (VHF&UHF) - High cost of service charges by internet service providers - Lack of human resources - Misuse of ICT resources 	<ul style="list-style-type: none"> - Partner with Ministry of Health on Mobile Special Messaging System (SMS) - Provide a VSAT Dish where MoH can ride on. 	<ul style="list-style-type: none"> - Use Universal Access Fund for rural ICT interventions - Government should improve PPPs with rural organisations - Reduction of monthly rates - Improve coverage of rural connectivity - Increase communication services - Introduce lock down policy - Control centre to direct and monitor usage