

REPUBLIC OF KENYA



PARLIAMENT
OF KENYA
LIBRARY

Approved
[Signature]

15/4/15

KENYA NATIONAL ASSEMBLY

ELEVENTH PARLIAMENT

2015

THIRD SESSION

*Paper Laid by Hon. J. Kamau,
Chairperson, Dept. Committee on
Energy, Comm. & Info. on
15.04.2015. (Attendance)
Mmw*

THE DEPARTMENTAL COMMITTEE ON ENERGY, COMMUNICATION AND
INFORMATION

REPORT ON

THE COMMONWEALTH TELECOMMUNICATION ORGANIZATION FORUM HELD
IN DHAKA, BANGLADESH

FROM 8TH -10TH SEPTEMBER, 2014

Clerk's Chambers,
Parliament Building
Nairobi

APRIL, 2015

15 APR 2015

Table of Contents

Page

1.0 PREFACE	2
2.0 INTRODUCTION	6
3.0 THEMATIC AREAS.....	8
3.1 Gaining Access: Enhancing ICT Development and Connectivity	8
3.2 Policy and Regulation.....	8
3.4 ICT Finance and Solutions for Growth.....	9
3.5 Looking to the Future: Mobile Technologies	9
3.6 Mobile Commerce Revolution.....	9
3.7 Business Process Outsourcing (BPO) Ties	9
3.8 Embracing Big Data.....	9
4.0 TECHNOLOGY AND SOCIAL INCLUSION.....	10
4.1 Empowering women through ICT.....	10
4.2 ICT accessibility and disabilities	10
5.0 WAY FORWARD	10
5.1 Mobile Broadband.....	10
5.2 Youth and ICT	11
5.3 ICTs and disability.....	12
5.4 Skills development	12
6.0 CONCLUSION.....	14

1.0 PREFACE

Hon. Speaker,

On behalf of the Members of the Departmental Committee on Energy, Communication and Information, and pursuant to the provisions of Standing Order No. 216, it is my pleasure to present to the House the Committee's Report of the 2014 Commonwealth Telecommunications Organization Forum held in Dhaka, Bangladesh from 8th-10th September 2014.

Committee Mandate

The Committee is established under *Standing Order 216* and mandated pursuant to the *Standing Order 216 (5)* to:

- a) Investigate, inquire into, and report on all matters relating to the mandate, management, activities, administration, operations and estimates of the assigned ministries and departments;
- b) Study the programme and policy objectives of ministries and departments and the effectiveness of their implementation;
- c) Study and review all the legislation referred to it;
- d) Study, access and analyze the relative success of the ministries and departments measured by the results obtained as compared with their stated objective;
- e) Investigate and inquire into all matters relating to the assigned ministries and departments as may be deemed necessary, and as may be referred to it by the House or a Cabinet Secretary;
- f) Vet and report on all appointments where the Constitution or any law requires the National Assembly to approve, except those under Standing Order No.204 (Committee on appointments); and
- g) Make reports and recommendations to the House as often as possible, including recommendations of proposed legislation.

In accordance with Second Schedule of the Standing Orders, the Committee is mandated to oversee Fossil fuels exploration, Development of energy, Production of energy,

Maintenance and regulation of energy, Communication, Information, Broadcasting and Information Communications Technology (ICT) development and management

Committee Membership

The Committee comprises of the following Members:

1. The Hon. Jamleck Kamau, EGH, MP.....Chairperson
2. The Hon. Jackson Kiptanui, MPVice –Chairperson
3. The Hon. Mohammed Elmi, EGH, MP
4. The Hon. (Eng) James Rege, MP
5. The Hon. (Eng) Nicolas Gumbo, MP
6. The Hon. Mithika Linturi, MP
7. The Hon. Mary N. Mbugua, MP
8. The Hon. Vincent Musau, MP
9. The Hon. Zebedeo Opore, MP
10. The Hon. Aramat Lemanken, MP
11. The Hon. Arthur Papa Odera, MP
12. The Hon. Banticha Abdullahi, MP
13. The Hon. Daniel Kazungu, MP
14. The Hon. Esther Gathogo, MP
15. The Hon. Fathia Mahbub, MP
16. The Hon. James Lomenen, MP
17. The Hon. Aburi Mpuru, MP
18. The Hon. Joe Mutambu, MP
19. The Hon. Junet Sheikh, MP
20. The Hon. Kanini Kega, MP
21. The Hon. Mati Munuve, MP
22. The Hon. Nicholas Ngikor, MP
23. The Hon. Onesmus Njuki, MP
24. The Hon. Rachael Amolo, MP
25. The Hon. Roba Duba, MP
26. The Hon. Ndungu Githingi, MP
27. The Hon. William Kisang, MP
28. The Hon. Richard Tongi, MP
29. The Hon. Moses Kuria, MP

The Committee nominated the following Members to attend the Forum on behalf of the Committee:-

- 1) Hon. Nicholas Gumbo, MP –Leader of Delegation
- 2) Hon. Mary Mbugua, MP
- 3) Hon. Richard Tong’i, MP
- 4) Mr. Abdiaziz M. Shobay - Delegation Secretary

Conclusion

Commonwealth tradition is enriched by exchanging experience and insights on a vast variety of subjects, whether an opportunity or a threat, and many other ICT-related issues. This forum brought together a rich pool of collective knowledge from across the Commonwealth. New areas of common interest are expected to be discovered and to find fresh ideas and opportunities for exploiting the benefits of technology. We can also anticipate the development of enduring networks and relationships for fruitful collaboration.

The explosive growth of the internet has revolutionized global access to knowledge, networks, business opportunities and expanding markets, transcending national boundaries. Widespread access to social media brings new immediacy to politics and governance, with elevated expectations of transparency and accountability.

Many of the commonwealth members, particularly small states, have relatively limited resources and capacity. The Commonwealth approach is to explore how we can share applications and develop regional approaches that bring economies of scale, avoid duplication, and accelerate implementation of technology solutions. In other words – we should build once and use many times.

This naturally extends to finding ways in which ICT can be used to best effect in the Commonwealth context as an essential vehicle for achieving wider strategic gains. Our electronic and mobile governance programme should be designed to facilitate transformation in core areas of public administration, from public financial management to anti-corruption, including the improvement of service delivery for citizens. These benefits are amplified in small states.

Kenyan government through its representation in the forum has also taken lessons that should be implemented at the grassroots level to ensure that the target set by Commonwealth Telecommunication Organization is achieved by 2015

Kenyan government through its representation in the forum has also taken lessons that should be implemented at the grassroots level to ensure that the target set by Commonwealth Telecommunication Organization is achieved by 2015

Acknowledgment

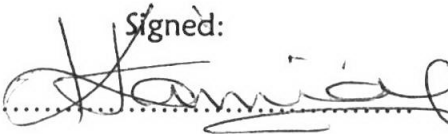
The delegation is grateful to the Honourable Speaker and the Energy, Communications & Information Committee for authorizing the visit, as well as the office of the Clerk for providing the necessary logistical and technical support. The delegation also wishes to express its appreciation to the Ministry of Foreign Affairs; the staff of the Kenya Consulate in Bangladesh for all the support given before and during the visit.

The Committee also acknowledges the Communication Authority of Kenya and the Ministry of Information Communication and Technology for working in close partnership with the committee to enhance knowledge and the digital agenda of the country.

HON. SPEAKER,

It is my pleasant duty and privilege, on behalf of the Committee to table this report pursuant to provisions of the Standing Order No. 199.

Signed:

.....


THE HON. JAMLECK KAMAU, EGH, MP
Chairperson, Departmental Committee on Energy, Communication and
Information

Date

.....
15/4/2015

2.0 INTRODUCTION

Commonwealth Telecommunication Organization, based in London, UK, is an international organization of 53 member commonwealth countries working to promote cooperation on telecom and ICT related activities. It is the oldest and largest Commonwealth organization engaged in multilateral collaboration in the field of Information and Communications Technologies (ICTs) and uses its experience and expertise to support members in integrating ICTs to deliver effective development interventions that enrich, empower and emancipate people within the Commonwealth and beyond. This is predicated on the sole vision of the CTO which is to be the preferred partner for governments, the private sector and civil society in delivering effective ICTs for development (ICT4D) in the Commonwealth and beyond.

In that regard the CTO seeks to work collaboratively with other Commonwealth bodies and International Telecommunication Union (ITU) to, among other things, build mutually beneficial synergies in the interest of its members, offer a strategic channel for members to influence and shape the global ICT agenda, advocate and build policy and regulatory consensus, form alliance and build relationships. On account of its wide networks and quality membership, CTO also provides private sector members with greater access to policy makers and raise awareness as well as promote priorities of current and future ICT4D initiatives.

Currently, the plan emphasizes and focuses on six main areas, namely, broadband especially on mobile broadband for rural development including food security, cyber security & cybercrime, mainstreaming ICTs usage and knowhow for people with disabilities, regulatory environments including convergence and digital broadcasting switchover and the use of ICTs in education and youth and ICTs, among others.

CTO is governed by a Council which is the highest policy making body. The Council membership consists of representative from all member countries and it meets annually

to examine the progress of the organization and sets future programs designed to achieve organizational goals and objectives

The 54th Council Meeting and Annual Forum of Commonwealth Telecommunication Organization (CTO) was held in Dhaka on 8-12 September at the Radisson Blu Water Garden Hotel, Dhaka, Bangladesh this year. Bangladesh hosted the high profile event for the first time. Ministers, decision makers, regulators and officials of Telecommunications and ICT in the public sector within the Commonwealth countries participated in the event. Private sector players including companies and operators of between 250-300 delegations also took part.

The premier ICT conference forum is a platform for all sector members to examine issues critically important to them. Held immediately after CTO Council meeting, the theme for the 2014 forum was 'ICTs for Development: from Access to Inclusive and Innovative Services. The focus was on key aspects on ICT access and utilization; infrastructure and connectivity; value addition; and data and security.

Key forum speakers and contributors on the various topical issues were:

- ❖ Hon. Abdul Latif Siddiqui, Minister of Posts and Telecommunications, People's Republic of Bangladesh
- ❖ Sunil Kanti Bose, Chairman, Bangladesh Telecommunication Regulatory Commission
- ❖ Prof. Tim Unwin, Secretary-General, Commonwealth Telecommunications Organisation
- ❖ Juma Kandie, Chairperson, Commonwealth Telecommunications Organisation and Director of Human Resources, Communications Commission, Kenya
- ❖ Dr. Eugene Juwah, Executive Vice Chairman, Nigerian Communications Commission
- ❖ Reshan Dewapura, Chief Executive Officer, ICT Agency of Sri Lanka

- ❖ Mohammad Azad Rahman, Operations Officer, International Finance Corporation
- ❖ Tenzin Dolma Norbhu, Lead ICT Policy Specialist, The World Bank
- ❖ Shazia Omar, head of Advocacy and Communications, The Economic Empowerment of the Poorest Programme.
- ❖ Richard Lace, head of Project (English In Action), BBC Media Action

3.0 THEMATIC AREAS

3.1 Gaining Access: Enhancing ICT Development and Connectivity

Under session, the following issues were tackled and discussed:

Implementing a National ICT Broadband Backbone

- Creating reliable and adequate broadband infrastructure
- Improving service availability countrywide Investing in ICT Infrastructure Development. Making broadband connection affordable and getting a return on investments ICT adoption challenges

ICT infrastructure implementation and e-Governance

- Effective application of ICT in government services
- Establishing ICT infrastructures and ICT support units
- Formulation and implementation of e-Governance mode

3.2 Policy and Regulation

- Formation of Policies for promoting new ICT services in emerging markets
- Assessing the need for regular and effective coordination among ICT regulators and Industry

3.4 ICT Finance and Solutions for Growth

- Making ICTs affordable in rural areas
- Financing ICT Infrastructure by every nation
- The Challenges in using Universal Service Funds to enable broadband

3.5 Looking to the Future: Mobile Technologies

- Practical experiences: 2G to 3G migration strategy for improved network utilization
- Whether or not WIMAX is the answer to underserved areas
- Whether emerging markets should adopt 4G LTE or is too soon

3.6 Mobile Commerce Revolution

- Capitalizing on the mobile commerce revolution
- Effectively integrating mobile technology to boost profitability
- Innovations in digital finance
- Overcoming barriers to the successful adoption of mobile commerce

3.7 Business Process Outsourcing (BPO) Ties

- Assessing the benefits of cloud based process outsourcing (BPO)
- Next Generation Application of BPO: Changing the game with data and Analytics
- Cloud computing: Opportunities and issues for developing countries

3.8 Embracing Big Data

- The big data opportunity: commercializing your data
- Creating value from big data analytics
- Big data and privacy concerns

4.0 TECHNOLOGY AND SOCIAL INCLUSION

4.1 Empowering women through ICT

This session looked at how ICTs plays a crucial role in empowering women and eradicating the digital divide and gender disparity. The discussion centred on challenges faced by women in rural areas and digital gender divide verses empowerment of women

4.2 ICT accessibility and disabilities

- ICT Tools and applications for people with disabilities
- Opportunities, issues and challenges: Creating an ICT ecosystem that supports people with disabilities

4.3 Integrating ICTs into education

- Integrating ICTs in schools across developing countries
- Innovation in schools
- Developing skills in ICT and digital technologies

5.0 WAY FORWARD

5.1 Mobile Broadband

The Broadband Commission has set four clear targets for making broadband policy universal and for boosting affordability and broadband uptake. They include:

- Making broadband policy universal. By 2015, all countries should have a national broadband plan or strategy or include broadband in their Universal Access/Service Definitions.
- Making broadband affordable. By 2015, entry-level broadband services should be made affordable in developing countries through adequate regulation and market forces (amounting to less than 5% of average monthly income).

- Connecting homes to broadband. By 2015, 40% of households in developing countries should have Internet access.
- Getting people online. By 2015, Internet user penetration should reach 60% worldwide, 50% in developing countries and 15% in LDCs.

Given the constraints of existing infrastructures, these ambitious targets can only be achieved through an expansion in the provision of mobile broadband services in the form of wireless internet access through a portable or mobile device. For underdeveloped countries without extensive fixed line infrastructure, mobile broadband technologies are effective ways through which they can achieve the delivery of high-speed Internet access to mass markets thereby ensuring that their populations can utilize the development benefits of such technologies.

5.2 Youth and ICT

More than half of Commonwealth citizens are under the age of 25 and one quarter are under the age of 5 years. This resulting trend means that issues concerning youth are of paramount importance to all Commonwealth stakeholders, now and in the near future.

The young people of the Commonwealth are central to its future development. The CTO works to ensure that ICTs can assist in releasing the inherent potential of the Commonwealth's youth so that their energy, innovation, drive and desire utilized and channeled properly. At the same time, there are many challenges and threats that prevent many young people from fulfilling their potential. Developing countries should work to protect young people from threats and challenges in their use of ICTs. Much of this work involves empowering young people so that they are better able to protect themselves and on the other hand it also involves working to creating synergies with those stakeholders and organizations to ensure young people are protected.

5.3 ICTs and disability

ICTs can transform lives of those with extreme disabilities much like those with fewer disabilities. Global commitments to ensuring universal access have all too often failed to sufficiently address the specific needs of people with particular disabilities. Commonwealth developing countries should therefore be committed to championing the interests of such people by seeking to ensure that they are not further disadvantaged through expansion of ICTs.

Countries can turn the rhetoric of their policies into practical actions that will make a difference to the lives of people with disabilities. The following action points can be undertaken to achieve e-inclusion:

1. Policies and practices to empower people with disabilities aimed at equal access to ICTs and information without having to pay a premium for it;
2. An e-inclusion champion in every Commonwealth country;
3. An e-inclusion policy in every Commonwealth country;
4. The sharing of best practices among the Commonwealth and beyond;
5. Charter on technology accessibility, and
6. Effective training programmes on e-inclusion for governments, the private sector and civil society.

5.4 Skills development

A key issue facing many governments is the need to ensure that their citizens have the necessary skills to ensure sustainable economic activity to help shape a harmonious and cohesive societies. To this end, much attention has been given to finding ways through which ICTs can support skills development and entrepreneurship. However, there remains much uncertainty about the ways through which ICTs can best be used in differing circumstances to assist people in gaining these skills. The CTO is therefore working with its members and partners to develop and share guidance on good practices

in the use of ICTs for education, particularly focusing on skills development and entrepreneurship. This work concentrates not just on formal contexts within education systems, but also on vocational training and lifelong learning. Considerable attention has been paid over the last decade to the benefits of e-learning and more recently mobile/m-learning.

Indeed, with technological innovations and market evolutions in ICTs, new applications such as e-commerce, m-commerce, m-banking or e-learning increasingly bring tangible benefits to individuals and communities. At the same time, these changes are setting new challenges in key areas of regulatory interventions, including but not limited to:

- Licensing
- Spectrum Management (including digital broadcasting switchover and implications for analogue turn-off planning, spectrum re-farming, spectrum allocation, etc.)
- Interconnection
- Costs and Tariffs
- Quality of Service and Quality of Experience
- Competition
- Infrastructure Sharing
- Consumer Interests
- Number Portability
- Intellectual Property Rights
- Service Convergence
- Universal Service
- Complaints Management
- Dispute Resolution

6.0 CONCLUSION

Commonwealth tradition is enriched by exchanging experience and insights on a vast variety of subjects, whether an opportunity or a threat, and many other ICT-related issues. This forum brought together a rich pool of collective knowledge from across the Commonwealth. New areas of common interest are expected to be discovered and to find fresh ideas and opportunities for exploiting the benefits of technology. We can also anticipate the development of enduring networks and relationships for fruitful collaboration.

The explosive growth of the internet has revolutionized global access to knowledge, networks, business opportunities and expanding markets. Widespread access to social media brings new immediacy to politics and governance with elevated expectations of transparency and accountability.

Many of the commonwealth members, particularly small states, have relatively limited resources and capacity. The Commonwealth approach is to explore how we can share applications and develop regional approaches that bring economies of scale, avoid duplication and accelerate implementation of technology solutions.

It extends to finding ways in which ICT can be used to best effect in the Commonwealth as an essential vehicle for achieving wider strategic gains. Electronic and mobile governance programme should be designed to facilitate transformation in core areas of public administration, from public financial management to anti-corruption including the improvement of service delivery for citizens. These benefits are amplified in small states.

Kenyan government through its representation in the forum has also taken lessons that should be implemented at the grassroots level to ensure that the target set by CTO is achieved by 2015