

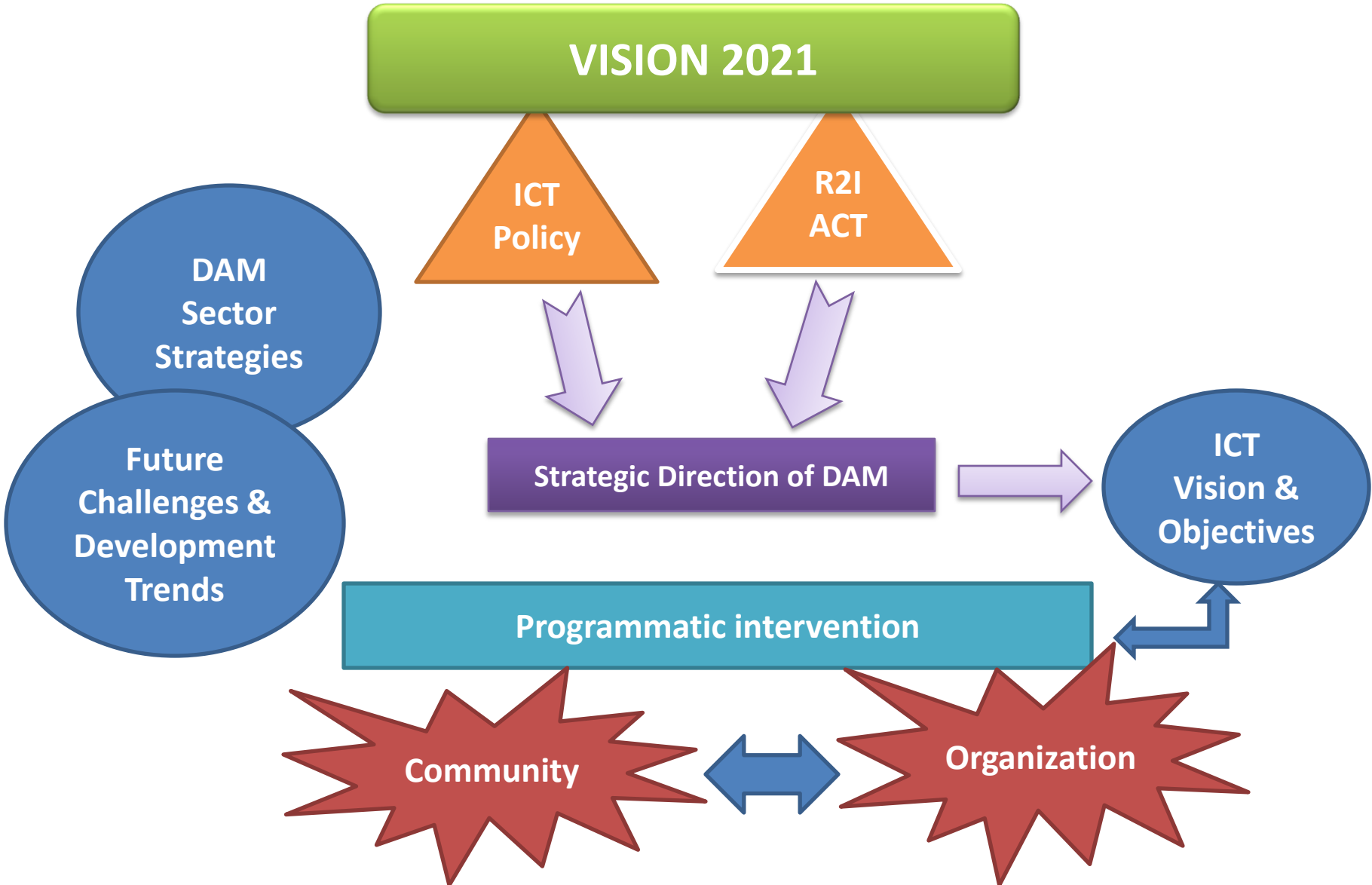
SOCIAL USE OF ICT AND ACCESS TO INFORMATION



GROUP MEMBERS



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Conceptualizing ICT



“The importance of ICT lies less in the technology itself than in its ability to create greater access to information and communication in underserved population ” EC.

ICT is an umbrella term that includes any communication device or application, network, hardware and software, satellite system, various services and so on.



PRESENT ICT CHALLENGES AT THE COMMUNITY LEVEL

- CRC/ MCRC/LRC are mainly infrastructure;
- Lack of useful and demand oriented ICT tools;
- Interrupted electricity;
- Slow internet connectivity;
- Scarcity of useful e-content;
- Supply driven services;

PRESENT ICT CHALLENGES AT THE COMMUNITY LEVEL

- Lack of awareness regarding diverse ICT services ;
- Lack of contact with other ICT service providers;
- No common programme with ICT service providers;
- Minimum outreach programme;
- Lack of skill personnel;

MAXIMIZE USE OF ICT BY ENHANCING STRUCTURE & CAPACITY OF CLC & CRC

- Make all CRC full functional by providing demand oriented ICT tools;
- Make provision of laptop , printer, scanner, digital camera, photocopier in all CLC and CRC;
- Transform all CLC/LRC as ICT center/hub;
- Transform all DAM offices as a ICT center/hub;
- Maintain a common ICT standard of all CLC,CRC and DAM offices;

MAXIMIZE USE OF ICT BY ENHANCING STRUCTURE & CAPACITY OF CLC & CRC

- Install solar panel where there is no electricity;
- Organize regular information dissemination sessions using multimedia as per their need and interest;
- Development and collection of all programme based and need based e-content;
- Develop entertainment programme using ICT;
- Display of list of online services and other IT services in all CLCs and CRCs;

MAXIMIZE USE OF ICT BY ENHANCING STRUCTURE & CAPACITY OF CLC & CRC

- Train DAM beneficiaries on diverse use of mobile phone to get diverse services (telemedicine, various counseling services etc.);
- Use webcam for connecting people within and outside community;
- Use of local TV channels (video channel) for disseminating information;
- Support beneficiaries (online GD and FIR etc.)
- Establish online software for solving of CRC & CLC computer problems;

MAXIMIZE USE OF ICT BY ENHANCING STRUCTURE & CAPACITY OF CLC & CRC

- Awareness building to increase the demand side;
- Popularize ICT potentials by organizing webcam based mini video conference on:
 - Education
 - Health
 - Agriculture
 - Livestock etc.
- Organize programme jointly with exiting agencies and service providers;

MAXIMIZE USE OF ICT BY ENHANCING STRUCTURE & CAPACITY OF CLC & CRC

- Establish interconnectivity of IT based CLCs and CRCs ;
- Establishment of mobile ICT center;
- Provide continuous training to all staff and CLC/CRC facilitators regarding diverse ICT services ;
- Support installation of solar power in all CRC and CLC;

PROMISING ROLE OF CLCs & CRCs

- Collect , store and disseminate information on indigenous culture and heritage;
- Maintain computerized data base of all useful information considering regional variation;
- Support(training and finance) potential entrepreneurs for internet and call business, e-business etc.;
- Provide skills training including migrant workers using multimedia materials;

PROMISING ROLE OF CLCs & CRCs

- Create web based help line for business and credit related information for the beneficiaries;
- Create/ support online marketing data entry and outsourcing of products of beneficiaries;
- Establishment of web based SME resource center for information sharing;
- Develop web portal of public and private services;
- Create mobile network for disaster management and emergency communication;
- Establishment of e-commerce center for the women;

ORGANIZATIONAL LEVEL INTERVENTION

- Restructuring IT section of DAM and develop reliable ICT infrastructure and recruit expert IT professionals;
- Explore / needs assessment for new ideas of ICT services;
- Develop new concept and projects on maximum social use of ICT;
- National level advocacy for promotion of ICT and rural access to ICT;
- Establish community radio and make it a model for information dissemination;

ORGANIZATIONAL LEVEL INTERVENTION

- Develop exemplar audio content for other community radios;
- Develop e- content for all programmatic interventions;
- Development of computer network among DAM division, units, projects and field offices;
- Create DAM e- library;
- Upload all DAM policy documents in the website;

ORGANIZATIONAL LEVEL INTERVENTION

- Project wise web page for tracking project performance and impact and information dissemination;
- Explore use of open source/licence software in all computer;
- Digitalize all DAM material and publication and upload in DAM website;
- Close coordination among DAM institutions working for ICT;
- Development of multimedia curriculum content for in Indigenous Languages;
- Develop distance learning materials for DAM and others;

ORGANIZATIONAL LEVEL INTERVENTION

- Development of comprehensive HR data base;
- Introduce e-filing system;
- ICT knowledge and expertise in the staff performance appraisal;
- Use software for all HR and Finance related work (leave, finance, purchase, requisition, financial reporting etc.)
- Strengthen DAM mail server;
- Develop sector, programme and unit wise MIS and link to central MIS;
- Create online networking with national and international research organizations;

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ACCESS TO INFORMATION

COMMUNITY

- Enhance the demand side of information in the community;
- Create awareness and capacity of the community about their right to access;
- Create awareness of service providers about their role;
- Arrange training, orientation, seminar and workshop on RTI;
- Disseminate the communication materials like poster, leaflet, flipchart, brochure on available services and rights;

ACCESS TO INFORMATION

ORGANIZATIONAL LEVEL

- Select information officer for both H/O and field offices;
- Digitalize all information of the organization and make available to all;
- Incorporate access to information issue in all DAM strategy papers;
- Arrange national advocacy programme to support RTI and access to information;

ACCESS TO INFORMATION

ORGANIZATIONAL LEVEL

- Develop a Information Discloser Policy (IDP);
- Prepare guideline and strategy for information sharing;
- Use and make ICT tools available at all CRC as a means for access to information
- Create web portal on citizen charter of the service providing agencies;
- Develop new concept and strategy on RTI to increasing access to information;
- Arrange training/ orientation for the staff on RTI and access to information;



The cost of going slow may be more than the investments that are required

Application of ICT as a cross cutting issue ensure high level efficiency and effectiveness of entire DAM operation.

Thank you very much

