

ASIAN DEVELOPMENT BANK

TAR: SRI 36511

TECHNICAL ASSISTANCE
(Financed by the Poverty Reduction Cooperation Fund)

TO THE

DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA

FOR

COMMUNITY INFORMATION SERVICES FOR THE POOR

May 2003

CURRENCY EQUIVALENTS

(as of 6 May 2003)

Currency Unit	–	Sri Lankan rupee (SLRe/SLRs)
SLRe1.00	=	\$0.01030
\$1.00	=	SLRs97.075

ABBREVIATIONS

ADB	-	Asian Development Bank
CIC	-	community information center
ICT	-	information and communications technology
MSE	-	Ministry of School Education
TA	-	technical assistance
VIC	-	village information center

NOTE

In this report, "\$" refers to US dollars.

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I. INTRODUCTION

1. The Government of Sri Lanka has developed in 2002 a vision statement titled *e-Sri Lanka: An ICT Development Roadmap*.¹ The goal is to take information and communications technology (ICT) to every village, citizen, and business and to transform the way government works by using ICT. The Government has requested, and the Asian Development Bank (ADB) has agreed to provide, a pilot project to study the feasibility of achieving the goal. The advisory technical assistance (TA) Fact-Finding Mission was fielded from 23 January to 3 February 2003 and reached an understanding with the Government on the objectives, scope, cost estimates, financing plan, and implementation arrangements of the TA.² The Fact-finding Mission consulted a range of stakeholders and prospective beneficiaries.

II. ISSUES

2. About 40% of Sri Lanka's population can be classified as poor or vulnerable to poverty. This level of poverty has remained constant during the 1990s, despite a real gross domestic product growth rate of around 5% per annum. Moreover, the benefits of growth are not being evenly distributed throughout the country, as the most growth has been concentrated in the Western Province. Poverty is predominantly a rural phenomenon, with nearly 90% of the poor residing in rural areas where vital information for survival and additional income is lacking. Therefore, it is very difficult for the poor to share the benefits of economic growth as they do not know what opportunities are available for them.

3. ICT has enormous potential to improve the livelihoods of low income people by reducing the cost of providing services to traditionally marginalized communities and facilitating the build up of constructive social capital. ICT contributes to poverty reduction by enhancing the efficiency of the economy, enabling better delivery of public services, and creating new employment opportunities for the poor and disabled. Access to information plays a crucial role in improving living conditions of the poor. ICT promotes integration of isolated communities into the global economy. ICT improves the delivery of public services, which is especially important for rural and isolated communities. However, many poor and disabled people in Sri Lanka are not able to benefit from ICT because of cultural barriers, low income, and lack of suitable facilities.³ Due to high internet access fees and low computer ownership, internet use per 100 inhabitants is 0.78 in 2001 which needs to be increased.

4. About 900,000–1.4 million people are disabled in Sri Lanka. In addition, about 10,000 soldiers were disabled as a result of 20 years of internal conflict. About 47% of the disabled population is under 14 years of age and their disabilities are related to prevailing conditions of poverty and malnutrition. In Sri Lanka, people with disabilities who are also poor have had little access to educational and training programs suited to their special needs. In a country with a high unemployment rate, disabled people have few opportunities to compete for jobs and training programs. As computer-related jobs are new and relatively few people have been trained in the country, some disabled people could have a good chance of being employed if trained appropriately in information technology. ICT can help overcome geographical barriers to communication, simulate expensive and risky laboratory experiments at low cost and no personal risk, provide tutoring, and offer a window to unforeseen markets. Experience in other countries show that disabled people have benefited from the freedom, support, and opportunities offered through the use of computers. However, Sri Lanka has few training centers that serve the poor and disabled.

¹ Ministry for Economic Reform, Science and Technology. 2002. *E-Sri Lanka: An ICT Development Roadmap*. Colombo.

² The TA first appeared in *ADB Business Opportunities* in August 2002.

³ International Telecommunication Union data show computer ownership per 100 inhabitants was 0.79 in 2001. Telephone lines per 100 inhabitants were 8.0 and internet hosts per 10,000 persons were 1.2 in 2001.

5. ADB's assistance has been focused on reducing poverty in many sectors, but the poor have not been provided vital information so they can plan effectively to escape the poverty trap. ADB and the World Bank promote computer literacy in the schools, but access is limited (only 15 computers each to 1,200 of Sri Lanka's 10,000 schools) and computer teaching is basic. No attempt has been made to provide vital information through the Internet to the rural poor, because of relatively high costs and lack of experience. A pilot study is needed to test the effectiveness of information service to the poor and disabled people.

6. The most important determinants for the high incidence of poverty in Sri Lanka have been the 20-year war and a legacy of poor economic management. The Government is fully committed to overcoming both of these challenges.⁴ The Government's long-term goals are to achieve prosperity through sustainable development, including a 50% decline in the level of absolute poverty. The Government and ADB agreed to the following strategic focus to reduce poverty: (i) creating opportunities for pro-poor growth, (ii) strengthening the social protection system, and (iii) empowering the poor and strengthening governance. ADB agreed to consolidate its assistance to seven sectors, including education, which contributes greatly in reducing poverty in Sri Lanka. The summary initial poverty and social analysis report is in Appendix 1.

7. In the education sector, ADB has three ongoing projects and three projects are being processed. Under the Skills Development Project,⁵ training institutes provide basic computer training to the out-of-school youths. The Secondary Education Modernization Project⁶ introduces computer education in secondary schools. The Science and Technology Personnel Development Project⁷ promotes cooperation between universities and industries to improve staff quality and create more job opportunities. The Distance Education Modernization Project (\$45 million), planned in 2003, will increase educational opportunities for secondary school graduates who cannot attend conventional universities, through distance education; and a school computerization project (\$40 million) is in the pipeline for 2004. The country strategy and program includes a human resource investment project (\$20 million) for 2005. Once the information service to the poor has proved effective in reducing poverty, the concept will be incorporated into the ongoing and pipeline projects.

8. The Government drafted a plan to use ICT to develop Sri Lanka's economy, reduce poverty, and improve the quality of life and the opportunities for all people. ADB's country operational strategy emphasizes the importance of human development to promote continued economic growth and closer integration into the global economy. ADB's *Policy on Education*⁸ places high priority on improving the quality of education; increasing equity, access, and retention, especially for the poor, women, and other marginalized groups; and strengthening management, governance, and efficiency. The proposed TA is fully in line with ADB's education policy and country strategy in that it aims to improve the quality of education, reduce digital divide, and develop human resources for the information age.

⁴ Government of Sri Lanka, 2002. *Regaining Sri Lanka: Vision and Strategy for Accelerated Development*. Colombo.

⁵ ADB. 1999. *Report and Recommendation of the President to the Board of Directors on a Proposed Loan to the Democratic Socialist Republic of Sri Lanka for the Skills Development Project*. Manila. (The project was approved on 28 October 1999 for \$18.8 million.)

⁶ ADB. 2000. *Report and Recommendation of the President to the Board of Directors on a Proposed Loan to the Democratic Socialist Republic of Sri Lanka for the Secondary Education Modernization Project*. Manila. (The project was approved on 12 September 2000 for \$50.0 million.)

⁷ ADB. 1997. *Report and Recommendation of the President to the Board of Directors on a Proposed Loan to the Democratic Socialist Republic of Sri Lanka for the Science and Technology Personnel Development Project*. Manila. (The project was approved on 11 September 1997 for \$20.0 million.)

⁸ ADB. 2002. *Policy on Education*. Manila.

9. Major funding agencies supported the concept of the TA. The Department for International Development (DFID) strongly backed the TA. The Japan International Cooperation Agency (JICA) will closely coordinate with its ongoing TA, Science and Mathematics Education using ICT. The Korean International Cooperation Agency (KICA) agreed to send a few volunteers who will teach village people how to use of ICT. The United States Agency for International Development (USAID) endorsed the importance of the TA and wish to be kept informed of developments. The World Bank, which is implementing an ICT project for Sri Lanka, is keen to collaborate with ADB.

III. THE TECHNICAL ASSISTANCE

A. Purpose and Output

10. The goal of the TA is to create opportunities for the poor to participate in economic growth by providing vital information. The objective is to test two community information networks among district offices, schools, training institutes, job placement centers, hospitals, markets, private companies, and villages, to share vital information with the poor and disabled, using cost-effective and feasible communication modes. Information needs of the community will be analyzed. The types of information to be provided will include commodity and crop prices, job opportunities, education and training opportunities, health and medical information, weather and disaster warning, and public announcements. Such information is available, though scattered, in the country. Through the community information networks, community people will be able to share information, monitor crop prices, order goods and services, consult doctors, enroll in distance learning classes, pay taxes, and get certificates. The TA will be the testing ground for electronic learning, commerce, medicine, and government services. The TA will provide case studies on how these services can effectively reach to the poor and disabled.

11. The socially excluded poor and disabled will firstly receive vital information for their survival and well-being. They will also be provided with livelihood information delivered through the Internet and facsimile, (such as market prices of commodities they produce, suitable job opportunities, and free training opportunities) to prepare themselves to escape the poverty cycle. A number of computers will be reserved for the poor and disabled to guarantee their access to vital information at any time. If the project is proven successful, nominal user fees will be charged to sustain operation of the information network. However, free access by the poor and disabled will be maintained. The TA may be extended to conflict areas to enhance social integration and nation building. The concept will be introduced in other ADB projects. Eventually, operation of the network will be handed over to the community or private sector.

12. The main target of the project is about 2,000 poor and disabled people residing in the two districts. The poor and disabled people will be identified by the district office and verified by the steering committee. However, more than 20,000 people in the communities will participate in the project in one form or another. The project will show how the community can empower their poor and disabled people. This is especially important, as the social safety net is weak in the country.

13. Key outputs of the TA will include (i) two community information centers (CICs), one each in Gampaha and Ratnapura districts; (ii) two community web sites; (iii) two communications networks, linking 16 village information centers (VICs) with two district CICs; and (iv) two case study reports on the establishment, operation, maintenance, and impact of community information services. With the TA, the capacity of the villagers to use computers and the Internet will be improved markedly, as well as information gathering, analysis, and packaging capacity. The villages' abilities to use electronic communication will be enhanced. The project framework is in Appendix 2.

B. Methodology and Key Activities

14. The TA has three components: (i) establishment of two community information networks, (ii) capacity building for managing CICs and VICs and using ICT equipment, and (iii) provision of information services. The networks will be linked with the Internet, personal computers, personal digital assistants, fax, standard phones, wireless phones, etc. The TA will cover two districts, Gampaha and Ratnapura. Locations of CICs and VICs will be determined based on economic, geographic, demographic data, and community involvement and their support.

15. Two community information networks will be established, one each in Gampaha District, and Ratnapura District, to test two models of community information services, one (i) based on a public entity and one on the community and private sector. The Gampaha network will be based in a public school, linking mainly public entities, such as the district office, public rural extension centers, government training centers, public health centers, and state-owned enterprises. The Ratnapura network will be based on a community center, linking mainly private entities, such as private clinics, private schools and training centers, commercial banks, and private companies. The TA will explore how the poor can access the private services without much cost. The maximum contribution from the relevant communities will be tapped to ensure their ownership and active participation. Each case will be studied carefully and documented.

16. Each network will be equipped with computers, printers, copiers, facsimile machines, telephones, personal digital assistants, and Internet connections. Each network will develop a community web site to collect and disseminate information in three languages: English, Sinhalese, and Tamil. A management training program will be provided to operators of CICs and VICs. Extensive training in the use of the equipment and Internet will be provided to key operators so that operation and maintenance of the networks can be handled by local operators by the end of the TA period (preferably, three months before the close of the TA). The cofinancier will train poor villagers to use computers and the internet. Considering the limited capacity of the poor to use computers, and tutoring services will be provided.

17. Vital information will be collected daily by information collectors, based on analysis of the demand for information. The collected information will be analyzed, verified, and uploaded to the web site immediately. News will be disseminated daily to villages through electronic mail (E-mail) or facsimile to assure key information reaches target beneficiaries. Monthly newsletter will be published in the three languages. By the end of the TA period the community operators will take over information collection, analysis, and verification of information, uploading to the web site, and publication of news.

18. The TA will be evaluated to assess its impact in terms of access, use, and cost of the information services. The evaluation will be documented in case studies. Cost recovery measures will be explored extensively, by introducing user fees and paid advertisements, soliciting donations, and selling tea and snacks at the CICs. Distribution of revenues will be determined by the steering committee of each district. Proper accounts will be maintained for inspection by the Executing Agency and ADB during TA implementation. After completion of the TA, the inspection will be done by each steering committee.

C. Cost and Financing

19. The total cost of the TA is estimated at \$1.1 million equivalent, comprising \$287,000 in foreign exchange and \$813,000 equivalent in local currency cost. The Government of United Kingdom will finance \$800,000 equivalent, covering the entire foreign exchange cost of \$237,000 and \$563,000 equivalent of the local currency cost, on a grant basis, from the Poverty Reduction Cooperation Fund. The TA will be administered by ADB. The Korea Agency for Digital Opportunity and Promotion will cofinance \$100,000 on a parallel basis. The

Government's contribution of \$200,000 equivalent will be in kind. The detailed cost estimates and proposed financing plan are in Appendix 3.

D. Implementation Arrangements

20. The Ministry of School Education (MSE) will be the Executing Agency for the TA. Two steering committees will be organized from the stakeholders (such as representatives of the district office, companies, schools, hospitals, and villages) in each district to guide MSE and the project team. The steering committees will recommend possible sites for CICs and VICs and review types of information to be provided to the villagers based on the information needs of the poor. The steering committees will meet at least four times, during inception, interim review, the draft final report stage, and at the end of the TA period. The steering committees will review case studies and oversee the smooth transfer of the information services from the TA team to the villagers.

21. A team of 28 domestic consultants (for up to 420 person-months) will be recruited to provide specialist services during the TA period, as there are qualified consultants available in the country. This is in line with the Government of United Kingdom's policy to finance the entire TA for local consultants without the participation of international consultants. International consultants will be fielded by the cofinancier. Key consultants, with their corresponding person-months in parentheses, include an information technology specialist and team leader (15), community development specialists and assistant project managers (30), network administrators (30), web site designers (60), computer hardware technicians (30), information collectors (150), newsletter writers (90) and a benefit monitoring specialist (15). The outline terms of reference of the consultants are in Appendix 4.

22. The consultants will be engaged through a local firm by ADB using the quality- and cost-based selection method, in accordance with ADB's *Guidelines on the Use of Consultants*. The simplified technical proposal (STP) format will be used. The computers, software, office equipment, and motorcycles will be procured by the consulting firm in accordance with ADB's *Guidelines on Procurement*. The motorcycles, office equipment, computers, and software procured will be transferred to the communities on completion of the TA.

23. The TA will be implemented during 15 months, from October 2003 through January 2005. The consulting team will arrive in Gampaha and Ratnapura districts in October 2003 to implement the TA. The consultant will submit an interim report to MSE and ADB at the end of the 4th month, the draft final report during the 12th month and the final report during the 15th month.

24. The MSE will appoint a TA manager and three counterpart staff to work with the team of consultants recruited under the TA. The Government will also provide adequate office space and administrative support to the consultants. The TA will be closely coordinated with the ongoing Secondary Education Modernization Project, Skills Development Project, and the proposed School Computerization Project and Human Resource Investment Project.

IV. THE PRESIDENT'S DECISION

25. The President, acting under the authority delegated by the Board, has approved ADB administering the technical assistance not exceeding the equivalent of \$800,000 to the Government of Sri Lanka to be financed on a grant basis by the Poverty Reduction Cooperation Fund for the Community Information Services for the Poor and hereby reports this action to the Board.

SUMMARY INITIAL POVERTY AND SOCIAL ANALYSIS REPORT

A. Linkages to the Country Poverty Analysis

Sector identified as a National Priority in Country Poverty Analysis?	Yes	Sector identified as a National Priority in Country Poverty Partnership Agreement?	Yes
<p>Contribution of the sector/subsector to reduce poverty in (DMC):</p> <p>According to a Government survey, the incidence of poverty declines as the level of education attained rises. The incidence of poverty is highest in households where the principle income earner has no schooling, lowest in those where the principle income earner is a university graduate. The TA takes into account the access to and quality of education for the poor and disabled. To increase equal access to quality education, the project will provide timely information on educational opportunities to the poor in the selected communities. This will increase awareness of education's importance in career advancement and contribute to reducing poverty and digital divide.</p>			

B. Poverty Analysis

Proposed Classification: PI

About 40% of the population can be classified as poor in Sri Lanka. Poverty is predominately a rural phenomenon with nearly 90% of the poor residing in rural areas. Therefore, one of the central objectives of the Government is to restore economic growth and thereby effectively eliminate poverty in the country. Six major pillars of the Government's strategy for poverty reduction are (i) investing in people, (ii) creating opportunities for the poor to participate in economic growth, (iii) reducing conflict-related poverty, (iv) building a supportive macroeconomic environment, (v) empowering the poor and strengthening governance, and (vi) implementing an effective monitoring and evaluation system. The technical assistance (TA) will support the first two pillars by teaching computer skills that will open opportunities especially in the rural areas. The provision of timely information on crop prices, disaster warning, and job opportunities will also contribute in reducing poverty.

C. Participation Process

Stakeholder Analysis

The TA was developed through extensive consultation with central and local governments and rural communities. The TA also reflected the needs of community people, especially the poor and persons with disabilities. To ensure local ownership of the TA community contribution was encouraged through school development societies. The contributions take the form of donation of cash, supplies, labor, and expertise. In return, the TA will share its information and resources with the stakeholders and seek their active involvement. This consultation process will be continued during the TA implementation.

Participation strategy required: The selected stakeholders should be involved from the planning stage. Therefore, a planning workshop with 50 stakeholders was organized during fact finding. Two steering committees will be organized with representatives of the stakeholders to guide the TA implementation.

D. Potential Issues			
	Significant/ Not Significant/ Uncertain/ None	Strategy to Address Issues	Plan Required
Resettlement	None		None
Gender	None	No institutional discrimination exists along gender lines in access to education. However, the TA will make sure that equal access to computers and information to women and girls.	None
Affordability	None	As no fees will be levied to trainees in learning computer skills at the community information centers, affordability is not an issue.	None
Labor	None	As children attend schools until age 15, there are no significant child labor issues. However, the TA will provide opportunities for pupils from grade 10 on to comprehend the demand of the labor market, especially in information technology.	None
Indigenous People	None	Sri Lanka has indigenous peoples such as the Veddas or the Wanniya-laeto, and some ethnic minorities, such as Burghers, Euro-Asians, Malays, Moors, and Tamils. The TA will take into account ethnic distribution of the country.	None
Other Risks/ Vulnerabilities	Uncertain	Equal access to Internet facilities may be compromised in remote areas because of poor infrastructure. This will be minimized by sending information by facsimile and telephone.	None

TECHNICAL ASSISTANCE FRAMEWORK

Design Summary	Performance Indicators/Targets	Monitoring Mechanisms	Assumptions and Risks
<p>Goal</p> <p>The long-term goal of the technical assistance (TA) is to create opportunities for the poor to participate in economic growth by providing vital information.</p>	<p>At least 2,000 poor and disabled people will benefit from information services using modern technology by the end of TA period.</p> <p>Income of the poor will increase about 15% by the end of the TA.</p> <p>Employment rate of the poor people will be increased at least 10%.</p> <p>Enrollment in education and training programs will be increase at least 10%.</p>	<p>Consultant's reports.</p> <p>Case study reports.</p> <p>Post project survey.</p>	<p>All the stakeholders agree to collaborate in establishing and operating the community information network.</p>
<p>Purpose</p> <p>To provide information services to community people, including the poor and disabled.</p>	<p>About 2,000 poor people will be directly benefited under the TA, in addition to 20,000 community people.</p>	<p>Network roster.</p> <p>Newsletters published.</p> <p>Post project survey.</p>	<p>Collected and disseminated information is relevant to the needs of the community people, especially the poor and disabled.</p>
<p>Outputs</p> <ol style="list-style-type: none"> 1. Two community information centers. 2. Two functioning information networks, linking 16 village information centers. 3. Sustainable information services. 	<p>News will be distributed daily.</p> <p>The web sites will be updated at least weekly.</p> <p>At least 100 villagers will visit each community information center (CIC) daily.</p> <p>The community information centers are well maintained without any malfunctioning equipment.</p>	<p>Information service logbook.</p> <p>Feedback from the users.</p>	<p>Key stakeholders agree to participate in the community information network actively.</p> <p>Quality information is collected and provided on a timely and cost effective manner.</p>

Design Summary	Performance Indicators/Targets	Monitoring Mechanisms	Assumptions and Risks
<p>Activities</p> <ol style="list-style-type: none"> 1. Forming a network. 2. Equipping and training key staff. 3. Collecting and disseminating information. 	<p>Daily information service. Weekly training of new users. Monthly review of information service activities.</p>	<p>Consultant's reports. Survey reports. Case study reports.</p>	<p>Recruited staff dedicated to serve the community. Relevant training in the use of equipment and software is provided. Relevant information is collected and provided on time.</p>
<p>Inputs</p> <ol style="list-style-type: none"> 1. Consultants. 2. Equipment and software. 3. Maintenance and operation costs. 4. Community support. 	<p>Local consultants (28). Equipment and software (\$150,000). Utilities and fees (\$130,000). Volunteers for information gathering and dissemination.</p>	<p>Consultant's reports. Contract documents.</p>	<p>Qualified consultants are selected. Proper equipment and software are procured on time. Community support is secured.</p>

COST ESTIMATES AND FINANCING PLAN
(\$'000)

Item	Foreign Exchange	Local Currency	Total Cost
A. Asian Development Bank Financing^a			
1. Consultants			
a. Remuneration and Per Diem	0.0	250.0	250.0
b. Local Travel	0.0	30.0	30.0
c. Reports and Newsletters	0.0	30.0	30.0
2. Equipment and Software ^b	130.0	20.0	150.0
3. Training and Workshops	0.0	20.0	20.0
4. Case Studies and Researches	20.0	10.0	30.0
5. Motor Cycles and Rental of Vehicles	30.0	10.0	40.0
6. Miscellaneous Administration (utilities, fees, and maintenance)	0.0	130.0	130.0
7. Representative for Contract Negotiations	10.0	0.0	10.0
8. Contingencies	47.0	63.0	110.0
Subtotal (A)	237.0	563.0	800.0
B. Cofinancing^c			
1. Consultants	30.0	0.0	30.0
2. Equipment and Software	20.0	0.0	20.0
3. Training of Villagers	0.0	50.0	50.0
Subtotal (B)	50.0	50.0	100.0
C. Government Financing			
1. Office Accommodation and Transport	0.0	100.0	100.0
2. Remuneration and Per Diem of Counterpart Staff	0.0	60.0	60.0
3. Others	0.0	40.0	40.0
Subtotal (C)	0.0	200.0	200.0
Total	287.0	813.0	1,100.0

^a Financed by the Poverty Reduction Cooperation Fund.

^b Detailed list of equipment and its specification is available upon request.

^c Financed by the Korea Agency for the Digital Opportunity and Promotion.

Source: Asian Development Bank estimates.

OUTLINE TERMS OF REFERENCE FOR CONSULTANTS

1. Information Technology Specialist and Team Leader (15 person-months)

1. The team leader will guide the consultants in designing and implementing two community information networks, linking schools, hospitals, local industries, government offices, and villages and based on information needs of the stakeholders. The consultants will specify the hardware and software requirements of the information network and procure them in accordance with the Asian Development Bank's (ADB's) *Guidelines for Procurement*. The consultants will also subcontract case studies and research.

2. The consultants are required to do the following in collaboration with the other relevant consultant(s) and counterpart staff:

- (i) produce a master plan to establish two community information networks, one each in Gampaha and Ratnapura districts, after reviewing the ongoing initiatives, such as jobs centers, small and medium-sized enterprise portals, and the Global Development Learning Network;
- (ii) specify and procure communications equipment and software needed to implement the network;
- (iii) supervise information needs surveys, two case studies, and one study on the models of community information services: the case studies should include the evaluation results of the information services;
- (iv) provide management training to the operators of community information centers (CICs) and village information centers (VICs);
- (v) train staff in the use of computer hardware and software, and in web site development; and
- (vi) produce quality interim, draft final, and final reports on time.

B. Community Development Specialists and Assistant Project Manager (30 person-months)

3. Each specialist is responsible to administer the information network in his or her assigned district and will assist the team leader in:

- (i) producing a master plan to establish a community information network in the assigned district, assuring that the poor and disabled people are selected and receive proper information services.
- (ii) determining the location of CICs and VICs in consultation with the steering committee members and TA team;
- (iii) supervising surveys, case studies, and research;
- (iv) providing management training to the operators of CICs and VICs under the leadership of the team leader;
- (v) training staff in the use of computer hardware and software, and in web site development; and
- (vi) producing the required reports, such as news flashes and newsletters.

C. Network Administrator (30 person-months)

4. The administrator will analyze the requirements of the community information network and configure the information system in the most efficient and economical way. The CIC should have a local area network linked to about 10 VICs. The administrator will maintain the network properly and economically. The consultant will assist the team leader in specifying the equipment and software.

D. Website Designer (60 person-months)

5. The designer will survey information needs of the stakeholders and review the current modes of information collection by them. Based on the review of information collection modes and information needs survey, the designer will design the most efficient information system in three languages (English, Sinhalese and Tamil) for them. The designer is required to produce the following in collaboration with the other relevant consultant(s) and the counterpart staff:

- (i) a report evaluating the effectiveness of the existing information gathering methods,
- (ii) a report on the survey of information needs,
- (iii) a detailed design of the suitable information system,
- (iv) training of the counterpart staff on information survey and designed information system, and
- (v) design of a suitable community web site.

E. Computer Hardware Technician (30 person-months)

6. The technician will (i) install, maintain, and repair equipment and software, (ii) will assist the international consultants in procuring the necessary equipment and software, and (iii) supervise any of major repair or replacement needed.

F. Information Collector (150 person-months)

7. The information collector will (i) analyze the demand for information by the community with focus on the poor and disabled, (ii) select the focal points of each entities participating in the information network in accordance with the pre-specified criteria, (iii) establish standard modes of communications based on the information needs and of the network participants and develop format and form letters, and (iv) participate in the design of the web sites, news bulletins, and newsletters.

G. Newsletter Writer (90 person-months)

8. The writer will (i) routinely collect, analyze, repackage, and disseminate the necessary information in three languages (English, Sinhalese and Tamil) to the network participants; (ii) establish standards for information collection and dissemination; and (iii) participate in the design and update of the web site.

H. Benefit Monitoring Specialist (15 person-months)

9. The specialist will (i) monitor and evaluate the benefits of the technical assistance based on surveys, interviews, online polls, and other suitable methods; and (ii) prepare a comprehensive report on the results of evaluation and make suggestions for improvement.