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e-Sri Lanka Development Project (Cr. 3986 CE)
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Agency of Sri Lanka (ICTA)**

**OUTCOME EVALUATION SURVEY FOR e-
SOCIETY DEVELOPMENT INITIATIVE
RFP No.: ICTA/CON/LCS/P1/420**

**FINAL BASELINE SURVEY
REPORT- NORTH AND EAST
(ORIGINAL)
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CONTENTS

ABBREVIATIONS	iv
EXECUTIVE SUMMARY	v
1. INTRODUCTION	1
1.1 Background	1
1.2 e-Sri Lanka Development Project and e-Society Development Initiative	1
1.3 Terms of Reference of the Study	2
1.4 Northern and Eastern Provinces: Study Area in Brief	3
1.5 Information and communication technology	8
1.6 ICTA interventions	11
1.7 Central Bank of Sri Lanka on What Lies Beyond 2011	13
2 BASELINE SURVEY METHODOLOGY	15
2.1 Baseline Survey Design Matrix	15
2.2 Data Collection Methods, Tools, and Coverage	15
2.3 Field Operations	17
2.4 Data Recording, Analysis and Reporting	18
2.5 Study Experience and Study Limitations	18
3. BASELINE STATUS OF NORTHERN PROVINCE	19
3.1 Basic Data	19
3.1.1 Demographic Information	22
3.1.2 ICT Infrastructure and access	23
3.1.3 ICT Education and providing Training	25
3.1.4 ICT in Business	26
3.1.5 ICT Facilities Provided by e-Sri Lanka Development Program	26
3.2 Views of Grama Niladaris (GNs) in the Northern Province	29
3.3 Case Studies	30
4. BASELINE STATUS OF EASTERN PROVINCE	32
4.1 Basic Data	32
4.1.1 Demographic Information	35
4.1.2 ICT Infrastructure and access	36
4.1.3 ICT Education and providing Training	38
4.1.4 ICT in Business	38
4.1.5 ICT Facilities Provided by e-Sri Lanka Program	39
4.2 Views of Grama Niladaris (GNs) in the Eastern Province	41
5.3 Case Studies	43
5. SWOT Analysis – Northern Province	44
5.1 SWOT Analysis	44
5.2 Strengths in Northern Province	48
5.3 Weaknesses in Northern Province	48
5.4 Opportunities in Northern Province	49
5.5 Threats in Northern province	49

6	SWOT Analysis – Eastern Province	50
6.1	SWOT Analysis	52
6.2	Strengths in Eastern province	53
6.3	Weaknesses in Eastern Province	53
6.4	Opportunities in Eastern Province	53
6.5	Threats in Eastern province	53
6.6	Result Framework Indicators (New)	54
7.	OVERALL CONCLUSIONS, ISSUES AND RECOMMENDATIONS	55
7.1	Overall Conclusions	55
7.2	Issues and Constraints	57
7.3	Recommendations	58
	APPENDIXES	60
1	Survey Design Matrix	61
2	Summarized Responses of GNs [BS 5] by District	63
3	Community FGD [BS 6] Findings	65
4	Data Collection Tools [BS 1 to BS 10]	68

List of Tables

Table 1.1	: Thematic Areas being covered under CAP, RAP, sCAP, and PAP
Table 1.2	: Expected Outcomes and Overall Goals of eSDI
Table 1.3	: Population Parameters of Northern Province – 2011
Table 1.4	: Prosperity Index of Sri Lanka -2007 (Province wise)
Table 1.5	: Population Parameters of Eastern Province – 2007
Table 1.6	: Statistical overview of the telecommunication sector in Sri Lanka as at end 2011
Table 1.7	: Provincial Distribution of Fixed Telephones as at end 2011
Table 1.8	: Provincial Distribution of pay phones as at end 2011
Table 1.9	: Provincial Distribution of fixed phones (CDMA & Non CDMA) in Sri Lanka
Table 1.10	: Number of Nenasala Centers in North & East
Table 1.11	: eSDI Projects implemented in North and East
Table 2.1	: Baseline Information Sources and Tools
Table 2.2	: Composition of the Sample
Table 3.1	: Composition of Actual Sample Surveyed
Table 3.2	: Basic Data for the Northern Province
Table 3.3	: ICT Penetration in the Northern Province (as of 31 December 2011)
Table 4.1	: Composition of Actual Sample Surveyed
Table 4.2	: Basic Data for the Eastern Province
Table 4.3	: Livelihood Patterns of Eastern Province
Table 4.4	: ICT Penetration in the Eastern Province (as of 31 December 2011)

Table 5.1	: SWOT Analysis – Jaffna District
Table 5.2	: SWOT Analysis – Killinochchi District
Table 5.3	: SWOT Analysis – Mullaithivu District
Table 5.4	: SWOT Analysis – Mannar District
Table 5.5	: SWOT Analysis – Vavuniya District
Table 6.1	: SWOT Analysis – Ampara District
Table 6.2	: SWOT Analysis – Batticaloa District
Table 6.3	: SWOT Analysis – Trincomalee District
Table 7.1	: Provincial Comparison - Community FGD (BS 6) Findings

ABBREVIATIONS

CAP	-	Community Assistance Programme (under eSDI)
CBO	-	Community Based Organization
CDS	-	Community Development Society
CS	-	Community Society
CSO	-	Civil Society Organization
e-SDI	-	e-Society Development Initiative
DS	-	District Secretariat
DvS	-	Divisional Secretariat
FO	-	Farmer Organization
GN	-	Grama Niladhari (<i>the field level government officer</i>)
GoSL	-	Government of Sri Lanka
ICT	-	Information and Communication Technology
ICTA	-	Information and Communication Technology Agency of Sri Lanka
MIS	-	Management Information System
MS	-	Microsoft
NA	-	Not Available
NR	-	Not Relevant
NGO	-	Non Government Organization
O&M	-	Operation and Management
PAP	-	Partnership Assistance Programme (under eSDI)
LKR	-	Sri Lankan Rupee
RAP	-	Replication Assistance Programme (under eSDI)
RDS	-	Rural Development Society
R&D	-	Research and Development
RI	-	Research Institution
SC	-	Sport Club
sCAP	-	Sustainability Grants Programme (under eSDI)
SS	-	Sport Society
TRC	-	Telecommunications Regulatory Commission
USD	-	United State Dollar
VGK	-	<i>Vishwa Gnana Kendra (Nenasala)</i>
WRDS	-	Women Rural Development Society
YC	-	Youth Club

Nenasala - Village tele-centre established under e-Sri Lanka Development Project.
Altogether so far around 665 Nenasalas established throughout Sri Lanka, out of 1000 planned
(<http://www.nenasala.lk>)

EXECUTIVE SUMMARY

This report presents the findings of the **Baseline Survey in Northern and Eastern Provinces** to help measure the results of **eSDI** interventions in future in these regions. As a self-contained document, this volume presents **the Baseline Survey Report**. The **Outcome Evaluation Study Report** which was undertaken simultaneously has been documented as a separate report. The eSDI aims to facilitate access to ICT amongst the less advantaged and vulnerable groups in Sri Lanka and to ensure that the benefits of ICT flow to these groups. e-SDI is being implemented through **e-Society Fund** by financing four types of grant mechanisms; CAP, sCAP, RAP and PAP.

The **objective of the survey** was to collect, analyze, interpret and document the baseline status in the N & E Provinces in respect of pre-determined set of indicators so as to facilitate such introduction and implementation of eSDI projects in these Provinces. The baseline data collection covered the geographical areas in the N & E Provinces of Sri Lanka. According to administrative unit-wise, the Northern Province has 5 Districts and 32 Divisional Secretary while the Eastern Province has 3 Districts and 45 DvSs.

A list of indicators whose baseline estimates were planned to be determined are given in **Survey Design Matrix** placed in **Appendix 1**. Ten (10) types of data collection tools were developed and used for data collection in the field.

The two main chapters (3 and 4) present, in respect of each **Province**, the findings of the field survey carried out at Provincial / District / sample of Divisional Secretariats and sample of Grama Niladharie Divisions in the Province. Commencing with basic data, the chapters (3 and 4) cover the strengths, weaknesses, opportunities, and threats (SWOT) of each Province to develop plans/strategies for launching of projects under eSDI.

Telecommunication is a sector that is advancing rapidly all over the world. Though Sri Lanka is achieving a rapid growth, the situation in Northern and Eastern Provinces has failed to capture this opportunity. The rural areas of N & E Provinces need to be developed with these facilities. The Eastern Province Council has plans to introduce the e-governance. If so, telecommunication systems with modern facilities should be able to reach rural areas.

The common **issues** and **constraints** are;

- Inadequate supply of electricity in the Northern Province, especially in Killinochchi and Mulaithivu Districts.
- Frequent interruption of electricity is an issue that need be resolved with the support of the relevant agencies.
- Low penetration of telephone facilities in N & E Provinces.
- Low awareness among the public, private and community sectors on the benefit of ICT facilitated services to improve their day-to-day life.

- Information Technology curricular is not implemented in schools in the provinces.
- Internet access to schools is not available; if available it is only for few schools.
- Quality of training provided by the ICT training institutions is not satisfactory.
- There are inadequate trainers in ICT in the provinces.
- Though large number of Business enterprises is operating in the provinces, they hardly use ICT or internet access.
- ICT facilitated services in Marketing or in Agrarian Services are not available in the provinces.
- Infrastructure for ICT development is not adequate

On the basis of the baseline survey findings, the following **recommendations** are made aimed at launching improved project portfolio under eSDI in the N & E Provinces:

- I. There is high potential to extend the eSDI activities to the Northern and Eastern (N & E) Provinces while following almost all the public sector and private sector development activities being implemented therein.
- II. To avoid starting from scratch and launch a series of projects under eSDI, ICTA should identify a series of successful eSDI projects (thematic area-wise and project type-wise, e.g. CAPs, PAPs and RAPs) for funding in the N & E Provinces.
- III. Guided by the series of “lessons learned” and “recommendations” listed in Outcome Evaluation Survey Report for eSDI -- companion volume -- ICTA’s eSDI Division, supported by its M & E Division should develop *Operational Procedures* to be followed in management of eSDI projects.
- IV. Prior to the approval of a project under eSDI, the potential project owner should be requested to conduct and report a beneficiary needs assessment of the services to be provided.
- V. Awareness creation should be conducted among the public, private and community sectors in N & E Provinces on the benefit of ICT facilitated services to improve their day-to-day life.
- VI. Awareness creation among the Business Enterprises on the extensive use of ICT and educate them on the benefits of ICT.
- VII. Further training programs should be conducted to improve the computer literacy level of the rural communities in the provinces.
- VIII. Since the access to ICT is poor in the provinces, telecenters and more eSDIs should be introduced to improve the ICT infrastructure in the provinces.

- IX. The ICT training centers in the provinces do not engage with ICT training. A study should be conducted and appropriate action must be taken to increase the higher intake of trainees at these training centers.
- X. While collecting and reporting annual statistical data, it should make a routine at Provincial, DSs and DVSs levels to collect ICT related data (e.g. on skilled human power/capacity development, hardware, and software)
- XI. Engaging the relevant agencies and authorities for the provision of stable and reliable electricity facilities to rural areas where there are frequent interruptions and unstable/variable currents which disrupt usage of ICT facilities and also cause damage to the equipment.
- XII. Since the economic activities have been severely activated in the provinces, ICT facilitated services in Marketing, Agriculture, Animal Husbandry and Fisheries must be initiated in collaboration with the respective line ministries.

* * * * *

1. INTRODUCTION

Baseline Survey/Study

An analysis describing the situation in a project area and/or project institution – including data on primary stakeholders – prior to a development intervention. Progress (results and accomplishments) can be assessed and comparisons made against it. It also serves as an important reference for evaluation at implementation completion.

1.1 Background

Information and Communication Technology Agency (ICTA) (<http://www.icta.lk>) of the Government of Sri Lanka commissioned the **GreenTech Consultants (Pvt) Ltd**, Colombo in September 2011 to undertake an **Outcome Evaluation Survey of the e-Society Development Initiative**. On the Outcome Evaluation Survey, the ICTA has piggybacked the conducting of the **Baseline Survey in Northern and Eastern Provinces** to help measure the results of eSDI interventions in future in these regions. As a self-contained document, this volume presents **the Baseline Survey Report**. The **Outcome Evaluation Study Report** has been documented as a separate volume.

1.2 e-Sri Lanka Development Programme and e-Society Development Initiative

e-Society Development Initiative (eSDI) is one among the six components of the **e-Sri Lanka Development Programme (eSLDP)**; being implemented by the ICTA since 2005 with lead financial support from the World Bank. eSLDP adopts a comprehensive approach that aims to bridge the digital divide, bringing the benefits of the global knowledge economy to both the urban centers and rural poor of Sri Lanka

The eSDI aims to facilitate access to ICT amongst the less advantaged and vulnerable groups in Sri Lanka and to ensure that the benefits of ICT flow to these groups. e-SDI is being implemented through **e-Society Fund (e-SF)** by financing four types of grant mechanisms – the Community Assistance Programme (CAP), the Partnership Assistance Programme (PAP), Replication Assistance Programme (RAP) and Sustainability Grants (sCAP). The CAP is intended to help rural and disadvantaged communities by means of financing and implementing projects aimed at improving their daily lives through the use of ICT. The PAP seeks to encourage and facilitate the development and deployment of innovative ICT applications that would impact on disadvantaged communities. RAP is being implemented from end of 2008 to replicate successful initiatives under CAP and PAP; beyond the communities in which they were piloted. Under sCAP, the deserving CAP projects are being provided with support to guide them to achieve sustainability.

For individual assistance, the projects under CAP would fund up to an average of Rs. 500,000 with recipient communities contributing 5% in cash and 20% in kind, (such as labour or materials). The assistance to projects under PAP on average is expected to be Rs. 5,000,000. Assistance to projects under RAP and sCAP are being decided on individual case basis.

The **Thematic Areas** being covered under CAP, RAP, sCAP and PAP are presented in **Table 1.1**. The **Expected Outcomes and Overall Goals of eSDI** are listed in **Table 1.2**.

1.3 Terms of Reference of the Study

Due to the war situation prevailed until mid 2009, it was not possible for ICTA to implement its eSDI projects in the Northern and Eastern Provinces on full scale; as in other Provinces of the country. Now that peaceful situation has drawn in the country including those Provinces, ICTA presently intends to introduce and implement eSDI projects in the above Provinces for the potential beneficiaries therein. Accordingly, the **objective of the survey** was to collect, analyze, interpret and document the baseline status in the N & E Provinces in respect of pre-determined set of indicators so as to facilitate such introduction and implementation of eSDI projects in these Provinces.

Table 1.1: Thematic Areas being covered under CAP, RAP, sCAP, and PAP

Thematic Area	CAP	RAP	sCAP	PAP
1. Training & Capacity Building	✓	✓	✓	1. Capacity Building
2. Peace	✓	✓	-	2. e-Services
3. Environment and Conservation	✓	-	✓	3. General Innovation
4. Indigenous Knowledge	✓	✓	✓	4. Innovative Communication
5. ICT Income Generation	✓	✓	✓	5. Local Content Local Language
6. ICT Access to Services	✓	✓	✓	
7. ICT Access to Learning	✓	✓	✓	
8. ICT for the Disabled or Elderly	✓	✓	✓	

Table 1.2: Expected Outcomes and Overall Goals of eSDI

Expected outcomes	Overall Goals
❖ Increased awareness among rural and urban poor of how ICT may benefit their lives; ❖ Improved community capacity to implement projects and utilize ICT to meet local needs; ❖ Increased economic opportunity and equity through wide use of ICT in agriculture, tourism, health, and education; ❖ Empowerment of women and youth; ❖ Support for peace and environmental management; and ❖ Mobilization of indigenous knowledge.	➔ to facilitate access to ICT amongst the most vulnerable groups in Sri Lanka, ➔ assist in closing the development divide between urban and rural areas, ➔ help integrate post conflict regions, ➔ promote greater local content in Sinhalese and Tamil languages, and ➔ pilot innovative applications of ICT to improve the quality of life.

The **purpose of the survey** was to provide baseline estimates of pre-determined set of indicators which (i) could be used to develop plans/strategies for introduction of eSDI in N & E Provinces, (ii) contribute to results-based managements of such intervention, and (iii) provide basis for results-based monitoring and evaluation.

As for the **scope of the survey**, the baseline survey was built on a comprehensive set of indicators chosen to meet the above purpose of the survey. The baseline data collection covered the geographical areas in the N & E Provinces of Sri Lanka. According to administrative unit-wise, the Northern Province has 5 Districts, 32 Divisional Secretary Divisions (DvS) and 912 Grama Niladarie (GN) Divisions. In contrast, the Eastern Province has 3 Districts, 45 DvSs and 1,086 GNs. In total, the entire area has 8 Districts, 77 DvSs and 1,998 GNs.



Figure 1: Geographical area of the baseline survey

1.4 Northern and Eastern Provinces: Study Area in Brief

1.4.1 Northern Province¹

The Northern Province covers about 13% of the land mass of Sri Lanka and is divided into two distinct geographic areas: Jaffna peninsula and the Vanni. The Province embraces five districts namely, Jaffna, Killinochi, Mullaitivu, Mannar, and Vavuniya and has a total population of 997,754 in 2011. The population parameters by District in 2011 are given in **Table 1.3**. It is still pre-dominantly an agricultural region having crop, livestock and fisheries as pivot sub sectors.

Northern Province has severely suffered from the effects of conflict since 1980's, in all spheres of life. While relief, re-settlement and reconstruction (3Rs) process is on the way, the effects of the 2004 December Tsunami have added the burden of recovery. In addition to these two phenomena the legends of development deprivation was continued to exist. So in identifying the development priorities, these entire phenomena have to be borne in mind.

Table 1.3: Population Parameters of Northern Province – 2011

Parameter	Jaffna	Kilinochchi	Mullaitivu	Mannar	Vavuniya	Total
Total Population	567,229	103,717	66,526	95,430	164,852	997,754
% Population	57	10	7	10	17	100
Households	135,038	27,217	18,291	23,117	42,031	245694

¹ Content based on several sources including "Policy Statement of Hon. Governor for the Year 2011", and "Five Year Investment Plan: 2009-2013 – Northern Province", of Northern Provincial Council, Trincomalee. [www.np.gov.lk]

Parameter	Jaffna	Kilinochchi	Mullaitivu	Mannar	Vavuniya	Total
Average HH size	4.1	3.7	3.6	4.0	3.8	4.0
Population Density (population / sq. km)	553	81	25	48	84	112
Inward migrated population	300,904	98,695	61,891	51,632	94,707	607,829
Resettled population	46,654	96,705	58,114	34,229	40,722	388,517
Inward migrated as displaced	55,419	860	1,625	9,711	29,607	97,222
Untraceable Population - 2009	651	954	488	164	378	2635

Source: Department of Census and Statistics, "Enumeration of Vital Events – 2011 – Northern Province, Sri Lanka," Colombo (November 2011).²

The development process in the Northern Province was held back for 30 years due to the war situation. Most of the social infrastructure funded by the government has been damaged due to final fighting in 2008 and 2009. The conflict has severely affected the livelihood capabilities of the people in the Province. Many have lost their families, assets, business, lands, farms and tools needed for conventional income generation activities. The conflict has also resulted in serious damage to the public service delivery system in the Province. Most of the government service delivery institutions in the province were functioning in temporary buildings with inadequate human and physical resources. Hence, there is an urgent need to establish a modern and efficient public service delivery system in the province to offer an efficient and productive service to the public.

In order to re-activate and improve these services, infrastructure facilities such as Schools, Hospitals, Water Supply, Roads, Electricity, Communication, etc. initially, they must be rehabilitated, which activity has already commenced. In addition to destruction, the absence of maintenance of these facilities has worsened the situation during the past three decades. In order to provide effective services, infrastructure facilities, capacities and capabilities at various levels must be made available in the respective districts in the province as early as possible. The building up of capacities must take place at individual, family, community and at the institutional levels. In identifying the development priorities, this essential aspect has to be borne in mind. Rehabilitation in general has to be viewed along with developmental goals. Along with rehabilitation, development goals have to be caught up in order to be on par with other provinces. Rehabilitation per se is to get back to the lost position. But if it is limited to the regaining the lost position only, there will be gaps between the earlier and the present position as more than two decades have passed between the two. From a long-term perspective, rehabilitation contains the development component to be matched with present needs. Therefore, along with rehabilitation, development goals have to be caught up in order to be on par with other provinces.

After successful defeat of the terrorism in May 2009 and aimed at rehabilitating the buildings, reactivating the livelihood, reconstructing the damage to productive infrastructure and take necessary action for the maintenance of assets, as well as to increase the level of service delivery and production, the Central Government launched the "Northern Spring Programme", "Vaddakkin Vasantham" (in Tamil), "Uthuru Wasanthaya" (in Sinhala) - a gateway to development, recovery, revival, reconciliation and resuscitation - in mid 2009 which included

² The Department of Census and Statistics (DCS) conducted the Enumeration of Vital Events (EVE)-2011 during the months of June / July 2011. Main objective of the EVE- 2011 was to provide the government with important information concerning the population and vital events in the Northern Province which were not recorded since 1981 due to acts of terrorism prevalent in the province for 3 decades. The EVE 2011 covered the entire Northern Province and the information thus collected can be presented at Province, District, Divisional Secretariat Division, Grama Niladhari Division and Local Government Authority levels.

a 180 day accelerated programme to expedite the resettlement and rehabilitation process and a concurrent two year programme for the rehabilitation and development activities in the Province. A total investment of US\$ 2129 Million of which US\$ 1798 Million on loan and US\$ 331 Million on grant assistance was allocated for the planned investment programme for the period 2011-2013³ and the programme's medium term development strategy included the following:

- Restoration of socio economic and personal stability and safety;
- Reconciliation across ethnic borders;
- Revitalization of livelihoods and productive sector;
- Infrastructures: Roads; Electricity; Ports; Transport; Housing; Communication; Water Supply and Sanitation;
- Rural economy through technological transformation;
- Pro poor growth and reduction of disparities;
- Exploitation of marine resources and mineral resources;
- Information Technology and vocational education;
- Institutional reforms and performance improvement;
- Industrial estates, economic centers and private investment.

The generation of productive and sustainable livelihoods and employment opportunities for the people in the Northern Province will be pursued through the following interventions:

- Provision of the necessary resources and amenities such as machineries, tools, equipment and skills training for basic livelihood restoration;
- Provision of microfinance services such as credit facilities and insurance for the poor who lack access to traditional / formal financial institutions. Reconstruction of damaged community service facilities such as marketing centers, etc.;
- Revitalization of productive sectors such as agriculture, fisheries, industry, tourism and trade by providing the necessary infrastructure facilities.

Since the end of the war in May 2009, and as the returned movement (return of outward migrated population and displaced) picked up at the end of the same year, the GOSL and the partners for assistance for the Northern Province has moved their focus from humanitarian assistance to recovery and reconstruction. The inward migrated population, resettled population and inward migrated as displaced shown in the above **Table 1.3** indicates that a large number of population have returned back in the province; hence needs more funds to make their livelihood normal. The GOSL has taken necessary steps to resettle the balance displaced and living in the country and overseas in the near future and close the welfare centers thereafter.

To transform Northern Province in to a safe and habitable region and to realize the aspirations of the Northern people in life in a short period is difficult but currently the way is paved to accomplish the necessities across the province, while continuing to pay specific attention to the needs of more vulnerable segments of the community. Providing returnee communities with livelihood opportunities will be an important factor to reduce dependency,

³ Joint Plan for Assistance – Northern Province 2011 by GOSL, UN & Partners

to improve the capabilities of the communities and thereby enhance the sustainability of the returnees and move forward towards human development. The GOSL is conscious of what needs to be done; it has a target through Relief, Recovery, and Re-construction (RRR) and while striving towards that, the GOSL invites the donor communities to invest in the reconstruction and the development in the Northern Province.

The Prosperity Index for Sri Lanka⁴, which is an index developed by the Central Bank of Sri Lanka is used to evaluate and measure the prosperity in terms of 3 dimensions; economy of business climate, well being of the people and infrastructure using 20 variables in these 3 dimensions. The main focus of the index was to measure the inter-provincial prosperity.

Table 1.4: Prosperity Index of Sri Lanka -2007 (Province wise)

	Province	Economic and Business Climate	Well being of the people	Economic Infrastructure	Sri Lanka Prosperity Index
1	Western	17.9	33.5	14.6	66.1
2	Central	11.5	30.0	11.4	52.9
3	Southern	11.6	28.9	11.0	51.6
4	Northern	11.1	25.1	7.4	43.6
5	Eastern	10.2	25.8	8.3	44.2
6	North Western	11.3	28.5	9.9	49.7
7	North Central	10.9	27.2	10.2	48.3
8	Uva	10.7	26.7	10.4	47.8
9	Sabaragamuwa	10.4	27.5	10.4	48.4
10	Sri Lanka	13.0	28.9	10.7	52.7

(Source: Central of Sri Lanka)

In terms of Prosperity Index, the Northern Province occupies the last position as per prosperity ranking in the country as mentioned above. However, the Economic and Business climate is above as compared with some other provinces in the country. The score for economic infrastructure is also occupies the last position.

The Northern Provincial Council's "*Five Year Investment Programme 2009-2013 for Northern Province*" has also identified certain development priorities. Northern Province Presidential Task Force for Resettlement, Development and Security is functioning at present.



According to the statistics released by the Central Bank (12 July 2011) on the Provincial Gross Domestic Product - 2010, the Northern Province recorded a GDP growth rate at 22.9 percent against a 12.1 percent growth for 2009, reflecting the rapid expansion in income generating activities in the Province.

⁴ Central Bank of Sri Lanka

The Northern Province is now blessed with an important infrastructure mostly related to ICT and communication Technology. The self-standing multi-functional **Kokavil Transmission Tower** which is situated in the Killinochchi Town was declared open in June 2011. This is the highest (174 m) telecommunication tower in Sri Lanka that had been constructed at a cost of Rs. 450 million and is considered as a cultural bridge linking North and South in Sri Lanka.

All secondary schools in the province have now been provided with five or more computers and equipment and they are now with IT labs or Computer Resource Centers at provincial level.

In addition, a fully equipped IT training centre has been established in Vavuniya and both the schools and IT center undertake ICT training in the province.

There are 71 Public Banks and 57 Private Banks are established in the Northern Province⁵ and more state and private banks are being located due to the high volume of bank transactions including loan facilities for business, agriculture, farming and industries being established.



Figure 2 : Kokavil Transmission Tower

1.4.2 Eastern Province⁶

The Eastern Province, which comprises of three Districts namely; Ampara, Batticaloa, and Trincomalee, covers an area of about 15% of the total land area and carries a population of 7.5 % (2007) of the total population of Sri Lanka. The latest data in respect of Eastern Province is available for 2007 and they are limited to the following parameter until a similar study of Northern Province is being conducted by Department of Census and Statistics for Eastern Province. Therefore, district-wise population in 2007 is given in **Table 1.5**. The significant demographic feature of the Province is its multi-ethnic character with the representation of all three major groups, Tamil, Moors and Sinhalese, as 40%, 38%, and 22%, respectively.

Table 1.5: Population Parameters of Eastern Province – 2007

Parameter	Batticaloa	Ampare	Trincomalee	Total
Total Population	515,857	610,719	334,363	1,460,939
% Population	35	42	23	100

⁵ Joint Plan for Assistance - 2011

⁶ Content based on several sources including "Eastern Development Plan: 2012 – 2016," Eastern Provincial Council, Trincomalee (October 2011). [www.ep.gov.lk]

Parameter	Batticaloa	Ampare	Trincomalee	Total
Households	NA	NA	NA	NA
Average HH size	NA	NA	NA	NA
Population Density (<i>population / sq. km</i>)	198	145	132	

Source: Department of Census and Statistics (NA=Not available)

The Eastern Province is one of the economically lagging areas of the country. The people of the Province have been affected by natural disasters such as cyclone (in 1968) and Tsunami (in 2004) as well man-made disaster in the form of an armed conflict over 3 decades. The combined impact is reflected in the prevailing weak socio-economic conditions, especially in the state of economic and social infrastructure and the emergence of vulnerable social segments.

Towards the end of the armed conflict, the Central Government in 2007 launched a comprehensive inter-agency programme “Eastern Revival Programme” (*Negenahira Navodaya, in Sinhala*) that includes a wide spectrum of social outreach programmes such as resettlement of internally displaced people, landmine clearance, rehabilitation and awareness programmes as well as massive infrastructure development projects such as new road networks, bridges, ports, power plants, electricity distribution networks, hospitals, schools, and etc. The total budgeted investment for three years ending 2010 was Rs. 197,219 million (US\$ 1840 million). This programme will open up an unprecedented volume of opportunities for investors to move to the geographically strategic Eastern Province. Under the “Eastern Revival Programme”, investors will enjoy up to 20 years of Tax holidays, lands under special concessionary schemes, and a wide range of other benefits.

The Province is witnessing gradual recovery since end of armed conflict in or around 2007. Among the nine Provinces, the Eastern Province came fourth with a GDP growth rate of 18.7 percent in 2010; compared with 13.4 percent in 2009. The Province is currently sixth in terms of the contribution to national GDP (ahead of North Central, Uva, and Jaffna) and lags in quality of life (Central Bank’s Prosperity Index) lying just above the Northern Province. Eastern Province is one before the last position in the Sri Lanka Prosperity Index and last position in the scores for “Economic & Business Climate” and “Well being of the people” and better in “Economic Infrastructure” score than Northern Province (**Table 1.4.**)

1.5 Information and communication technology

The benefit of rapid growth of telecommunication has not reached the rural sector of Sri Lanka and specially North and Eastern Provinces. According to the Telecommunication Regulatory Commission of Sri Lanka (TRCSL), all telephone operators are now available in the Eastern and Northern Provinces. But their services are concentrating in urban areas of the Provinces. In the absence of telecommunication facilities the younger generation feels that they lost the quality of life and prepare to move towards urban areas. The rural population is also in need of the internet, broadband & email facilities to enhance their connectivity with the other parts of the world in order to engage in quality production.

The Telecommunications Regulatory Commission of Sri Lanka (TRCSL) was established under the Sri Lanka Telecommunication (Amendment) Act No. 27 of 1996 and it is the national regulatory agency for telecommunications in Sri Lanka. The TRCSL promote

development in the telecommunication industry by shaping the regulatory process, protecting public interest and being responsive to challenges in an increasingly competitive market. TRCSL will ensure that competition in the market is open, fair and effective.

Regulatory Functions of TRCSL⁷

- Processing applications for licenses
- Tariff regulations.
- Monitoring and ensuring compliance with the Act (including rules and regulations made there under) and licenses by the licensed operators.
- To monitor and ensure proper utilization of the radio frequency spectrum.
- Responding to consumer complaints and holding inquiries/investigations.
- Providing information to the public on quality and variety of telecommunication services and encourage their participation by conducting public processes and public hearings.

According to the TRCSL, the following **Table 1.6** provides the basic information about the telecommunication facilities available in the country.

Table 1.6 Statistical overview of the telecommunication sector in Sri Lanka as at end 2011

	Service	#
1	Total number of fixed telephones	3,608,392
2	Teledensity (Fixed phones per 100 inhabitants)	17.5
3	Number of cellular Mobile Subscribers	18,319,447
4	Mobile Subscribers per 100 people	88.6
5	Internet & email subscribers - Fixed	359,000
6	Internet & email subscribers - Mobile	485,000
7	Number of public pay phone booths	6,458

(Source : Telecommunication Regulatory Commission)

The fixed phone provincial distribution shows in the **Table 1.7**.

Table 1.7: Provincial distribution of Fixed Telephones as at end 2011

Province	Number of Telephones	%
Central	379,582	11
Eastern	154,797	4
Northern	108,520	3
North Central	228,423	6
North Western	340,130	10
Sabaragamuwa	293,576	8

⁷ Telecommunication Regulatory Commission of Sri Lanka

Province	Number of Telephones	%
Southern	404,415	11
Uva	246,087	7
Western	1,450,862	40
Total	3,608,392	100

(Source: Telecommunication Regulatory Commission of Sri Lanka)

The provincial distribution of payphones is shown in **Table 1.8**.

Table 1.8: Provincial distribution of pay phones as at end 2011

Province	2011	%
Central	741	11
Eastern	360	6
Northern	126	2
North Central	347	5
North Western	512	8
Sabaragamuwa	295	5
Southern	738	11
Uva	257	4
Western	3082	48
Total	6458	100

(Source : Telecommunication Regulatory Commission of Sri Lanka)

Table 1.9: Provincial Distribution of fixed phones (CDMA & Non CDMA) in Sri Lanka

District	CDMA	NON CDMA	Total
Colombo	552,110	537,829	1,089,939
Gampaha	139,094	100,222	239,316
Kaluthara	131,357	65,520	196,877
Galle	134,375	25,799	160,174
Matara	103,798	27,236	131,034
Hambanthota	100,895	12,312	113,207
Anuradhapura	140,750	14,785	155,535
Polonnaruwa	65,764	7,124	72,888
Monaragala	33,600	58	33,658
Badulla	148,218	21,373	169,591
Kagalle	78,658	17,675	96,333
Ratnapura	106,717	17,256	123,973
Kandy	175,559	65,072	240,631

District	CDMA	NON CDMA	Total
Nuwara eliya	85,616	11,008	96,624
Matale	68,761	16,404	85,165
Puttalam	73,285	18,956	92,241
Kurunegala	205,164	42,725	247,889
Jaffna	52,260	16,308	68,568
Mannar	7,283	2,171	9,454
Vavuniya	25,172	5,326	30,498
Killinochchi	-	-	-
Mullaithivu	-	-	-
Trincomalee	32,992	9,164	42,156
Batticaloa	30,170	14,133	44,303
Ampara	52,680	15,658	68,338
Total	2,544,278	1,064,114	3,608,392

(Source: Telecommunication Regulatory Commission of Sri Lanka)

1.6 ICTA interventions

The Government of Sri Lanka in 2002 had launched a national development initiative namely “e-Sri Lanka” to use Information and Communication Technology to foster social integration, peace and economic growth. The outcome of this national development initiative is anticipated to be; 1) more effective, citizen-centered and transparent government, 2) empowerment of rural poor, women and youth through increased and affordable access to ICT tools, 3) developed leadership and skills in ICT and, 4) employment creation through ICT industry, IT enabled services and enhanced competitiveness of user industries and services. The Information and Communication Technology Agency of Sri Lanka, which became operational in 2003, is the implementing agency for e-Sri Lanka program has identified and implemented six components to fulfill the mandate in the e-Sri Lanka development initiative. Though ICTA has implemented almost all the program successfully, their access was limited to the North and East due to the conflict situation during the past three decades. However, the ICTA has initiated the activation of the e-Sri Lanka program in the North and East has so far implemented the following activities.

1. **Establishment of “Nenasala”.** 18 and 84 Nenasalas were established in the Northern and Eastern provinces respectively as shown in **Table 1.10**.

Table 1.10: Number of Nenasala Centers in North & East

	Province	Number of Nenasala
Northern Province (18)		
1	Jaffna	05
2	Killinochci	02
3	Mullaithivu	05
4	Vavuniya	06

	Province	Number of Nenasala
5	Mannar	None
Eastern Province (84)		
1	Ampara	34
2	Batticaloa	22
3	Trincomalee	28
	Total	102

2. The **eSDI Projects** already implemented in North and East are shown in **Table 1.11**. However, 17 eSDI Project have been completed in the Eastern Province whilst only 1 Project in the Northern Province.

Table 1.11: eSDI Projects implemented in North and East

	Name of Grantee	Location	Date of completion	District
1	ENET Technology System	189, Thirugnanasampather Street, Trincomalee	December 2009	Trincomalee
2	Center for women and Development	7, Rathnam Lane, Vannarponnai, Jaffna	December 2008	Jaffna
3	True Vision Rural Rehabilitation Organization	Ampara	April 2010	Ampara
4	College of Information Management and Science	Ampara	April 2010	Ampara
5	Sandunpura Viharashtha KaryasadHAKA Samithiya	Sri Sambudhdhaloka Viharaya, sandunpura Dehiattakandiya	September 2008	Ampara
6	Sri Mathula Raja Maha Viharaya	Pahala Rakhinda, Girandurukotte	June 2008	Ampara
7	Multi Ethnic Community Development Association	Main Street, Jayanagar, Kuchchaveli, Trincomalee	May 2009	Trincomalee
8	Rural Development Society	Navatkadu, Batticaloa	January 2008	Batticaloa
9	Social Service Development Society	Saboor SANASA Building, Samnthurai	May 2009	Ampara
10	Social Education Language & Development Association	Kinniya 5, Trincomalee	November 2009	Trincomalee
11	Sarana Shakthi women Organization	Tissapura, Uhana	December 2008	Ampara
12	Prabahavi Resource Center	Weranketigoda, Ampara	December 2009	Ampara

	Name of Grantee	Location	Date of completion	District
13	Social Development Foundation	Main Street, Pulmudai	December 2009	Trincomalee
14	High Information Technology & social Development Organization	Nithyapurai, Trincomalee	September 2009	Trincomalee
15	Education Scocial Development Association	Kaluthavalai, Batticaloa	April 2010	Batticaloa
16	Peoples Service Council	Palaiyoothu, Trincomalee	April 2010	Trincomalee
17	Muttur East Nenasala	Jaya Street, Mutur 4, trincomalee	December 2009	Trincomalee
18	Supporters. Com	Marandamunai, Kalmunai	June 2009	Ampara

3. 5123 and 3150 School children and Samurdhi Beneficiaries were trained in computer use in the Eastern and Northern provinces respectively, under the Computer Literacy Month Project in December 2011/January 2012.
4. Since the two provinces have come to normalcy, the ICTA has identified its programs in the North and East to extend the e-Sri Lanka Program as par with the other provinces. The training of Government Staff, providing infrastructure, and providing software is already commenced.

1.7 Central Bank of Sri Lanka on What Lies Beyond 2011?

The **Central Bank of Sri Lanka**⁸, while reviewing the economic achievements in the Northern and Eastern Provinces -- two years after the end of civil war in Sri Lanka in May 2009 -- has highlighted the following:

- ➔ **The two provinces have demonstrated a major appetite for economic activity.** To accommodate this appetite, banks have already expanded to these regions and already there are 195 bank branches and extension offices in the East and 144 in the North. The expected natural growth of bank branch networks is a clear indicator of the expected economic growth in these regions.
- ➔ “There is a clear drive towards holistic development in the North and the East to ensure that people sustain their economic achievements and translate them into a way of life,
- ➔ We expect that the range of investments made in these Provinces will result in a growth rate of around 13% per annum in these Provinces, from 2011 onwards for the next 5 years.”

⁸ Ajith Nivard Cabraal, Governor, “Promoting Financial Inclusiveness in the North & the East – The Experience of the Past Two Years”, Central Bank of Sri Lanka, (20 May 2011)

Physical Accessibility

- ➔ Today, the road network is being expanded and will continue to expand at an unprecedented, accelerated pace.
- ➔ With the continuous upgrading of the road network, we expect trade, business, enterprise and investment to increase significantly.
- ➔ Farmers in the North have now found new competitive markets in the South and were able to sell their produce at market prices.
- ➔ Simultaneously, many businesses expanded their networks to the North and the East, giving people in those areas an opportunity to benefit by higher level of services and high quality goods.

Technology and ICT Accessibility:

- ➔ The Universities in the North and the East have established state-of-the-art computer laboratories with the assistance of international development partners.
- ➔ Several language laboratories or computer-based language courses have been set up.
- ➔ Private sector computer training institutes and cyber cafes are flourishing in these Provinces.
- ➔ Many young persons have been given bank loans to establish internet cafes.

Skills and Training Accessibility:

- ➔ The Central Bank conducts entrepreneurship development programmes with other financial institutions for people with low income and for small and medium scale entrepreneurs.
- ➔ Best practices are introduced to obtain better yields in agriculture and livestock, and higher profits in SME and other Income Generating Activities (IGAs)
- ➔ Focused training programmes include book keeping, doing business, leadership skills and export market orientation.
- ➔ Former combatants are trained on mechanical and electrical skills, guided by the SL Army and private companies.
- ➔ The universities in the North and the East conduct market oriented degree programmes.

2. BASELINE SURVEY METHODOLOGY

While presenting the methodology adapted during the baseline survey, this chapter covers the following: baseline survey design matrix; data collection methodology; field operations; data recording, analysis and reporting; and survey experience and study limitations. While developing the study methodology, the GreenTech Study Team had several consultative meetings with ICTA eSDI staff and M&E staff which resulted better understanding of the dimensions of the assignment so as to address different stakeholders' requirements. This chapter is supported by **Appendixes 1 and 4**.

2.1 Baseline Survey Design Matrix

A list of indicators whose baseline estimates were planned to be determined are given in Survey Design Matrix placed in **Appendix 1**. It also includes the geographical coverage and the data source for each baseline indicator to be studied. These set of indicators were chosen to meet the purpose of the survey.

2.2 Data Collection Methods, Tools, and Coverage

On the basis of the baseline indicators referred in section 2.1, seven major information sources were identified together with the content in each of them and the respective data collection tools (**Appendix 4**) as presented in **Table 2.1**. The major baseline information source was taken as a sample of Divisional Secretariat Divisions (DvSs) (refer, #3 in Table 2.1). The composition of the sampled DvSs was as presented in **Table 2.2**.

Table 2.1: Baseline Information Sources and Tools

Baseline Information Sources	Outline of Content / Approach	Data Collection Tool (see Appendix 2)
1. Provincial Council / Provincial Ministry	Province-wise macro-data.	➤ BS 1/Data Collection Sheet for use at Provincial Council / Provincial Ministry level
2. District Secretariats	- District-wise macro-data. - Prepare a list of INGOs / NGOs providing ICT facilitated services (include any Nenasala).	➤ BS 2/Data Collection Sheet for use at District Secretariats
3. Sample of Divisional Secretariat Divisions	DvS-wise data,	➤ BS 3/Data Collection Sheet for use at sampled DvSs
	Views & opinions of DvSs,	➤ BS 4/List of Questions for Key Informant Interviews with Divisional Secretaries at sampled DvSs
	Self-administered questionnaire for GNs	➤ BS 5/Self-Administered Questionnaire for GNs of sampled DvSs
	FGD with a sample of community members	➤ BS 6/List of Questions for Focus Group Discussions with potential beneficiaries at sampled DvS level
4. Sample of INGOs / NGOs providing ICT facilitated services in N & E	Experience and lessons learned in implementation of ICT facilitated services and views on potential for new ICT	➤ BS 7/List of Questions for Key Informant Interviews with cross-section of INGOs/NGOs providing ICT facilitated services

Baseline Information Sources	Outline of Content / Approach	Data Collection Tool (see Appendix 2)
	services. Select a sample of INGOs / NGOs using lists prepared under #1 & #2.	
5. Sample of Private Entities providing ICT facilitated services in N & E	- Experience and lessons learned in implementation of ICT facilitated services and views on potential for new ICT services. - A cross-section of private entities to be surveyed in each Province.	➤ BS 8/List of Questions for Key Informant Interviews with Head/Manager of a cross-section of Private Entities providing ICT facilitated services
6. TRC & Major Telecom Service Providers (*)	- Province-wise macro-data - GreenTech HQ will obtain these data from respective Colombo offices .	➤ BS 9/Data Collection Sheet for use at agencies such as Telecommunications Regulatory Commission (TRC) and Major Telecom Service Providers (such as, Telecom, Mobitel, Dialog, and etc.)
7. Sample of seven eSDI Projects in Northern & Eastern Provinces	Experience and lessons learned in implementation of ICT facilitated services and views on potential for new ICT services.	➤ BS 10/List of Questions for Key Informant Interviews with a sample of eSDI Projects in in Northern and Eastern Provinces

Table 2.2: Composition of the Sample

Province	Northern					Eastern		
District	Jaffna	Kilinochchi	Mullativu	Mannar	Vavuniya	Ampara	Batticaloa	Trincomalee
Provincial Council	01					01		
Total no. of DS Divisions	1	1	1	1	1	1	1	1
No. of DSs sampled	1	1	1	1	1	1	1	1
Total no. of DVS Divisions	14	4	5	5	4	20	14	11
No. of DVSs sampled	3	2	2	2	2	3	3	3
Names of DVSs sampled	- Nallur - Chavaak-chcheri - Vadamaracchi South-West	- Karachchi - Pachchi-laipalli	- Manthai East - Maritimepattu	- Mannar Town - Nana-dan	- Kanagavaya Kulam - Vengalacheddikulam	- Damana - Karativu - Samanthurai	- Ariyampathiy - Eravur Town - Koralai Pattu	- Kinniya - Kuchchaveli - Morawewa
Total no. of GN Divisions	435	95	127	53	102	507	347	230
No. of GN Divisions sampled	30	20	20	20	20	30	30	30
Community member units in the DVS sampled	3	2	2	2	2	3	3	3
INGOs/NGOs sampled	15	10	10	10	10	15	15	15
ICT Projects sampled	15	10	10	10	10	15	15	15
Total eSDI Projects	01	-	-	-	-	08	02	07
eSDI Project sampled	01	-	-	-	-	-	-	02

Sample selection was determined as follows.

- Data to be collected from Northern and Eastern Provincial Councils using BS1.
- All 8 District Secretariats (DSs) (5 in North and 3 in East) have been selected for the sample. Data will be collected from DSs using BS2.
- There are 77 Divisional Secretariats (DVS) (32 in North and 45 in East) and 20 DVS (11 in North and 9 in East) have been randomly selected for the sample. Data will be collected from DVS using BS3. In addition KIIs will be conducted using BS4.
- There are total of 1896 Grama Niladhari Divisions (GND) (812 in the North and 1084 in the East) and 200 GNDs (110 in North and 90 in the East) have been randomly selected for the sample. Data will be collected from Gram Niladharies using BS5 which is a self-administered questionnaire.
- Total number of Community Member Units available in the respective DVSs cannot be determined. However, 20 Community Member Units (11 in North and 9 in the East) have been selected for the sample. FGDs will be conducted with these Community Member Units using BS6.
- Total number of INGOs and NGOs available in the respective DVSs cannot be determined. However, 100 INGOs and NGOs (55 in North and 45 in the East) have been selected for the sample. KIIs with these INGOs/NGOs will be conducted using BS7.
- Total number of ICT Projects available in the respective DVSs cannot be determined. However, 100 ICT Projects (55 in North and 45 in the East) have been randomly selected for the sample. KIIs will be conducted using BS8.
- There are 3 e-SDI Projects (1 in North and 2 in the East) and all these projects are included in the sample.

2.3 Field Operations

The field operations of the baseline survey were conducted during December 2011. The respondents to the survey consisted of diversified categories and included, (i) relevant officials of Provincial Councils/Provincial Ministries and District Secretariats, (ii) at Divisional Secretariats (as per Table 2.2) – Divisional Secretary, Planning Officer, GNs and sample of community members, (iii) representatives of a sample of INGOs/NGOs, (iv) representatives of a sample of private entities providing ICT facilitated services, (v) relevant official of TRC, and (vi) representatives of a sample of seven eSDI Projects operating in Northern & Eastern Provinces. The attention was paid to attain – to the extent possible – the gender balance among the participants at FGDs conducted with community members.

Supervised by the GreenTech Head Office, a **Field Survey Manager** was in the field during the entire data collection phase; starting in the Northern Province and subsequently moving into the Eastern Province. The field exercise was assigned to a Field Team consisting of a Field Supervisor (as team leader) and two/ three enumerators. The Field Team was provided with an intensive training; both in the class room and in the field. In addition to the data collection tools, the following documents specifically prepared for the Study, were used during training programme as resource materials and copies made available to them.

1. Manual of Instructions for Field Staff engaged in Baseline Data Collection.
2. Guidelines for Conducting Focus Group Discussions (FGDs)
3. Guidelines for Conducting Key Informant Interviews (KIIs)

All data collection tools and the above manuals/guidelines were translated in to Sinhala and Tamil languages and copies made available to the field staff.

The quality of responses received for the data collection tools was judged as satisfactory. The FGDs were generally well attended and managed to conduct in a cordial manner. It was observed that the participants generally were willing to share their experience and they deliberate freely on the topics discussed.

2.4 Data Recording, Analysis and Reporting

After editing and coding of the filled survey questionnaires received at GreenTech Head Office, the data was entered in a pre-developed database. Subsequently, two separate sets of output tables in respect of the two Provinces were generated using SPSS.

Aimed at triangulation, the consistency checks and alternative measures of key variables were integrated as part of the data analysis and reporting. The alternative measures resulting from the survey were used both as consistency checks and as a means of obtaining a deeper understanding of the variables being studied.

2.5 Study Experience and Study Limitations

After explaining aim and purpose of the survey, almost all the respondents to the survey – Provincial Councils, District Secretaries, Divisional Secretaries, *Grama Niladharies*, and community -- appreciated the surveyed and considered it was timely. Their awareness on eSLDP, in general, and eSDI, in particular, was low. The achievements under eSLDP such as “1919” and “web based results of GCE O/L & A/L examinations” are being enjoyed by the officials and the communities; they are mostly unaware that those are results of eSLDP.

In general, the data collection process proceeded satisfactorily. It was observed that **management of information systems (MISs)** at provincial / district / divisional level offices is not yet fully organized. Therefore, the survey coordinator/enumerators had to visit the same office more than once to obtain the required data.

The obtaining of the data from the private sector was a challenge for the survey coordinator/enumerators. It happened to pursued them to provide required data.

Notwithstanding the above issues and limitations encountered, the survey team managed to overcome almost all of them and conduct the survey utilizing extra time than initially anticipated.

In analyzing the data, only **exploratory analysis** was attempted. Any deeper qualitative analysis using content analysis of FGDs findings using software were beyond the scope of the study. Further, a gender analysis (beyond reporting figures on males and females) was also not attempted due to time constraints.

The Provincial Ministry Officials, the District Secretaries and the Divisional Secretariats, whom interviewed, were in the opinion that the study approach as well as the data collection tools are good. They extended their cooperation by provision of available data.

3. BASELINE STATUS OF NORTHERN PROVINCE

The chapter presents, in respect of the **Northern Province**, the findings of the field survey carried out at Provincial / District / sample of Divisional Secretariats (**Table 3.1**) and sample of Grama Niladharie Divisions in the Northern Province. Commencing with basic data, the chapter covers the strengths, weaknesses, opportunities, and threats of the Northern Province to develop plans/strategies for launching of projects under eSDI. Similar analysis in respect of the **Eastern Province** is in the next chapter.

Table 3.1: Composition of Actual Sample Surveyed

Province	Northern				
District	Jaffna	Kilinochchi	Mullativu	Mannar	Vavuniya
Provincial Council	01				
Total no. of DS Divisions	1	1	1	1	1
No. of DSs sampled	1	1	1	1	1
Total no. of DVS Divisions	14	4	5	5	4
No. of DVSS sampled	3	3	2	2	1
Names of DvSs sampled	• Nallur • Chavaak-chcheri • Vadamarachchi South-West	• Karachchi • Pachchi-laipalli	• Manthai East • Maritimipattu	• Mannar Town • Nana-ddan	• Kanagavaya Kulam • Vengalachedi-culam
Total no. of GN Divisions	435	95	127	53	102
No. of GN Divisions sampled	30	20	20	20	15
Community member units in the DVS sampled	3	2	2	2	2
INGOs/NGOs sampled	04	04	-	2	-
ICT Projects sampled	11	04	-	01	-
Total eSDI Projects	01	-	-	-	-
eSDI Project sampled	01	-	-	-	-

3.1 Basic Data

The basic data as per Survey Design Matrix (**Appendix 1**) and were managed to collect for the Northern Province are in **Tables 3.2** and **3.3**.

Table 3.2: Basic Data for the Northern Province

	Indicator	District	Jaffna	Kilinochchi	Mullativu	Mannar	Vavuniya	Data Tool
1. Demographic Information								
1.1	Population by Gender	Male	88,196	36,510	16,816	34,267	19,564	BS3
		Female	97,797	39,670	17,757	36,916	20,143	

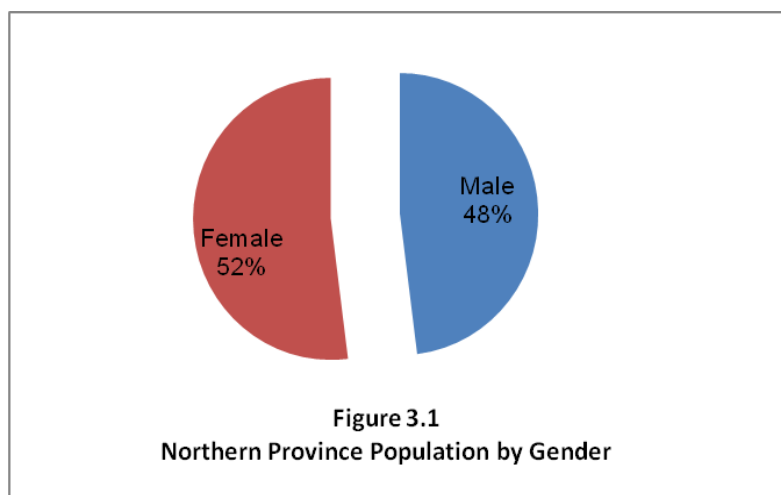
	Indicator	District	Jaffna	Kilinochchi	Mullativu	Mannar	Vavuniya	Data Tool
	Total population		185,993	76180	34,573	71183	39,707	
1.2	Total no. of households (HHs)		58,003	24,549	10,957	17,215	12,657	BS3
1.3	Livelihood patterns in GNDs		100% Agri.	67% Agri. 33% Animal	100% Agri.	100% Agri.	100% Agri.	BS6
1.4	Language literacy rate –							
	• English		NA	NA	NA	20%	NA	BS2
	• Tamil		NA	NA	NA	90%	NA	BS2
	• Sinhala		NA	NA	NA	5%	NA	BS2
1.5	No. of HHs receiving Samurdhi assistance		17766	0	0	0	3237	BS3
1.6	% of HHs receiving Samurdhi assistance		31	0	0	0	26	BS3
1.7	Adult literacy rate (%)	Male	78	60	60	85	85	BS3
		Female	76	57	60	86	83	BS3
2. ICT Infrastructure and access								
2.1	Number of HHs with electricity for the district		93,706 (60%)	94 (0.24%)	21 (0.11%)	15,750 (38%)	30,493 (60%)	BS2
2.2	% of HHs with electricity		49	24	10	65	30	BS3
2.3	% of HHs with fixed telephone lines for the district		51	0	0	41	73	BS9
2.4	% of Schools with electricity		85					BS1
2.5	% of Schools having IT as a subject		37					BS1
2.6	% of Schools with internet access		13					BS1
2.7	Computer literacy rate (%)		NA					BS1
2.8	No. of Internet cafes – per DVS		09	NA	NA	05	NA	BS3
2.9	No. of Nenasala in whole districts		05	02	05	06	0	BS3
2.10	No. of Private ICT Training Centers		08	04	02	06	06	BS3
2.11	No. of Schools having Computer Resource Centres / Computer Labs “with” internet facilities – per DVS		07	0	02	14	01	BS3
2.12	No. of Schools having Computer Resource Centres / Computer Labs “without” internet facilities – per DVS		16	01	03	05	02	BS3
2.13	No. of Vocational Training Centers with ICT units – per DVS		01	NA	01	01	NA	BS3
2.14	Technical Colleges with ICT unit		01	0	0	0	0	BS3
2.15	College of Technology with ICT unit		01	0	0	0	0	BS3

	Indicator	District	Jaffna	Kilinochchi	Mullativu	Mannar	Vavuniya	Data Tool
2.16	University with Computer Centre	01	0	0	0	0	0	BS3
2.17	Post Graduate Institutes with Computer Centre	0	0	0	0	0	0	BS3
2.18	Mobile Centres with ICT units	0	0	0	0	0	0	BS3
	Sub Total of No. of ICT Training Centers (2.8 to 2.18)	49	07	13	37	9		
2.19	Availability of websites and portals for rural information	Not sufficient	Not sufficient	NA	Not sufficient	Not sufficient		BS4
3. ICT Education and providing training								
3.1	No. of Internet cafes - per DVS	03	NA	NA	05	NA		BS3
3.2	No. of Nenasala in whole districts	05	02	05	06	0		BS3
3.3	No. of Private ICT Training Centers – per DVS	08	0	0	0	01		BS3
3.4	No. of Schools having Computer Resource Centres / Computer Labs “with” internet facilities– per DVS	07	0	0	NA	01		BS3
3.5	No. of Schools having Computer Resource Centres / Computer Labs “without” internet facilities– per DVS	03	0	0	0	01		BS3
3.6	No. of Vocational Training Centers providing ICT training	01	0	0	0	0		BS3
3.7	No. of Technical Colleges	01	0	0	0	0		BS3
3.8	No. of College of Technology with ICT unit	01	0	0	0	0		BS3
3.9	No of Universities with ICT Training	01	0	0	0	0		BS3
3.10	No. of Post Graduate Institutes with ICT training	0	0	0	0	0		BS3
3.11	No. of Mobile Centers with ICT Training	0	0	0	0	0		BS3
	Sub total of Training Centers Providing ICT Training (3.1 to 3.11)	30	02	05	11	03		
4. ICT in Business								
4.1	No. of business enterprises – per DVS	544	119	0	732	75		BS3
4.2	% of enterprises using computers	14	01	0	11	3		BS3
4.3	% of enterprises using computers with internet facilities	06	01	0	03	02		BS3
4.4	Marketing Pricing Centres with ICT facilitated service	0	0	0	0	0		BS3
4.5	Agrarian Service Centers with ICT facilitated services	0	0	0	0	0		BS3

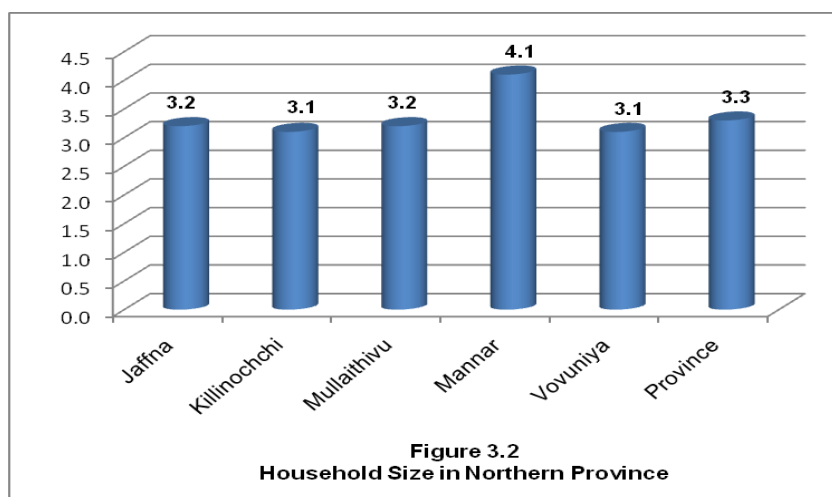
	Indicator	District	Jaffna	Kilinochchi	Mullativu	Mannar	Vavuniya	Data Tool
4.6	Community Based Organizations – per DVS	RDS	64	43	-	47	41	BS3
		WRDS	36	43	-	53	41	BS3
		FO	44	04	-	-	36	BS3
		SC	39	36	-	-	-	BS3
		Com. Centers	112	-	-	-	72	BS3
		YC	05	-	-	29	-	BS3
		CS	275	-	-	-	-	BS3
		SS	05	-	-	-	26	BS3
		SP	-	12	-	-	30	BS3
			Total	580	138	0	129	246
5. ICT Facilities provided by e-Sri Lanka Development Program								
5.1	Level of understanding on ICTA	Moderate	NA	NA	Moderate	NA	BS4	
5.2	Level of understanding of e-Sri Lanka Program	Moderate	NA	NA	Moderate	NA	BS4	
5.3	Level of understanding of eSDI	Moderate	NA	NA	Moderate	NA	BS4	
5.4	Awareness of e-services	Almost all do not aware	Almost all do not aware	Almost all do not aware	Almost all do not aware	Almost all do not aware	BS6	
5.5	Level of awareness of the benefits of ICT	21%	9%	10%	12%	13%	BS6	

3.1.1 Demographic Information

The survey has revealed that the Northern Province consist of 52% males and 48% females in its population. This situation prevails in almost all 5 districts in the province.



Household sizes in the 5 districts and the province depict in the Figure 3.2. The household size in the Northern Province is 3.3, whilst the largest household size is reported from Mannar district. 31% and 26% households in Jaffna and Vavuniya Districts respectively receive samurdhi assistance, whilst the sumurdhi assistance is not yet extended to the other districts in Northern Province.



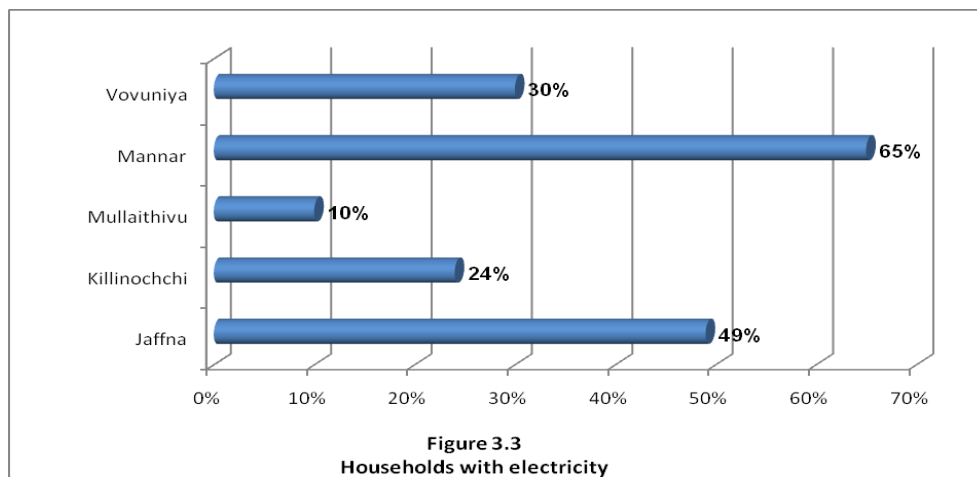
The Northern Province predominantly engaged with agricultural activities, except Killinochchi District where they undertake two thirds of activities in agriculture whilst the balance one third in animal husbandry. According to the FGDs conducted with the Community Members units stated that, all the members in the community are friendly with each other and they are looking for improved standard of living. Two thirds of the communities are aware of the benefits of the ICT facilitated services but most of them are not aware of the e-services provided by the government organizations. However, those who are aware of the government e-services have used “1919” of GIC and to search examination results. It is encouraging to note that the communities are willing, motivated and has an interest to use ICT facilitated services to improve their day to day life. They are of the view that the availability of ICT facilitated services in the respective DVSS are limited and one third of them are performing satisfactorily. These centers are used by the people very moderately.

Language literacy rates are available only from Mannar District; English 20%, Tamil 90% and Sinhala 5%. The Adult Literacy rate in the province is around 81% (Male 82% and Female 81%), whilst the literacy rates in Killinochchi and Mullaithivu districts are relatively low at 59% (60% male and 58% Females).

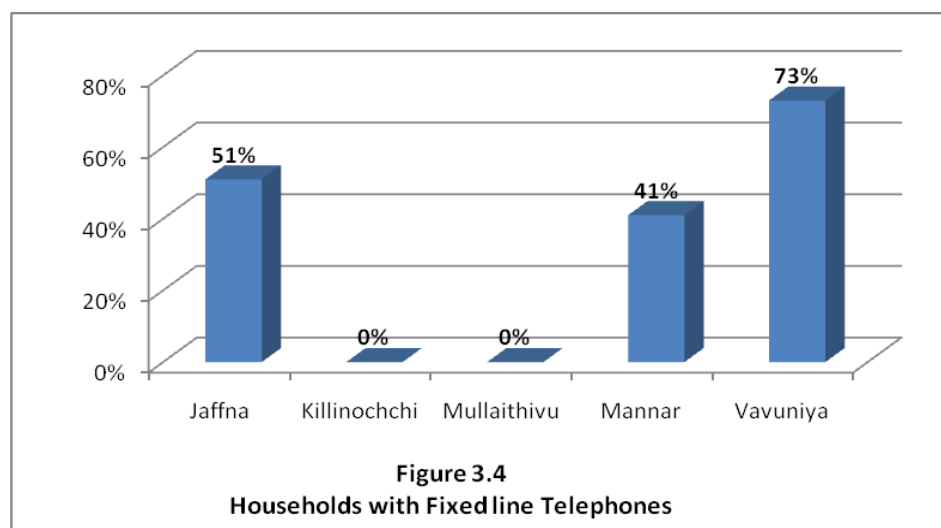
According to the information gathered from the DVSSs, the websites and portals available for rural information is not sufficient, not accessible and also that the language barrier is prevalent for the users of the websites and portals if they are not available in their languages. The KILs at the DVS informed that the access to ICT facilities including the internet and the relevant content in the DVSSs is not sufficient, the quality is poor, and the accessibility is less satisfactory.

3.1.2 ICT Infrastructure and access

65% of households in Mannar District are supplied with electricity is the highest, whilst Mullaithivu is only 10% is the lowest level of electricity with households and the Killinochchi District is the next lowest is 24%. This situation is most probably due to the heavy war situation in the districts. According to the provincial Council information 85 schools in the province are supplied with electricity.

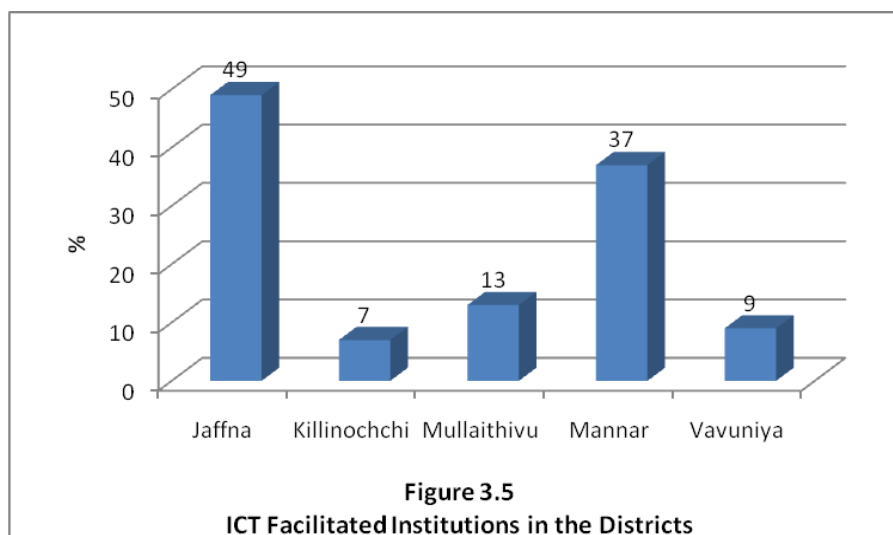


Fixed line telephones are available to households in Jaffna, Mannar and Vavuniya Districts are depicted in Figure 3.4, whilst no fixed line telephones are available in Mullaithivu and Killinochchi Districts



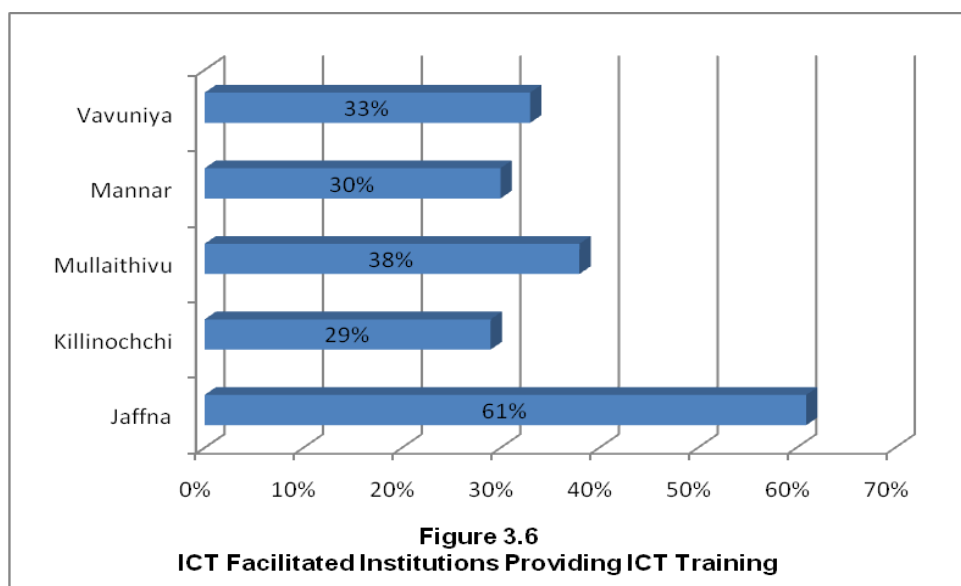
The survey has revealed that there are 115 ICT facilitated institutions are available in the 5 districts (only in surveyed DVS) for access in ICT and the distribution is shown in Figure 3.5. However, the score for Vavuniya District is surprisingly low may be due to non existence of Nenasala in the district and non availability of data on “internet cafes”. In the case of Killinochchi and Mullaithivu District are emerging these institution with the ongoing developments. According to the KIIs conducted at the DVSS, there are few ICT facilitated services are available in the DVSS and about 40% are performing well and moderately used these services and currently they satisfied the needs of the people in the DVS division but the quality of services required improvement.

According to the Provincial Council information, 37 schools in the province teach IT, as a subject. In addition, 13% schools in the province have the facilities to access to internet.



3.1.3. ICT Education and providing training

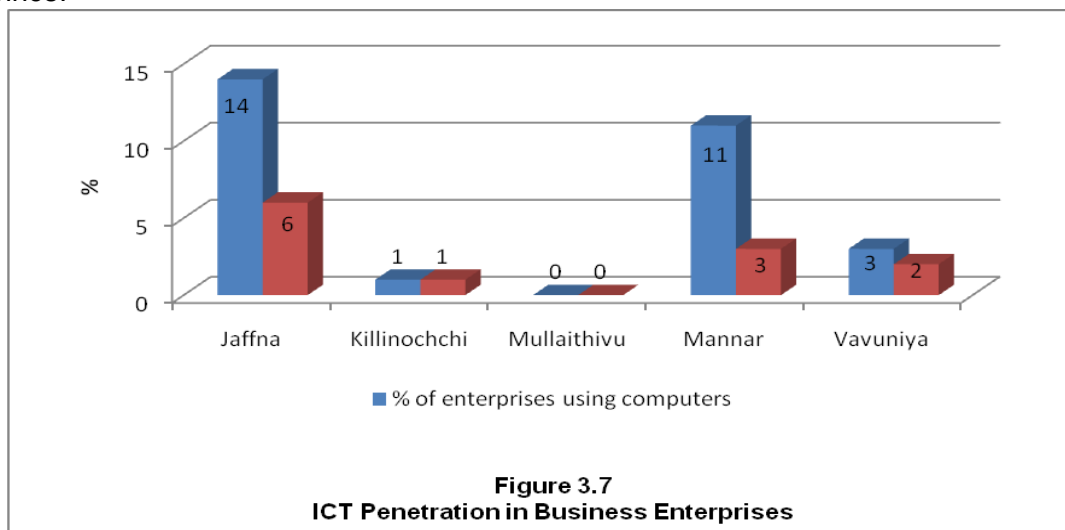
Though there are substantial numbers of ICT facilitated institutions are available in the districts, as shown in Figure 3.5 above, only about one third of the institutions providing ICT training in their institutions, except Jaffna District which is about 61%. Such details are depicted in Figure 3.6. According to the KIIs conducted at the DVSSs, the availability of such training facilities/opportunities are not sufficient, quality of the services are poor, less satisfactory in accessibility, patronage of these centers are poor and the fees charged is high.



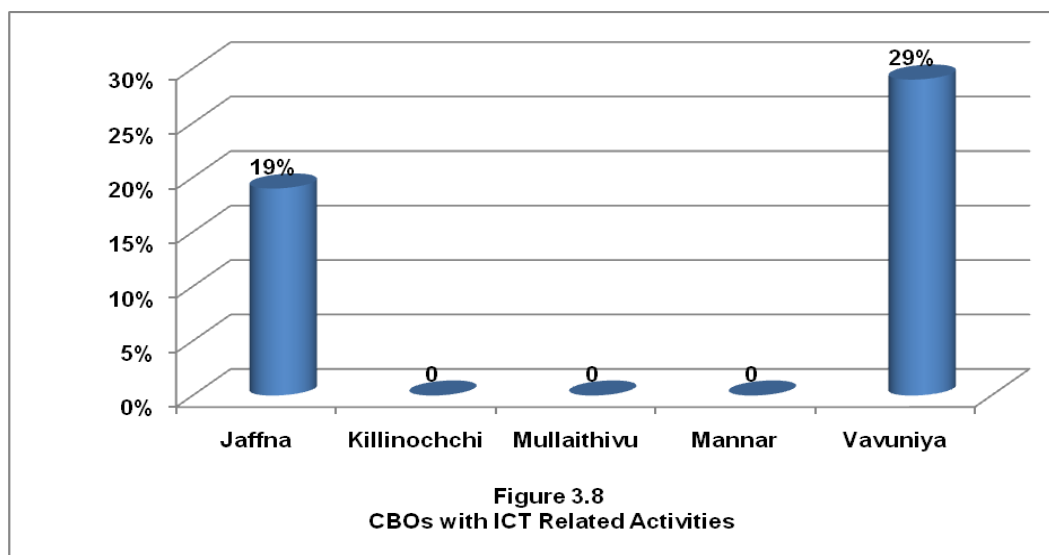
According to the KIIs with the INGIOs, NGOs and ICT Projects in the province, the ICT training facilities commenced soon after the end of the conflict in 2009. These institutions have formulated job oriented ICT programs in a range of qualifications in certification, diploma and degree level. The students in these training centers learn ICT to facilitate their employment and for seeking employment. The KIIs informed that the rate of return for their investment is satisfactory. The main problem in conducting the ICT program is the constant power failures in the province or non availability of power supply. They are of the view that the job opportunities for the ICT students have considerably increased and thereby the intake of trainees have also increased.

3.1.4. ICT in Business

According to the surveyed DVSSs, there are large number of Business Enterprises are in operation in the province; 544 in Jaffna, 119 in Killinochchi, 732 in Mannar, 75 in Vavuniya and non in Mullaithivu. However, the ICT penetration in terms of using computers for business operations and the use of internet is below 15%. The details are shown in Figure 3.7. None of the Marketing Pricing Centers or Agrarian Centers is in operation in the province.



According to the surveyed DVSSs, there are large number of Community Based Organizations (CBOs) are in available in the province; 580 in Jaffna, 138 in Killinochchi, 129 in Mannar, 246 in Vavuniya and non in Mullaithivu but few of these organizations are involve with ICT facilitated activities. The CBOs involvement in ICT facilitated activities are shown in Figure 3.8 below.



3.1.5. ICT Facilities provided by e-Sri Lanka Development Program

According to the KIIs conducted at the DVSSs, it was revealed that the communities are not aware of the benefits of ICT facilitated services in the respective districts. However, they are of the view that they are very much willing to get the awareness of the benefits of ICT facilitated services and eager to get this opportunity.

The KIIs were asked to indicate the level of understanding of the activities undertaken by ICTA for which Jaffna and Mannar Districts have stated that they are aware of ICTA very moderately. They have further said that they are more encourage to get information from ICTA and the ICTA should provide a wide publicity among the officials of the government sector as well as the communities. With regard to eSDI projects in the Northern Province, only Jaffna and Mannar districts have stated that they are not much aware of the eSDI Projects.

Furthermore, the KIIs were informed that there is considerable number of entrepreneurs to commence the ICT facilitated services in the province to meet the local need of the communities as they are motivated to get the benefits of the ICT.

Table 3.3: ICT Penetration in the Northern Province (as of 31 December 2011)

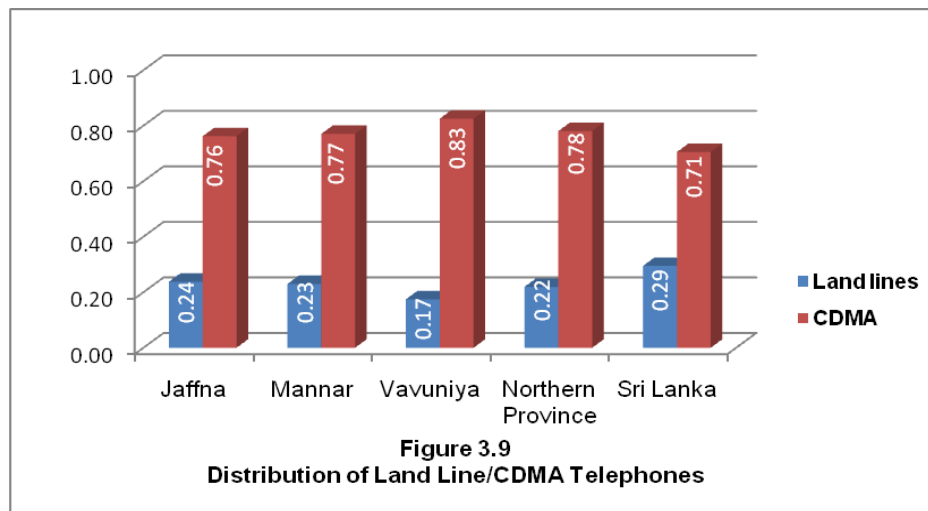
		Unit	Northern				
			Jaffna	Kilinochchi	Mannar	Mullativu	Vavuniya
1. No. of fixed telephone subscribers	2. Land lines	Provincial Total	23,805				
		District Total	16,308	-	2,171	-	5,326
	3. CDMA Phones	Provincial Total	85,215				
		District Table	52,260	-	7,283	-	25,172
4. % of fixed telephone subscribers in Northern Province among total for Sri Lanka		%	[23805 + 85215] 3608392 * 100% = 3%				
5. Availability of Fixed Broadband for internet access		Yes/No	Yes	No	Yes	No	Yes
6. Availability of Mobile Broadband for internet access		Yes/No	Yes	Yes	Yes	Yes	Yes
7. Mobile telephone subscribers ⁹		Not available - NA	NA	NA	NA	NA	NA
8. Internet subscribers/ internet connections ¹⁰		Not available - NA	NA	NA	NA	NA	NA

Source: TRC

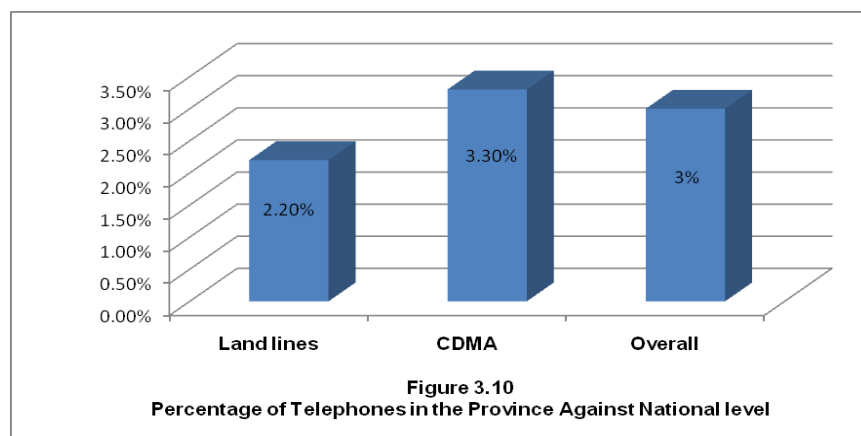
The trend in the usage of Land Line Telephones and CDMA Telephone is somewhat similar to the situation in the entire Sri Lanka, compared with Northern Province. CDMA usage in Northern Province is 78% as against 71% in entire Sri Lanka. Land Line Telephone usage in Northern Province is 22% as against the national level of 29%. AS per the TRCSL, Killinochchi and Mullaithivu Districts do not have Land Line/CDMA Telephones and the tren in other district follow almost the same pattern in the usage of Land line/CDMA Telephones.

⁹ Mobile telephone subscribers cannot be computed for provinces or districts as per TRC

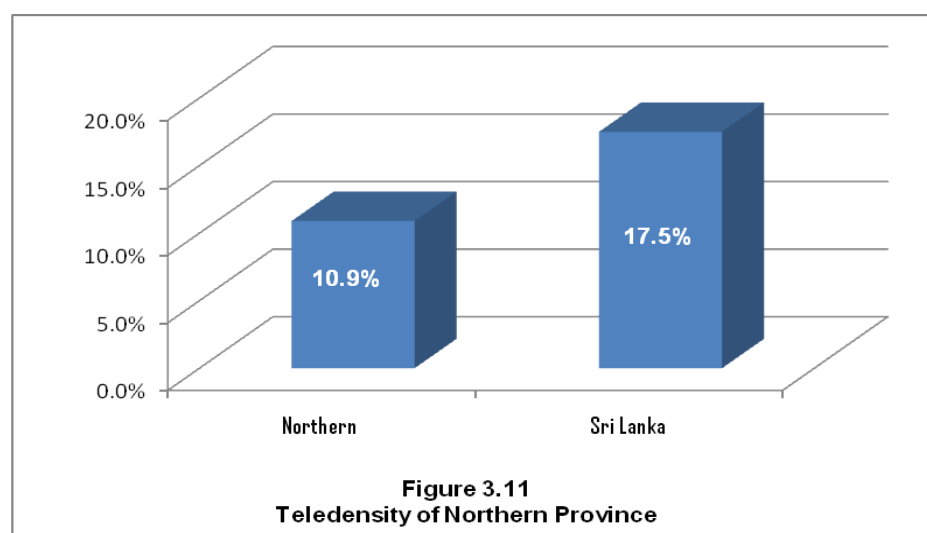
¹⁰ Internet subscribers / internet connections cannot be computed for provinces or districts as per TRC



The Northern Province use 3% of telephone of the national level. The total no of telephones available in Sri Lanka is 3,608,392 and which 109,020 are in the Northern Province. Northern Province is the lowest in the usage of telephones, whilst the highest of 40% recorded in Western Province and the moderate usage of 11% reported from Central and Southern Provinces (Table 1.6).



The Teledensity (Fixed Line Telephones per 100 inhabitants) of the Northern Province is reported as 10.9% as against the National Level Teledensity of 17.5%



3.2 Views of Grama Niladaris (GNs) in the Northern Province

The district-wise summarized responses of GNs are presented in **Appendixes 2** while their interpretations are given below.

Electricity facilities: Electricity facilities are available in more than half of most GN Divisions in Jaffna and Mannar districts. However, its availability in Kilinochchi is very limited with more than half of GN Divisions not having electricity facilities at all. Mullativu and Vavuniya districts have a mixed availability of electricity facilities with some GN Divisions where it's available in more than half of the division and others where it is not available at all.

Telephone facilities: Within the Jaffna district, telephone facilities are available in less than half of most GN Divisions. Majority of the GN Divisions in Kilinochchi does not have this facility at all, while a few have it in a very limited area. Mannar and Vavuniya has a mixed availability – some GN Divisions where its available for more than half of the division while others do not. However in Mullativu district, telephone facilities are available in more than half of most GN Divisions.

ICT facilities available: ICT facilities are available to a limited extent; in less than half of many GN Divisions of the Jaffna district. Almost all GN Divisions in Kilinochchi does not have ICT facilities at all, which is the same situation in most GN Division in Mannar, Mullativu and Vavuniya districts as well.

Availability of ICT training for school children: Many GN Divisions in Jaffna district indicated that the ICT training for school children available was not sufficient. In the other districts of Kilinochchi, Mannar, Mullativu and Vavuniya ICT training is not available in majority of the GN Divisions and where it is available it's insufficient.

Availability of ICT training for school leavers: In all districts of Jaffna, Kilinochchi, Mannar, Mullativu and Vavuniya the availability of ICT training for school leavers is either non-existent or where available, it is deemed to be insufficient.

Quality of ICT training for school children: The quality of ICT training given to school children was rated as 'Good' or 'Average' in more than half the GN Divisions in Jaffna district. In Kilinochchi most GN Divisions rated the training as 'Average' while almost all GN Divisions in Mullativu were rated as 'Weak'. Mannar and Vavuniya had mixed ratings, with some GN Divisions indicating 'Average' quality and others indicating 'Weak' level of quality.

Quality of ICT training for school leavers: Majority of the GN Divisions in Jaffna, Kilinochchi and Mannar and all GN Divisions in Vavuniya reported the quality of ICT training for school leavers as 'Weak'. However most GN Divisions in Mullativu (6 of 9) rated the training provided as 'Average'.

Accessibility of ICT training for school children: In all districts - Jaffna, Kilinochchi, Mannar, Mullativu and Vavuniya – majority of the GN Divisions reported that the accessibility of ICT training of school children was not satisfactory.

Accessibility of ICT training for school leavers: Majority of the GN Divisions in Jaffna and all GN Divisions in Kilinochchi, Mullativu and Vavuniya reported the accessibility of ICT

training for school leavers as unsatisfactory. In the Mannar district, the ratings were mix – with half of the GN Divisions were satisfied with the accessibility while the other half was not.

Fees charged for ICT training for school children: In the Jaffna district, majority of the GN divisions reported the fees charged for ICT training for school children as ‘Moderate’ or ‘Low’. Only a few (4 of 17) reported it as ‘High’. In Kilinochchi and Vavuniya all GN Divisions reported the fees as ‘Moderate’ or ‘Low’. However in Mannar and Mullativu districts around half of the GN Divisions reported it as ‘High’ and while others reported it as ‘Moderate’.

Fees charged for ICT training for school leavers: In Jaffna district most of the GN Divisions (7 of 10) reported the fees charged for ICT training for school leavers as ‘High’. In Kilinochchi the 3 GN Divisions reporting on this rated it as ‘High’, ‘Moderate’ and ‘Low’ giving it an even spread. Majority of the GN Divisions in Mannar and Mullativu reported the fees charged as ‘Moderate’. Meanwhile in Vavuniya, most GN Divisions (5 of 6) rated it as ‘Low’.

Extent to which entrepreneurs exists who are capable to start eSDI projects: In all districts - Jaffna, Kilinochchi, Mannar, Mullativu and Vavuniya – a significant percentage of the GN Divisions reported that the existence of entrepreneurs who are capable to start eSDI projects was rare. Others couldn’t comment on it, while only a handful GN Divisions in Jaffna, Kilinochchi, Mannar and Mullativu said they exist to some extent.

Whether any ICT facilitated projects failed to survive in 2010/2011 in GN Division: In all districts - Jaffna, Kilinochchi, Mannar, Mullativu and Vavuniya – almost all GN Divisions did not have any ICT facilitated projects that failed to survive in 2010/2011. Only in Jaffna district there was a handful (3 of 30) that failed and one GN Division in Mannar couldn’t specify if any projects had failed.

3.3 Case Study

RAP 021 had been implemented by the National Council of YMCAs of Sri Lanka, during July 2009 – April 2010, conducted classes to develop ICT knowledge and English Language skills for underprivileged students and Youth in Jaffna, Uduvil, Navali, Pt. Pedro, Pandaitheruppu (Jaffna peninsula). English Language education to be provided at the YMCA centers to enhance their career development. Minimum of 20 from schooling category and minimum 20 from non-schooling category amounting to 40 per YMCA during the 1st three months.

Through this project, Youths’ job opportunities were secured. 70% participants, had a fare commitment, and they voiced that they received basic ICT knowledge through English, fairly satisfied and seek higher competency in future.

The beneficiaries’ recognition to eSDI RAP 021 project through YMCA, is optimistic experience. The beneficiaries’ satisfaction is in good level with considering the investment as many beneficiaries participated. Users prefer to engage with projects which are sponsored by the Government, as eSDI Projects. At the beginning of the project, human resources were inadequate, but it improved subsequently.

There are not many issues faced by the management on implementation of the project

except initial set back faced by the shortage of resource persons but subsequently improved as mentioned earlier. Due to shortage of resource persons time table was frequently changed.

School leavers and job seekers are looking for an approved agency to conduct ICT classes. Management is Farley satisfied with the performance of the project. The project is economically viable and sustainable with small assistance for maintaining the equipments. This venture can be implemented, join with other areas/partners.

4. BASLINE STATUS OF EASTERN PROVINCE

The chapter presents the findings of the field survey carried out at Provincial / District / sample of Divisional Secretariats (**Table 4.1**) and sample of *Grama Niladharie* Divisions in the Eastern Province. Commencing with basic data, the chapter covers the strengths, weaknesses, opportunities, and threats of the Northern Province to develop plans/strategies for launching of projects under eSDI.

Table 4.1: Composition of Actual Sample Surveyed

Province	Eastern		
District	Ampara	Batticaloa	Trincomalee
Provincial Council	01		
Total no. of DS Divisions	1	1	1
No. of DSs sampled	1	1	1
Total no. of DVS Divisions	20	14	11
No. of DVSS sampled	3	3	3
Names of DvSs sampled	• Damana • Karativu • Samanthurai	• Ariyampathy • Eravur Town • Koralai Pattu	• Kinniya • Kuchchaveli • Morawewa
Total no. of GN Divisions	507	347	230
No. of GN Divisions sampled	30	30	30
Community member units in the DVS sampled	3	3	3
INGOs/NGOs sampled	15	15	15
ICT Projects sampled	15	15	15
Total eSDI Projects	08	02	07
eSDI Project sampled	-	-	02

4.1 Basic Data

The basic data as per Survey Design Matrix (Appendix 1) and were managed to collect for the Eastern Province are in **Tables 4.2** and **4.3**.

Table 4.2: Basic Data for the Eastern Province

	Indicator	District	Ampara	Batticaloa	Trincomalee	Data Tool
1. Demographic Information						
1.1	Population by Gender	Male	62,380	16,408	59,606	BS3
		Female	64,838	17,230	60,132	
	Total population		127,218	33,638	119,738	
1.2	Total no. of households (HHs)		33,549	9,677	31,135	BS3
1.3	Livelihood patterns in GNDs		50% Agri. 50% Animal	67% Agri. 33% Fisheries	60% Agri. 40% Fisheries	BS6
1.4	Language literacy rate –					
	• English		NA	NA	NA	BS2
	• Tamil		NA	NA	NA	BS2

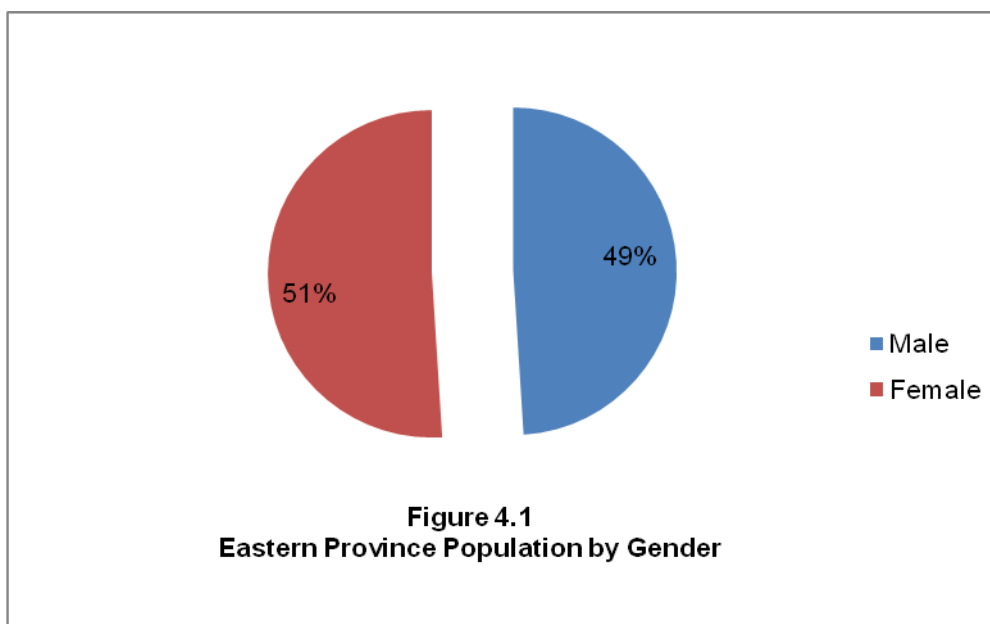
	Indicator		District	Ampara	Batticaloa	Trincomalee	Data Tool
	• Sinhala			NA	NA	NA	BS2
1.5	No. of HHs receiving Samurdhi assistance			14,972	5,277	10,962	BS3
1.6	% of HHs receiving Samurdhi assistance			45	54	35	BS3
1.7	Adult literacy rate (%)	Male	66	NA	83	BS3	
		Female	63	NA	80	BS3	
2. ICT Infrastructure and access							
2.1	Number of HHs with electricity			NA	NA	NA	BS2
2.2	% of HHs with electricity			83	71	74	BS3
2.3	No of fixed telephone lines for the whole district			68,338	44,303	42,156	0
2.4	% of Schools with electricity			79			BS1
2.5	% of Schools having IT as a subject			39			BS1
2.6	% of Schools with internet access			02			BS1
2.7	Computer literacy rate (%)			NA			BS1
2.8	No. of Internet cafes			04	NA	NA	BS3
2.9	No. of Nenasala in whole districts			34	22	28	BS3
2.10	No. of Private ICT Training Centers			03	02	01	BS3
2.11	No. of Schools having Computer Resource Centres / Computer Labs “with” internet facilities – per DVS			0	02	03	BS3
2.12	No. of Schools having Computer Resource Centres / Computer Labs “without” internet facilities – per DVS			10	01	NA	BS3
2.13	No. of Vocational Training Centers with ICT units – per DVS			01	01	01	BS3
2.14	Technical Colleges with ICT unit			01	01	NA	BS3
2.15	College of Technology with ICT unit			0	0	0	BS3
2.16	University with Computer Centre			0	01	01	BS3
2.17	Post Graduate Institutes with Computer Centre			0	0	0	BS3
2.18	Mobile Centres with ICT units			0	0	0	BS3
	Sub Total of No. of ICT Training Centers (2.8 to 2.18)			53	30	34	
2.19	Availability of websites and portals for rural information			Not sufficient	Not sufficient	Not sufficient	BS4
3. ICT Education and providing training							
3.1	No. of Internet Cafes			02	NA	NA	BS3
3.2	No. of Nenasala in whole districts			34	22	28	BS3
3.3	No. of Private ICT Training Centers			03	02	01	BS3
3.4	No. of Schools having Computer Resource Centres / Computer Labs “with” internet facilities – per DVS			0	01	0	BS3
3.5	No. of Schools having Computer Resource Centres / Computer Labs “without” internet facilities–per DVS			10	0	0	BS3
3.6	No. of Vocational Training Centers with ICT training – per DVS			01	01	01	BS3
3.7	No. of Technical Colleges with ICT			01	01	0	BS3

	Indicator		District	Ampara	Batticaloa	Trincomalee	Data Tool
	training						
3.8	No. of College of Technology with ICT training			0	0	0	BS3
3.9	No. of Universities with ICT training			01	0	0	BS3
3.10	No. of Post Graduate Institutes with ICT training			0	0	0	BS3
3.11	No. of Mobile Centres with ICT training			0	0	0	BS3
	Sub total of Training Centers Providing ICT Training			52	27	30	
4. ICT in Business							
4.1	No. of business enterprises – per DVS			289	368	130	BS3
4.2	% of enterprises using computers			04	02	01	BS3
4.3	% of enterprises using computers with internet facilities			01	02	01	BS3
4.4	Marketing Pricing Centers with ICT facilitated service			0	0	0	BS3
4.5	Agrarian Service Centers with ICT facilitated services			01	01	0	BS3
4.6	Community Based Organizations	RDS	52	-	11	BS3	
		WRDS	164	-	10	BS3	
		FO	-	-	10	BS3	
		SC	-	-	-	BS3	
		Com. Centers	-	-	-	BS3	
		YC	-	-	-	BS3	
		CS	-	-	-	BS3	
		SS	-	-	-	BS3	
		SP	32	-	-	BS3	
		Total	248	-	31		
5. ICT Facilities provided by e-Sri Lanka Development Program							
5.1	Level of understanding on ICTA	NA	NA	NA	NA	BS4	
5.2	Level of understanding of e-Sri Lanka Program	NA	NA	NA	NA	BS4	
5.3	Level of understanding of eSDI	Moderate	NA	NA	Moderate	BS4	
5.4	Awareness of e-services	Almost all do not aware	Almost all do not aware	Almost all do not aware	Almost all do not aware	BS6	
5.5	Level of awareness of the benefits of ICT	16%	17%	14%	18%	BS6	

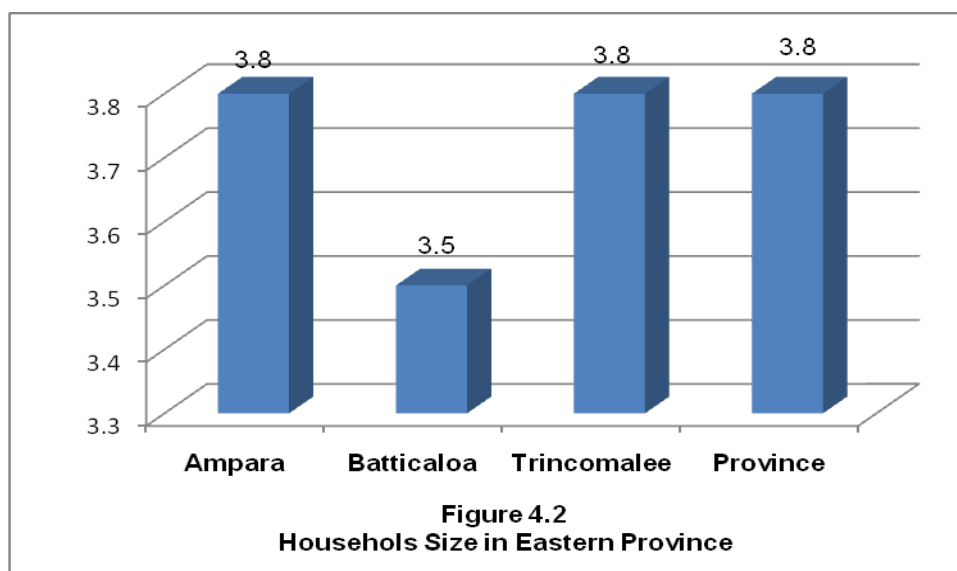
(NA-Data not available)

4.1.1. Demographic Information

The survey has revealed that the Eastern Province consist of 51% males and 49% females in its population. This situation prevails in almost all 3 districts in the province.



Household sizes in the 3 districts and the province depict in the figure 4.2. The household size in the Eastern Province is 3.8 as against 3.3 in Northern Province, whilst the smallest household size is reported from Batticaloa District. 45%, 54% and 35% households in Ampara, Batticaloa and Trincomalee Districts respectively receive samurdhi assistance.



The Southern Province engaged with mixed livelihoods of Agriculture, Animal Husbandry and Fisheries activities as shown in Table 4.3. According to the FGDs conducted with the Community Members units stated that, all the members in the community are friendly with each other and they are looking for improved standard of living. Two thirds of the communities are aware of the benefits of the ICT facilitated services but most of them are not aware of the e-services provided by the government organizations. However, those who are aware of the government e-services have used “1919” of GIC and to search examination results. It is encouraging to note that the communities are willing, motivated and has an interest to use ICT facilitated services to improve their day to day life. They are

of the view that the availability of ICT facilitated services in the respective DVSs are limited and one third of them are performing satisfactorily. These centers are used by the people very moderately.

Table 4.3: Livelihood Patterns of Eastern Province

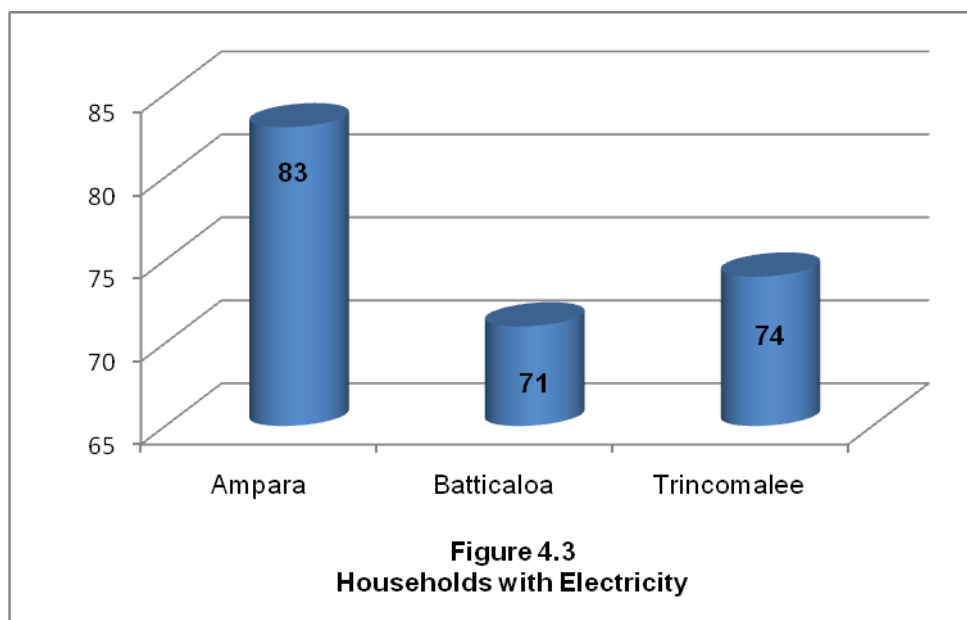
District	Agriculture	Animal Husbandry	Fisheries
Ampara	50%	50%	-
Batticaloa	67%	-	33%
Trincomalee	50%	-	50%

Language literacy rates are not available for all districts in the Eastern Province. However, the Adult Literacy rate in the province is around 74% (Male 75% and Female 72%), whilst the literacy rate in Ampara Districts is relatively low at 64% (66% male and 63% Females).

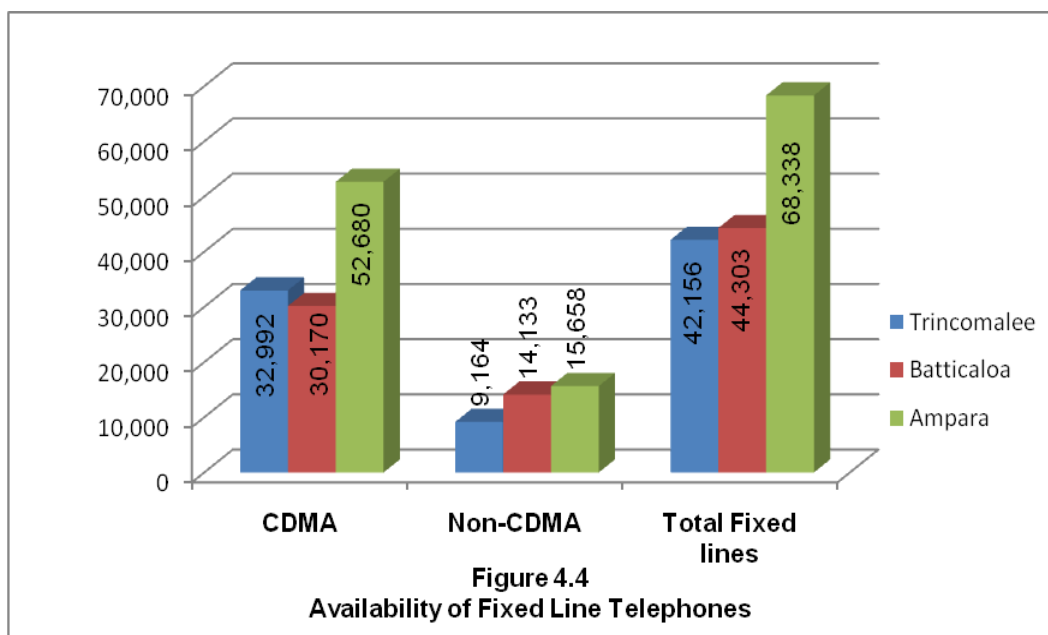
According to the information gathered from the DVSs, the websites and portals available for rural information is not sufficient, not accessible and also that the language barrier is prevalent for the users of the websites and portals if they are not available in their languages.

4.1.2. ICT Infrastructure and access

83% of households in Ampara District are supplied with electricity is the highest, whilst the other two districts also fairly satisfactory supplied with electricity. According to the provincial Council information 79 schools in the province are supplied with electricity.

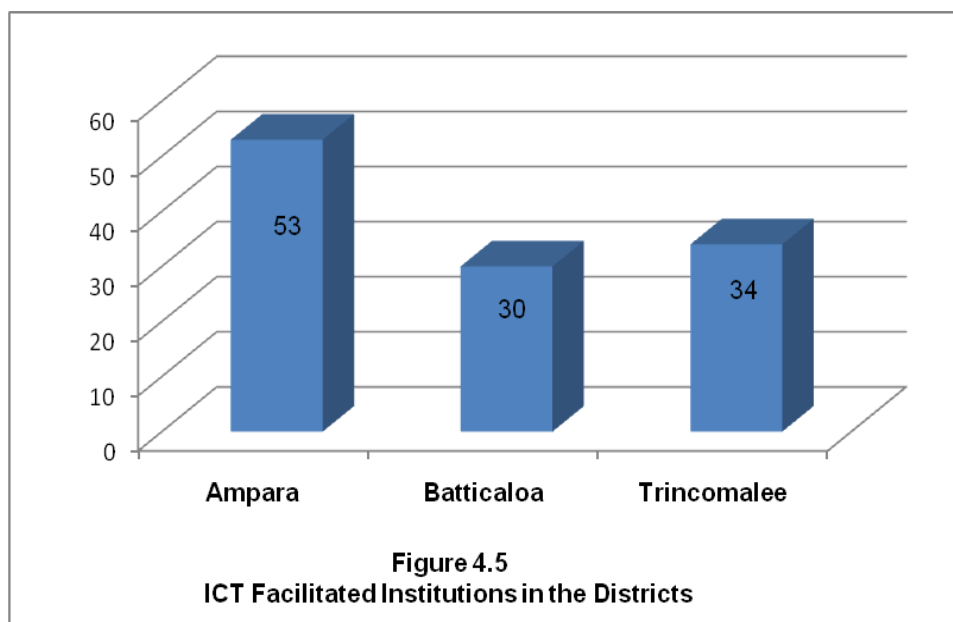


Fixed line telephones are available to households in Ampara, Batticaloa and Trincomalee Districts are depicted in Figure 4.4. Supply of CDMA phones is much higher than Non-CDMA (normal fixed line phones). Large supply of Fixed Line Phones are recorded from Ampara District, whilst the supply of other two district also fairly satisfactory.



The survey has revealed that there are 117 ICT facilitated institutions are available in the 3 districts (only in surveyed DVS) for access in ICT and the distribution is shown in Figure 4.5. According to the KIIs conducted at the DVSSs, there are few ICT facilitated services are available in the DVSSs and about 45% are performing well and rarely used these services and currently they do not satisfy the needs of the people in the DVS division but the quality of services required improvement.

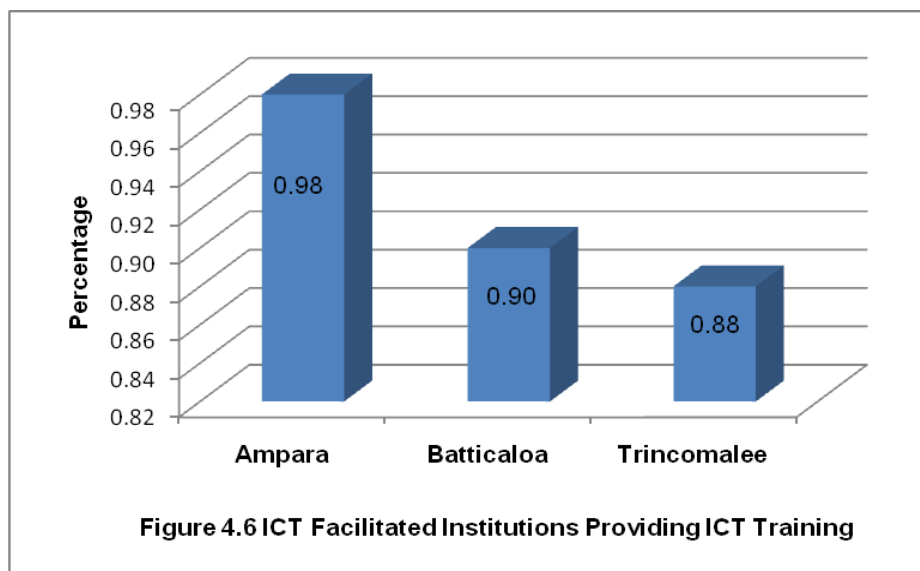
According to the Provincial Council information, 39 schools in the province teach IT, as a subject. In addition, only 2% schools in the province have the facilities to access to internet.



According to the information gathered from the DVSSs, the websites and portals available for rural information is not sufficient, not accessible and also that the language barrier is prevalent for the users of the websites and portals if they are not available in their languages. The KIIs at the DVSSs informed that the access to ICT facilities including the internet and the relevant content in the DVSSs is not sufficient, the quality is poor, and the accessibility is less satisfactory.

4.1.3. ICT Education and providing training

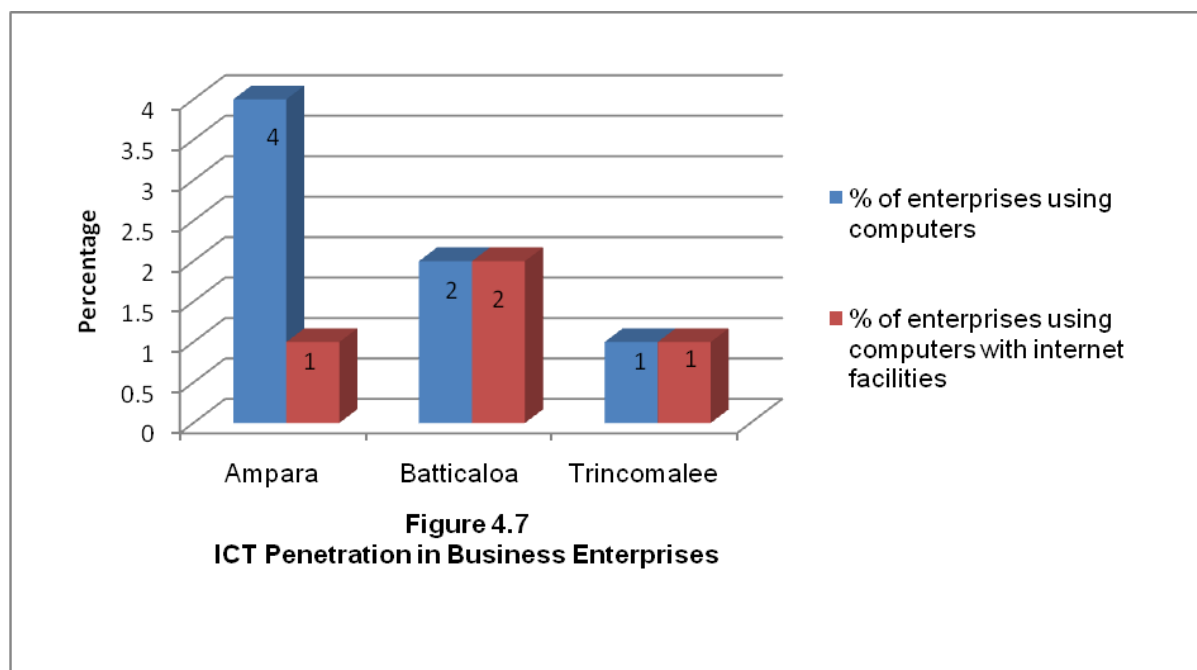
There are substantial numbers of ICT facilitated institutions available in the districts, as shown in Figure 3.5 above and almost all provide ICT training in their institutions. Such details are depicted in Figure 4.6. According to the KIIs conducted at the DVSSs, the availability of such training facilities/opportunities are not sufficient, quality of the services are poor, less satisfactory in accessibility, patronage of these centers are poor and the fees charged is moderate.



According to the KIIs with the INGIOs, NGOs and ICT Projects, the ICT training facilities commenced in around 2007. These institutions have formulated job oriented ICT programs which facilitate in gaining job opportunities. The students in these training centers learn ICT to facilitate their employment and for seeking employment. The KIIs informed that the rate of return for their investment is somewhat satisfactory but not as expected. The main problem in conducting the ICT program is the constant power failures in the province or non availability of power supply. They are of the view that the job opportunities for the ICT students have considerably increased and thereby the intake of trainees have also increased. However, the Nenasalas operating in the province need financial assistant for sustainability.

4.1.4. ICT in Business

According to the surveyed DVSSs, there are large numbers of Business Enterprises are in operation in the province; 289 in Ampara, 368 in Batticaloa, and 130 in Trincomalee Districts. However, the ICT penetration in terms of using computers for business operations and the use of internet is below 4%. The details are shown in Figure 4.7. None of the Marketing Pricing Centers are available in the province, however, one each Agrarian Centers with ICT facilitated services are in operation in the Amapara and Batticaloa Districts.



According to the surveyed DVSSs, there are large number of Community Based Organizations (CBOs) are in available in the province; 248 in Ampara and 31 in Trincomalee Districts and non in Batticaloa district. None of the CBOs are involved in ICT facilitated activities.

4.1.5. ICT Facilities provided by e-Sri Lanka Development Program

According to the KIIs conducted at the DVSSs, it was revealed that the communities are not aware of the benefits of ICT facilitated services in the respective districts. However, they are of the view that they are very much willing to get the awareness of the benefits of ICT facilitated services and eager to get this opportunity.

The KIIs were asked to indicate the level of understanding of the activities undertaken by ICTA for which all the districts have stated that they are somewhat aware of ICTA activities and project to perform e-Sri Lanka Program. They have further said that they are more encouraged to get more information from ICTA on e-services among the officials of the government sector as well as the communities. With regard to eSDI projects in the Northern Province, only Jaffna and Mannar districts have stated that they are moderately aware of the eSDI Projects.

Furthermore, the KIIs were informed that there is considerable number of entrepreneurs to commence the ICT facilitated services in the province to meet the local need of the communities as they are motivated to get the benefits of the ICT.

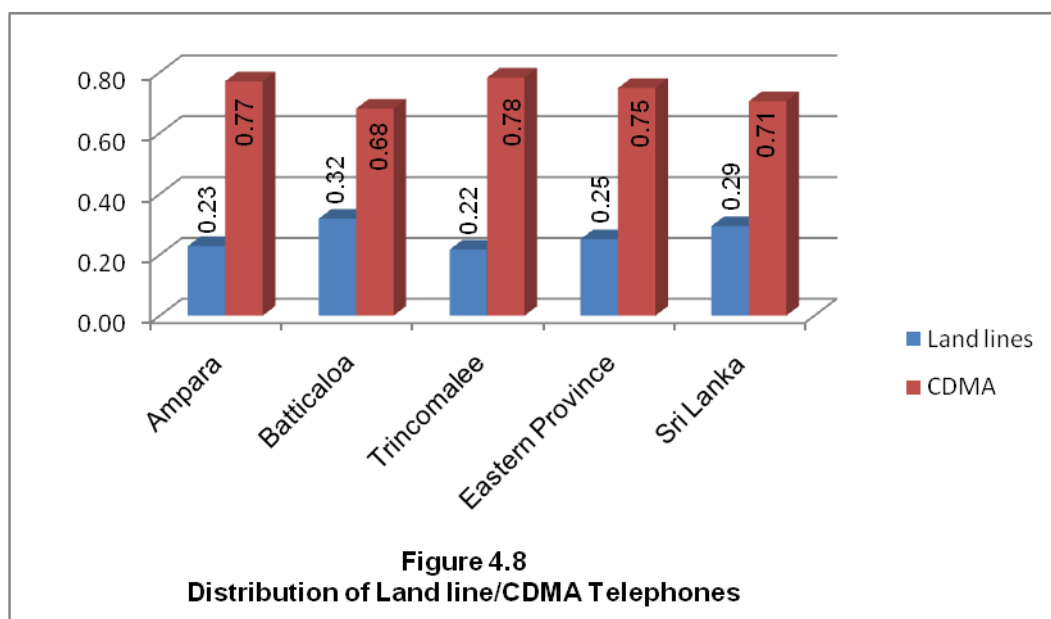
Table 4.4: ICT Penetration in the Eastern Province (as of 31 December 2011)

Indicator		Unit	Eastern Province		
			Ampara	Batticaloa	T'malee
1. No. of fixed telephone subscribers	2. Land Lines	Provincial Total	38,953		
		District Total	15,656	14,133	9,164
	3. CDMA Phones	Provincial Total	115,842		
		District Total	52,680	30,170	32992
4. % of fixed telephone subscribers		%	[38953 + 115842]/3608392 * 100% =		

Indicator	Unit	Eastern Province		
		Ampara	Batticaloa	T'malee
in Eastern Province among total for Sri Lanka		4.3%		
5. Availability of Fixed Broadband for internet access	Yes/No	Yes	Yes	Yes
6. Availability of Mobile Broadband for internet access	Yes/No	Yes	Yes	Yes
7. Mobile telephone subscribers ¹¹	Not Available - NA	NA	NA	NA
8. Internet subscribers/ internet connections ¹²	Not Available - NA	NA	NA	NA

Source: TRC

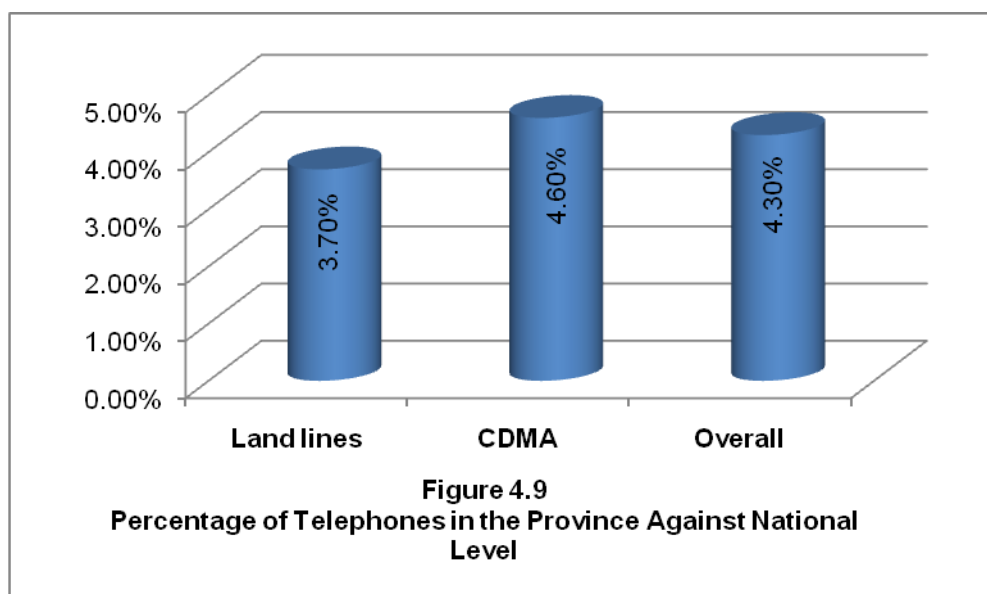
The trend in the usage of Land Line Telephones and CDMA Telephone is somewhat similar to the situation in the entire Sri Lanka, compared with Eastern Province except in the Batticaloa District. CDMA usage in Easter Province is 75% as against 71% in entire Sri Lanka. Land Line Telephone usage in Eastern Province is 25% as against the national level of 29%.



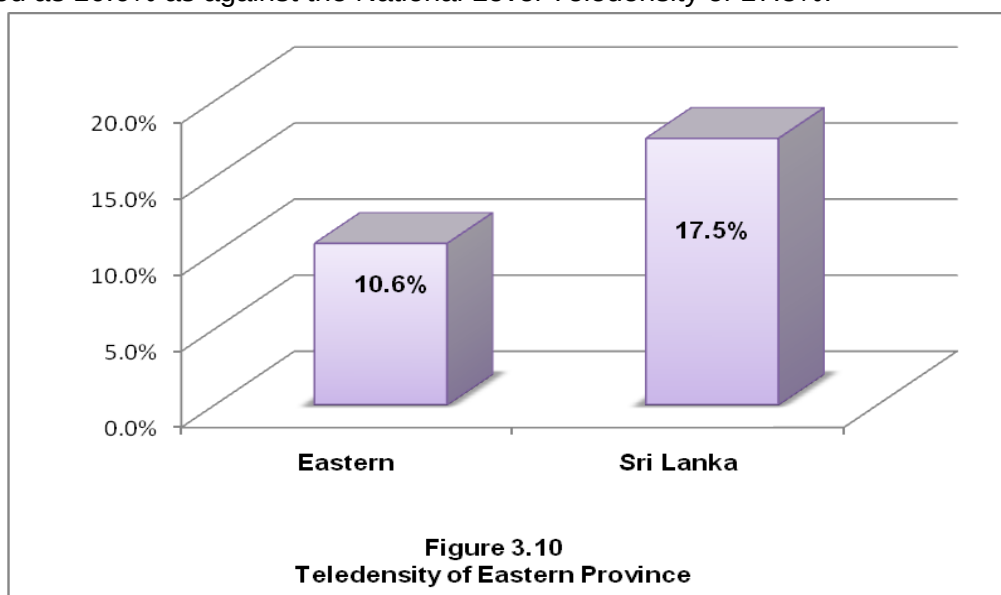
The Eastern Province use 4.3% of telephone of the national level. The total no of telephones available in Sri Lanka is 3,608,392 and which 154,795 are in the Eastern Province. Eastern Province is the one before lowest in the usage of telephones, whilst the highest of 40% recorded in Western Province and the moderate usage of 11% reported from Central and Southern Provinces (Table 1.6).

¹¹ Mobile telephone subscribers cannot be computed for provinces or districts as per TRC

¹² Internet subscribers/ internet connections cannot be computed for provinces or districts as per TRC



The Teledensity (Fixed Line Telephones per 100 inhabitants) of the Northern Province is reported as 10.6% as against the National Level Teledensity of 17.5%.



4.2 Views of Grama Niladaries (GNs) in the Eastern Province

The district-wise summarized responses of GNs are presented in **Appendixes 2** while their interpretations are given below.

Electricity facilities: Electricity facilities are available in more than half of most GN Divisions in Ampara, Batticaloa and Trincomalee districts. There's only in a few GN divisions in Trincomalee (4 of 28) where it is not available at all.

Telephone facilities: Telephone facilities are available in more than half of most GN Divisions in Ampara, Batticaloa and Trincomalee districts. However there were a significant number of GN Divisions where it is available in less than half of the GN Division – 12 of 29 in Ampara, 12 of 25 in Batticaloa and 9 of 28 in Trincomalee. Meanwhile, a handful of GN Divisions in Batticaloa and Trincomalee districts reported having limited or no telephone facilities.

ICT facilities available: ICT facilities are not available in many GN Divisions in Ampara, Batticaloa and Trincomalee districts while in some GN Divisions it is available only in a few places within the division. Very few GN Divisions in all three districts reported having ICT facilities in many places of the division.

Availability of ICT training for school children: In all districts (Ampara, Batticaloa and Trincomalee) ICT training for school children was not available in majority of the GN Divisions and where it is available it was insufficient.

Availability of ICT training for school leavers: In all districts (Ampara, Batticaloa and Trincomalee) ICT training for school leavers was not available in majority of the GN Divisions and where it is available it was insufficient.

Quality of ICT training for school children: The quality of ICT training given to school children was rated as 'Average' in more than half the GN Divisions in Ampara, Batticaloa and Trincomalee districts. In all three districts, most of the other GN Divisions were rated as 'Weak'.

Quality of ICT training for school leavers: Half of the GN Divisions in Ampara district reported the quality of ICT training given to school leavers as 'Weak' while most of the other divisions reported it as 'Average'. More than half the GN Divisions in Batticaloa and Trincomalee districts reported the quality as 'Average' while the rest largely reported it as 'Weak'.

Accessibility of ICT training for school children: In all districts - Ampara, Batticaloa and Trincomalee – majority of the GN Divisions reported that the accessibility of ICT training of school children was not satisfactory.

Accessibility of ICT training for school leavers: In all districts - Ampara, Batticaloa and Trincomalee – majority of the GN Divisions reported that the accessibility of ICT training of school leavers was not satisfactory.

Fees charged for ICT training for school children: In the Ampara district, majority of the GN divisions reported the fees charged for ICT training for school children as 'Moderate' or 'Low'. However, in Batticaloa and Trincomalee around half of the GN Divisions reported it as 'High'.

Fees charged for ICT training for school leavers: In Ampara and Trincomalee districts most of the GN Divisions reported the fees charged for ICT training for school leavers as 'Moderate' or 'Low'. However in Batticaloa more than half of the GN Divisions (7 of 11) reported it as 'High'.

Extent to which entrepreneurs exist who are capable to start eSDI projects: In all districts - Ampara, Batticaloa and Trincomalee – a significant percentage of the GN Divisions reported that the existence of entrepreneurs who are capable to start eSDI projects was rare. Some GN Divisions couldn't comment on it, while only a handful GN Divisions in all three districts said they exist to some extent.

Whether any ICT facilitated projects failed to survive in 2010/2011 in GN Division: In all districts - Ampara, Batticaloa and Trincomalee – most of GN Divisions did not have any ICT facilitated projects that failed to survive in 2010/2011. In Ampara district there was a handful (4 of 29) that failed and in Batticaloa there were 2 projects which had failed out of 25.

4.3 Case Studies

Case Study 4.1:

CAP 043 had been implemented by the Social Educational Language & Development Association in Kinniya, during Jan. 2007 – Nov. 2009, to establish an e - education centre to develop ICT and English language skills among school children and youth in Kinniya Town.

Under this project over 500 school children and youth were trained and generate income. But unfortunately, administrative & management officers went abroad. At the present the centre is difficult to execute this centre. There is a negative experience to execute this center due to poor administration and management.

At the present all the schools had ICT experiences and most of the people in Eastern Province have internet facilities at their homes. As well as Non-government Organizations conduct ICT training based on North and East. In that case, internal cash flow the centre directed in to worst situation.

At the beginning of the project, people's commitment and enthusiasm about ICT, leads to generate better income. But, at the present this centre is functioning as sub-business with phone shop. This centre needs more human resources to execute this project in future.

Case Study 4.2:

CAP 110 Social Development Foundation (Pulmoddai Nenasala) in Kuchchaveli DvS in Trincomalee District, implemented during June 2008 – Dec. 2009, developed bi-lingual website for student, employees, & elders to promote Tamil-Sinhala language learning while building peace.

Over 1200 students, employed & unemployed youth and elders were benefited directly and indirectly by the project. During the project period, the centre had trained more than 200 students. Some of youths found job opportunities in foreign countries by accessing internet through the centre.

There is a positive experience from this centre. There is another institution in Kinniya execute by using earnings of the Pulmoddai Nenasala. Only one computer currently working out of four computers. Photocopy machine is totally expired and there is a requirement to purchase new one. The centre is currently facing lack of facilities.

This project direct the society of Pulmuddai in to new direction by providing ICT facilities and most of them were benefited. Society led towards development with the ICT knowledge.

The Centre needs more computers and other resources, especially financial assistance to reawake the activities of the project.

5. SWOT ANALYSIS – NORTHERN PROVINCE

5.1 SWOT Analysis

The following Table Nos. 5.1, 5.2, 5.3, 5.4 and 5.5 show the Strengths, Weaknesses, Opportunities and Threats of Jaffna, Killinochchi, Mullaitivu, Mannar and Vavuniya Districts respectively, so that the SWOT in each district is shown. In the analysis of the SWOT all quantitative and qualitative information in all data tools have been used.

Table 5.1: SWOT Analysis – Jaffna District

<u>Strengths</u>	<u>Weaknesses</u>
• Adult literacy rate is satisfactorily high (77%). • 60% HHs are with electricity supply. • Large numbers of ICT training centers are available in the district. • About 60% of these centers undertake ICT training. • Quite a Large number of CBOs is operating in the district. • The communities are encouraged and motivated to get the benefits from ICT facilitated services to improve their lifestyles. • Users of ICT prefer eSDI over the private ICT training centers.	• Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. • 31% of poverty level and receiving Samurdhi Assistance. • Few schools are having IT as subject. • School with internet access is extremely poor. • Quality of training provided is not satisfied as expected. • In adequate trainers in the district.
<u>Opportunities</u>	<u>Threats</u>
• There are ICT training centers available in the district could be encouraged to undertake ICT training. • Large number of business enterprises is operating in the district. • Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and Agrarian Service Centers in the district in collaboration with the respective ministries. • Understanding of ICTA and the e-Sri Lanka program is moderate and ICTA may conduct strategic approaches to reach them. • There are emerging job opportunities in the district. • Though the e-services are yet to be implemented in the district the public is aware of the e-services such as '1919' and "examination results" is a good sign for e-services implementation in the district. • ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge.	• Very few business enterprises are using computers with internet facilities for business operations. • ICT facilitated services of Marketing Pricing Centers or agrarian centers are not available in the district. • Teledensity in the district is 12% which is below the national average of 17.5%. • Accessibility to ICT is poor due to inadequate infrastructure. • Internet access is poor. • Most of the INGOs and NGOs concentrate on development activities and less consideration for human development. • No understanding about the web sites and web portals of the government organizations.

Table 5.2: SWOT Analysis – Killinochchi District

<u>Strengths</u> • Adult literacy rate is somewhat satisfactory (59%). • Large number of CBOs is operating in the district. • The communities are encouraged and motivated to get the benefits from ICT facilitated services to improve their lifestyles.	<u>Weaknesses</u> • Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. • Electricity supply to HHs is very poor. • Few schools are having IT as subject. • School with internet access is extremely poor. • Few ICT training centers are available in the district. • Less than 30% of these centers undertake ICT training. • Quality of training provided is not satisfied as expected. • Inadequate entrepreneurs to undertake ICT facilitated services. • No Nanaselas in the district.
<u>Opportunities</u> • There are ICT training centers available in the district could be encouraged to undertake ICT training. • Large number of business enterprises is operating in the district. • Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and Agrarian Service Centers in the district in collaboration with the respective ministries. • Understanding of ICTA and the e-Sri Lanka program is moderate and ICTA may conduct strategic approaches to reach them. • ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge.	<u>Threats</u> • No business enterprises are using computers with internet facilities for business operations. • ICT facilitated services of Marketing pricing Centers or agrarian centers are not available in the district. • No fixed line telephones are available in the district. • Accessibility to ICT is poor due to inadequate infrastructure. • Internet access is not available. • Most of the INGOs and NGOs concentrate on development activities and less consideration for human development. • No understanding about the web sites and web portals of the government organizations.

Table 5.3: SWOT Analysis – Mullaithivu District

<u>Strengths</u> • Adult literacy rate is satisfactory (60%). • The communities are encouraged and motivated to get the benefits from ICT facilitated services to improve their lifestyles.	<u>Weaknesses</u> • Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. • Electricity supply to HHs is very poor. • Few schools are having IT as subject. • School with internet access is extremely poor. • Few ICT training centers are available in the district. • Less than 40% of these centers
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	- undertake ICT training. - No CBOs are operating in the district. - Quality of training provided is not satisfied as expected. - No Nenasalas in the district.
<u>Opportunities</u> - There are ICT training centers available in the district could be encouraged to undertake ICT training. - Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and Agrarian Service Centers in the district in collaboration with the respective ministries. - Understanding of ICTA and the e-Sri Lanka program is moderate and ICTA may conduct strategic approaches to reach them. - ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge.	<u>Threats</u> - Business enterprises are not yet established in the district. - No business enterprises are using computers with internet facilities for business operations. - ICT facilitated services of Marketing pricing Centers or agrarian centers are not available in the district. - No fixed line telephones are available in the district. - Accessibility to ICT is poor due to in adequate infrastructure. - Internet access is not available. - Most of the INGOs and NGOs concentrate on development activities and less consideration for human development. - No understanding about the web sites and web portals of the government organizations.

Table 5.4: SWOT Analysis – Mannar District

<u>Strengths</u> - Adult literacy rate is satisfactorily high (85%). - Large numbers of ICT training centers are available in the district. - Large number of CBOs is operating in the district. - The communities are encouraged and motivated to get the benefits from ICT facilitated services to improve their lifestyles.	<u>Weaknesses</u> - Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. - One third of the HHs are provided with electricity. - Few schools are having IT as subject. - School with internet access is extremely poor. - Less than 30% of available ICT training centers undertake ICT training. - Quality of training provided is not satisfied as expected.
<u>Opportunities</u> - There are ICT training centers available in the district could be encouraged to undertake ICT training. - Large number of business enterprises is operating in the district. - Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and Agrarian Service Centers in the district in collaboration with the	<u>Threats</u> - Very few business enterprises are using computers with internet facilities for business operations. - ICT facilitated services of Marketing pricing Centers or agrarian centers are not available in the district. - Teledensity in the district is 10% which is below the national average of 17.5%. - Accessibility to ICT is poor due to in adequate infrastructure.

respective ministries. • Understanding of ICTA and the e-Sri Lanka program is moderate and ICTA may conduct strategic approaches to reach them. • There are emerging job opportunities in the district. • ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge. •	• Internet access is poor. • Most of the INGOs and NGOs concentrate on development activities and less consideration for human development. • No understanding about the web sites and web portals of the government organizations.
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Table 5.5: SWOT Analysis – Vavuniya District

<u>Strengths</u> • Adult literacy rate is satisfactorily high (84%). • 60% HHs are with electricity supply. • Fairly a large number of CBOs are operating in the district. • The communities are encouraged and motivated to get the benefits from ICT facilitated services to improve their lifestyles.	<u>Weaknesses</u> • Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. • 26% of poverty level and receiving Samurdhi Assistance. • Few schools are having IT as subject. • School with internet access is extremely poor. • Few ICT training centers are available in the district. • Only 3 Nenasalas are available in the district and not functioning well. • Less than 30% ICT training centers undertake ICT training. • Quality of training provided is not satisfied as expected.
<u>Opportunities</u> • There are ICT training centers available in the district could be encouraged to undertake ICT training. • Fair number of business enterprises is operating in the district. • Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and Agrarian Service Centers in the district in collaboration with the respective ministries. • Teledensity in the district is 18% which is above the national average of 17.5%. • Understanding of ICTA and the e-Sri Lanka program is moderate and ICTA may conduct strategic approaches to reach them. • There are emerging job opportunities in the district. • Though the e-services are yet to be implemented in the district the public is	<u>Threats</u> • Almost no business enterprises are using computers with internet facilities for business operations. • ICT facilitated services of Marketing pricing Centers or agrarian centers are not available in the district. • Accessibility to ICT is poor due to inadequate infrastructure. • Internet access is poor. • No understanding about the web sites and web portals of the government organizations.

aware of the e-services such as '1919' and "examination results" is a good sign for e-services implementation in the district. • ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge.	
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Whilst the SWOT in each district provide above, the summarized form of SWOT for the Northern Province is given below.

5.2 Strengths in Northern Province:

- Adult Literacy rate in the province is somewhat high as 73% (Male 74% and Female 72%). However, in Killinochchi and Mullaithivu it is below the provincial average.
- 32% of HHs is supplied with electricity on an average of all 5 districts. 60% each in Jaffna and Vavuniya, 38% in Mannar and negligible supply of electricity in Killinochchi and Mullaithivu Districts.
- Large numbers of ICT training centers are available in the province except in Killinochchi, Mullaithivu and Vavuniya Districts.
- Large number of CBOs is in operation in all the districts in the province except Mullaithivu District.
- All the communities are encouraged and motivated to get the benefits from the ICT facilitated services to improve their lifestyles.
- Communities are of the view that the eSDI Project initiated by ICTA in Jaffna is preferred this institution over private institutions providing ICT facilitated services.

5.3 Weaknesses in Northern Province:

- Livelihood patterns of the communities in the province mainly limited to Agriculture, Animal Husbandry and Fisheries and these sectors hardly use ICT facilitated services to the beneficiaries.
- An average of 29% HHs are receiving Samurdhi Assistance are in poverty levels in the province. It is 31% in Jaffna and 26% in vavuniya and Samurdhi Beneficiaries are not yet identified in the other districts.
- Information Technology subject of curriculum is introduced in few schools in the province.
- By and large a lot of schools not equipped with internet facilities in the province.
- The quality of training provided by the available institutions in the province is not satisfactory and do not meet the needs of the people.
- There are in adequate training in ICT in the province. This may be due to the prevailing conditions in the North.

5.4 Opportunities in Northern Province:

- There is large number of ICT training centers in the Northern Province; but few of them undertake ICT training.
- Large number of Business enterprises is in operation in the Northern Province.
- In view of economic activities in the province have now fully activated, there is a potential to introduce ICT facilitated services in Marketing, Marketing Pricing, Agrarian Services ect, in collaboration with the respective line ministries. Currently there are no ICT facilitated services in this field in the North.
- Though the introduction of e-Sri Lanka Program in the Northern Province is in the initial stages, the communities are moderately aware of the e-Sri Lanka Program. In fact, the people in the North are aware of the “1919” and searching “Examination Results”.
- In view of activation of economic activities in the province, ICT usage and applications are enhancing leading to an emerging a very competitive job market in ICT field.
- ICTA has recently conducted Computer Literacy Training for School children and Samurdhi Beneficiaries in the Northern Province have helped the trainees to move towards the ICT.

5.5 Threats in the Northern Province:

- In adequate supply of electricity in the province. Though Jaffna and Vavuniya Districts are with 60% electricity. Mannar district is only 38% and negligible in Killinochchi and Mullaithivu Districts.
- Though there is large number of Business Enterprises operating in the province, very few enterprises are using computers and internet facilities for business operations.
- Teledensity of the province is around 11% against the national average of 17.5%; except the Vavuniya District which is 18%, whilst no fixed land telephones are not available in Killinochchi and Mullaithivu Districts.
- Internet access in the province is very poor.
- Most of the INGOs/NGOs are yet concentrating on the development activities and less consideration for human development.
- Accesses to government websites are poor due to non availability of internet facilities and in the absence of ICT literacy.

6. SWOT ANALYSIS – EASTERN PROVINCE

6.1 SWOT Analysis

The following Table Nos. 6.1, 6.2 and 6.3 show the Strengths, Weaknesses, Opportunities and Threats of Ampara, Batticaloa and Trincomalee Districts respectively, so that the SWOT in each district is shown. In the analysis of the SWOT all quantitative and qualitative information in all data tools have been used.

Table 6.1: SWOT Analysis – Ampara District

<u>Strengths</u> • Adult literacy rate is satisfactorily high (65%). • 83% HHs are with electricity supply. • Large numbers of ICT training centers are available in the district. • Almost all these centers undertake ICT training. • Quite a Large number of CBOs is operating in the district.	<u>Weaknesses</u> • Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. • 45% of poverty level and receiving Samurdhi Assistance. • Few schools are having IT as subject. • Schools with internet access are extremely poor. • Quality of training provided is not satisfied as expected.
<u>Opportunities</u> • There are ICT training centers available in the district could be further developed to make ICT enabling environment in the district. • Large number of business enterprises is operating in the district. • ICT facilitated services of Agrarian Service Centers is available in the district. • Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and further develop the ICT facilitated services in Agrarian Service Centers in the district in collaboration with the respective ministries. • There are emerging job opportunities in the district. • Though the e-services are yet to be implemented in the district the public is aware of the e-services such as '1919" and "examination results" is a good sign for e-services implementation in the district. • ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge.	<u>Threats</u> • Almost no business enterprises are using computers with internet facilities for business operations. • Teledensity in the district is 11% which is below the national average of 17.5%. • Accessibility to ICT is poor due to in adequate infrastructure. • Internet access is poor. • Most of the INGOs and NGOs concentrate on development activities and less consideration for human development. • No understanding about the web sites and web portals of the government organizations.

Table 6.2: SWOT Analysis – Batticaloa District

<u>Strengths</u> • 83% HHs are with electricity supply. • Large numbers of ICT training centers are available in the district. • Almost all these centers undertake ICT training	<u>Weaknesses</u> • Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. • 54% of poverty level and receiving Samurdhi Assistance. • No CBOs are operating in the district. • Few schools are having IT as subject. • School with internet access is extremely poor. • Quality of training provided is not satisfied as expected.
<u>Opportunities</u> • There are ICT training centers available in the district could be further developed to make ICT enabling environment in the district. • Large number of business enterprises is operating in the district. • ICT facilitated services of Agrarian Service Centers is available in the district. • Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and Agrarian Service Centers in the district in collaboration with the respective ministries. • There are emerging job opportunities in the district. • Though the e-services are yet to be implemented in the district the public is aware of the e-services such as '1919" and "examination results" is a good sign for e-services implementation in the district. • ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge.	<u>Threats</u> • Almost no business enterprises are using computers with internet facilities for business operations. • Teledensity in the district is 9% which is below the national average of 17.5%. • Accessibility to ICT is poor due to inadequate infrastructure. • Internet access is poor. • Most of the INGOs and NGOs concentrate on development activities and less consideration for human development. • No understanding about the web sites and web portals of the government organizations.

Table 6.3: SWOT Analysis – Trincomalee District

<u>Strengths</u> • Adult literacy rate is satisfactorily high (82%). • 74% HHs are with electricity supply. • Large numbers of ICT training centers are available in the district. • Almost all these centers undertake ICT	<u>Weaknesses</u> • Livelihood patterns of the communities limited to mainly agriculture, animal husbandry and fisheries which are hardly use ICT facilitated services. • 35% of poverty level and receiving Samurdhi Assistance.
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training	• Few schools are having IT as subject. • School with internet access is extremely poor. • Few CBOs are operating in the district. • Quality of training provided is not satisfied as expected.
<u>Opportunities</u> • There are ICT training centers available in the district could be further developed to make ICT enabling environment in the district. • Large number of business enterprises is operating in the district. • Since economic activities have been activated in the district, ICTA may initiate the presence of Marketing Pricing Centers and Agrarian Service Centers in the district in collaboration with the respective ministries. • There are emerging job opportunities in the district. • Though the e-services are yet to be implemented in the district the public is aware of the e-services such as '1919' and "examination results" is a good sign for e-services implementation in the district. • ICTA provided the computer literacy training for school children and samurdhi beneficiaries free of charge.	<u>Threats</u> • Almost no business enterprises are using computers with internet facilities for business operations. • ICT facilitated services of Marketing pricing Centers or agrarian centers are not available in the district. • Teledensity in the district is 13% which is below the national average of 17.5%. • Accessibility to ICT is poor due to in adequate infrastructure. • Internet access is poor. • Most of the INGOs and NGOs concentrate on development activities and less consideration for human development. • No understanding about the web sites and web portals of the government organizations.

Whilst the SWOT in each district provide above, the summarized form of SWOT for the Eastern Province is given below.

6.1 Strengths in Eastern Province:

- Adult Literacy rate in the province is somewhat high as 73% (Male 74% and Female 72%). However, in Ampara and Batticaloa Districts, it is below the provincial average.
- An average of 76% of HHs is supplied with electricity in the province.
- Large numbers of ICT training centers are available in the province.
- Almost all these training centers in the Eastern Province undertake ICT training.
- Large number of CBOs is in operation in the province, except Batticaloa District.
- All the communities are encouraged and motivated to get the benefits from the ICT facilitated services to improve their lifestyles.

6.2 Weaknesses in Eastern Province:

- Livelihood patterns of the communities in the province mainly limited to Agriculture, Animal Husbandry and Fisheries and these sectors hardly use ICT facilitated services to the beneficiaries. More than one third of the communities in Batticaloa and Trincomalee Districts which are covered the coastal areas undertake Fisheries activities.
- An average of 45% HHs are receiving Samurdhi Assistance are in poverty levels in the province. It is 31% in Jaffna and 26% in Vavuniya and Samurdhi Beneficiaries are not yet identified in the other districts.
- Information Technology subject of curriculum is introduced in very few schools in the province.
- Almost all the schools are not equipped with internet facilities in the province.
- The quality of training provided by the available institutions in the province is not satisfactory and do not meet the needs of the people.

6.4 Opportunities in the Eastern Province:

- There is large number of ICT training centers in the Province; and almost all of them undertake ICT training.
- Large number of Business Enterprises is in operation in the Eastern Province.
- In view of economic activities in the province have now fully activated, there is a potential to introduce ICT facilitated services in Marketing, Marketing Pricing, Agrarian Services ect, in collaboration with the respective line ministries. Currently there are no ICT facilitated services in this field in the East.
- Though the introduction of e-Sri Lanka Program in the Eastern Province is in the initial stages, the communities are moderately aware of the e-Sri Lanka Program. In fact, the people in the province are aware of the “1919” and searching “Examination Results”.
- In view of activation of economic activities in the province, ICT usage and applications are enhancing leading to an emerging a very competitive job market in ICT field.
- ICTA has recently conducted Computer Literacy Training for School children and Samurdhi Beneficiaries in the Eastern Province have helped the trainees to move towards the ICT.

6.5 Threats in Eastern Province:

- Though there is large number of Business Enterprises operating in the province, almost no enterprises are using computers and internet facilities for business operations.
- Teledensity of the province is around 11% against the national average of 17.5%; The Teledensity in Batticaloa is 9% only.

- Internet access in the province is very poor.
- Most of the INGOs/NGOs are yet concentrating on the development activities and less consideration for human development.
- Access to government websites is poor due to non availability of internet facilities and in the absence of ICT literacy.

6.6 Result Framework Indicators (New)

- a) 70% of the population in targeted communities is aware of ICT opportunities;

Province	Northern				
District	Jaffna	Kilinochchi	Mullativu	Mannar	Vavuniya
Level of awareness of the ICT Opportunities	21%	9%	10%	12%	13%

Province	Eastern		
District	Ampara	Batticaloa	Trincomalee
Level of awareness of the ICT Opportunities	17%	14%	18%

And

- b) Has access to the services provided under e-SF: This indicator can not be computed as eSDI projects are not implemented in each districts of North and East.

7. OVERALL CONCLUSIONS, ISSUES AND RECOMMENDATIONS

This final chapter presents the overall conclusions, issues and constraints, and recommendations of the study.

7.1 Overall Conclusions

“The modern telecommunication infrastructure is an essential requirement for rapid economic and social development of a country. This sector in Sri Lanka has shown a remarkable progress during the last few years in terms of capacity and services. The liberalization of the telecommunications industry with wireless local loop as well as cellular operators has resulted in the introduction of new technology management systems and training facilities to the sector. As a result wide varieties of services are introduced ranging from plain ordinary telephone to internet broadband services and integrated digital network.

Telecommunication is a sector that is advancing rapidly all over the world. Though Sri Lanka is achieving a rapid growth, the situation in Northern and Eastern Provinces has still failed to capture this opportunity. The rural areas of N & E Provinces need to be severely developed with these facilities. The both the Province Council has plans to introduce the e-governance. If so, telecommunication systems with modern facilities should be able to reach rural areas.

The following interventions are recommended for both Provinces:

- To provide telecommunication facilities for rural areas of the region.
- To provide telephone connection to at least national level by the year 2011- 2012.
- To provide high quality telecommunication facilities according to the quality standards set by the Telecommunication Regulatory Commission.
- To reduce connection charges and tariff to regional parity level.

According to Telecommunications Regulatory Commission all telephone operators (fixed as well as mobile) are available in the two provinces. Telecommunication facilities reduce costs and increase efficiency and effectiveness of communication. The present investment climate is ideal for the expansion of telecommunications in the North and Eastern Provinces.

The benefit of rapid growth in telecommunication has not reached the rural sectors of the North and Eastern Provinces. In the absence of telecommunication facilities the younger generation feels that they have lost the quality of life and prepared to move towards urban area.” *Adapted from the Eastern Provincial Council’s ‘Eastern Development Plan: 2012 – 2016’ (October 2011).*

Provincial comparison of the community FGD (BS 6) findings (**Appendix 3**) is presented in **Table 7.1**. Accordingly, it can be concluded that both Northern and Eastern Provinces are in a moderate status towards launching and implementation of projects under e-Sri Lanka Program.

Table 7.1: Provincial Comparison - Community FGD (BS 6) Findings

Community FGD Questions (BS 6)		Northern Province	Eastern Province
1. Type of community		Most of the people are engaging in agriculture. Some of them are involving animal husbandry, fisheries, laboring and government employments.	Most of the people are engaging in agriculture, fisheries, government jobs and self employments.
2. Level of co-existence		Communities are generally friendly, however there's mistrust among them in some areas.	Generally the communities are friendly with each other, but in few areas there are adverse relationships.
3. Manner of improved levels of living		Most of the people are favour to improve their knowledge of ICT. Because they believe that this will be help to improve their livelihood. A few already use modern machinery (computers, fax, etc) but expect that this can be improved further.	Most of the people are favour to improve their living condition using improved methods - especially for agriculture.
4. Level of ICT awareness		Some people don't have a sufficient awareness of ICT	Most people don't have a sufficient awareness of ICT.
5. Familiarity with Govt. e-services		The people know about the e-services to a certain extent – e.g. getting A/L results via mobile phones and '1919' service	Most are not aware, although a some knew about '1919'
6. Govt. e-services used		Making queries from Govt. Information Centre (GIC) via 1919, obtaining examinations results and downloading of application forms.	Making queries from Govt. Information Centre (GIC) via 1919 and obtaining examinations results
7. Willingness & motivation to get awareness		Most of the communities are willing to know about ICT.	It can be seen that the community are very interested on ICT programmes
8. Interest to use ICT facilitated services		All communities are keen on using the ICT.	Most of the communities are willing to know about ICT, if the opportunity is provided.
9. Available ICT facilitated services	9.1	Several	Several
	9.2	Some are performing satisfactorily while others are below satisfactory level	Most of them are performing satisfactorily while others are below satisfactory level
	9.3	Moderately	Moderately
	9.4	Up to certain extent	Moderate
10. Availability of NGOs / Entrepreneurs to start new ICT Projects		Generally not available.	They will support
11. Use of new ICT Projects		The people will cooperate if the particular training will compatible with their economic constrains	The people will cooperate if the particular training will compatible with their economic constrains.

Community FGD Questions (BS 6)	Northern Province	Eastern Province
12. Opinion & Views	All are ready to use the IT facilities in order to its provisions for the village. ICT training should be provided for free of charge. Some of the schools have got ICT facilities, but there are no teachers. Electricity facility also needs to be improved.	It is appreciable if the particular training programme could be provided for free because the income level of this village people are in very lower level. The people also questioned why some of the Nenasala's are not functioning properly.

Source: Appendix 3

7.2 Issues and Constraints

- Inadequate supply of electricity in the Northern Province, especially in Killinochchi and Mulaithivu Districts.
- Frequent interruption of electricity is an issue that need be resolved with the support of the relevant agencies.
- Low penetration of telephone facilities in N & E Provinces.
- Low awareness among the public, private and community sectors on the benefit of ICT facilitated services to improve their day-to-day life.
- Information Technology curricular is not implemented in schools in the provinces.
- Internet access to schools is not available; if available it is only for few schools.
- Quality of training provided by the ICT training institutions is not satisfactory.
- There are in adequate trainers in ICT in the provinces.
- Though large number of Business enterprises is operating in the provinces, they hardly use ICT or internet access.
- ICT facilitated services in Marketing or in Agrarian Services are not available in the provinces.
- Infrastructure for ICT development is not adequate.

7.3 Recommendations

On the basis of the baseline survey findings, the following recommendations are made aimed at launching improved project portfolio under eSDI in the Northern and Eastern (N & E) Provinces.

- I. There is high potential to extend the eSDI activities to the Northern and Eastern (N & E) Provinces while following almost all the public sector and private sector development activities being implemented therein. It is also very timely after the lapse of nearly three years since end of the civil war. In fact, the communities are preferred to use eSDI Projects rather private institutions in ICT.
- II. To avoid starting from scratch and launch a series of projects under eSDI, ICTA should identify a series of successful eSDI projects (thematic area-wise and project type-wise, e.g. CAPs and PAPs) for funding in the N & E Provinces so that potential entrepreneurs could benefit and result from being “jump started” and/or “leapfrogged”.
- III. Guided by the series of “lessons learned” and “recommendations” listed in Outcome Evaluation Survey Report for eSDI -- companion volume -- ICTA's eSDI Division, supported by its M & E Division should develop *Operational Procedures* to be followed in management of eSDI projects. In this context, the importance of results-based participatory M & E and requirement of insurance policy covering project assets need to be highlighted.
- IV. Prior to the approval of a project under eSDI, the potential project owner should be requested to conduct and report a beneficiary needs assessment of the services to be provided.
- V. Awareness creation should be conducted among the public, private and community sectors in N & E Provinces on the benefit of ICT facilitated services to improve their day-to-day life.
- VI. Awareness creation among the Business Enterprises on the extensive use of ICT and educate them on the benefits of ICT, so that systems can make efficient whilst creating job opportunities.
- VII. Further training programs should be conducted to improve the computer literacy level of the rural communities in the provinces.
- VIII. Since the access to ICT is poor in the provinces, telecenters and more eSDIs should be introduced to improve the ICT infrastructure in the provinces.
- IX. The ICT training centers in the provinces do not engage with ICT training. A study should be conducted and appropriate action must be taken to increase the higher intake of trainees at these training centers.
- X. While collecting and reporting annual statistical data, it should make a routine at Provincial, DSs and DVSs levels to collect ICT related data (e.g. on skilled human power/capacity development, hardware, and software) so as to make them benefit available for use in future planning and decision making.

- XI. Engaging the relevant agencies and authorities for the provision of stable and reliable electricity facilities to rural areas where there are frequent interruptions and unstable/variable currents which disrupt usage of ICT facilities and also cause damage to the equipment.
- XII. Since the economic activities have been severely activated in the provinces, ICT facilitated services in Marketing, Agriculture, Animal Husbandry and Fisheries must be initiated in collaboration with the respective line ministries.



APPENDIXES

1. Survey Design Matrix
2. District-wise Summaries of Responses of GNs [BS 5]
3. Community FGD [BS 6] Findings
4. Data Collection Tools [BS 1 to BS 10]

Appendix 1

Survey Design Matrix

1. Demographic Information

Item	Indicators / Information Required	Source of Information	Data Collection Tool	Data Collection method	Coverage
1.1	Population by age group	District Secretariat	BS 3	KII	District
1.2	No of Households	District Secretariat	BS 3	KII	District
1.3	Household Income Distribution per month (Income Profile)	DvS	BS 3	KII	Sample DVSSs
1.4	Livelihood pattern in GNDs	Community	BS 6	FGD with community	Sample DVSSs
1.5	Language literacy rate (English, Tamil, Sinhala)	District Secretariat	BS 3	KII	District

2. ICT Infrastructure and access

Item	Indicators/ Information Required	Source of Information	Data Collection Tool	Data Collection method	Coverage
2.1	Number of Households with Electricity (Proportion of HH with Electricity)	District Secretariat	BS 3	KII	District
2.2	Availability of Bandwidth for internet access in GNDs (Narrow Band, Fixed Broadband, Mobile Broadband)	TRC and Service Providers	BS 9	KII	District
2.3	Fixed telephone lines per 100 inhabitants or No of Fixed telephone subscribers	TRC and Service Providers	BS 9	KII	District
2.4	Percentage of HH in GND with Fixed Telephone lines	District Secretariat	BS 2	KII	District
2.5	Mobile phone subscribers per 100 inhabitants or No of Mobile telephone subscribers	TRC	BS 9	KII	District
2.6	Internet subscribers per 100 inhabitants (Telecom, Dialog etc) or No of HH with internet access	TRC	BS 9	KII	District
2.7	Computer literacy rate in GND	Provincial Ministry - Education Dept	BS 1	KII	District
2.8	Level of awareness of services that could be obtained from Internet/ web based technology	Community	BS 6	FGD with community	Sample DVSSs
2.9	Number of HH with Computers (Percentage of HH with Computers)	GN	BS 5	Self-administered Qr for GNs	Sample DVSSs
2.10	Frequency of internet usage	ICT Service Providers	BS 7, BS 8	KII	Sample DVSSs
2.11	Internet access tariffs per month (Telecom Dialog etc)	TRC and Service Providers	BS 9	KII	District
2.12	Current availability of Internet Service Organizations/ Institutes and the services provided in GND	DvS Office	BS 3	KII	Sample DVSSs
2.13	Availability/ potential of Human Resources for training	ICT Service Providers	BS 7, BS 8	KII	District
2.14	Services provided by current internet service providers	ICT Service Providers	BS 7, BS 8	KII	District
2.15	Cost of services provided	ICT Service Providers	BS 7, BS 8	KII	District

Item	Indicators/ Information Required	Source of Information	Data Collection Tool	Data Collection method	Coverage
2.16	Purpose of use of internet by service providers:	ICT Service Providers	BS 7, BS 8	KII	District
2.17	Reasons for preference of eSDI Projects over other Centers (if any)	Present eSDI projects	BS 10	KII	District

3. ICT in Education

Item	Indicators/ Information Required	Source of Information	Data Collection Tool	Data Collection method	Coverage
3.1	Proportion of Schools with Electricity	Provincial Ministry - Education Dept	BS 1	KII	District
3.2	Proportion of Schools with IT as a subject	- do -	BS 1	KII	District
3.3	Proportion of Schools with Internet access	- do -	BS 1	KII	District
3.4	Proportion of IT Students in Schools with Internet access	- do -	BS 1	KII	District
3.5	Number of school leavers enrolled in IT Field	GN/ Community FGD	BS 5, BS 6	(i) FGD with community (ii) Self-administered Qr for GNs	Sample DSs

4. ICT in Business

Item	Indicators/ Information Required	Source of Information	Data Collection Tool	Data Collection method	Coverage
4.1	Number of small scale entrepreneurs using internet to place/ receive orders over internet	GN/ Community FGD	BS 5, BS 6	(i) FGD with community (ii) Self-administered Qr for GNs	Sample DSs

5. ICT facilities provided by e-Sri Lanka Development Project

Item	Indicators/ Information Required	Source of Information	Data Collection Tool	Data Collection method	Coverage
5.1	Extent of awareness of e-Services provided by the Government	Community FGD	BS 6	FGD with community	Sample DSs
5.2	Commonly used e-Services	Community FGD	BS 6	FGD with community	Sample DSs

6. ICT facilities provided by e-Sri Lanka Development Project

Item	Indicators/ Information Required	Source of Information	Data Collection Tool	Data Collection method	Coverage
6.1	Extent of Inter Communal Harmony	Community FGD	BS 6	FGD with community	Sample DSs

Appendix 2

Summarized Responses of GNs [BS 5] by District

Note: Denominators indicate the number of GNs responding a given question. Accordingly, numerators follow.

Indicator	Value	Northern Province				
		Jaffna	Kilinochchi	Mannar	Mullativu	Vavuniya
Electricity facilities available [Q3]	More than ½ of GN Division	28/30	-	15/20	7/20	3/15
	Less than ½ of GN Division	2/30	5/20	3/20	5/20	4/15
	Very limited area	-	3/20	2/20	2/20	5/15
	Not at all	-	12/20	-	6/20	3/15
Telephone facilities available [Q4]	More than ½ of GN Division	13/30	-	8/20	12/20	8/15
	Less than ½ of GN Division	14/30	4/20	7/20	1/20	6/15
	Very limited area	3/30	5/20	4/20	-	1/15
	Not at all	-	11/20	1/20	7/20	-
ICT facilities available [Q5]	Many places of GN Division	5/30	-	2/20	1/20	-
	Few places of GN Division	15/30	3/20	4/20	5/20	3/15
	Not at all	10/30	17/20	14/20	14/20	12/15
Availability of ICT training for school children [Q6(i)]	Sufficient	7/30	1/20	3/20	1/20	-
	Not sufficient	14/30	5/20	6/20	5/20	7/15
	Not available	7/30	14/20	11/20	5/20	4/15
Availability of ICT training for school leavers [Q6(i)]	Sufficient	2/30	-	2/20	1/20	-
	Not sufficient	13/30	3/20	4/20	5/20	3/15
	Not available	11/	15/20	9/20	4/20	9/15
Quality of ICT training for school children [Q6(ii)]	Good	3/30	1/20	1/20	-	-
	Average	13/30	5/20	5/20	1/20	5/15
	Weak	8/30	1/20	5/20	7/20	4/15
Quality of ICT training for school leavers [Q6(ii)]	Good	-	-	-	-	-
	Average	7/30	1/20	6/20	1/20	-
	Weak	11/30	5/20	3/20	7/20	9/15
Accessibility of ICT training for school children [Q6(iii)]	Satisfactory	3/30	1/20	3/20	1/20	1/15
	Less satisfactory	17/30	6/20	8/20	7/20	2/15
Accessibility of ICT training for school leavers [Q6(iii)]	Satisfactory	3/30	-	5/20	-	-
	Less satisfactory	13/30	4/20	5/20	7/20	5/15
Fees charged for ICT training for school children [Q6(iv)]	High	4/30	-	4/20	1/20	-
	Moderate	5/30	1/20	4/20	1/20	5/15
	Low	8/30	2/20	1/20	-	2/715
Fees charged for ICT training for school leavers [Q6(iv)]	High	7/30	1/3	1/20	1/20	-
	Moderate	2/30	1/3	4/20	2/20	1/15
	Low	1/30	1/3	-	-	5/15
Extent to which entrepreneurs exists who are capable to start eSDI projects [Q7]	Exists to some extent	7/30	2/20	3/20	2/20	-
	Rarely exists	14/30	10/20	10/20	8/20	6/15
	Cannot say	9/30	8/20	7/20	10/20	9/15
Whether any ICT facilitated projects failed to survived in 2010/2011 in GN Division [Q8]	Yes	3/30	-	-	-	-
	No	14/30	20/20	19/20	20/20	15/15
	Do not know	-	-	1/20	-	-

Indicator	Value	Eastern Province		
		Ampara	Batticaloa	Trincomalee
Electricity facilities available [Q3]	More than ½ of GN Division	27/30	23/25	19/28
	Less than ½ of GN Division	2/30	2/25	3/28
	Very limited area	1/30	-	2/28
	Not at all	-	-	4/28
Telephone facilities available [Q4]	More than ½ of GN Division	18/30	12/25	14/28
	Less than ½ of GN Division	11/30	12/25	8/28
	Very limited area	1/30	-	2/28
	Not at all	-	1/25	4/28
ICT facilities available [Q5]	Many places of GN Division	3/30	2/25	5/28
	Few places of GN Division	12/30	7/25	9/28
	Not at all	15/30	16/25	15/28
Availability of ICT training for school children [Q6(i)]	Sufficient	1/30	4/25	2/28
	Not sufficient	13/30	11/25	9/28
	Not available	11/30	8/25	17/28
Availability of ICT training for school leavers [Q6(i)]	Sufficient	-	1/25	-
	Not sufficient	8/30	10/25	8/28
	Not available	17/30	8/25	17/28
Quality of ICT training for school children [Q6(ii)]	Good	1/30	1/25	-
	Average	10/30	9/25	9/28
	Weak	5/30	6/25	6/28
Quality of ICT training for school leavers [Q6(ii)]	Good	1/30	1/25	-
	Average	6/30	9/25	7/28
	Weak	7/30	4/25	5/28
Accessibility of ICT training for school children [Q6(iii)]	Satisfactory	4/30	3/25	3/28
	Less satisfactory	13/30	11/25	9/28
Accessibility of ICT training for school leavers [Q6(iii)]	Satisfactory	3/30	3/25	1/28
	Less satisfactory	13/30	11/25	10/28
Fees charged for ICT training for school children [Q6(iv)]	High	2/30	7/25	4/28
	Moderate	7/30	2/25	3/28
	Low	8/30	4/25	1/28
Fees charged for ICT training for school leavers [Q6(iv)]	High	2/30	7/25	1/28
	Moderate	6/30	1/25	5/28
	Low	8/30	3/25	2/28
Extent to which entrepreneurs exists who are capable to start eSDI projects [Q7]	Exists to some extent	2/30	3/25	2/28
	Rarely exists	19/30	18/25	15/28
	Cannot say	8/30	3/25	11/28
Whether any ICT facilitated projects failed to survived in 2010/2011 in GN Division [Q8]	Yes	4/30	2/25	-
	No	21/30	21/25	27/28
	Do not know	4/30	2/25	1/28

Appendix 3

Community FGD (BS 6) Findings: Northern Province by District

BS 6 Questions		Jaffna	Kilinochchi	Mannar
1. Type of community		Mostly in Agriculture. Some in businesses and self-employment.	Most of the people are engaging in agriculture sector, rest of them are involving businesses and some self employments	Most of the people are engaging in agriculture. Some of them are involving animal husbandry and fisheries.
2. Level of co-existence		Communities are generally friendly, however there's mistrust among them in some areas.	Generally the communities are friendly with each other.	Generally the communities are friendly with each other.
3. Manner of improved levels of living		Most of the people are favour to improve their knowledge of ICT. Because they believe that this will be help to improve their livelihood. A few already use modern machinery (computers, fax, etc) but expect that this can be improved further.	Most of the people are favour to improve their living condition using improved methods	Most of the people are favour to improve their knowledge of ICT. Because they believe that this will be help to improve their livelihood. They use modern machinery (computers, fax, etc) but expect that this can be improved further.
4. Level of ICT awareness		About 50% of the community have awareness of ICT	Only some of the people have got sufficient awareness of ICT.	Most people don't have a sufficient awareness of ICT
5. Familiarity with Govt. e-services		Few know about "1919", others don't have much familiarity.	They know about "1919"	They are familiar with some services.
6. Govt. e-services used		Few use for obtaining examinations results and downloading of application forms	Making queries from Govt. Information Centre (GIC) via 1919, obtaining examinations results and obtaining information from government websites (crop price, train schedule, etc.)	Obtaining examinations results and downloading of application forms.
7. Willingness & motivation to get awareness		The interest of knowing the ICT knowledge has been increased among the community – especially among the youth.	It can be seen that the community are very interested on ICT programme.	Most of the communities are willing to know about ICT.
8. Interest to use ICT facilitated services		Most of the communities are willing to know about ICT and utilize its services.	Most of the communities are willing to know about ICT, if the opportunity is provided	These particular facilities are used by people who have more concerns about ICT.
9. Available ICT facilitated services	9.1	Several	Several	Few
	9.2	Some are performing satisfactorily while others are below satisfactory level	Performing satisfactorily	Some are performing satisfactorily while others are below satisfactory level
	9.3	Moderately	Moderately	Rarely
	9.4	Up to certain extent	Yes	Not satisfy
10. Availability of NGOs / Entrepreneurs to start new ICT Projects		Generally not available although there's a few some considerable institutions, such as Scot, Techno Net, E-Soft, Asian and DMI.	Generally not available.	Generally not available.
11. Use of new ICT Projects		Most are getting optimum uses from them, especially school children and as well as the school leavers	The people will cooperate if the particular training will compatible with their economic constrains	All are getting optimum uses of them.
12. Opinion & Views		It is appreciable if the	Though the people are	Training programs and

BS 6 Questions	Jaffna	Kilinochchi	Mannar
	particular training programme could be provided for free of charges. It was also noted that misuses of ICT have become a major threat for the social development.	interested in ICT field, they are still live in poverty line. So they are expecting those facilities for free of charge. Some of the schools have got ICT facilities, but there are no teachers. Electricity facility also needs improvement.	awareness programs on ICT should be provided.

Community FGD (BS 6) Findings: Northern Province by District

BS 6 Questions	Mullativu	Vavuniya
1. Type of community	Most of the people are engaging in agriculture. Some of them are involving in fisheries, livestock and laboring.	Most of the people are engaging in agriculture. Rest of them is involved in laboring and government employments.
2. Level of co-existence	Generally the interaction of the Government institutions and with the community is very low.	Generally the interaction of the Government institutions and the other institutions is can be appreciable. But the interaction of school principle and with the community is very low.
3. Manner of improved levels of living	Most of the people are expecting the provision of machineries for agricultural improvement and also better communication facilities.	Most of the people are expecting the provision of machineries for agricultural improvement and also better communication facilities.
4. Level of ICT awareness	Most people have a sufficient awareness of ICT.	Most people have a sufficient awareness of ICT but only very few are getting benefit of it, due to lack of IT facilities.
5. Familiarity with Govt. e-services	The people have been known about the e-services. But still they have not been received any kind of facilities similar to that.	The people know about the e-services to a certain extent – e.g. getting A/L results via mobile phones.
6. Govt. e-services used	Obtaining examinations results and downloading of application forms.	Obtaining examinations results and downloading of application forms.
7. Willingness & motivation to get awareness	Most of the communities are very willing to know about ICT.	Most of the communities are very willing to know about ICT.
8. Interest to use ICT facilitated services	All communities are keen on using the ICT.	All communities are keen on using the ICT.
9. Available ICT facilitated services	9.1 Few	Few
	9.2 The existing IT facilities are inadequate for the people.	The existing IT facilities are inadequate for the people.
	9.3 Using Moderately	Using Moderately
	9.4 Not Sufficient	Not Sufficient
10. Availability of NGOs / Entrepreneurs to start new ICT Projects	It is essential to provide training facilities through ICTA. Subsequently, private institutions will able to provide the IT knowledge.	It is essential to provide training facilities through ICTA. Subsequently, private institutions will able to provide the IT knowledge.
11. Use of new ICT Projects	All are hoping to get the optimum uses from them; they are willing to use the ICT as well.	All are hoping to get the optimum uses from them; they are willing to use the ICT as well.
12. Opinion & Views	All are ready to use the IT facilities in order to its provision in the village.	All are ready to use the IT facilities in order to its provisions for the village. ICT training should be provided for free of charge. Electricity facility also needs to be improved.

Community FGD (BS 6) Findings: Eastern Province by District

BS 6 Questions		Ampara	Batticaloa	Trincomalee
1.	Type of community	Most of the people are engaging in agriculture, animal husbandry and government jobs	Most of the people are engaging in fisheries, agriculture and self employments.	Most of the people are engaging in agriculture, while others engage in fisheries and self employments.
2.	Level of co-existence	Generally the communities are friendly with each other.	Generally the communities are friendly with each other.	Generally the communities are friendly with each other but in few areas there are adverse relationships.
3.	Manner of improved levels of living	Most of the people are favour to improve their living condition using improved methods - especially for agriculture.	Most of the people are favour to improve their living condition using improved methods - especially for agriculture.	Most of the people are in favour to improve their knowledge of ICT.
4.	Level of ICT awareness	Most people don't have a sufficient awareness of ICT.	Most people don't have a sufficient awareness of ICT	Most people haven't got sufficient awareness of ICT.
5.	Familiarity with Govt. e-services	Yes they have known about "1919"	A few know up to a certain extent.	Most are not aware, although a some knew about "1919"
6.	Govt. e-services used	Obtaining examinations results	Obtaining examinations results	Making queries from Govt. Information Centre (GIC) via 1919 and obtaining examinations results
7.	Willingness & motivation to get awareness	It can be seen that the community are very interested on ICT programmes	It can be seen that the community are very interested on ICT programmes	It can be seen that the community are interested on ICT programmes
8.	Interest to use ICT facilitated services	Most of the communities are willing to know about ICT, if the opportunity is provided.	Most of the communities are willing to know about ICT, if the opportunity is provided	Most of the communities are willing to know about ICT, if the opportunity is provided
9.	Available ICT facilitated services	9.1 Many	Several	Several
		9.2 Most of them are performing satisfactorily	Some are performing satisfactorily while others are below satisfactory level	Most of them are performing satisfactorily
		9.3 Moderately	Moderately	Moderately
		9.4 Yes	Moderate	Moderate
10.	Availability of NGOs / Entrepreneurs to start new ICT Projects	They will support	They will support	They will support
11.	Use of new ICT Projects	The people will cooperate if the particular training will compatible with their economic constrains.	The people will cooperate if the particular training will compatible with their economic constrains.	Without age constrain all the people are interested to obtain the computer training, if cooperate if the particular training will compatible with their economic constrains.
12.	Opinion & Views	Nenasala's or any IT related field should be facilitated to improve its capacity.	Nenasala's should be facilitated to improve its capacity.	It is appreciable if the particular training programme could be provided for free because the income level of this village people are in very lower level. The people also questioned why some of the Nenasala's are not functioning properly.

Appendix 4

Data Collection Tools: BS 1 to BS 10

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (November 2011)**

**BS 1: Data Collection Sheet for use at
Provincial Council/Provincial Ministry Level**

Data listed in this sheet are required in respect of the whole Province

Background:

- ICTA (Information and Communication Technology Agency of Sri Lanka) plans to fund in Northern and Eastern Provinces projects under eSDI (e-Society Development Initiatives) which is one out of the six components of e-Sri Lanka Development Project being implemented since 2005 in other parts of the country.

Objective of this Form:

- ➔ Basically, it is to obtain data covering the whole Province with respect of the items listed herein.
- ➔ These data items are a part of many data items to be collected during this Baseline Survey for ICTA.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through telecommunications. This includes the computers, Internet, cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

Name of Province >		
Name of Provincial Ministry (if applicable) >		
Name of Contact Officer >		T'phone:
Name of Interviewer >		Date:

- ❖ Obtain the latest figures in respect of the following items of data for each of 8 Districts of Northern and Eastern Provinces:
1. Proportion of Schools with Electricity,
 2. Proportion of Schools with IT as a subject,
 3. Proportion of Schools with Internet access,
 4. Computer literacy rate at Provincial level (if available, at District level).

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (November 2011)**

BS 2: Data Collection Sheet for use at District Secretariats

Data listed in this sheet are required in respect of the whole District

Background:

- ICTA (Information and Communication Technology Agency of Sri Lanka) plans to fund in Northern and Eastern Provinces projects under eSDI (e-Society Development Initiatives) which is one out of the six components of e-Sri Lanka Development Project being implemented since 2005 in other parts of the country.

Objective of this Form:

- ➔ Basically, it is to obtain data covering the whole District with respect of the items listed herein.
- ➔ These data items are a part of many data items to be collected during this Baseline Survey conducted for ICTA.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through telecommunications. This includes the computers, Internet, cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

Name of Province >		
Name of District >		
Name of Contact Officer >		T'phone:
Name of Interviewer >		Date:

- ❖ Obtain the latest figures in respect of the following items of data for each of 8 Districts of Northern and Eastern Provinces:

1. No of Households
2. Population by age group
3. Language literacy rate (English, Tamil, Sinhala)
4. Number of Households with Electricity (Proportion of HH with Electricity)
5. Percentage of HH with Fixed Telephone lines

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (October 2011)**

BS 3: Data Collection Sheet for use at Sampled Divisional Secretariats

Data listed in this sheet are required in respect of the whole DvS Division

Background:

- ICTA (Information and Communication Technology Agency of Sri Lanka) plans to fund in Northern and Eastern Provinces projects under eSDI (e-Society Development Initiatives) which is one out of the six components of e-Sri Lanka Development Project being implemented since 2005 in other parts of the country.

Objective of this Form:

- ➔ Basically, it is to obtain information on overall data covering the whole District with respect of the items listed herein
- ➔ These data items are a part of many data items to be collected during this Baseline Survey conducted for ICTA.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through [telecommunications](#). This includes the computers, Internet, cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

How to fill this Form?

1. By placing an appointment, meet the Divisional Secretary (DS) of the sampled Divisional Secretary Division.
2. At this first meeting explain the objective of Baseline Survey being conducted for ICTA and ask for his support to obtain information to fill this form as well as to meet Grama Niladharies (to get fill BS 5) and conduct Focus Group Discussion with 10 – 12 community members (to discuss items in BS 6).
3. Under DS's direction, obtain relevant data and fill this Form. If data for any items are not available, find out from where such data could be obtain and make all possible attempts to get all the required data.

On behalf of ICTA, the organizers of this survey thank the DS for the cooperation he/she extended to fill this Form.

Name of Contact Officer >		T'phone:
Name of Interviewer >		Date:

1. Please write clearly the following details:

Province	District	Divisional Secretariat Division

2. Total No. of households:

3. Total population: (i) Male: (ii) Female:

4. If available, population by major age groups / category:

Age group >								
Male								
Female								
Total								

5. Adult literacy rate: (i) Male:%, (ii) Female:%

6. Total No. of households receiving Samurdhi assistance:

7. Percent (%) of households receiving Samurdhi assistance (if #5 above is not available):

8. Percent (%) of households supplied with electricity:

9. Total No. of business enterprises operating in the DS Division:

10. Percent (%) of business enterprises using computers:

11. Percent (%) of business enterprises using computers with internet facilities:

12. Please provide the number of Community Based Organizations (CBOs) operating in the DS Division (if available by core area of work):

Core area of work >					
No. of CBOs >					
Core area of work >					
No. of CBOs >					
Core area of work >					
No. of CBOs >					

13. Please provide by category the number of service organizations/institutes operating in the DS Division which provide ICT services including internet access to users as follows:

Category of Service Organization/ Institute which provide ICT services to users	No. of organizations/ institutions	No. of organizations which provide ICT Training
(i) Internet cafes		
(ii) Nanasala		
(iii) Private ICT Training Centres		
(iv) Schools having Computer Resource Centres / Computer Labs "with" internet facilities		
(v) Schools having Computer Resource Centres / Computer Labs "without" internet facilities		
(vi) Institute of Vocational Training Centres with ICT units		
(vii) Technical Colleges with ICT unit		

(viii) College of Technology with ICT unit		
(ix) University with Computer Centre		
(x) Post Graduate Institution with Computer Centre		
(xi) Mobile Centres with ICT units		
(xii) Marketing Pricing Centre with ICT facilitated service		
(xiii) Agrarian Service Centres with ICT facilitated service		
.....		
.....		
.....		
.....		

14. Percent (%) of schools having Computer Resource Centres / Computer Labs “with” internet facilities:%

15. Percent (%) of schools having Computer Resource Centres / Computer Labs “without” internet facilities:%

*Note to Enumerator: If data on schools are not available at DS Office, please obtain them by visiting the **Zonal Education Office**.*

Enumerator's Observations (with regard to the extent of availability/non-availability of required data and the ways in which the availability of required data could be improved):

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (October 2011)**

**BS 4: List of Questions for conducting Key Informant Interviews (KIIs)
with Divisional Secretaries (DvSs)**

1. Could you indicate the overall extent of ICT facilitated services presently available to the public in your DS Division such as Nenesala, other telecentres, and any other ICT based (government or donor sponsored) projects?
 - 1.1 Are there few/several/many?
 - 1.2 Among the above centres, what % performing well? what % performing satisfactorily? what % performing below satisfactorily level?
 - 1.3 Do people use the above centres extensively, moderately or rarely?
 - 1.4 Do the above centres serve the people's need?
2. Could you assess the quality of ICT related outputs of the above ICT facilitated services?
 - 2.1 Are the services provided by the above centres at acceptable level?
 - 2.2 Do the users of the services provided by the above centres generally satisfied?
 - 2.3 Do the users get satisfactory services for money spend?
3. Could you provide an assessment of ICT training facilities/opportunities available for school children and school leavers in your DS Division? (*Enumerator could record responses in a format as given below*):

ICT training facilities / opportunities	For School Children	For School Leavers
3.1 Availability – sufficient, not sufficient		
3.2 Quality – good, average, weak		
3.3 Accessibility – satisfactory, less satisfactory		
3.4 Fees charged – high, moderate, low		
3.5 Patronage (attending and using training facilities) - satisfactory, less satisfactory		
.....		

4. Could you assess the extent of access to ICT facilities including internet and relevant contents in your DS Division? (*A format to record responses is given below*):

Access to ICT facilities including internet and relevant content (*)	
4.1 Availability – sufficient, not sufficient	
4.2 Quality – good, average, weak	
4.3 Accessibility – satisfactory, less satisfactory	
4.4 Fees charged – high, moderate, low	
4.5 Patronage (using of facilities) - satisfactory, less satisfactory	
.....	

(*) Content corresponds to an organized message intended for human beings published in mass communication media and related media activities. The value of such a product to the consumer does not lie in its tangible qualities but in its information, educational, cultural or entertainment content.

5. To what extent is the availability of websites and portals for rural information, collaboration, learning and participation? (*A format to record responses is given below*) (*If any of the information is not available, please state so.*)

Availability of websites and portals (*)	Response(s)
5.1 Availability – sufficient, not sufficient	
5.2 Quality – good, average, weak	
5.3 Accessibility – satisfactory, less satisfactory	
5.4 Fees charged – high, moderate, low	
5.5 Patronage (attending and using training	

facilities) - satisfactory, less satisfactory	
.....	
.....	

A **web portal** or **links page** is a [web site](#) that functions as a point of access to information in the [World Wide Web](#). A portal presents information from diverse sources in a unified way. Apart from the standard [search engine](#) feature, web portals offer other services such as [e-mail](#), news, stock prices, information, databases and entertainment. Portals provide a way for enterprises to provide a consistent [look and feel](#) with access control and procedures for multiple applications and databases, which otherwise would have been different entities altogether.

6. At what level is the community awareness of the benefit of ICT facilitated services to improve their day to day life? (A format to record responses is given below):

Awareness of the benefit of ICT	For Children	For Women	For Men
6.1 Level of awareness - satisfactory, less satisfactory			
6.2 Willingness to get awareness – high, moderate, low			
6.3 Motivation to get awareness – high, moderate, low			

7. To what extent do the community use ICT facilitated services to improve their day to day life? (A format to record responses is given below).

Extent of use	For Children	For Women	For Men
High			
Moderate			
Low			
Never.....			

8. What level of understanding exists with regard to activities/projects undertaken by (i) ICTA, (ii) e-Sri Lanka Programme, and (iii) e-Society Development Initiative, among (a) the officials of DS, and (b) the community? (A format to record responses is given below):

Level of understanding on	Among the Officials of DS	Among the Community
8.1 ICTA,		
8.2 e-Sri Lanka Programme,		
8.3 e-Society Development Initiative (eSDI)		

9. To what extent does entrepreneurship capacity exist to start and implement ICT facilitated projects that meet local needs? (A format to record summary response is given below):

	Opportunity exists to a great extent	Opportunity exists to some extent	Opportunity rarely exists
9.1 Extent to which entrepreneurship capacity exist to start and implement ICT facilitated projects			

- 9.2 What are the reasons for the response given in 9.1? (List possible reasons as given by DS)

- (i)
- (ii)
- (iii)
- (iv)
- (v)

10. Opinion with regard to the availability of economic investment opportunities and equity for wide use of ICT facilities in sectors such as agriculture, health, education and tourism.

- (i)
- (ii)

- (iii)
- (iv)
- (v)

11. What levels of relations and partnerships prevail between communities, civil society, public and private sectors? Are they generally cordial? trustworthy? outward looking? entrepreneur-friendly? etc.
12. Had there been any ICT facilitated enterprises/projects that failed to survive in your DS Division in the recent past? What were the experiences and lessons learned from such failed ICT enterprises?
13. What additional opinion and viewpoints you wish to express in relation to the topics under discussion?

At the end of the discussion, thank the Divisional Secretary for spending his/her valuable time and sharing important ideas and opinions.

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**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (November 2011)**

BS 5: Self-Administered Form (List of Questions) for GNs in Sampled DvSs

Background:

- ICTA (Information and Communication Technology Agency of Sri Lanka) plans to fund in Northern and Eastern Provinces projects under eSDI (e-Society Development Initiatives) which is one out of the six components of e-Sri Lanka Development Project being implemented since 2005 in other parts of the country.

Objective of this Form:

- ➔ Basically, it is to obtain information on **views and opinion** of GNs in selected areas in **Northern and Eastern Provinces** with regard to subjects such as;
- (i) present level of availability of facilities like electricity, telephone and ICT facilities,
 - (ii) characteristics of ICT training facilities, if available,
 - (iii) availability of potential NGOs/entrepreneurs to engage in ICT facilitated services with support from ICTA.
- ➔ This Form is part of an important survey that will benefit of both children and adults in the Northern and Eastern Provinces.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through telecommunications. This includes the computers, Internet, cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

How to fill this Form?

4. First please read each question and possible answers given to it.
5. Next mark the appropriate box with a "tick" (✓) below the more correct answer to the question stated. Chose only one box, unless otherwise stated to mark more than one box.
6. Finally, handover the filled Form to the officer who gave it to you.

On behalf of ICTA, the organizers of this survey thank you for the cooperation you extended by filling this Form and submitting it.

1. Please write clearly the following details:

Province	District	DvS Division	GN Division

2. Name of Grama Niladharie:

3. To what extent the **electricity facilities** are available in your GN Division, at present?
[Please “tick” (✓) appropriate box]

(i) More than half of GN Division	(ii) Less than half of GN Division	(iii) Very limited area	(iv) Not at all

4. To what extent the **telephone facilities** are available in your GN Division? [Please “tick” (✓)]

(i) More than half of GN Division	(ii) Less than half of GN Division	(iii) Very limited area	(iv) Not at all

5. To what extent the **ICT facilities** are available in your GN Division? [Please “tick” (✓)]

(i) Many places of GN Division	(ii) Few places of GN Division	(iii) Not at all

6. If any **ICT training facilities** are available in your GN Division, please provide an assessment of the following characteristics of them. [Please “tick” (✓) appropriate boxes]:

Characteristics of ICT training facilities		(A) For School Children	(B) For School Leavers
(i) Availability	(a) Sufficient		
	(b) Not sufficient		
	(c) Not available		
(ii) Quality	(a) Good		
	(b) Average		
	(c) Weak		
(iii) Accessibility	(a) Satisfactory		
	(b) Less satisfactory		
(iv) Fees charged	(a) High		
	(b) Moderate		
	(c) Low		

7. To what extent do NGOs/entrepreneurs exist in your GN Division who are capable to start and implement projects with support from ICTA and that provide ICT facilitated services to meet local needs? [Please “tick” (✓) correct box]

(i) Exists to some extent	(ii) Rarely exists	(iii) Cannot say

8. Had there been any ICT facilitated enterprises/projects that failed to survive in your GN Division during 2010/2011?

(i) Yes [], (ii) No [], (iii) Do not know []

9. What were the experiences and lessons learned from such failed ICT enterprises/ projects?

.....
.....

10. What additional opinion and viewpoints you wish to express in relation to the topics under discussion?

.....

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (November 2011)**

**BS 6: List of Questions for conducting Focus Group Discussions (FGDs)
with a sample of Community Members in the sampled DvSs**

Background:

- ICTA (Information and Communication Technology Agency of Sri Lanka) plans to fund in Northern and Eastern Provinces projects under eSDI (e-Society Development Initiatives) which is one out of the six components of e-Sri Lanka Development Project being implemented since 2005 in other parts of the country.

Objective of the FGD:

- ➔ Basically, it is to obtain information on **views and opinion** of communities in selected areas **in Northern and Eastern Provinces** with regard to subjects such as;
 - (iv) present level of awareness on the benefit of ICT to improve livelihood,
 - (v) availability of ICT facilities in the area and their use,
 - (vi) level of interest of the communities to use ICT facilities if provided in the future,
 - (vii) opportunities to commence ICT facilitated services,
 - (viii) availability of potential NGOs/entrepreneurs to engage in ICT facilitated services with support from ICTA.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through [telecommunications](#). This includes the computers, Internet, , cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

Expected composition of participants at the FGD:

- Total of about 10 – 12 adults (males & females) from the GN Division in the sampled DS Division and four/five DS Divisions adjoining the sampled DS Division. It could be around 2 adults from each DS Division as identified above.

1. Generally, what **type of community** do you have? Or what are the prominent livelihood types? Is it agriculture/agrarian? Animal husbandry? Fisheries? Cottage industry? Etc.
2. What levels of **relations and partnerships** prevail between communities, civil society, public and private sectors? Are they generally cordial? Do they have peaceful living? Are they trustworthy to each other? Are they friendly with entrepreneurs? etc.
3. Are the communities looking forward to **improve levels of living**? If yes, in which manner, traditional way? Using improved methods? Using machinery? Using ICT?
4. Could all of you tell me about the **level of awareness** among (i) children, (ii) women, and (iii) men of the community with regards to the benefit of ICT to improve their day to day life?

5. Are you familiar with any of the e-services provided by government organizations? (e.g. “1919”, birth certificates, revenue license, downloading forms etc.)
6. If yes, what are the government e-services you have used – either making use of project facilities or otherwise?
 - (i) “1919” - Making queries from Govt. Information Centre (GIC)
 - (ii) Obtaining information from government websites (crop price, train schedule, etc.)
 - (iii) Obtaining examinations results
 - (iv) Downloading of application forms
 - (v) Other (please list them)

Moderator: Please record where those use these services are in majority or about half or few or none.

7. Please tell me about the about the present **willingness and motivation to get awareness** with regards to the benefit of ICT facilitated services to improve their day to day life among (i) children, (ii) women, and (iii) men of the community?
8. Also please tell me about the about the prevailing interest to use any new ICT facilitated services to improve their day to day life.
9. Could all of you also tell me about the extent of ICT facilitated services presently available to the public in your areas such as Nenesala, other telecentres, and any other ICT based (government or donor sponsored) projects?
 - 1.1 Are there few/several/many?
 - 1.2 Among the above centres, what % performing well? what % performing satisfactorily? what % performing below satisfactorily level?
 - 1.3 Do people use the above centres extensively, moderately or rarely?
 - 1.4 Do the above centres serve the people’s need?
10. To what extent do NGOs/entrepreneurs exist in your GN Division who are capable to start and implement projects with support from ICTA and that provide ICT facilitated services to meet local needs? Is it to some extent or rarely or cannot say?
11. If new projects or centres which provide ICT facilitated services to meet local needs are started to what extent do school children, school leavers, women, men would make use of such facilities?
12. What additional opinion and viewpoints you wish to express in relation to the topics under discussion?

<i>Thank the respondents for spending their valuable time and sharing important ideas and opinions.</i>

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (November 2011)**

**BS 7: List of Questions for conducting Key Informant Interviews (KIIs)
with INGOs / NGOs providing ICT facilitated Services**

Background:

- ICTA (Information and Communication Technology Agency of Sri Lanka) plans to fund in Northern and Eastern Provinces projects under eSDI (e-Society Development Initiatives) which is one out of the six components of e-Sri Lanka Development Project being implemented since 2005 in other parts of the country.

Objective of this Form:

- ➔ Basically, it is to obtain information with respect of the experience and lessons learned in implementation of ICT facilitated services for the welfare of the beneficiaries by the INGOs / NGOs.
- ➔ These data items are a part of many data items to be collected during this Baseline Survey conducted for ICTA.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through [telecommunications](#). This includes the computers, Internet, cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

How to fill this Form?

7. By placing an appointment, meet the Head/Deputy Head/Area Head of the INGO/NGO.
8. Explain the objective of Baseline Survey being conducted for ICTA and ask for support to obtain information to fill this form.

On behalf of ICTA, the organizers of this survey thank the DS for the cooperation he/she extended to fill this Form.

Name of Contact Officer >		T'phone:
Name of Interviewer >		Date:

1. **Background:** Name of INGO / NGO, Date (year) in which ICT activities commenced in Northern and/or Eastern Provinces, Contact details & designations of person(s) met.
2. **Objectives of ING / NGO:** What are the objective(s), purpose(s), activities, target groups, and planned geographical coverage of activities?

3. **Implementation:** Activities implemented, actual geographical coverage, achievements, and adequacy of trained human resources.
4. **Beneficiary Related Aspects:** Actual categories of beneficiaries, level of their participation in ICT activities, extent of their commitment, manner in which they benefited by ICT, their level of satisfaction, their future expectations. Most commonly demanded ICT facilitated service. Unit cost of ICT facilitated services, if applicable.
5. **Experience gained:** What were the positive and negative (if any) experiences gained? What is the level of satisfaction with regard to the investment made on ICT?
6. **Issues:** “Issues” are ‘problems’, ‘difficulties’ and ‘constraints’ faced by the organization that interfere or retard the smooth implementation of the project. What are the issues faced by the management in implementation of the Project?
7. **Lessons learned:** What are the lessons learned by implementing the ICT related activities in Northern & Eastern Provinces? On account of the performance achievement, to what extent the management could be satisfied?
8. **Recommendations/Opinion:** On consideration of future investment opportunities available under “**e-Society Development Initiative**”, what are the recommendations you wish to make about the economic viability and sustainability of such ICT facilitated projects? Are there any additional comments/views you wish to make on this matter?

<i>At the end of the discussion, thank the Head/Deputy Head/Area Head of the INGO/NGO for spending his/her valuable time and sharing important ideas and opinions.</i>

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (October 2011)**

**BS 8: List of Questions for conducting Key Informant Interviews (KIIs) with
Head/Manager of Selected ICT Projects and Institutions of Interest**

***Enumerator:** Give a guarantee to the respondent that the confidentiality of information provided will be safeguarded. It will be documented in such way that individual identify will not be revealed. However, if specific permission is granted by the respondent, the company name could be indicated against the important and/or critical responses that had been made.*

1. **Background:** Name of Company/Organization/Institutions, Date (year) in which ICT activities commenced in Northern and/or Eastern Provinces, Contact details & designations of person(s) met.
2. **Project/Institution Objectives:** What are the objective(s), purpose(s), planned activities, planned target groups, and expected geographical coverage of activities?
3. **Implementation:** Activities implemented, actual geographical coverage, and achievements, and adequacy of trained human resources.
4. **Beneficiary Related Aspects:** Actual categories of beneficiaries, level of their participation in ICT activities, extent of their commitment, manner in which they benefited by ICT, their level of satisfaction, their future expectations. Most commonly demanded ICT facilitated service. Unit cost of ICT facilitated services.
5. **Experience gained:** What were the positive and negative (if any) experiences gained? What is the level of satisfaction with regard to the investment made on ICT?
6. **Issues:** “Issues” are ‘problems’, ‘difficulties’ and ‘constraints’ faced by the organization that interfere or retard the smooth implementation of the project. What are the issues faced by the management in implementation of the Project?
7. **Lessons learned:** What are the lessons learned by implementing the ICT related activities in Northern & Eastern Provinces? On account of the performance achievement, to what extent the management could be satisfied?
8. **Recommendations/Opinion:** On consideration of future investment opportunities available under “e-Society Development Initiative”, what are the recommendations you wish to make about the economic viability and sustainability of such ICT facilitated projects? Are there any additional comments/views you wish to make on this matter?

At the end of the discussion, thank the Head/Manager for spending his/her valuable time and sharing important ideas and opinions.

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**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (November 2011)**

**BS 9: Data Collection Sheet for use at
Telecommunications Regulatory Commission (TRC)**

*Data listed in this sheet are required in respect of each of 8 Districts of
Northern and Eastern Provinces*

Background:

- ICTA (Information and Communication Technology Agency of Sri Lanka) plans to fund in Northern and Eastern Provinces projects under eSDI (e-Society Development Initiatives) which is one out of the six components of e-Sri Lanka Development Project being implemented since 2005 in other parts of the country.

Objective of this Form:

- ➔ Basically, it is to obtain data covering *each of* Northern and Eastern Provinces with respect of the items listed herein.
- ➔ These data items are a part of many data items to be collected during this Baseline Survey conducted for ICTA.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through telecommunications. This includes the computers, Internet, cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

Name of Contact Officer >		T'phone:
Name of Interviewer >		Date:

- ❖ Obtain the latest figures in respect of the following items of data for each of 8 Districts of Northern and Eastern Provinces.

1. Availability of Bandwidth for internet access in GNDs (Narrow Band, Fixed Broadband, Mobile Broadband)
2. Fixed telephone lines per 100 inhabitants or No of Fixed telephone subscribers
3. Mobile phone subscribers per 100 inhabitants or No of Mobile telephone subscribers
4. Internet subscribers per 100 inhabitants or No of internet connections
5. Internet access tariffs per month.

**Information and Communication Technology Agency (ICTA)
E-Sri Lanka Programme / E-Society Development Initiative (ESDI)
Baseline Survey in Northern & Eastern Provinces (November 2011)**

**BS 10: List of Questions for conducting Key Informant Interviews (KIIs)
with a sample of eSDI in Northern & Eastern Provinces**

Objective of this Form:

- ➔ Basically, it is to obtain information with respect of the experience and lessons learned in implementation of ICT facilitated services for the welfare of the beneficiaries by the eSDI Project
- ➔ These data items are a part of many data items to be collected during this Baseline Survey conducted for ICTA.

Definitions:

- ❖ **ICT - Information and Communication Technologies** refers to technologies that provide access to information through [telecommunications](#). This includes the computers, Internet, cell phones, wireless networks and other communication mediums. In the past few decades, ICT have provided society with a vast array of new communication capabilities. Recent developments in ICT have created a "global village," in which people can communicate with others across the world as if they were living next door.
- ❖ **ICT facilitated services** are those services provided (to public) using ICT.

How to fill this Form?

9. By placing an appointment, meet the Head/Manager of the eSDI Project.
10. Explain the objective of Baseline Survey being conducted for ICTA and ask for support to obtain information to fill this form.

Project Type >	CAP	PAP	RAP	sCAP
Reference No. >				

Name of Contact Officer >		T'phone:
Name of Interviewer >		Date:

1. **Implementation:** Activities implemented, actual geographical coverage, achievements,
2. **Beneficiary Related Aspects:** Actual categories of beneficiaries, level of their participation in ICT activities, extent of their commitment, manner in which they benefited by ICT, their level of satisfaction, their future expectations.
3. **Experience gained:** What were the positive and negative (if any) experiences gained? What is the level of satisfaction with regard to the investment made on ICT? To what extent do the

users prefer to use the service provided by eSDI projects and why? Adequacy of trained human resources.

4. **Issues:** “Issues” are ‘problems’, ‘difficulties’ and ‘constraints’ faced by the organization that interfere or retard the smooth implementation of the project. What are the issues faced by the management in implementation of the Project?
5. **Lessons learned:** What are the lessons learned by implementing the ICT related activities in Northern & Eastern Provinces? On account of the performance achievement, to what extent the management could be satisfied?
6. **Recommendations/Opinion:** On consideration of future investment opportunities available under “**e-Society Development Initiative**”, what are the recommendations you wish to make about the economic viability and sustainability of such ICT facilitated projects? Are there any additional comments/views you wish to make on this matter?

<i>At the end of the discussion, thank the Head/Manager of the eSDI Project for spending his/her valuable time and sharing important ideas and opinions.</i>

