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## **Fostering the Capacities of the Ethiopia Civil Society to Influence ICT Policies**

*Lishan Adam, PhD*  
*Independent Consultant and Researcher*  
*Lishan@citad.org*

### **I. Introduction**

It is widely recognized that information and communication technologies present opportunities for empowerment, self-esteem, communications and actions that influence overall development. Empowered citizens can in turn influence information and communication technology policies - putting pressure on governments and regulators for increased universal access to further information and knowledge. Such a virtuous circle between empowerment and advocacy for enabling policies has become fundamental for development and advancement of ICTs.

A vibrant civil society that participates in ICT policies process is therefore fundamental for moving beyond access to technologies toward better social appropriation of information and communication technologies (ICTs). However, limited diffusion of ICTs in most African countries<sup>1</sup> due to social and economic difficulties and hostile policy environments led to a digital divide where the benefits accrued only to a few people. In such scenario the number of people and institutions lobbying for universal access and for enabling legal and regulatory frameworks is limited. Their voices are mute compared to lending agencies and their power to influence social appropriation of technologies is trivial.

This paper presents such a scenario built around the case of civil society organizations in Ethiopia and discusses how their involvement in ICT policy process can be improved. Although recent initiatives by the Federal Government in modernizing its ICT policies and the opening up the telecommunication sector present windows of opportunities for the civil society to participate in the policy process, the inherent weakness of the civil society due to the spread of its efforts along dozens priorities aimed at responding to the on-going social and economic crisis in the country makes the participation in ICT policy process rather difficult. The weakness of formal institutions and the uncertainties that characterize public policy making in the country have also a considerable impact on the participation of the civil society in policy processes and policy implementation.

The absence of the civil society from the policy process in Ethiopia has resulted in weaknesses of policy documents and policy provisions. Neither the policy process adequately integrates the social vision of development nor does it cultivate diversity based on gender, economic and linguistic differences. Without participation of the civil society the policy process will remain incomplete particularly in responding to problems on the ground and in engaging citizens in implementation of ICT programmes. By reviewing the ICT policy process and social and

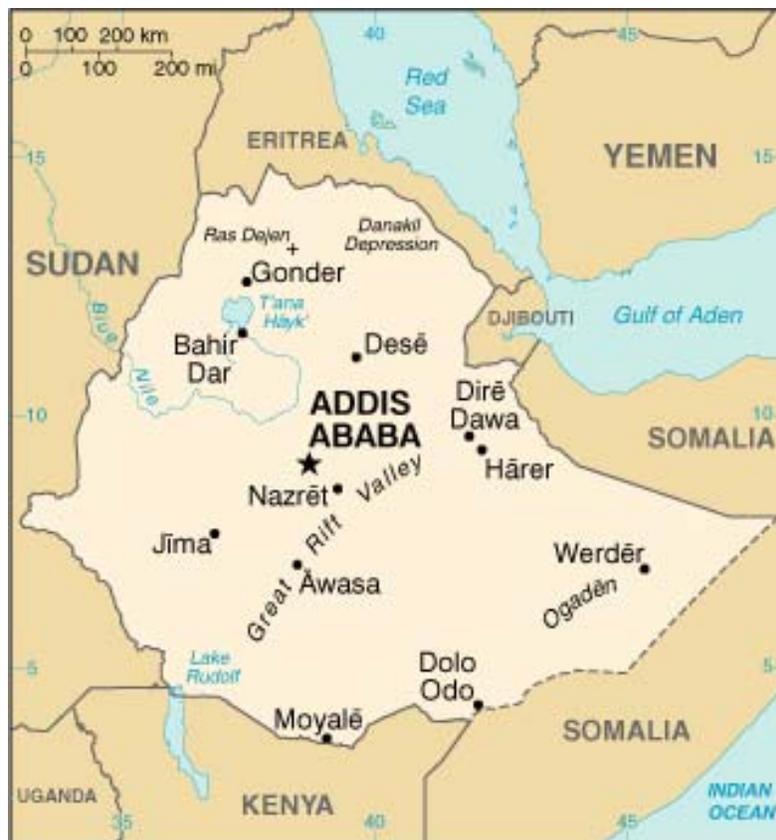
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<sup>1</sup> There are 33 Least Developed Countries in Africa where ICT diffusion is hampered by inherent social, economic and political challenges

economic challenges facing Ethiopia, this paper aims to provide some recommendations towards fostering the capacities of the civil society to influence ICT policies in the country.

## II. Social, Economic and Political Situation of Ethiopia

Ethiopia is one of the ancient independent countries. It is located in the horn of Africa bordering Sudan, Eritrea, Kenya, Somalia and Djibouti (see Map). It is widely known for its physical and ethnic diversity and for over-dependence on volatile agricultural economy that is subjected to recurrent severe episode of drought. Ethiopia's highlands, complex mountains and plateaus divided by the great rift valley running from south west to the north east, its low lands, steeps and semi-deserts combined with hot, warm and cold climates and varied way of life makes it a country of contrasts. Despite the poverty, Ethiopia is one of the most culturally rich countries in the world, where over 70 languages are spoken by different ethnic groups. It has its own alphabet and numbering systems.



Map of Ethiopia

Source: <http://www.cia.gov/cia/publications/factbook/geos/et.html>

Ethiopia has an estimated population of 65 million of which the majority live in highland areas, often isolated from the outside world and neighboring communities. The country scores lower in almost all social and economic indicators and finds itself at the bottom of global human development index. In 2000 it ranked 168<sup>th</sup> out of 173 countries<sup>2</sup>. The challenges of providing

<sup>2</sup> see <http://www.undp.org/hdr2002/hdi.pdf>

education, health services, clean water, market access are formidable. The average per capita income of Ethiopia is less than half a dollar a day. The largest part of the country is inaccessible by roads as it has the lower road density per capita in the world. Table 1 shows some major social and economic figures.

Table 1. Major social and Economic Indicators of Ethiopia

Social and Economic variables	Indicators
Population	65,400,000
Area	1,098,000 sq km
GDP at market Price	\$5.98 billion
Total External Debt	\$5.4 billion
Contribution of different sectors	
Agriculture	45.4%
Industry	11.2%
Service Sector	43.4%
Social Sector	
Poverty headcount	45.5%
Infant Mortality Rate	97/1000
Child Mortality Rate	167/1000
Maternal Mortality Rate	705/100000
Access to Health Services	50%
Immunization rate	60%
Health share of total budget	5.2%
Gross enrollment ratio	45.8%
Education share of total budget	12.5%
Infrastructure	
Telephone density	0.5%
Road density	28/1000km <sup>2</sup>
Languages	Amharic Oromignnia, Tigrigna, Afar, Somali and others

Source: Economics Intelligent Unit, June 2002 Edition

The majority of people in Ethiopia live in rural areas; therefore, poverty is a rural phenomenon. The urban population that accounts for about 15% has also a high rate of poverty incidence. Poverty is extreme and real; for example the gaps are so high in the capital Addis Ababa, where stream of beggars walk side by side with expensive cars. Extensive urban migration over the last few years has also put pressure on social infrastructure in most towns. Social poverty is on the rise; the majority of the population does not have access to safe water, education and healthcare. The high prevalence of HIV/AIDS has also put a significant pressure on the economy and the social infrastructure.

Social poverty is exacerbated by low technical and institutional capability in civil service that in turn led to poorly implemented programmes and projects throughout the country. The civil service, although highly disciplined, is poorly educated and traumatized by the generation of politicization. Politically, Ethiopia is one of those horn African countries that have been undergoing long-term civil wars. Ethiopia's feudal system that was followed by Derg regime led

to twenty years of civil war. Economic reform thereafter was set back by its war between with Eritrea that has eroded confidence and led to decline in foreign direct investment. This is compounded by the plunge in international coffee prices, severe episode of drought and deterioration of the country's international terms of trade.

The transition to the federal system and extensive decentralization has also been disruptive to the economic progress. Ethiopia has a four-tier government system – federal government, regional states, zones and districts. There are nine regional states, two special city administrations (Addis Ababa and Dire Dawa), 66 zones and 550 districts (known as Woredas) and six special districts. Extensive power is assigned to each regional state that can establish its own government and democracy according to the federal government's constitution. Each region has its apex regional council where members are directly elected to represent the districts and the council has legislative and executive authority to direct internal affairs of regions. The councils implement their mandate through executive committee and regional sectoral bureaus. This structure of council, executive committee and sectoral public institutions is replicated to district (Woreda) levels. Such an elaborate system was put in place with costs. The process of decentralization was slow and bureaucratic in turning expectations to realizations. A recent initiative to decentralize public decision making and project implementation at Woreda levels seems to have added to the complexity.

Nonetheless, recent government openness for improving the situation focusing on long term development through Agricultural Development Led Industrialization (ADLI) has showed some prospects in productivity, improvement of rural infrastructure, private investment and mobilization of external resources. The philosophy of ADLI is that through widespread extension services, promotion of fertilizers, good farming practices and injection of better seeds, farmers can realize their potential; poverty will directly be reduced and resources will be freed for broader development goals.

The focus on rural areas and small household led to expansion of agricultural extension and credit schemes, primary education, primary health care, rural water supply and rural roads. For example, there has been steep improvement in primary education. The gross enrollment ratio has increased from 35% in 1999 to 45.8% in 1999. In addition the government launched civil services reform and decentralization and empowerment programmes focusing on districts and human and private sector development. Efforts are underway to reform government procurement, enhance internal audit, implement performance appraisal, improve incentive systems to spur services delivery and overhaul the judicial sector.

Assessing the progress of such a reform, the International Monetary Fund and the World Bank agreed to provide US\$1.9 billion debt relief under the enhanced Highly Indebted Poor Countries (HIPC) Initiative to be effective in one year after the successful implementation of the Poverty Reduction Strategy. The government feels that it is undergoing unprecedented private sector and civil society representation in the poverty alleviation strategy. A consultation process that involved the civil society is underway.

In addition, there is a significant improvement in the condition of marginalized groups particularly ethnic groups and women. The government issued a national policy on women in 1993; this was reinforced by other subsequent measures including improvement in education, health, social welfare, population, environment and regional policies. Structures were put in place at national level including the creation of Women's affairs office in the Prime Ministers' offices and gender focal points at various ministries and commissions, and women affairs bureaus in regional and zonal levels throughout the country. A women development initiative that aims

towards strengthening women institutions and providing information communication and education has been launched by the Women Affairs office. A significant progress was also made in bringing the plight of women to fore particularly through the Ethiopian Women Lawyers Association.

Nevertheless, experts believe that social and economic woes of the country are far from being resolved unless concerted efforts are made in putting well thought out policies and strategies based on objective evaluation of the causes of rampant poverty and taking global dynamics into account (Demeke 2002). Agriculture alone cannot save the country from poverty that does not show sign of improvement. They argue that focus should be made on untapped potentials such as tourism, the manufacturing sector and information and communication technologies.

ICT does not only provide opportunities for the youth to participate in global economy, but is also important in increasing the ability of people to learn, innovate and act differently. It may be a companion in the bid to fight against poverty. The civil society has a considerable impact in promoting ICT as one of the key sectors for development.

## **II. Introduction to Civil Society in Ethiopia**

Despite a growing general understanding through the media and at workshops, the concept of a “civil society” has not taken root in Ethiopia. Opinions differ as to who and what the civil society represents, for example traditional community based organizations such as “idir<sup>3</sup>” could be regarded as civil society or not. In fact proliferation of modern NGOs seems to have undermined Ethiopia’s traditional community structures such as saint’s day peer groups, funeral association (“idir”), range management association, saving collectives often known as “iquib” and church and mosque congregations. These were not given the chance to make the society more civil and to move away from the narrowly defined activities to development opportunities on a meaningful scale. Their significant local influence in the form of clan and extended family association was not exploited to develop a collective advocacy and implementation force.

There is little agreement as to whether the civil society includes the public realm between family and government excluding private sector, or whether individual representing others (sometimes themselves) can be taken as civil society. The size of civil society is also a matter of argument – is community a civil society? Is civil society a mere aggregation of association of people? The risk and liabilities that people expect from being involved in civil society is also an issue of concern (Hyden, 2002).

However, there is a general consensus on the fact that civil society stands as a key force of development and that it includes myriads of “public voice” advocates and actors. Many agree with the fact that it cuts across gender, regional, ideological, political and professional lines. Civil societies focus on burning issues such as national culture, identity, social cohesion, peace, human rights and democracy. According to Dahal (2001), civil society covers economic societies such as chambers of commerce, cultural and social associations, educational and information institutions such as journalists associations, promotional and protective interest groups, civil organizations, relief and development associations including NGOs, advocacy groups focusing on gender and human right issues, public trust organizations and private philanthropic organizations. In Ethiopia, civil society seem to follow the above definition by Dahl covering everyone in the

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<sup>3</sup> Idir is funeral association of people belonging to same community (physical location, belonging to same clan or village or organizations). It often extends to member’s contribution in the time of sickness or during marriage ceremonies.

public realm including civic organizations such as professional societies, trade unions, community based organizations, clubs, churches, women and youth organizations and the unique community based organizations cited above.

A very close examination shows that Ethiopia's civil society is built around the poverty crisis facing the country. It is mostly organized around crisis and poverty alleviation topics such as agriculture, conflict management, displacement, HIV/AIDS, integrated rural development, disabled, health, education, income generation, information services, youth, refugees, street children, women issues, peace, governance, food security, self-help and youth<sup>4</sup>.

Three major institutions are responsible for registration of civil society in Ethiopia. The Ministry of Justice registers associations, unions and others which it regards as "associations". The Federal Disaster Prevention and Preparedness Commission (DPPC) registers NGOs and civil society organizations working in relief and rehabilitation area. The Ethiopian Science and Technology Commission supports professional associations and keeps track of their profiles<sup>5</sup> and renders technical support in setting up their by-laws and their constitutions and provides modest financial and printing assistance for the holding of conferences, workshops and symposia.

Apart from the list provided by the Ethiopian Science and Technology Commission, the data on the size and areas of focus of the civil society organizations was not readily available to the author from the Ministry of Justice and the Disaster Prevention and Preparedness Commission<sup>6</sup>. However, it is estimated that there are about 1,500 civil society organizations excluding local and international NGOs. The Christian Relief and Development Association (CRDA) that registers the majority of relief and rehabilitation NGOs lists 212 members as of August 2002 of which 78 are international and 134 are local. Many believe the size of civil society organizations in Ethiopia is very small compared to the overwhelming challenges facing the country.

Except for those members of CRDA, the majority of civil society institutions are weak and lack the necessary experience. There is over concentration of civil society organizations in urban areas (mostly in Addis Ababa), low level of motivation, poor and fluctuating membership base, overlap of activities and sometimes competition for external aid. They are divided along supporters of different social and political opposition and courses of actions and those who are neutral. Except for the work of the Christian Relief and Development Agency, the civil society is fragmented and uncoordinated.

One could easily reckon that information and communication technologies are at the bottom of the list of most of civil society institutions that have been created to respond to famine crisis in Ethiopia. However, the introduction of low cost electronic mail based on Fido technology in early 1990s and subsequent introduction of the Internet spurred significant interest in use of ICTs for communication and information exchange. The low level of Internet, content and communication infrastructure and resulting in the low quality of services have pressed some of the civil society organizations to lobby for improved services and better ICT policies. The following section provides a glimpse to the ICT status in Ethiopia followed by the ICT policy process and the role of civil society.

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<sup>4</sup> For a complete sectors of focus of the civil society see <http://www.devinet.org/organsearch.asp>

<sup>5</sup> <http://www.telecom.net.et/~estc/Associations/profass.htm>

<sup>6</sup> Bureaucratic channels should be used to get a piece of information on civil society

### III. Status and Information and Communication Technologies use by Civil Society in Ethiopia

Ethiopia's ICT infrastructure is one of the lowest in the world. A survey carried out by International Telecommunications Union<sup>7</sup> in June 2002 shows that sectoral absorption, geographic dispersion and the sophistication of use of ICT in Ethiopia are the lowest (see table 2.) There were about 351,6000 telephone lines for 65.4 million people, resulting in a tele-density of .53% in June 2002. Ethiopia has about 43,000 mobile subscribers, a figure very small compared to the size of population. Over 150,000 customers are waiting to get their first telephone lines. Hundreds queue for securing their first mobile phones. There is also a significant variation between urban and rural areas. Over 60% of the telephone lines are concentrated in Addis Ababa.

Table 2. A Review of ICT Status in Ethiopia Based on MOSAIC Group's Framework for Studying the Diffusion of the Internet

Dimension Value	Value	Comment
Pervasiveness	1	Experimental, about 0.1% of the population has access to the Internet
Geographic Dispersion	1.5	There are 8 remote towns that have access
Sectoral Absorption	0.5	Very low, limited connectivity to government and key sectors such as health and education
Connectivity Infrastructure	1	Thin, uplink to Internet us 4 Mbits/sec and 10 Mbit/sec down link
Organizational Infrastructure	1	Single ISP, no competition
Sophistication of Use	1	Minimal use of the Internet by all segment of the society

Source: ITU, Internet from the Horn of Africa: Ethiopia Case Study

The Internet connection is far too high for the majority of civil society institutions. The local service provider (Ethiopian Telecommunications Corporation) has recently revised the cost of the Internet making it more affordable to the civil society; however, the cost of equipment and telephone charges are still high for the civil society and the majority of Ethiopians who survive with less than \$1 a day. The survey indicated above showed that the majority of Internet users are from the private sector which accounts for 66%, international organizations and embassies 20%, the academic sector about 9%and the government the remaining 5%. There is no specific break down for civil society organization. However it is estimated that the civil society organizations comprise about 15% of the 60,000 Internet users in Ethiopia. These are mainly located in Addis Ababa.

A significant growth of Internet use by the international NGO sector had considerable influence on its adoption by the rest of the civil society. A survey by the Christian Relief and Development Association shows that 148 of its 212 members (70%) have e-mail accounts. Nonetheless, the number of civil society institutions providing online content is limited. Civil society organizations

<sup>7</sup> <http://www.itu.int/ITU-D/ict/cs>

account only for about 5% of the content hosted by the two<sup>8</sup> major web-hosting companies in Ethiopia.

Some of the civil society organizations that are online include:

- ❑ Abebech Gobena Orphanage School, <http://www.telecom.net.et/~agos/>
- ❑ Action Professional Associations for the People, <http://www.telecom.net.et/~apap/>
- ❑ Children and Family Affairs Organization of the Ethiopian Orthodox Church, <http://www.telecom.net.et/~eoc-cfao/>
- ❑ Christian Relief and Development Agency, <http://www.crdaethiopia.org/>
- ❑ Development Information Network on Ethiopia, <http://www.devinet.org>
- ❑ Ethiopian Computers Standardization Association (ECoSA), <http://ecosa.ethiopiaonline.net/>
- ❑ Ethiopian Information Technology Professional Association (EITPA), <http://www.eitpa.org>
- ❑ French Center for Ethiopian Study (CFEE), <http://www.cfee-fces.org/>
- ❑ Pact Ethiopia, <http://www.telecom.net.et/~pact/>

E-mail is the most commonly used tool by civil society representing 90% of their Internet use. An “online cultura” that aims at discussing key social and economic development issues is absent. Civil society institutions have also limited capacity in using the Internet for their social change missions. Traditional techniques such as workshops and swapping documents using “motorbike post men” are preferred routes than electronic mailing lists. Information technology has yet to be integrated into the overall business processes of civil society organizations.

In an effort to improve the situation, the British Council and the Christian Relief and Development Association (CRDA) in collaboration with Panos Ethiopia, Save the Children UK and Oxfam Canada and Care International have recently established DEVINET<sup>9</sup> (Development Information Network on Ethiopia) to support the development of civil society by collating and publishing information generated by NGOs and other development organizations on web sites. Training was provided to information staff of NGOs to participate in information sharing. The ultimate goal is to support civil society organizations to build their own information management and publishing capacities. Such capacity would increase their participation in the ICT policy process.

#### **IV. ICT Policy and Strategy Development in Ethiopia**

The Federal government has been taking steps towards developing ICT policies in four broad-areas – namely telecommunications policy, media policy, Internet policy and a broad-based national ICT policy and strategy. The following section discusses progress in the four areas in more detail.

- **Telecommunications Policy**

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<sup>8</sup> <http://www.ethiolink.net>, <http://www.telecom.net.et>

<sup>9</sup> [www.devinet.org](http://www.devinet.org)

Major activities in telecommunication sector reform began with the issuance of a regulation on telecommunications by the Council of Ministers in April 1999. The regulation defined the role of the Ethiopian Telecommunication Agency (ETA) as a regulatory authority and that of the Ethiopian Telecommunications Corporation (ETC) as an operator. The Ethiopian Telecommunications Agency was given a power to license and supervise operators of telecommunication services, to develop universal service strategies and to enforce quality of services and manage resources such as numbering and radio frequency while the ETC was entrusted with the task of maintaining and expanding telecommunication services.

However, these responsibilities have been mixed up to now due to lack of capacity by the ETA and unwillingness of ETC to be regulated. The Ethiopian Telecommunications Agency was not fully functional due to lack of the necessary resources and the technical and legal capacities to implement the policy guidelines set out by the Council of Ministers. ETA is being supervised by a “supra” ministry of infrastructure that oversees the transport, communication and energy sectors. The Ministry controls all service delivery in telecommunications sector and the works of ETC and ETA.

As a result, the telecommunication service is still a monopoly by the government. The use of telecommunication technology that bypasses the local network is strictly forbidden. Independent VSAT connections and satellite phones are not allowed. Wherever appropriate, VSAT terminals are only allowed with traffic compensation fee and the surrender of the equipment to the incumbent operator even if the equipment is bought by the subscribing institution. Reselling telecommunications and value-added services such as the Internet is not allowed.

However, despite concerns for reselling of phone services, there are a large number of phone shops reselling services charging three times of what is ordinarily being charged by the national telecom operator. A growing number of cyber cafés were also tolerated to resell Internet services in Addis Ababa.

Some experts believe that the reason why cyber cafés and phone shops were tolerated is due to government’s openness for gradual liberalization of the sector. Recently the government issued a bid for strategic investor to purchase 30% of the share of the ETC which was valued at \$300 million dollars. Observers of the regulatory process in the country assert that a growing conflict between the interest to liberalize the sector and the concern to control service delivery and lack of interest by strategic investors may thwart the process at least for one or two years. The problem is not with the interest to liberalize but rather on the speed of implementation. On one hand the government shows a commitment to decentralize and liberalize the sector, while on the other hand it follows a more authoritarian stance built around the centralized control. Although the civil society has a key role in putting pressure on the government for speedy but phased liberalization of value-added services such as the Internet, this has not been achieved due to lack of coordination.

- **Internet and e-content Policy**

There is no official Internet policy in Ethiopia that governs domain names, intellectual property rights, security, privacy, ethics and etiquette and e-commerce legislation. It is understood that those subscribing to Internet services abide by the rules of the land and follow globally-agreed ethical standards. There is no quality of service standard to which the regulator and the civil society refer as regards to the Internet. The Internet link is relatively congested during working hours and some of the packets are dropped making it difficult for users to get a healthy

transmission and communication. Despite frustration at individual levels, there has not been a civil society voice to bid for improvement of the quality of services.

Reselling Internet services is illegal, but cyber cafés are tolerated regardless of their contravention of the current telecommunication policy. Hotels and institutions such as the British Council and the Ethiopian Chamber of Commerce offer a wide range of services to their constituencies. In addition to the lack of standardized content policies, the government faces a significant policy challenge in the use of Voice over IP. Voice over IP is not allowed by the law. Cyber cafés providing the services were forced to shut down and the staffs were sent to jail. The reaction of civil society to the closure of cyber cafés was mute. Despite technical and legal blockage, it is possible for most of the cyber cafés to continue providing the service illegally.

Domain management is another area of policy vacuum. The Ethiopian Telecommunications Corporation began to register domain names recently. There are no official guidelines as to how to manage domain names and settle trade-mark disputes. Policies on management of sub-domains, use of open software and content and domain names in local languages have yet to be issued.

Ethiopia has 25 official languages with three different scripts which make the use of the Internet and the management of domain rather complex. Efforts towards building and standardizing Ethiopic script have been quite slow. There is no standard that defines Ethiopic character sets. Every software developer chooses the character sets that he/she wants to adopt. This has created serious problems in searching and retrieving information. The lack of standard has made efforts towards Ethiopic Keyboard Layout and Ethiopic/Latin transliteration rather difficult.

In June 2002 The Ethiopic Standards Association (ECOSA)<sup>10</sup> that comprises key experts in language studies and computing announced that it has developed a final draft of the "Ethiopic Character Set". Although it is believed that this would contribute towards standardization of Ethiopic Keyboard, Ethiopic Encoding System, Ethiopic/Latin transliteration and Ethiopic XML and would also facilitate information search and retrieval, the harmonization of the fragmented Ethiopic software development driven by diverse commercial interest is still remains a challenge. Except for ECOSA there is no other civil society institution that is concerned with Ethiopic language.

- **Media Policy**

A significant improvement has been achieved in the Ethiopian media particularly in providing coverage over the last ten years. About 70% of the population can now be reached by radios. Given the adult literacy rate that stands below 40% and the diversity of languages spoken by different ethnic groups, radio remains one of the most important tools for social and economic development in Ethiopia. Despite progress made in allowing private printing press, the freedom for expression through broadcasting media and exploring alternative forms of communication including community radios, voice of the Internet is not allowed.

In article 29, the Constitution stipulates the rights for freedom of expression, the prohibition of any form of censorship and the free flow of ideas and opinions. The government still controls the broadcasting media.

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<sup>10</sup> <http://ecosa.ethiopiaonline.net/>

Ethiopia did not have a broadcasting regulatory agency until very recently. In the absence of a broadcasting agency, the Ministry of Information, Ethiopian Telecommunications Corporation and the Federal Council of Ministers have been the regulators of the media. The Ethiopian Broadcasting Agency that was supposed to be established immediately after a broadcasting law in 1999 is still organizing itself. Its independence and capacity to deal with complex issues of media regulation, global governance and convergence are questionable as members of the boards of the Agency are appointed by the government and report to the Prime Minister and it has not yet established its office. Among the responsibilities indicated by the proclamation are:

- Issuing, suspending and canceling broadcasting licenses
- Allocating radio frequencies in consultation with the Ethiopian Telecommunications Agency
- Controlling prohibited and illegal transmissions
- Protecting children
- Promotion of objectivity and pluralism, respecting of human dignity.

In addition to the slow process in the operationalization of the Ethiopian Broadcasting Agency, there was dissatisfaction with the press law on the side of the civil society in Ethiopia. The law does not explicitly allow religious organizations and political practices as well as foreigners to apply for licenses (Panos, 2001).

Another emerging and critical aspect that is being debated by the civil society organizations but not covered in the broadcasting law is the licensing community broadcasting. A meeting organized by Oxfam Canada in January 2002 that discussed community radio for the horn of Africa recommended the need for increased sensitization of government, civil society and development agencies on the importance of community broadcasting, the setting up of a national and regional taskforce and lobbying the government for appropriate legislations that facilitate diffusion of community radios in the country. Significant opportunities and challenges face community broadcasting and civil society in Ethiopia.

- **National ICT Policy and Strategy**

The development of a broad-based national ICT policy in Ethiopia began in early 1997. The Ethiopian Science and Technology Commission that was active in developing national scientific and technological network assumed the role of ICT policy formulation. As preparation to the first African Development Forum (ADF'99)<sup>11</sup>, the Ethiopian Science and Technology Commission held a meeting on ICT policy that made recommendations for setting up a task force that develops a draft ICT policy. The Prime Minister Office has also commissioned a study that identified gaps in ICT use in the country particularly in civil services and recommended various options. These and other subsequent processes led to the formulation of ICT policy document that was made available for consultation.

In addition a national workshop on ICT policy held in March 2001 and followed by a conference was organized by the British Council with a title "Ethiopia in the Knowledge age" in June 2001. After soliciting comments through the workshops and online via a web site from various

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<sup>11</sup> <http://www.uneca.org/adf99>

stakeholders, the ICT policy document<sup>12</sup> was forwarded to the Council of Ministers that adopted it in early 2002.

The document emphasizes the need for harnessing ICTs in transforming the public sector, education and health sectors, and building the necessary capacity in deployment of the infrastructure. It also discusses needs for human resources development and building and strengthening institutions. However, as it was written from the perspective of the government, it does not outline the process that led to identification of these key sectors and the way in which civil society and the private sectors participate in implementing the policy. For example, it does not provide strategies for meeting universal access, improving the meaningful use and appropriation of ICTs and dealing with regional and international issues confronting ICT policies.

It is the view of the author that the ICT policy was not drawn from a broad-based consensus. For example, the policy document was not adequately debated by well-informed parliament about the significant role of information and communication technologies in Ethiopia. However, the government recognizes the role of information and communication technologies for development and the need to move from policy making to implementation of programmes. Among the key programmes currently being considered are:

- Increasing use of information and communications in key sector such as health, education, agriculture and environment
- Building ICT capacities in over 350 government offices throughout the country
- Developing telecom and Internet infrastructure and aligning them with development around district
- Reforming the telecommunications sector

One of the key sectors that needs intensive ICT introduction in Ethiopia is the education sector. So far the primary education is virtually untouched by ICTs. Out of 12,000 primary schools, there are less than 10 that have Internet access. Only 10 out of 424 secondary schools have some form of Internet access. The tertiary education systems which comprises of six universities and three poly-technique institutions with a total of 70,000 students have limited access to the Internet. Internet is available to departments that have some foreign funds. There is no central national academic network that facilitates access and resource sharing among tertiary education. The regulatory framework does not direct access to Internet via VSAT and others.

The Education Sector Development Programme envisages expansion of primary education enrolment from 3.35 million pupils in 1996 to seven million 2001/2002 reaching a national average of 50% enrolment. At the same time girls' participation in education is expected to reach 45%. This put a tremendous pressure on availability of resources including textbooks. The civil society could play a significant role in promoting a phased access to ICTs in schools and the education sector.

Health is another sector that could benefit from the implementation of the national ICT policy. The government aims at providing comprehensive and integrated primary health-care services based at community level health facilities, appropriate first referral and other hospital services, rehabilitation and expansion of basic infrastructure, provision of standard equipment and supplies, and deployment of appropriate health workers. The increasing HIV/AIDS infection is

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<sup>12</sup> <http://www.telecom.net.et/~estc/ICTPolicy/index.htm>

also a concern to the health sector. The policy intends to explore concerted programmes in utilizing ICTs to meet the above objectives and deal with the concern of HIV/AIDS. In addition the government launched an ambitious e-government programme aiming at building ICT capacities of over 350 public offices throughout the country. The project which is estimated at about \$22 million dollars aims to increase service delivery to the people and improve revenue collection, communication and information exchange among government offices at district (wereda), zone, regional state and federal levels. It is believed that all these programmes require strong civil society participation.

## **V. Addressing Cross Cutting Challenges**

The key drawback in the policy process and the IT policy document is lack of attention to the cross cutting issues such as gender, intellectual property right, security and privacy and universal access to information and knowledge. Although these are fundamental both to the civil society and the government, they are not extensively discussed in the ICT policy.

### **a) Gender issues**

Women are at the most disadvantaged groups in Ethiopia due to long-standing cultural, social and economic barriers. The limited capacity of women's organizations, the wrong perception adopted by some women due to lack of experiences, the traditional stigma and inadequate participation of girls in science and technology are major factors for marginalization of women. What is more, women were not part of the design, implementation and evaluation of information and communication technology policy and projects in Ethiopia. They are grossly under-represented in the ICT policy formulation process. All those that drafted the policy document were men.

A significant work lies ahead in strengthening women participation in the ICT policy process, thereby including women needs and perspectives, developing mechanism for collection of gender disaggregated data, improving use of ICTs to increase the quality of life of rural, urban, business and working women, mothers, girls and growing segment of out of school and out of job women. The civil society could play a key role in mobilizing resources, in undertaking research, advocacy, action and evaluation of the implication of ICTs programmes for women.

### **b) Universal access to information and knowledge**

Another area that seems to have been overlooked by the ICT policy and its implementation programme was universal access to knowledge and communication technologies. Although universal access strategy is being developed by the Ethiopian Telecommunications Agency, the current universal services goals are limited to voice services rollout to district levels ultimately reaching farmer associations and small towns all over the country. Basic voice services are the primary concerns to the policy makers, and in fact were very much used as excuses for keeping the Ethiopian Telecommunications Corporation as a monopoly. The convergence of technologies now demands a move beyond voice services. The policy overlooks the freedom of the society to explore various means of communication tools and technologies to access knowledge.

In addition to a number of cyber cafés operating in Addis Ababa and a few other towns, experiments were undertaken by the British Council on community access models in the country. The British Council has assisted in the establishment of two tele-centers: one in Woliso, a town 116 KM from Addis Ababa, and another one in Axum, a historic town of obelisks. The latter was aimed at increasing Internet access for the tourists and local people. Although these may not produce impacts in terms of scaling and meeting the needs of the communities concerned, the

introduction of the concept of tele-centers to the country has been greeted positively by the civil society organization. Study on the Woliso tele-center shows that its services were limited due to early closure and lack of adequate resources to maintain full time Internet access.

Limited attention to the cross-cutting challenges above shows that, the Ethiopian civil society organizations can act as a key force for integration of gender dimensions, human right issues including privacy, and security and the creation of more tele-centers that help the public to utilize multiple technologies and tools including community radios to solve their development problems and to engage with the government. The integration of new technologies in the work of the civil society organizations would not only enhance ICT access to rural areas but also help to increase the flow of indigenous and locally produced useful knowledge to counter commercialization of information that can erode cultural values and experiences of the society. The promotion of equal access to knowledge would in turn promote meaningful social appropriation of technologies by all.

### **c) Intellectual Property and Global ICT Governance**

The ICT policy barely touches the issues of intellectual property rights and global ICT governance. Despite enormous challenges of multilingualism that require cost effective software and experimentation by institutions and organizations with various open software tools, free software is barely discussed in the policy document. Electronic commerce is at an early stage in Ethiopia. The laws and regulations pertaining to trust, privacy and security, electronic transaction and digital signature have not been adopted and discussed as key policy challenges. At technical levels, most banks have now begun to look into electronic transactions. Currently they use international direct dial to participate in SWIFT, MoneyGram, Citi-Bank and Western Union financial transfers. Ethiopians can receive foreign currency through these services but are not allowed to send foreign currency out of the country. This has a significant bearing on competition in global e-economy.

Although the draft information policy paper mentions the issue of privacy and security, extensive work is still needed to understand the implication of electronic commerce and global decision making to the country. There was hardly any debate on issues pertaining to Internet governance (ICANN), WTO and ITU. Lack of skilled human resources, limited civil society organization's capacity and inadequate networking between those participating in negotiating in cities such as Geneva and Washington and those actually implementing ICT projects on the ground are the major bottlenecks for limited civil society involvement in these issues.

## **VI. Civil Society in the ICT Policy Process in Ethiopia**

Engaging civil society in the policy process is a primary step towards improved access, meaningful use and social appropriation of ICTs (Gomez and Martinez). Participation of civil society in the policy process could improve the quality of policy making by allowing the government to tap into wider sources of information and perspectives. Civil society could also assist the government to understand the needs of the society better, help in integration of public voices and concerns in the ICT policy and increase transparency and accountability in the regulatory framework and policy process. As indicated above, the level of engagement of the civil society in ICT policy process in Ethiopia has rather been minimal. Poverty, political setting and the inherent capacity of civil society organizations were the key determinants for the level of participation of the civil society in ICT policy process.

- **Poverty**

Alleviation of poverty has been the major task of civil society in Ethiopia. Poverty is the cause and effect of weak civil society (Hyden, 2002). A close look at the work of civil society organization in Ethiopia shows that the vast majority are engaged with rural development, gender, human rights, street children and relief support. Although these have been using information and communication technologies for their own internal operation, their attention to ICTs from the policy perspective was rather limited. Poverty put limit on how much time civil society organizations devote to other areas and overtook the space of engagement between civil society and government in a realistic policy process.

- **Political and Governance Factors**

The next and perhaps most important challenge to civil society engagement in the policy process was the openness of the government. The government thus far did not invest adequate resources and did not commit to consult with the civil society organizations in the area of ICT policy. There has been limited dialogue between members of the parliaments and those drafting ICT policies, and as a result the needs of different constituencies were not reflected in the policy process. Poorly-designed consultation process has also been exacerbated by the cynicism on the impact of policies and the lack of interest by the civil society to engage with the government. A review of civil society participation based on the OECD Guidelines<sup>13</sup> for engaging citizens in policy making shows that the consultation and engagement process was far from participatory. Table 3 gauges civil society participation in ICT policy process based on the OECD guidelines.

Criteria	Description	Case of Ethiopia
Commitment	Government should commit to information, consultation and participation in policy making at all levels	Despite commitment to consultation the civil society was not engaged in the policy process
Rights	Rights to access to information, provide feedback, be consulted and actively participate in the policy process should be articulated in the policy	Civil society had the right to provide feedback to the policy document, but the document was available only on the Internet where the majority could not access
Clarity	Objectives for, limits to information, consultation and active participation during policy making should be well defined from the outset	The document was posted without basic information on how to participate in the consultation process
Time	Consultation should take place as early as possible in the policy process in order to allow greater range of policy solutions to emerge and to raise the chances of successful implementation	Civil society was not consulted during the development of the policy document.

<sup>13</sup> <http://www.oecd.org/pdf/M00007000/M00007815.pdf>

Objectivity	Information provided by government during policy making should be objective, complete and accessible	Information provided was incomplete, for example there was no adequate information as to whom to contact, where and when...
Resources	Adequate financial, technical and human resources are needed for public consultation and active participation of civil society	There was no resource specifically allocated to engage the civil society in the policy process
Coordination	Initiatives to request feedback from the civil society should be coordinated to enhance knowledge management and ensure policy coherence, avoid duplication and reduce the risk of consultation fatigue	Input from the public was not coordinated, there was no mechanism that was used to solicit input on regular bases
Accountability	Government has an obligation to account for the use they make of citizens input received through feedback, public consultation and participation	Government did not publish the input it has received from the public
Evaluation	Government should have capacity to evaluate performance of its engagement of civil society in order to adapt to new requirements and policy making	There is no evaluation criteria as to whether the civil society has participated in the process or not
Active citizenship	Government could benefit from active participation of the civil society in implementation of programmes, in awareness raising, civic education and skills building	Government did not promote civil society as a key ally in implementing ICT programmes

Based on OECD Public Management Policy Brief - <http://www.oecd.org/pdf/M00007000/M00007815.pdf>

Clearly, the government could have benefited greatly from the active and dynamic civil society participation in policy process. The civil society could also be a key ally to the government's efforts in implementing ICT programmes. Given its role in addressing the real needs of the people, the civil society could also be a tool for raising awareness, strengthening citizens' civic education, building skills and implementing ICT programmes on behalf of the government and the private sector.

### Capacity Issues

Another factor that had significant bearing on civil society participation in ICT policy process is the inherent weakness of civil society institutions in adopting and utilizing new technologies aggressively. ICT is a new area and most civil society organizations do not see the relevance beyond processing text and sending electronic messages. While some of the civil society institutions have begun to exploit ICTs for improved coordination between civil society and other

actors particularly in organizing meetings, and increasing participation in international events, joint proposals and publication, the majority have yet to understand the role of simple tools such as e-electronic mail and mailing lists for bringing people with common interest together.

The reduction of the cost of computing equipment created opportunities for civil society in Ethiopia to communicate with their peers and others world-wide increasing understanding and knowledge on local issues, shortening geographic distance and encouraging joint actions and proposals. Increased use of ICTs has also improved access to further information that traditionally was not available by other means. But the limited information and technical literacy have hampered the capacities of civil society to benefit from these opportunities. Civil society organizations also did not have the capacity to transform and adopt their own internal ICT and information management policies in order to be informed and be able to inform policies of other entities. They also need a capacity to understand global ICT governance and regional processes such as the New Partnership for African Development (NEPAD) in order to increase their voice at local and global levels and implement regional programmes at national levels.

However, this does not mean that the civil society in Ethiopia has not been active in the ICT policy arena. People are doing their best to improve the ICT policy process in Ethiopia without calling themselves civil society. For example the Ethiopian Diaspora particularly the Ethiopian Scientific Society in North America has been very active in voicing concerns on ICT policies back home. The following section highlights some of the efforts by civil society organizations to influence the ICT policy in the country.

- In 1996, a broadly constituted cross-sectoral national Internet working group supported by the Ethiopian Science and Technology Commission called Bringing the Internet to Ethiopia (BITE) drew up a plan to bring connectivity in Ethiopia, which was followed with subsequent introduction of the Internet in 1997.
- In 2000/2001, the Ethiopian Information Technology Professionals Association<sup>14</sup> hosted a series of workshops on ICT policy, competitiveness, human resources development, promotion of entrepreneurship that created significant pressure on telecommunications reform, provision of incentives for the private sector, and improving professional ethics and standards of teaching and learning of the ICT sector.
- In June 2001, the British Council hosted a conference entitled “Ethiopia in the Knowledge Age<sup>15</sup>” which brought together over 350 key policy makers from government, development agencies, academics, civil society and private sector that undertook a thorough review of the issues and provided a series of important recommendations. The meeting considered policy and regulation, infrastructure and access application, and services and human resources development. It recommended that ICT should be given priority for its social and economic development. It was highlighted that priorities should be given to indigenous content, affordable access through tele-centers, ICT education and to the inclusion of the gender dimension in the ICT policy process. It also urged for putting the institutional framework for coordination of ICT development in place. Some of these recommendations are currently being reviewed by the government. A follow up workshop that brought policy makers to the table took place in November 2002.

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<sup>14</sup> <http://www.eitpa.org>

<sup>15</sup> <http://www.ethiopiaknowledge.org>

- The Horn of Africa Capacity Building Programmes of the Oxfam Canada organized a three-day workshop on community information resource centers in May 2001 that brought together community activists from the horn. The meeting was useful to consolidate and enlarge experiences by civil society institutions to engage in the delivery of information services at community levels as part of the broader goal for establishing a civil society culture. The Mekrez Reading Association and the Illubabor Community Library Network were among the organizers of the meeting (HOACP/Oxfam 2001). This was followed by a workshop for promoting community radio in the horn of Africa in January 2002. The workshop was aimed at building a critical mass of civil society movement around the concept and practices of community radios and their relevance to the horn of Africa. The symposium took stock of experiences on community radios around the world and in the horn of Africa and discussed policy and regulatory challenges facing the alternative broadcasting. It recommended that efforts be made towards establishing alternative community media and bringing communication tools closer to the people in rural areas, sensitization of communities, governments and development agencies, setting up a task force to promote community radios, incorporating communication and learning in poverty reduction strategies, and establishing a network of community broadcasters in the horn of Africa (HOACBP/Oxfam Canada/Quebec, 2002)
- The Ethiopian Economics Association in collaboration with the Ethiopian Information Technology Professionals Association held a workshop on information and communication technologies and competitiveness in Ethiopia in August 2002 intending to explore the potential as well as the need for creating enabling environment of the ICT sector.

These and other activities show that despite over occupation with development agenda and responding to crisis, the civil society was participating in the ICT policy process to a certain extent. It could play a key role in enriching the ICT policy and participating in the implementation process. The civil society could be effective in ensuring that policy is realistic and responsive to local needs and in raising awareness of policy makers to enact enabling laws and regulations.

## **VII. Towards Fostering the Role of Civil Society in Policy Development and Implementation**

The above analysis shows that a few civil society organizations were engaged in the ICT policy process in Ethiopia, while the majority of these were attending to social and economic problems facing the country. Better strategies are needed for building a critical mass of civil society organizations in the ICT policy process. Such strategy should involve promotion of the social vision of ICTs to increase access, use and social appropriation of ICTs by the people, increasing information management and ICT capacities of civil society institutions, and linking local and global voices of civil society and strengthening information exchange on ICT policy at all levels.

Promotion of the social vision of ICT would help to increase the critical mass of civil society organizations that participate in policy making, which in turn reduces the gap between local and global policy processes. Figure 1 shows an incremental model for engaging civil society in the ICT policy process in Ethiopia.

- **Promotion of a Social Vision of ICTs**

ICT policies and programmes in Ethiopia must address the central challenges of poverty and inequality. Promotion of social vision that goes beyond putting ICT infrastructure in place to meeting development goals should therefore be the focus of ICT policy. Making poverty alleviation at a center stage of policy development process means increasing access to ICT by all citizens, giving communities greater control over what ICT services tools they use to engage with each other and the government, and empowering them to use it, supporting the actual social appropriation to solve concrete development problems such as the needs of health, job creation, transforming small business, etc. It also involves the integration of the dimensions of democracy, human rights, freedom and participation of marginalized groups such as women and youth in the policy process. Such social vision needs to be promoted and implemented by the civil society.

To build the social vision of ICT on a solid foundation, the government should create conducive environment for participation of the civil society in the policy process and include ICTs as integral component of the activities of the civil society in implementing programmes and projects or delivering services in the field (see Box I). Access to information, sound legislation and clear institutional mechanisms and consultation between government and civil society are essential for increasing ICT contribution to poverty eradication.

**Box I. Concrete steps for promotion of civil society organization' participation in promoting and implementing social vision of ICT in Ethiopia**

- create a conducive environment for civil society participation in the policy process (A national civil society and ICT policy forum)
- develop strategies for promoting ICT as a key tool for poverty eradication in collaboration with civil society ( a master plan on use of ICT in poverty eradication in Ethiopia)
- Information and communication needs analysis (a study on information and communication needs of citizens and civil society organizations)
- Strategies for integration of cross-cutting issues (e.g. human rights, gender issues) – a national platform for emerging issues on ICT policies
- promote ICT as a tool for effective delivery of services by the civil society (Community radio for engagement between civil society and citizens)
- increase the use of combination of technologies and tools for dissemination of information and knowledge to the society (training of intermediaries in use of different ICT tools – Internet, digital broadcasting (World Space), community radio, radio browsing, etc.

- **Promotion of ICTs use by Civil Society Organizations**

Effective contribution of civil society organizations to the ICT policy cannot be achieved without transformation and development of their ICT capacities. Institutional information policy, capacity for information management and technical and information literacy of staff of the civil society

organization would be important to enable CSOs to be well informed of ICTs and to inform the ICT policy at national, regional and global levels. Digitally literate civil society can make intelligent use of a mix of ICT tools to provide information to other on policy issues, to engage citizens and government in policy process and increase participation in national, regional and global ICT governance issues.

- Box II. Strategies for improving ICT capacity of civil society organization in Ethiopia**
- Ongoing training on information literacy (searching skills, databases management, etc.) and content development (could be carried out by CRDA and others),
  - Training on other opportunities offered by ICTs (e.g. online discussions, exchange of case studies, sharing of best practices)
  - Holding of a national CSO workshop on ICT Policy and global decision making
  - Development of a toolkit on institutional information strategy for CSOs
  - National Internet and information week
  - Training on how to use various technologies for delivery of services to the poor

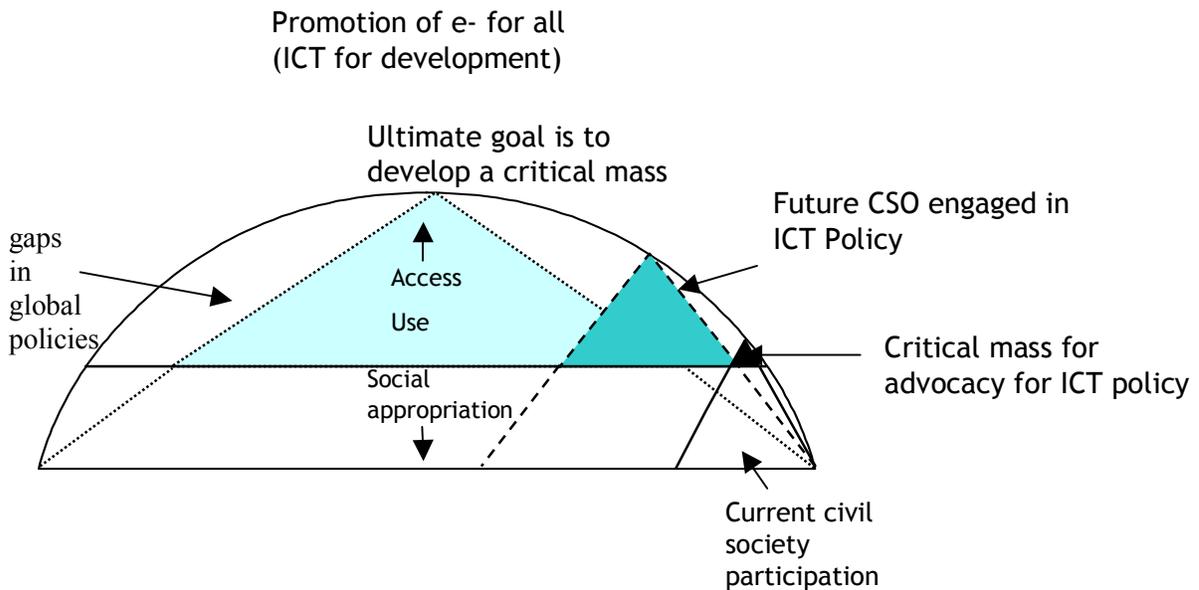


Fig. 1. Incremental approach to building critical mass of civil society the engage in ICT policy making and reducing gap in international policy making

- **Linking the Local Voice to Global Voices**

Since ICT policy issues transcend national borders, linking Ethiopian civil society organizations to the global civil society would: a) expose ICT policy challenges at local levels to the global community, b) help local civil society to participate in the global decision making on information and communication technology issues, c) promote solidarity between local civil society and the global communities working in bridging the digital divide. Lack of local capacities in global ICT policy issues makes the assistance of international CSOs including that of the Association for Progressive Communications very critical.

Box III. Strategies for connecting local voices to global voices

- create a national ICT policy CSO development and support center that offers training, advice and help to bridge local and global concerns
- create a web site or public space for CSO engagement on global ICT governance issues and local activities
- Continuously update the directory of CSOs

- **Strengthening Information Exchange**

Finally, it is useful to build information exchange to increase the interaction between civil society and its stakeholders on ICT policy development and implementation. A local ICT policy exchange network that links civil society organizations with research centers and other relevant bodies including regulators and policy makers would be useful to:

- increase ongoing interaction on the role of civil society in ICT policy development and implementation of ICT programmes,
- contribute to development of a knowledge base and quantitative and qualitative indicators on impact of ICT policies to evaluate the process of policy making and engagement
- help to bring forward emerging ICT policy issues of global and national concern including open software, intellectual property rights, security, etc.
- strengthen efforts by civil society institutions including the Development Information Exchange on Ethiopia (DEVINET) initiative.

The foregoing analysis of social and economic situation and ICT policy making in Ethiopia and the level of participation of the civil society so far indicates that getting access to and improving use and social appropriation of ICTs will take sometime. Thus a pragmatic and incremental approach to ICT policy development is required. The iterative engagement process for the Ethiopian civil society in ICT policies should be promoted. Such a strategy should aim at promoting ICT use by civil society organization to harness ICTs to meet the challenges on the ground while at the same time opening dialogue between local CSO and others to deal with challenges of globalization and information society. Capacity building programmes are therefore needed to build a critical mass of civil society organizations in Ethiopia that participate in design and implementation of ICT policies locally and reinforce global civil society force in addressing global governance challenges.

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Annex II – List of Civil Society Organizations in Ethiopia

Web sites

List of Ethiopian Professional Associations –

<http://www.telecom.net.et/~estc/Associations/profess.htm>

Members of the Christian Development and relief Agency -

<http://www.crdaethiopia.org/Members%20Profile/members.htm>

Other Development Network NGOs

<http://www.devinet.org/organsearch.asp>

Civil society organizations with their email list

<b>Name of Organization</b>	<b>Gender Focal Person</b>	<b>E-mail Address</b>
Agency for the Assistance of Refugees, Displaced and Returnees (AARDR)	Mr. Amanuel Worque Abebe	AARDR@telecom.net.et
Abba Woldetensae Gizaw/s Mother and Children Welfare Association	Zenebe Mamo	-
Abebech Gobena Orphanage and School	Ms. Abebech Gobena	agos@telecom.net.et
Action Aid Ethiopia	Ms. Hirut Bekele	HirutB@actionaidethiopia.org
Action for Development	-	afd@telecom.net.et
Action Professionals Association for the People (APAP)	-	apap@telecom.net.et
ADDA		Adaal@telecom.net.et
Addis Ababa Muslim Women Council (AAMWC)	Mrs. Bedria Mohammed	aamwc@telecom.net.et
Adventist Development and Relief Agency	Mr. Gelgelu Sodu	Adra-et@tadis.gn.apc.org
Afar Pastoralists Development Association (APDA)	Ms. Valeri Browning	afarpastoral@telecom.net.et
African Development Aid Association (ADAA)	Mr. Desta Buli	-
African Initiatives for a Democratic World Order (AIDWO)	Ms. Hanna Tequale	kebede@yahoo.com
African Village Academy		avfs@telecom.ent.et
Africare	Dr. Robert B. Kabgo	afrieth@telecom.net.et
Agency for Co-operation and Research in Development (ACORD)	Mr. Asfaw Mekonnen	acord.eth@telecom.net.et
Agri-Service Ethiopia (ASE)	Ms. Frehiwot Gebeyehu	ase@telecom.net.et
All Amhara People's Organization (AAPO)	Ms. Mefthe Gadhaw	lion@telecom.net.et
Almaz Children and Family Support Organization		acfso@telecom.net.et
Al-Nejah Charity Organization (ACO)	Zukrufa Tahir	al-nejah@telecom.net.et
American Joint Distribution Committee	Dr. Giruma Tolossa	ajdc@telecom.net.et
Amhara Credit and Saving Institution (ACSI)	Bishaw Yenew	-
Amhara Women's Development Association (AWDA)	Asmaru Berihan	-
AMREF		rhein.amref@telecom.net.et

<b>Name of Organization</b>	<b>Gender Focal Person</b>	<b>E-mail Address</b>
ANPPCAN-Ethiopia		Anppcan-eth@telecom.net.et
Anti Malaria Association		ama@telecom.net.et
Arat Kilo Child Care and Community Development	Zeleka Tena	-
Association for the Rehabilitation of Girls	Dr. Fantaye Mekbeb	C/o epha@telecom.net.et
Bahir Dar Medhanealem		Modfstc@telecom.net.et
Baptist Mission of Ethiopia	Ms. Suzanne J. Barden	bsmet@telecom.net.et
BEZA Organizing Association of Women in Need (BOAWN)	Mr. Messele Assefa & Ms. Genet Lema	-
Birhan Integrated Community Development Organization	Shashe Kebede	bicdo@telecom.net.et
Canadian Food Grains Bank		sam.vander@telecom.net.et
Canadian Physicians for Aid and Relief (CPAR)	M.s Yelfigne Abegaz	cpar@telecom.net.et
Care International in Ethiopia	Ms. Tihut Yirgu	care.eth@telecom.net.et
Catholic Relief Services – Ethiopia (CRS/ET)	Mr. Mulugeta Tassew	crs@telecom.net.et
Center for Human Environment	-	che@telecom.net.et
Center for Local Capacity Building & Studies	Ms. Meedan Mekonen	-
Centro Voluntari Marchigiani	Mr. Kebret Shifferaw	cvm@telecom.net.et
Cher Ethiopia	Dr. Alemayehu Areda	alemayehuareda@hotmail.com
Cheshire Foundation Ethiopia	Alemayehu Mamo	cfe@telecom.net.et
Cheshire Services Ethiopia		Cheshire@telecom.net.et
Children Aid-Ethiopia		Chad-et@telecom.net.et
Children’s Heart Fund of Ethiopia		chfe@telecom.net.et
Christian Aid		caid-ethiopia@telecom.net.et
Christian Children’s Fund Inc	Mr. Fikru Abebe	ccfethiopia@telecom.net.et
Christian Children’s Fund of Canada	Mr. Gebriel Galatis	ccfc-e@telecom.net.et
Christian Relief and Development Association (CRDA)	Ms. Rahel Bekele	crda@telecom.net.et
Christoffel-Blindenmission		Cbm.roe2@telecom.net.et
Church of Christ	Dr. Behailu Abebe	behailu@telecom.net.et
CIDAR		jbr@telecom.net.et
CISP		cisp.aa@telecom.net.et
Community Aid Abroad		esayascaa@telecom.net.et/shifera wcaa@telecom.net.et
Concern		concern.ethiopia@telecom.net.et
Cooperazione Internazionale	Ms. Carla Ricci	addis@coopi.org
CPAR		cpar@telecom.net.et
CRS		crs@telecom.net.et
CUAMM		Cuamm-aaeth@telecom.net.et
Dawn of Hope Ethiopia Association		Dhe@telecom.net.et
Dorcas Aid International	Ms. Genet Kebede	dorcas.eth@telecom.net.et
Dutch Inter Church Aid		dia@telecom.net.et
EECMY		Eecmy.co@telecom.net.et
Emmanuel Development Association	Ms. Tsehainesh Kemisso	Tessema.bekele@telecom.net.et
Environmental Protection and Assistant Organization (ENPRAO)	Ms. Sofia Ahmed	enprao@telecom.net.et
EOC/Child & Family Affairs Organisation	Mr. Tsegaye Berhe	eoc-cfao@telecom.net.et
EOC/DICAC		eoc.dicac@telecom.net.et

<b>Name of Organization</b>	<b>Gender Focal Person</b>	<b>E-mail Address</b>
Ethiopian Aid	Mr. Yeshiwas Bekele	et.aid/wass@telecom.net.et
Ethiopian Catholic Secretariat	Bro. Gregory Flynn	Ecs@telecom.net.et
Ethiopian Catholic Secretariat, Social and Development Commission (ECS-SADCO)	Ms. Carol Yohannes	ecs@telecom.net.et
Ethiopian Environmental NGO	Mr. Bekele Hambissa	Eengo@telecom.net.et
Ethiopian Gemini Trust (EGT)	Dr. Carmela Green Abate	geminitrust@telecom.net.et
Ethiopian Media Women Association (EMWA)	-	-
Ethiopian Muslim's Relief and Development Association (EMRDA)	Angaw Nurelegne	emrda@telecom.net.et
Ethiopian National Association of Physically Handicapped Women's Wing (ENAPHWW)	Ms. Alemtsehay Shimelis	
Ethiopian Orthodox Tewahedo Church _ Development of Inter-Church Aid Commission (EOC/DICAC)	Ms. Ayelech Tegene	eoc.dicac@telecom.net.et
Ethiopian Rural Self-Help Association (ERSHA)	Zelege Tesfaye	ersha@telecom.net.et
Ethiopian Women Lawyers Association (EWLA)	-	ewla@telecom.net.et
Ethiopian Youth League Self Help Association		eyl.seife@telecom.net.et
Ethio-Swedish Child and Youth Rehabilitation & Prevention Project (ESCYRPP)	Belayneh Dagneu	escyrpp@telecom.net.et
Facilitators for Change	Mr. Bekele Mosisa	fce@telecom.net.et
Family & Children Integrated Development Foundation (FCIDF)	Adamu Abiye	-
Family Guidance Association of Ethiopia	Ms. Konjit Kefetew	fgae@telecom.net.et
Fatumatu Zehara Aid Organization		f.z.a.o.@telecom.net.et
Finnish Mission	Mr. Heikki Penttinen	FFF@telecom.net.et
Focus-on Children at Risk	Mr. Aymro Wondmagegnehu	focust@telecom.net.et
Food Agriculture and Research Management – Africa (FARM Africa)	Ms. Zahra Ali	farm.ethiopia@telecom.net.et
Food for the Hungry International	Mr. Thomas Stocker	fhi.eth@telecom.net.et
Forum for Social Studies (FSS)	Ms. Zenebework Tadesse	fss@telecom.net.et
Forum of African Women Educationalists (FAWE) Ethiopia Chapter	Ms. Eleni Mamo	fawe.Ethiopia@telecom.net.et
Forum on Street Children Ethiopia		fsce@telecom.net.et
German Agro Action	Dr. Chala Erko	gaa.eth@telecom.net.et
German Foundation for World Population (DSW)		Mekdes@telecom.net.et
GOAL Ethiopia	Ms. Catherine Fitzgibbon	goal.ethio@telecom.net.et
Godanaw Rehabilitation Integrated Project	Sisay Wagnew	sisayw-meskel@hotmail.com
Gondar Relief, Rehabilitation and Development Association	Ms. Nigist G/Hiwot	-
Good Samaritan Association		gsa@telecom.net.et
Good Neighbours International		gne@telecom.net.et
Garbet Ledekuman	Prof. Redda Tekele Haimanot	Redda.t/haimanot@telecom.net.et
Guardian		guardian_serro@yahoo.com
Gudina Tumsa Foundation (GTF)	Mrs. Worknesh Begi	gtf@telecom.net.et
Guraghe People's Self Help Development	Mr. Woldemariam	-

<b>Name of Organization</b>	<b>Gender Focal Person</b>	<b>E-mail Address</b>
Organization (GPSDO)	W/Semayat	
Habitat for Humanity Ethiopia	Mr. Kebede Abebe	habitat@telecom.net.et
Handicap International	Mr. Olivier Francois	handicap@telecom.net.et
Harari Relief & Development Association		ibrahim@telecom.net.et
Health Aid Ethiopia & Integrated Community Development	Ms. Assegid Moges & Alemzewd H/Mariam	
HealthNet International		peterhni@telecom.net.et
Help Age International	Mr. Peter Bofin	hai@telecom.net.et
Hope Enterprise	Ms. Minas Hiruy	Hope@telecom.net.et
Hope for Rural Children & Orphans (HORCO)	Mr. Anagaw Tadesse	horco@telecom.net.et
Hope International Development Agency	Ato Tibebe Bekele	hida@telecom.net.et
HORCO		horco@telecom.net.et
HUNDEE	Ms. Almaz Ejerso	hundee@telecom.net.et
Integrated Family Service Organization (IFSO)	Ms. Mekedes Zelelew	efso@telecom.net.et
Integrated Holistic Approach/UDP	Sr. Jember Tefera	ihaudp@telecom.net.et
Inter African Group (IAG)	Hiwot Gebeyehu	iag@telecom.net.et
Inter Aide France	Mr. Frank Wiegandt	interaide@telecom.net.et
Inter-African Committee on Traditional Practices Affecting Women and Children/IAC	Ms. Almaz Haile Selassie	IAC-https@un.org
International Institute of Rural Reconstruction		iirr@telecom.net.et
ISAPSO		ISAPSO@telecom.net.et
Jerusalem Association of Children's Home (JACH)	Mr. Mulugeta Gebru	jach@telecom.net.et
Jesuit Refugee Service	Br. Stephen Power, SJ	jrsetdir@telecom.net.et
JVC		JVC-ETH@telecom.net.et
Kale Heywet Church Development Programme (KHCDP)	Ms. Yewubsefer Girma	amkhc@telecom.net.et
Kangaroo Child & Youth Development Society (KCYDS)	-	kcyds@telecom.net.et
Kembatta Women's Self Help Center-Ethiopia (Kembatti Mentti ceizzima Tope)	Dr. Bogalech Gebre & Mr. Berhanu Legesse	Kmg.selfhelp@telecom.net.et
Kind Hearts Child Aid Development Organization	Ms. Ethiopia Tadesse	kcado@telecom.net.et
Kindernothlife	Rev. Hans Joathim Kruase	German-church@yahoo.co.uk
Lay Volunteers International	Mr. Daniel Morbin	Lvia.Ethiopia@telecom.net.et
LEM, The Environment and Development Society of Ethiopia	Mr. Mogues Worku	-
Lutheran World Federation (LWF)	Dr. Colette Bouka Coula	Luthran.world@telecom.net.et
Marie Stopes International – Ethiopia (MSIE)	Mr. Getachew Bekele	msie@telecom.net.et
Mary Joy Aid Through Development	Sr. Zebidere Zewdie	Zebidere@yahoo.com
Medecins du Monde		Med-du-monde@telecom.net.et
Medicins Sans Frontier – Belgium	Eden Teshome	MSFbaa@telecom.net.et
Medico Socio Development Assistance for Ethiopia	-	-
Mekdim HIV + Persons & Orphans National Association		mek@telecom.net.et
Mennonite Mission in Ethiopia	Mr. Mekonnen Desalegn	mennonite@telecom.net.et
Menschen für Menschen Foundation	-	mfmaa@telecom.net.et

<b>Name of Organization</b>	<b>Gender Focal Person</b>	<b>E-mail Address</b>
Meserete Kirstos Church	Mr. Zemedkun Baykeda	mkrcrd@telecom.net.et
MSF-Holland		Msfh-addis-HoM@msf.org
NACID		nacid@telecom.net.et
National Committee on Traditional Practices of Ethiopia (NCTPE)	-	nctpe@telecom.net.et
Nile Children & Family Support Organisation		Ncfsoyh@hotmail.com
Norwegian Church Aid – Ethiopia (NCA)	Ms. Ejigayehu Teffera	nca@telecom.ent.et
Ogaden Welfare Society (OWS)	Abdullahi Hassan Mohamed	ows@telecom.net.et
ORDA		ORDA-1@telecom.net.et
Organization for Prevention, Rehabilitation and Integration of Female Street Children (OPRIFS)	Woubayehu Tilahun	-
Organization for Social Services for AIDS in Ethiopia (OSSA)		ossa@telecom.net.et
Organization for the Preservation of Ethiopian Environment, Cultural & Historical Heritage (OPEECHH)	-	Opeechh_eth@telecom.net.et
Oromo Self Help Organization	Mjr. Mulugeta Debebe	osho@telecom.net.et
Oromo Self Reliance Association	Mr. Bekele Wolde	wbekele@telecom.net.et
OXFAM Canada	-	genesse@telecom.net.et
OXFAM Great Britain	Ms. Metsihet Abraham	oxeth@telecom.net.et
Pact Ethiopia	Ms. Aster Birke	pact.eth@telecom.net.et
Panos Ethiopia	Ms. Seblewongel Deneke and Ms. Indra Biseswar	panos@telecom.net.et
Pastoralist Concern Association Ethiopia (PCAE)	Jwahir Hussien	pcae@telecom.net.et
Patmos International	Ms. Terhikki Jokinen	Patmos-int@telecom.net.et
Peace and Development Committee	Mr. Solomon Hailu Ambaye	pdc@telecom.net.et
Plan Ethiopia	Mr. Zein El Mahdi	ethiopia.co@plan-international.org
Pro Pride	Ms. Konjit Birhan	propride@telecom.net.et
Professional Alliance for Development in Ethiopia (PADET)	-	amarewor16@hotmail.com
Prognist	Mulumebet Goshu	netsanet@telecom.net.et
Project Mercy		pme@telecom.net.et
Ratson: Women, Youth and Children Development	Mr. Moges Gorfe	mogesg@hotmail.com
Rehabilitation & Development Organization		rado@telecom.net.et
Rehabilitation Center for Victims of Torture in Ethiopia		rcvte@telecom.net.et
Relief Society of Tigray (REST)	Mr. Teklewoini Assefa	rest@telecom.net.et
Rift Valley Children and Women Development Association (RCWDA)	Soyome Alemayehu	riftvalley@telecom.net.et
Rural Organization for Betterment of Agropastoralist (ROBA)		roba@telecom.net.et
Save the Children Norway – Ethiopia	Ms. Almaz Worku	scne@scne.org

<b>Name of Organization</b>	<b>Gender Focal Person</b>	<b>E-mail Address</b>
Save the Children/Denmark	Ms. Birgit Lundbak	redbarnet@telecom.net.et
Save the Children/Sweden		addis.office@swedsave-et.org
Save the Children/UK	Mr. John Graham	scukethiopia@scfuk.org.uk
Save the Children/USA	Mr. Rick Stoner	ussave.children@telecom.net.et
Self Help Development Association (SHADI)	Dr. Awole Mela	shadi@telecom.net
SIKE Women Development Association	Zerthun Tefera & Getachew Mamao	siiqqee@telecom.net.et
SKIP		pcf@telecom.net.et
Society for the Advancement of Human Rights Education	Ms. Filagot Lemma	-
Society for Urban Development in East Africa (SUDEA)	Ms. Almaz Terrefe	SUDEA@telecom.net.et
Society of International Missionaries /WAR (Women at Risk)	Ms. Serawit Teketel	sim.eth@telecom.net.et
SOS Children's Village	Mr. Zenebe Tesfaye	sosethno@telecom.net.et
SOS-Sahel International/UK	Mr. Feyera Abdi	SOS.Sahel@telecom.net.et
South Ethiopia Peoples Development Organization (SEPDA)	Mr. Gua Hadero	-
Swedish Philadelphia Church Mission	Mr. Gert Fallsten	spcm@telecom.net.et
Swedish Save the Children (Radda Barnen)	Mr. Johan Stanggren	radda.barnen@telecom.net.et
Tri Dimensional View	Ms. Yamrot Melaku	-
Venues United Humanitarian Organization	Dr. Muluemebet Shegena	-
Volunteers for the Overseas Cooperative Assistance (VOCA) – Ethiopia	Ms. Jennifer Bielman and Ms. Atsede Yohannes	ethiopiavoca@hotmail.com
Volunteers Service Overseas (VSO)	Ms. Elizabeth Getahun	vsoeth@telecom.net.et
Wabe Children's Aid and Training		wcat@telecom.net.et
Water Action	Mr. Girma Mengistu	wact@telecom.net.et
Water Aid	Mr. Habtamu Gessesse	wateraid@telecom.net.et
Welfare for the Street Mothers and Children Organization (WeSMCO)	Mr. Neguessie Yihdego	wesmco@telecom.net.et
Winrock International Ethiopia	Ms. Jember W/Mariam	Winrock.eth@telecom.net.et
Women & Children Development Organization		Wcdo@telecom.net.et
Women Aid – Ethiopia	Abebe Lemma	-
Women in Development Ethiopia		widet@yahoo.com
Women in Self Employment (WISE)	Ms. Serkalem Brehanu	Tsigieh@mailcity.com
World Learning	-	-
World ORT Union	Mr. Daniel Belayneh	woue@telecom.net.et
World Vision Ethiopia (WVE)	Ms. Wubitu Abere Woldesemayat	Wubitu_abere@worldvision.org
Yeteem Children & Destitute Mothers' Fund	Mr. Yemer Muhe Mohammed	yeteem@telecom.net.et
ZOA Refugee Care	Mr. Jan Gerit Van Uffelen	zoa.Ethiopia@telecom.net.et

### Annex III – Organizations Active in ICT for Development in Ethiopia

Faculty of Technology of the Addis Ababa University, <http://www.telecom.net.et/~aaufot/>

British Council Ethiopia, <http://www.britishcouncil.org/ethiopia/>

Ethiopian Computing Standards Association , <http://ecosa.ethiopiaonline.net/>

Ethiopian Information Technology professional Association (EITPA), <http://www.eitpa.org>

Ethiopian Science and Technology Commission, <http://www.telecom.net.et/~estc/>

Ethiopian Telecommunications Agency, <http://www.telecom.net.et/~eta/>

Ethio Internet Center, <http://www.telecom.net.et/>

Ethiopian Telecommunications Corporation, <http://www.telecom.net.et/etc/index.html>

Wolisso Multi-purpose Community Center, <http://www.telecom.net.et/~wolisso/>



The Association for Progressive Communications (APC) Africa ICT Policy Monitor Project  
(<http://africa.rights.apc.org>): African Country Research Papers