MULTISERVICE COMMUNITY TELECENTRES (MCTs) IN MADAGASCAR

PLAN

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WHAT is an MCT?

- **An MCT is a convivial multiservice technological centre in which ICTs are operated**

- ***With the numerous services they offer, these multipurpose community telecentres, as they are generally known, should make some contribution to local development***

- **Their long-term objective is to provide people with access to telecommunications, or at least to the telecommunication services they require. Indeed, where the necessary telecommunication equipment cannot be provided to each individual, the organization's aim is to provide people with access to telecommunication services at a reasonable distance from their home.**

OVERALL OBJECTIVE OF MCT

The project's overall objective is to empower those most deprived, in particular in isolated areas, by allowing them to benefit from the potential of ICTs, thus enabling them to fight poverty on a sustainable development basis and eventually become part of the Information Society.

Specific objectives of TELECENTRE

1. Contribute to implementing the Universal Access policy and strategy

2. Contribute to implementing the land-use planning and decentralization policy

3. Give the private sector opportunities to create business and contribute to improving accessibility to ICT services

4. Increase the competitiveness of businesses

5. Create jobs, increase people's incomes and improve their living conditions

RESULTS TARGETTED

➢ Multiplication of ICT access points and improved accessibility (proximity and reduced rates)

➢ Diversification of local content

➢ Participation of population in managing an enhanced public affairs (democracy and governance)

➢ Facilitated social dialogue

➢ Access to global market of producers and businesses

➢ Attraction of investors (FDI)

➢ Brake on rural exodus

➢ Easier access to knowledge sources for pupils and students

➢ Emergence of other ICT and development projects and initiatives

CATEGORIES OF MCTs

Category A: Teleboutiques (ESPATEL), offering telephony, Internet and informatics using three PCs

Category B: Telephony, Internet connection, fax, scanner, site-hosting, etc. *(Telecentre B is dimensioned for five-six computers, software, modems, emergency power, printer, etc.)*

Category C: Category B + videoconferencing (e-health, tele-education) *(Telecentre C is dimensioned for ten computers, software, three high-level agents, training equipment, videoconferencing equipment, photocopier, printers, basic binding tools)*

PLAYERS INVOLVED

➢ **<u>PUBLIC</u>** and **<u>PRIVATE</u> PARTNERSHIP**

Ministry, incumbent operator (now privatized), operating agency (private)

❑ DONOR: financial support

❑ MINISTRY: installation facilitator

❑ OPERATOR: technical support and equipment provider

❑ OPERATING AGENCY: management of centre

OPERATING CHARACTERISTICS OF MCTs

Four selection criteria for operating agencies

       - adequate premises

       - adequate financial standing

       - ICT expertise

       - commitment to reach broad population

- **Equipment leasing contract** with operating agencies
- **Telecentres Charter**

SERVICES OFFERED

Main services

- ✓ **Telephony**: telephone booth, fax
- ✓ **Internet**: e-mail, web browsing, site-hosting, web pages, forums)
- ✓ **Office automation**: typing, printing
- ✓ **Multimedia:** TV on-line, radio on-line, imaging
- ✓ **Training:** on/off-line, multidisciplinary
- ✓ **Reprography**: photocopying, binding
- ✓ **Business centre**: conduct of business, videoconferencing

SERVICES OFFERED

Related services

- ✓ **Library**: digital, manual
- ✓ **Sports and leisure centre**
- ✓ **Sale of computer items:** Diskettes, ink, …
- ✓ **Hairdressing salon**
- ✓ **Computer maintenance**
- ✓ **Cafeteria**

EXPERIENCE WITH THREE PILOT MCTs

CATEGORY C

- ❑ **URBAN COMMUNE**
- ❑ 75 000 INHABITANTS
- ❑ **POPULATION**: 65% ICT-illiterate
- ❑ **POTENTIAL**: touristic, economic, agricultural
- ❑ **TELECENTRE:**
- ✓ Partnership Telma fort-net
- ✓ 8 PCs, 1 photocopier, 1 fax, binding, library, training, videoconferencing
- ✓ Content identical to other MCTs
- ✓ Database with local data

CATEGORY B

- **URBAN COMMUNE**
- **70 000 INHABITANTS**
- **POPULATION**: 82% ICT-illiterate
- **ECONOMY**: sugar, mining, agriculture
- **TELECENTRE:**
- ✓ 3 PCs, 1 photocopier, 1 fax,
- ✓ Content identical to other MCTs
- ✓ Database with local data

CATEGORY A

- **URBAN COMMUNE**
- **50 000 INHABITANTS**
- **POPULATION**: 91% ICT-illiterate
- **ECONOMY**: fishing, agriculture
- **TELECENTRE:**
- ✓ 2 PCs, 1 photocopier, 1 fax,
- ✓ Content identical to other MCTs
- ✓ Database with local data

THANK YOU FOR YOUR ATTENTION