Vision of CIC Concept

The vision of the Community Information Centre concept is to create rural access centres and use the medium of ICT to promote community-based ICT applications that will promote operational efficiencies delivered through effective and timely availability of information.

2. Background

There is an emerging new economic revolution and Ghana is determined to be part of it. Ghana is also determined that the benefits of the new economic revolution which requires the use of intensive and intelligent use of Information and Communication Technology (ICT) is not limited to the city and urban dwellers but to all corners of the country. This requires special government intervention for the underserved areas.

The need to ensure that the rural dwellers and the underprivileged are not left out was a special demand in the declaration of the World Summit on the Information Society (WSIS). Governments, particularly those in the developing world are thus challenged to facilitate the provision of rural ICT access centres to become centres of learning and assist in bridging the digital divide between rural and urban communities.

Ghana’s ICT for Accelerated Development Policy also proposes the deployment and spread of ICTs in the Community as a way to improve the economic base and further accelerate growth and development towards transforming Ghana into an information society.

3. Project Definition

The Community Information Centre model has been adopted to provide a hybrid not-for-profit community resource centre and for profit telecentre.

The purpose is to provide community development information and business services to remote communities. CIC’s will provide access to: Internet-enabled computers, software based on the local information needs, Fax machines, Printers, Copiers, Telephones, Television and Radios. In addition there will be an adjoining library with books and daily newspapers and magazines.
The CIC’s will be connected at their remote locations via satellite to the Ghana-India Kofi Annan Centre of Excellence in ICT to facilitate system management.

The CIC’s will further be linked to the government portal at the Information Services Department of the Ministry of Information to facilitate government to citizen (G2C) interaction.

When the District portals are created CIC’s will further be linked to the respective District portals for the promotion of on-line communication and services. CIC’s will therefore form an integral part of Ghana’s e-government structure.

4. **Project objectives:**

- To assist in bridging the digital divide between rural and urban areas.
- To provide community information needs and enhance national integration.
- To create ICT awareness in the rural areas.
- To disseminate information to the rural communities especially in areas of health, local government, environment, agriculture etc.
- To provide opportunity for ICT training in the communities,
- To support business activities in the rural communities by providing market information on improved agricultural production, and extension services.
- Support for community-based organisations through promotion of workshops and publication resources.

5. **Relation to Poverty Reduction:**

The Millennium Development Goals (MDG) set very ambitious targets to address structural concerns that impede economic growth and human development.

Ghana’s own Poverty Reduction Strategy (GPRS) represents comprehensive policies, strategies, programmes and projects at macro and micro levels to support growth and poverty reduction. Within these broad frameworks ICT is being deployed at CIC’s as tools for poverty reduction to:

- Improve access and quality of education in the rural areas.
- Contribute to women’s empowerment through training and provision of small-scale business information.
- Provision of communication to rural areas.
- Improve governance and inclusiveness at the local level.
6. **Targeted Beneficiaries:**

- General Community Members.
- School Children
- Youth out of School
- Women and women groups
- Private Business
- Non-Governmental Organisations
- Local Government Authorities

7. **Products and Services**

   i. **Community Services**
      
      a. Provision of accurate crop prices in nearby markets to assist farmers in marketing their products.
      
      b. The provision of weather information to guide farmers and fishermen.
      
      c. Promotion of basic extension services for women groups engaged in micro credit ventures.
      
      d. Radio and Television broadcasting.
      
      e. HIV/AIDS Communications.
      
      f. Public Health Management
      
      g. Local government information
      
      h. Internet navigation for beginners

   ii. **Social Services**
      
      a. Low Cost computer training
      b. Computer access to rural students.
      c. Tele-library for Teachers
      d. Access to on line text-scores
      e. Student loan/scholarship information.

   iii. **Business Services**
      
      The Business services intended to be promoted to increase efficiency and save time for rural dwellers include:
• Internet browsing
• Internet Communication – e-mail, instant messaging.
• Desktop publishing and printing.
• CD sales and writing
• Scanning
• Faxing and coping
• Telephone-Local and Long distance access

8. **Project Sites:**

The project is planned to cover all the 230 constituencies of the country. Government intends to facilitate the construction of these centres as a demonstration of its commitment to universal access.

For a start 12 of the centres have been sited at the following locations under a Government of Ghana (GoG) and Government of India (GoI) collaboration.

1. Nkwanta - Volta Region
2. Akim Swedru - Eastern Region
3. Nkawie - Ashanti Region
4. Sefwi Wiawso - Western Region
5. Berekum - Brong Ahafo Region
6. Navrongo - Upper East Region
7. Wa - Upper West Region
8. Yendi - Northern Region
9. Dodowa - Greater Accra Region
10. Ajumako - Central Region
11. Amoako - Ashanti Region
12. Anyinase - Western Region

Additional 50 CIC’s are under construction in the following locations..

1. **Upper East Region**
   Bolgatanga
   Bawku
   Sandema
   Bongo
   Zebilla

2. **Volta Region**
   Worawora
   Peki Avetile/Blengo
   Tsito Awudome
   Agbozume
   Wheta
9. **Implementation Strategy**

To promote uniformity in the establishment of CIC’s across the country an approved prototype design of CIC shall be used as a guide for construction.

The Regional Consultative Councils in close liaison with the beneficiary District Assemblies shall do the selection of sites for construction in a decentralised manner.

The Ministry of Communications shall support government’s input into the CIC concept through vigorous sourcing of donor support to replicate construction in all constituencies of the country.
10. **Project Management**

In line with the country’s decentralisation policy, the management of the CIC’s will be done through the participatory approach.

The Ministry of Communications shall oversee the infrastructure development. The selection of contractors and award of contracts will be the responsibility of the Regional Co-ordinating Councils.

Under the overall supervision of the beneficiary District Assembly the Frontline Management Structure shall be composed as follows:-

- Representative of the District Assembly at the Unit.
- Representative of Health Services
- Representative of Ghana Education Service
- Representative of National Commission for Women’s Development
- Representative of Information Services Department (to serve as Secretary).
- Representative of the Ministry of Agriculture
- Representative of Telecom Service Providers
- Representative of NGO’s
- Representative of CBO’s

A centre administrator with skills in ICT shall be engaged to facilitate service delivery at the Centre.

The District Assembly shall be responsible for the total subsistence of the centres and shall also be responsible for the payment of the wages of the administrator and one support staff in the short term.

With time the Assembly will have to enter into a memorandum of understanding with the community to enable members establish community steering communities which will bring a sense of community ownership and care for the CIC’s.

11. **Sustainability and Replicability**

The project expects to develop, within two years, the necessary local capacity to operate and maintain the centre under the supervision of the District Assembly. Internally generated funds through its business support services would be accounted for through simple accounting procedures that will be periodically audited by the District Assembly.
The Ministry of Communications shall limit its role to monitoring operations and provide the necessary back stopping technical assistance through its ICT Directorate in concert with the Kofi Annan ICT Centre of Excellence.

The Ministry of Information through the Information Services Department shall provide government information linkage with the Centres.

The Regional Co-ordinating Councils shall monitor the progress of CIC operations.

It is expected that the pilot projects should be able to demonstrate the powerful impact of the Internet and PC based services on the lives of the rural dwellers who should be willing to pay for these services. Decentralised Ministries like Agriculture, Health etc can buy time on the networks for agricultural and health extension services.

12. **Conclusion**

The introduction of the Community Information Centre Concept is to introduce innovative use of technology in the provision of information services to promote economic sustainability and at the same time be more responsive of local needs.

The emphasis on sustainability of the Centres is being propagated to enable the models rely on domestic resource mobilization in the long run to support the scalability of the model.

Government on its part is committed to provide the basic infrastructure, connectivity and computer services to the low-income sector of the population.

Donor/International support to the CIC models of development is welcome.

**Below:**

**SAMPLE SITE SURVEY REPORT (SSR) AND SITE READINESS REPORT (SRR) FOR A SELECTED CIC**
## Site Survey Report (SSR)

<table>
<thead>
<tr>
<th>Member's Name</th>
<th>Frank Busumtwi, District Chief Executive (DCE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>PO Box No. 199, Akim Swedru, East Region, Ghana</td>
</tr>
<tr>
<td>Contact Person</td>
<td>DCE</td>
</tr>
<tr>
<td>Residence</td>
<td>NA</td>
</tr>
<tr>
<td>Telephone</td>
<td>08822812</td>
</tr>
<tr>
<td>Fax</td>
<td>NA</td>
</tr>
<tr>
<td>Mobile</td>
<td>0244378856</td>
</tr>
</tbody>
</table>

1. **Building Height**: 12 Feet
2. **Antenna Installed on Rooftop / Terrace Ground**: Ground
3. **Co-ordinates of site (by using GPS)**
   - **Latitude** (xx deg. Xx min. xx sec).
   - **Longitude** (xx deg. Xx min. xx sec.)
   
   *(Three sets of reading are required of DAMA site)*
4. **Height of the site in Meters**: *(Above mean see level (approx.))*
5. **Distance from the nearest airport (approx. in Km & its name)**: Accra, 150 Kms
6. **IDU location floor no.**: Ground
7. **IFL Length (in meters)**: 20 Mts.
8. **Conduit length for IFL cable (in meters)**: 20 Mts.
9. **No. of conduit bends**: 6
10. **Conduit length for 220V supply (in meters)**: 20 Mts.
11. **Conduit Diameter** *(for STM-2.5 & for GE/NSE/DAMA-1.5)*: 1.5 inch.
12. **Antenna installation approval available from the building owner (if yes, enclosed the approval)**: Not Required
13. **What is the Antenna transport route through the building** *(Through Staircase / Lift / Using ropes etc.)*: Ground
14. **Space required for Non Penetrating Antenna Mount:** Space available
   a. For 1.8 mtrs Antenna 8’ x 8’
   b. For 2.4 mtrs Antenna 10’ x 10’:
   c. For 3.8 mtrs Antenna 16’ x 16’ – Hexagonal shape 21’ x 21’ – Square shape

15. **Space required for Penetrating Mount (DAMA sites only):** Space Available
   a. Space for penetrating mount – 4’ x 4’
   b. Space required for assembling dish antenna - 15’ radius
   c. Route for AC power point 220V at antenna end

16. **Is the roof capable of holding 1000/1500/2600 Kg:** Not Applicable
17. **Parapet of 2 feet or more existing on the roof top:** Not Applicable
18. **Is an on line UPS available for IDU:** Available by August 31, 2005
19. **Does it have 1.2 KVA capacity to spare:** Yes
20. **Do the UPS have a good ground:** Yes
   *(Please specify whether building earthling of independent earthling used for UPS)*

21. **What is the voltage between L & N:**
22. **What is the voltage between N & E:**
23. **What is the voltage between L & E:**
   (**Voltage between N & E should be less than 1 Volt**)

24. **Is the IDU room air-conditioned & room temperature maintained at 25 deg. Celsius:** Available by August 31, 2005
25. **230V / 5A plug point (2-3 Nos.) available next to the proposed IDU location:**
   Available
26. **Are there any know Radio Transmitter / HT lines within 100 mtrs. Of the location:** No

- **Antenna Installation Site Layout**
- **South side building drawing showing antenna locations**
- **IFL Cable route layout (with dimensions)**
- Total IFL Length : 20 Meters
- No. of conduit turns : 6
- IDU room location: Ground Floor (Server Room)

*(Kindly indicate the location identified for IDU and the nearest interface to Local Area Network)*
(Show the exact location of IDU as decided by customer)

**Comments:**

1. A copy of site survey given to (name)
2. Location of antenna mount & cabling route explained to (name) and (name)

**Site Cleared For VSAT Installation**

<table>
<thead>
<tr>
<th>For Government of India</th>
<th>For Government of Ghana</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes / No</td>
<td>Yes / No</td>
</tr>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Signature:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
</tr>
<tr>
<td>Seal of Organization:</td>
<td>Seal of Organization:</td>
</tr>
</tbody>
</table>
## Site Readiness Report (SRR)

**Member's Name** : Frank Busumtwi, District Chief Executive (DCE)

**Address** : PO Box No. 199, Akim Swedru, East Region, Ghana

**Contact Person** : DCE  
**Residence** : NA

**Telephone** : 08822812  
**Fax** : NA

**Mobile** : 0244378856

---

We wish to inform you that we have the following infrastructure with us for activation of VSAT at our premises.

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No Objection Certificate for installing Antenna on the roof top.</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Terrace place of 8 x 8 feet with parapet walls and proper staircase to approach the Antenna</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Two power points (5Amps each) for Indoor Unit (IDU) and for PC.</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Proper earthing required. Voltage between Earth and Neutral should be less than 2 Volts</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>On-Line UPS with spare capacity of 1.2 KVA.</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>IDU room is air conditioned and a space of 2 x 2 feet around IDU is available for proper cabling and cooling of IDU.</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>PC is installed with Window NT &amp; Service Pack 4. Care should be taken that no other S/W is loaded in your PC like Windows 95 etc.</td>
<td>Available</td>
<td>Not Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>What is the PC Make?</td>
<td>Brand name</td>
<td>or Assembled</td>
</tr>
</tbody>
</table>

---

**Brand name** ___________________  or Assembled  □
9  **EICON Card with s/w is installed in the PC (Run ECTEST command and ensure that the result is successful)**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>if No by when</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>Not Required</strong></td>
</tr>
</tbody>
</table>

10  **Company Seal and Letter head (in the member name applied) is available at the site.**

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
<th>if No by when</th>
</tr>
</thead>
<tbody>
<tr>
<td>√</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**


b) Road Permit/Forms/ Sales Tax Exemption Documents -- All these have to be arranged by Government of Ghana. The VSAT antenna and other associated equipment have to be transported by Government of Ghana to CIC site.

c) CIC In-charge is requested to attend to any existing /sudden/ unexpected voltage fluctuation or defect in the electrical connections at the site.

d) CIC In-charge is requested to intimate their office, Mobile & residence contact numbers.

e) CIC In-charge is requested to ensure all the site requirements are met with & duly intimated to the Technical Team. This will help the engineers to plan their visit to the CIC site for Installation of VSAT.

____________________

Signature

Name:     Date:    

Designation:  Place: Accra, Ghana

Office Seal:

August 2004