

## A. Your information

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## B. Formal input

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1. *To what extent has progress been made on the vision of the people-centered, inclusive and development-oriented Information Society in the ten years since the WSIS?*

The progress in implementing the WSIS outcomes is assessed below. Sri Lanka has developed and met almost all the criteria as detailed below:

**a) Infrastructure, connecting villages with ICT and establishing community access points:**

The basic foundation for an information society is the availability of ubiquitous information and communication infrastructure.

***Broadband access:***

The target of the National Broadband Initiative implemented by the Telecommunications Regulatory Commission of Sri Lanka, is to make broadband affordable and ubiquitous and provide access speeds equal or greater than 25 Mbps for citizens to access the Internet irrespective of their locality. Sri Lanka has achieved its preliminary goals in broadband development. Prior to taking broadband to rural areas, the quality has been improved and charges reduced to an affordable rate. At present Sri Lanka has advanced broadband technologies from 4G LTE to FTTH (Fiber to the Home). Implementation of the specific WSIS outcomes has been achieved significantly with connectivity being ubiquitous and affordable throughout the island.

Through Sri Lanka's free WI-FI project citizens will be able to access 100 MB of data monthly at a maximum speed of 512 Kbps. The free WI-FI service has been rolled-out by local telecommunication operators. A webpage [www.freewifi.lk](http://www.freewifi.lk) has also been developed. Public feedback and comments are received through social media and the twitter #tag, #freewifilk.

Free WI-FI Connections will be available throughout the country by March 2016 through Google's Loon project, thereby providing Universal Internet Access to the entire country.

**Access centers:** ICTA has established common access points (termed Nenasala centers) throughout Sri Lanka. These multi service centers addressed a lacuna as affordable access is provided through different means, to communication, to the Internet, and thereby to information, relevant content, services and knowledge. 1000 centers have been established throughout Sri Lanka. These centers act as catalysts for increasing the ICT literacy rate in rural Sri Lanka because most centers offer ICT training as one is one of the primary services.

The Bill and Melinda Gates Foundation presented its 2014 Access to Learning Award to ICTA's e-Library Nenasala Program. This is in recognition of the work done to provide free access to computers and the Internet to those living in remote and rural areas.

**Access to Government information:** Access is also provided through various communication resources, particularly the Internet, to Government information; The Government Information Center (GIC) provides information through multiple channels; through the phone, online ([www.gic.gov.lk](http://www.gic.gov.lk)) or through mobiles.

**b) Connecting universities, secondary schools, primary schools and research institutions with ICT:**

**SchoolNet:** The SchoolNet, a wide-area network of the Ministry of Education of Sri Lanka, connects senior secondary schools and other organizations, such as the National Colleges of Education, zonal and provincial education offices, etc. It is nation-wide infrastructure that brings all organizations related to the school education system online and provides a mechanism for e-learning and an original learning and teaching environment for students and teachers.

A program has been launched by the Telecommunications Regulatory Commission of Sri Lanka (TRCSL) and the Ministry of Education to promote Internet use in schools, by providing high speed broadband services with speeds up to 100 Mbps. The existing 128 kbps SchoolNet network will be upgraded. The initial target is to provide for 4000 schools throughout the island within two years. Thereafter all 9000 schools throughout in the country will be provided.

The Lanka Education and Research Network (LEARN) interconnects Universities and research institutions across the country, and has a direct connection to SchoolNet. It supports IPv6 and multicast addressing.

**c) ICT in health centers and hospitals**

Sri Lanka provides free health care services to every citizen in the country. ICT has been used in healthcare as described below.

*National Intensive Care Surveillance (NICS)* is a critical care clinical registry and bed availability system. It is an easily adaptable entirely web based application. It has direct impact on critically ill patients. NICS can help in improving ICU functions and coordinate ICU resource management, especially during a national or regional emergency or disaster. It also facilitates ICUs learning from each other, thereby ascertaining how units excel relative to others.

The *Hospital Health Information Management System (HHIMS)*, a collaborative effort between ICTA and the Department of Health is a comprehensive, integrated information system for managing all aspects health information in a hospital's operation, such as medical,

administrative, audit and the corresponding processing of services. It maintains electronic patient records and has at present been implemented in over 15 Government hospitals.

The Medical Supplies Division (MSD) is the central organization which makes available all pharmaceuticals, surgical items, laboratory items, printed material etc needed by Government hospitals and healthcare institutions throughout the country. Implementation of a centralized information management system for managing the supply chain of medical items, implementation of an e-tendering system and a web portal for MSD is underway.

**d) *Connecting all local and central Government departments and establish websites and email addresses:***

***Connecting Government:*** Lanka Government Network (LGN) is an IP VPN solution which ICTA established and it connects Government organizations for providing broadband Internet, email and IP based voice services. 550 central and provincial Government organizations are connected to LGN, providing citizen services through secure electronic communications.

***Websites, transactions etc.:*** ICTA has facilitated the development of 495 tri-lingual Unicode compliant Government websites. These can be accessed through the Government portal [www.gov.lk](http://www.gov.lk).

Communication between Government organizations is secured with digital signatures provided by the LGN Certification Authority.

*Lanka Gate* is the gateway for electronic information and interactions in Sri Lanka. This country portal ([www.lk](http://www.lk) or [www.srilanka.lk](http://www.srilanka.lk)) is a key access point and serves as a primary interface that connects users to the eServices provided within the Lanka Gate concept. A Public Finance circular has been accepted on the acceptance of online payments including mobile payments for delivering Government services via the Internet. As per this circular, online payment using any electronic device can be accepted. Government organizations can use the facility to perform the reconciliation for online payments through a single interface without using multiple backend systems.

Sri Lanka has now ratified the United Nations Electronic Communications Convention (UN ECC), on the use of Electronic Communications in cross border contracts. Sri Lanka is the only country in South Asia to join the Convention, and the second country after Singapore. The Convention will significantly enhance the ability of Sri Lanka to give legal effect to e-Commerce, e-Business and others forms electronic commercial transactions, including electronic fund transfers. Sri Lanka's ability ratify this Convention was possible because Sri Lanka already has enabling legislation in place, namely, the Electronic Transactions Act No. 19 of 2006.

e) **Target H: access to television and radio:** These are ubiquitous throughout Sri Lanka. Even in 2004, over 78% of the population had access to these<sup>1</sup>. (Since licenses are no longer required statistics for later periods are not collected.)

f) **Putting in place technical conditions to facilitate the presence of local languages on the Internet and development of local language content: Cultural diversity and identity, linguistic: Multilingualism of the Internet in a number of areas including domain names, email addresses and keyword look-up, and the necessity for developing countries to access e-content in their own language, and the fact that such multi-language approach is a central element of a multilateral, transparent and democratic process:**

*Enabling ICT in local languages:* The two National languages in Sri Lanka are Sinhala and Tamil. ICTA with stakeholders, has ensured that that ICT can be used in Sri Lanka's two local languages in the same way that English is used, i.e. the use of ICT in Unicode Sinhala and Tamil has been enabled; local language scripts are rendered correctly in computers with key operating systems, Unicode local language fonts and keyboard drivers are available, locale information has been defined and uploaded to [www.unicode.org](http://www.unicode.org).

IDN Top Level Domain Names (ccTLDs) for Sri Lanka, equivalent to .LK in Sinhala and Tamil scripts have been agreed on through a consultative process. These have been approved by ICANN, and are now implemented in the Internet Root Zone. Thus localization has been satisfactorily carried out and Sri Lanka's computing environment has been adapted to suit local linguistic needs.

*Content:* Much effort was directed at building local language content and services of relevance to rural communities. Government websites are in three languages, and a plethora of local language content, websites and blogs have been developed since the use of ICT in local languages was enabled.

## 2. *What are the challenges to the implementation of WSIS outcomes?*

Challenges encountered are detailed below:

- Resistance by Government officers to change and transformation of working methods due to the implementation IT and the need for initial comprehensive awareness programs to overcome this trepidation.
- The need for comprehensive awareness and training programs to educate youth and schoolchildren on the safe use of social media.
- The need for policies and procedures on disposing increasing ICT waste and alleviating harmful impact on the environment and also the need for policies to address the issue of outdated ICT equipment being brought into the country.
- The necessity to include ICT in for Small and Medium-Sized Enterprises (SMEs), and providing awareness, training and assistance.

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<sup>1</sup> Central Bank of Sri Lanka – Annual Report 2011

3. *What should be the priorities in seeking to achieve WSIS outcomes and progress towards the Information Society, taking into account emerging trends?*

The WSIS+10 review should focus attention projects and programs for leveraging the potential of ICTs in the least developed countries in the world, and on supporting their initiatives in trying to alleviate poverty, illiteracy, and in training and capacity especially with regard to women, so that people can reap the full benefit of ICT.

4. *What are general expectations from the WSIS + 10 High Level Meeting of the United Nations General Assembly?*

Views expressed by all stakeholders should be taken into account. The progress made and strategies for addressing remaining gaps should be should be comprehensively addressed.

5. *What shape should the outcome document take?* Sri Lanka expects a document with comprehensive review on the progress made against the Action Lines in the Geneva Plan of Action.

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