



capacity-building





The asset registers of knowledge-based organizations are inaccurate. Their greatest assets are people; people do not get entered into asset registers. For an organization such as LIRNEasia which seeks to catalyze change, high-quality people are of even greater importance. Catalyzing change, which means leveraging small inputs into significant behavioral change within large entities, requires high-quality research to be communicated well in appropriate and timely contexts. High-quality researchers and communicators are indispensable for success in catalyzing change. Therefore, LIRNEasia places great emphasis on improving capacity, within the organization and outside. It approaches the problem and devises solutions based on its signature concept of catalysis.

Our mission is: To improve the lives of the people of the emerging Asia-Pacific by facilitating their use of ICTs and related infrastructures; by catalyzing the reform of laws, policies and regulations to enable those uses through the conduct of policy-relevant research, training and advocacy with emphasis on building in-situ expertise.

If all the countries of the emerging Asia-Pacific had in-situ expertise to reform laws, policies and regulations pertaining to ICTs and related infrastructures, we would have fulfilled our mission. So the question was what would be the best way to create in-situ expertise?

Identifying and training policy intellectuals in each of the countries of the emerging Asia-Pacific was not a feasible option. Even if we had the massive resources that would be needed for such an exercise, we would not have the relationships and the resources to pull it off. It is likely that some massive intergovernmental bureaucracy could, if it so wished, undertake such an exercise, not feisty little LIRNEasia. Even if the well-meaning IGO [International Governmental



LIRNEasia Networking Meeting, October 2005, Jakarta, Indonesia

Organization] pulled it off, there would be no guarantees that the effort would be self-perpetuating. The 144 persons trained in disaster management from Sri Lanka alone prior to the 2004 Indian Ocean tsunami by the Asian Disaster Preparedness Center stand in mute testimony to the fact that simply training government and NGO personnel rarely yields results. And in any case, that kind of conventional approach would not qualify as catalytic.

The solution did not come easy. It was based on thinking triggered by Sujata Gamage's work on conditions for effective research in settings such as Sri Lanka and a different effort to build ICT4D capacity in Asian universities by the University of Washington in the US. Though we were invited only to the inaugural meeting in January 2005 in Manila, that event helped crystallize our thinking. One of the key points we pulled out from Sujata's study was that one must support emerging intellectuals, not try to create new

ones to order. If we go top-down, we have no solution to the motivation question. Is the trainee participating because he/she is genuinely committed to ICT infrastructure reform, or is the junket to Bangkok the motivation? Going bottom-up helps, though it does not guarantee good outcomes. Even if we work with already active people, their motivations may change. People can simulate commitment for various reasons. But bottom-up is definitely superior to top-down.

In 2005, we had funding for a networking meeting, our first from Pan Asia Networking. The quality of the invitees to the inaugural event of LIRNEasia, the World Dialogue on Reforms for Network Economies [WDR] Expert Forum, had left us unhappy about the conventional snow-balling method for identifying potential partners in different countries. Therefore, we asked Sujata to conduct a knowledge-mapping exercise to identify scholars active in ICT infrastructure reforms in emerging Asia so that we could

DIRSI researcher, Antonio Botelho, attended the Teleuse@BOP3 analysis workshop and CPRsouth3, DIRSI, 5-Jan-09

2008

Book review: ICT infrastructure in Emerging Asia, Ericsson Business Review (No. 3, 2008), 2008

Interview with Chanuka Wattegama and R. Tirumurthy on Broadband QoSE research, Biz 1st (Channel One MTV), 19-Dec-08

Tools for monitoring broadband capacity from ISPs, oneVillage Foundation, 16-Dec-08

From economist to TV host: Reaching out to new audiences, IDRC, 1-Jan-09

Domestic capacity price, soft-BRAIN, 31-Dec-08

LIRNEasia's broadband research on MTV, Telecentre Family, 18-Dec-08

invite them to the networking meeting in Jakarta in October 2005. Fortunately for us, Scholar Google had just come on stream in 2005 and helped us produce publishable and more relevant results. We based the in-

itations to the Jakarta networking meeting on a mix of knowledge-mapping and snowballing and found the results to be superior to what we had seen at the 2004 inaugural event. It was yet another administrative

problem we converted into a research problem. We learned a lot, applied our learning and shared the knowledge through two scholarly publications (see Box).

Scholarly publications based on 2005-08 knowledge-mapping work

Research Report

Internet Presence as Knowledge Capacity: The Case of Research in Information and Communication Technology Infrastructure Reform

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Abstract

Knowledge is an important driver of development. As the production and dissemination of knowledge become increasingly mediated by the Internet, the Internet presence and connectivity of researchers are becoming more valid than the conventionally used publication- and citation-based indicators. This article presents a methodology that includes the use of the Google Scholar search engine to locate knowledgeable individuals in Asia in a policy-relevant field, paying particular attention to locating researchers in developing countries or in nonacademic settings in Asia. Internet presence is not a guarantee of quality. Increasingly sophisticated search engines offer viable means of assessing research quality and enable us to measure the connectivity of researchers on the Internet. Although the focus of the research is information and communication technology infrastructure reform in East, Southeast, and South Asia, the method can be used to assess knowledge capacity and locate knowledgeable individuals in any field.

1. Introduction

Knowledge is an important driver of development. Universities, research institutes, and other knowledge organizations in developing countries are often called upon to contribute to development without an accurate understanding of the knowledge capabilities of these institutions.

The capacity of institutions, countries, or regions to acquire and use knowledge for development is typically expressed in terms of knowledge inputs (e.g., number of researchers) and outputs (e.g., publications, citations, and patents) (World Bank, 2005; Wagner et al., 2004; Archibugi & Cocco, 2004). The three citation indices, the Science Citation Index (SCI), the Social Sciences Citation Index (SSCI), and the Arts and Humanities Citation Index (A&HCI), all compiled by Thomson Scientific, have become authoritative sources for assessing the extent and the quality of publications at all levels of analysis (Hicks, 2004; Wagner et al., 2004). A country or a region is the unit of analysis in all three indices.

The inadequacy of these conventional measures came to light as a result of a knowledge networking initiative by LIRNEasia, a regional ICT policy and regulation research and capacity-building organization.¹ The central activity of the knowledge-networking initiative was the compila-

1. Its mission is "to improve the lives of the people of the emerging Asia-Pacific by facilitating their use of ICTs and re-

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PERSPECTIVE

Bridging the Divide: Building Asia-Pacific Capacity for Effective Reforms

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LIRNEasia, Colombo, Sri Lanka

This article spotlights the need to develop capacity for ICT policy and regulation within developing countries. It argues that capacity should be developed among all stakeholders, not solely within government agencies, because that would enable effective participation by many players in the regulatory process. The resulting participatory regulatory process will in turn increase accountability and procedural legitimacy. The article examines different approaches to developing in situ expertise, especially just-in-time learning and open-source research.

Keywords Asia-Pacific, capacity building, field building, information and communication technologies, just-in-time learning, open-source research, research networks, telecommunications reform

The Asia Pacific region leads in information and communication technologies (ICTs), both in manufacture and in use. However, stark contrasts exist between the developed and emerging parts, exemplified by Hong Kong SAR,

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This article is based on the keynote presentation at the Digital Opportunity Forum 2006, Seoul, August 31, 2006. The helpful comments of the LIRNEasia colloquium participants, especially Sherille Ismail, Helani Galpaya, Divakar Goswami, and Kabir Hashim, (at: <http://www.lirneasia.net/2006/08/colloquium-on-bridging-the-divide-building-asia-pacific-capacity-for-effective-reforms/>), consulted 11 August 2006, are gratefully acknowledged. Some of these ideas were first presented in an address to the International Symposium organized by the Sabaragamuwa University of Sri Lanka, Beliuloya, 7 July 2006. This research was supported by the International Development Research Centre (IDRC) of Canada.

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Singapore, and South Korea (a world leader in broadband) on the one hand and Papua New Guinea, Afghanistan, and Myanmar on the other (Figure 1). Of course, national averages mask the considerable disparities within countries. Figure 2 illustrates an internal divide, reduced considerably by reforms, but still significant.

After much debate, it is now recognized that economic growth is a necessary condition for the alleviation of human misery (or for the achievement of human development). The relation between the ability to communicate over distance using technological means and economic growth has been much discussed (Cronin et al., 1991, 1993b; Cronin et al., 1993a; Hardy, 1980; Mansell & Wehn, 1998; Menou, 1993; Samarajiva, 1995; World Bank, 1999). Correlation is beyond dispute, but the case for causation is unlikely to be fully established. Development requires many inputs, communication and knowledge being only some.

Establishing causation was considerably more important prior to the 1990s when public funds, domestic as well as donor, were still the main source of investments for expanding access to ICTs. There was a need to ensure that scarce financial resources were being spent on the services with the greatest public benefit. Now the burden of proof is much less because private capital is the main source of funding for expanding access. The always-beyond-expectations demand that has been exhibited by the unconnected when offered telecom services is reason enough for private investors (BBC, 2005; Nasrullah, 2004). The available evidence is adequate to justify government action to facilitate private supply (e.g., Lane et al., 2006).

The available evidence of demand and positive externalities from telecom services by the hitherto unserved and underserved provides adequate justification for policy intervention, though not necessarily for massive public investment. ICT infrastructure is undersupplied because

Samarajiva, R., & Gamage, S. (2007). Bridging the divide: Building Asia-Pacific capacity for effective reforms. *The Information Society*, 23 (2), 109-117.

Gamage, S. & Samarajiva, R. (2009). Internet presence as knowledge capacity: The case of research in information and communication technology infrastructure reform. *Information Technologies and International Development*, 4 (3), 89-96.

CPRsouth

Based on experience of the networking meeting, we then decided to operationalize a capacity-building initiative that positioned LIRNEasia as the catalyst and not as the prime mover. This was the beginning of Communication Policy Research south [CPRsouth]. The first, and most important, thing in the design was the differentiation of functions (and as a result, the giving away of control). LIRNEasia would remain a disciplined organization, with a clear focus on a defined mission, core values that had to be adhered to by all members, and stringent entry and exit conditions. CPRsouth would be a loose entity, a network of individuals based on common interests. LIRNEasia would support CPRsouth as administrative partner, but leave decision-making to an independent and self-perpetuating Board of Directors from across the Asia-Pacific.

One advantage of the CPRsouth design was that it allowed us to leverage limited resources across a large geographical area and to bring additional actors into the process. The first nine-member Board was dominated by academics, albeit those with significant policy involvement, including two current/former regulators. The other advantage was the creation of community. There is no mechanism for joining CPRsouth other than participation. All who come to CPRsouth events in some capacity are considered members. We have seen young scholars move up to become paper presenters. We are likely to face a problem in that the speaking slots at the conference are limited though the pool of applicants is getting larger, therefore making a paper being accepted more difficult. Nevertheless, evidence is beginning to accumulate that the connections established through CPRsouth are leading to productive collaborations such as paper-givers obtaining funded PhD studentships and research internships

from institutions represented on the Board. The sustainability of the community is likely to be supported by these kinds of linkages.

So far, CPRsouth has trained 84 young scholars through tutorials and the conference and provided presentation opportunities and mentoring to 59 paper-givers. The paper selection process that begins months ahead of the conference allows for merit-based selection and mentoring. Given the popularity of the communication training provided in Beijing, we hope to use the Internet to provide pre-event coaching for those making presentations in Negombo in 2009.

The conference has been the centerpiece. We were fortunate in being able to hold the inaugural event in Manila with the National College of Public Administration and Governance [NCPAG] of the University of the Philippines serving as the local host. This was kindly facilitated by the late Professor Ledivina Cariño, one of the founding members of the Board. The Philippines has a large population of students interested in

ICT policy and regulation in its many universities and NGOs. There has been significant participation from the Philippines in subsequent CPRsouth events suggesting that the location decision was a good one. All research presented has a bearing on developing country issues, though the presenter may be located in a developed country, for studies or otherwise.

The second conference, CPRsouth2, was hosted in Chennai at the Indian Institute of Management, Madras [IIT-Madras] by CPRsouth Chair Professor Ashok Jhunjhunwala. CPRsouth3 was hosted by the Beijing University of Post and Telecom (Professor Yuan Chunhui, who joined the Board in 2008, was the key figure here). These two conferences held in the world's two largest countries saw a significant improvement in the quality of the papers presented as well as innovation amidst consolidation of procedures. They also established the practice of alternating CPRsouth conference locations between East/Southeast Asia and South Asia.



CPRsouth2, 14-18 December 2007, Chennai, India

Tele tax: Sri Lanka makes telecom tax techno neutral, Lanka Business Online, 7-Nov-08

Video interview with Rohan Samarajiva on telecoms in Sri Lanka, ICT for Peacebuilding, 2-Nov-08

LIRNEasia study on Teleuse at the Bottom of the Pyramid, Gauravonomics Blog, 29-Oct-08

LIRNEasia study on Teleuse at the Bottom of the Pyramid, International Values and Communications Technologies, 29-Oct-08

Introducing new licenses for television channels puts independence into the dustbin, UNP, 4-Nov-08

Video interview with Rohan Samarajiva on telecoms in Sri Lanka, Business Exchange, 1-Nov-08

LIRNEasia speaks about Telecentre-family, Fusion, 29-Oct-08

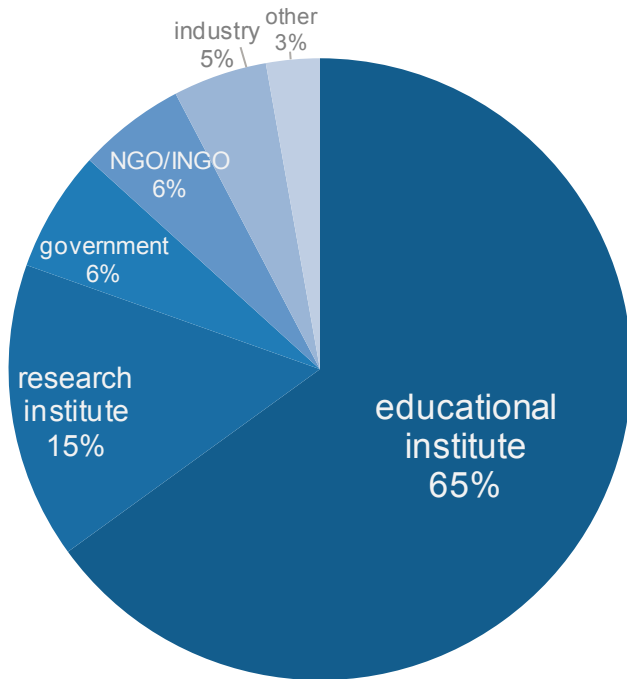


Figure 7: CPRsouth community members by affiliation, 2007-08

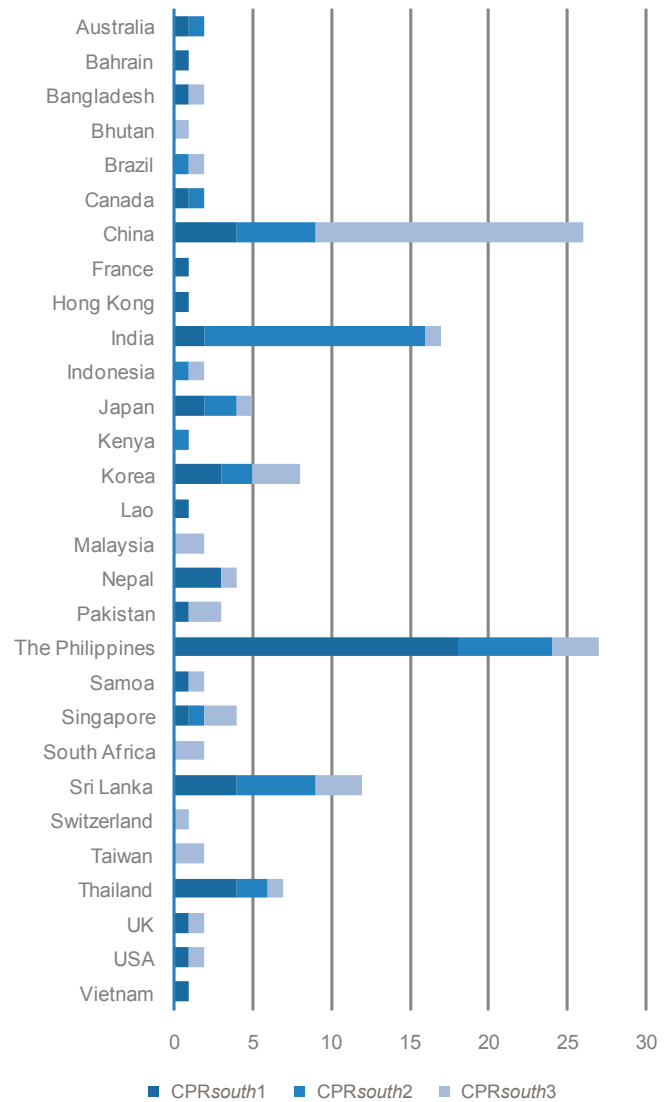


Figure 8: CPRsouth participants by country of residence

MNP next big entry to Sri Lanka, Airtel: Express yourself, 23-Oct-08

Sri Lanka's mobile price war, The Nation, 19-Oct-08

Budget broadband: Sri Lanka celcos plan to push broadband to budget subscribers, Lanka Business Online, 15-Oct-08

For easy sleep along the shore: Making hazard warnings more effective, Innovations report, 2-Oct-08

The culture of intentional missed calls, State of Telecom Industry in Pakistan, 22-Oct-08

Seminar on "Economic freedom in South Asia" held, Online International News Network, 19-Oct-08

South Asia making great progress in mobile connectivity, Silicon India, 3-Oct-08

CPRsouth Board Members

Current

Ashok Jhunjunwala, PhD
Indian Institute of Technology, Madras, India,
2007-13; Chair: 2007-11

Milagros Rivera, PhD
National University of Singapore, Singapore
2007-11; Alternate Chair: 2009-11

Myeong-Cheol Park, PhD
Korea Advanced Institute of Science and
Technology South Korea
2007-11

Rohan Samarajiva, PhD
LIRNEasia, Sri Lanka
2007-11

Xu Yan, PhD
Hong Kong University of Science and Technology,
Hong Kong
2007-13

Patrick Xavier, PhD
Curtin University, Australia
2007-13

Laurent Elder
International Development Research Centre,
Canada
2009-13

Chunhui Yuan, PhD
Beijing University of Posts and
Telecommunication, China
2009-13

Former

Ledivina Cariño, PhD (deceased)
National College of Public Administration
and Governance, University of the Philippines,
Diliman
2007-09; Alternate Chair: 2007-09

Rekha Jain, PhD
Indian Institute of Management, Ahmedabad,
India
2007-09

Yu-li Liu, PhD
National Chengchi University, Taiwan, ROC
2007-09

While the annual conference and the tutorials for young scholars constitute the main activity of CPRsouth, the website and a midyear poll play important roles in supporting CPRsouth's mission. The poll, which seeks to document the activities of CPRsouth members, also seems to prod them into action.

Currently, CPRsouth is fully funded by IDRC of Canada and DFID of the United Kingdom. Efforts are being made to widen support, especially from Asian sources. The active participation of JICA at CPR-

south3 signified serious efforts in this regard, likely to be built upon by the Board.

Starting with CPRsouth3 in Beijing, collaboration with sister networks in Europe and North America has been formalized. CPRsouth invited representatives from EuroCPR and TPRC to participate in a panel thus initiating what we like to call CPRintercontinental. EuroCPR and TPRC followed up with invitations to colleagues from Asia, Africa and the Americas to discuss way and means of leveraging each other's work...

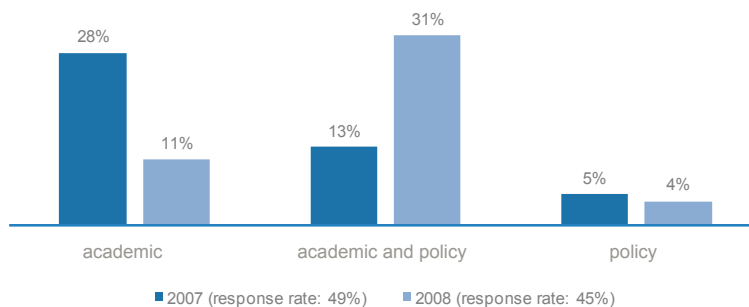


Figure 9: Academic and policy interventions made by respondents since the last conference, 2007 and 2008

CPRintercontinental?

In March 2009, representatives of all the entities engaged in advancing research on communication policy and regulation met in Sevilla, Spain, at the invitation of EuroCPR [European Communications Policy Research], as part of the annual EuroCPR conference. This was a follow-up to the initiative taken by CPRsouth in December 2008 in Beijing, when it invited representatives of its peer organizations, TPRC in the US and EuroCPR, for a public discussion.

For the Sevilla meeting, in addition to CPRsouth (represented by Rohan Samarajiva), ACORN-Redecom (represented by Raul Katz) and the inchoate CPRafrica (represented by Alison Gillwald) were invited separately, signifying rapid growth in the South in the past few months. Of course, both Alison and a representative of DIRSI, which is a key constituent of ACORN-Redecom, were present in Beijing as well.

Each of the representatives shared their views on how they set about their missions. More important than the formal discussion were the preceding substantive presentations made by those from outside Europe, which highlighted the value of cross-fertilization of ideas. Each agreed that it would be a good idea to keep the cross-fertilization going and committed to come up with workable plans on how to operationalize it.

South Asia making great progress in mobile connectivity, AOL News, 2-Oct-08

South Asia making great progress in mobile connectivity, AussielndoLanka, 2-Oct-08

South Asia making great progress in mobile connectivity, National News From India, 2-Oct-08

South Asia making great progress in mobile connectivity, CalcuttaNews.net, 2-Oct-08

South Asia making great progress in mobile connectivity, South Asia Monitor, 2-Oct-08

South Asia making great progress in mobile connectivity, The Economic Times, 2-Oct-08

South Asia making great progress in mobile connectivity, India News Live, 2-Oct-08

In 2010, the CPR*south* organization that is managed by LIRNEasia will transform itself into CPR*asiapac*, a constituent unit of a larger CPR*south*. This is because our sister organization in Africa is launching CPR*afrika* in April 2010. The modular design embedded in the CPR*south* Charter adopted in January 2008 allows for collaboration across the South while keeping decision-making close to the ground and costs down.

Currently, CPR*south* is the main platform used by LIRNEasia to collaborate with universities in the region. Strong relationships have been established with IIT-Madras (significant research collaboration), National University of Singapore, both the Department of Communication and New Media and the Lee Kuan Yew School of Public Policy, the National College of Public Administration and Governance at the University of the Philippines, Diliman, and

the University of Hong Kong, with all but the last involving CPR*south*. Prior to the establishment of CPR*south*, LIRNEasia visited the Asian Institute of Technology in Bangkok and had meetings with researchers from several universities in Taiwan Republic of China, the latter leading to a top academic from Taiwan ROC joining the Board of CPR*south*.

CPR*south* Charter Clause VI: Geographical scope

- 1) In the first instance, CPR*south* shall have the region usually described as the Asia Pacific as its domain.
- 2) Taking into consideration the motivation and enthusiasm of relevant organizations from those regions in the South to participate in the activities of CPR*south*, the Board may act to transform CPR*south* into a decentralized Chapter-based organization.
- 3) In the event the Board decides on the above action, the relevant new Chapter (Chapters) shall commence its (their) operations under this Charter and/or may amend them as required under procedures specified under Clause X.
- 4) At the moment of creating the first such chapter, the CPR*south* Board shall automatically transform itself into the Board of CPR*south* AP, specifically concerning itself with the management of the Asia Pacific Chapter and shall no longer be described as the CPR*south* Board.
- 5) The overall coordination of CPR*south* shall be conducted by a committee constituted by the Chairs and Alternate Chairs of each of the existing Chapters. Its functions include the power to authorize the creation of subsequent new Chapter(s), and those functions specifically provided for by individual Chapter Charters and considered necessary to be dealt with at the higher level by a majority of the members of the coordinating committee. All related administrative tasks will be carried out by the administrative partner of one of the Chapters to be determined by mutual agreement. All formal functions associated with the management and administration of individual Chapters shall be decentralized to the respective Chapters.
- 6) The business of each individual Chapter shall be managed by a nine-member Board as described in Clause V in cooperation with an Administrative partner appointed by the respective Board as described in Clause VII.
- 7) The functioning and dissolution of the individual Chapters shall be decided upon by the respective Boards.

South Asia making great progress in mobile connectivity, Indian Era, 2-Oct-08

South Asia making great progress in mobile connectivity, News Track India, 2-Oct-08

South Asia making great progress in mobile connectivity, Sindh Today, 2-Oct-08

South Asia making great progress in mobile connectivity, New Kerala, 2-Oct-08

South Asia making great progress in mobile connectivity, Pan India Network, 2-Oct-08

South Asia making great progress in mobile connectivity, Mangalorean.com, 2-Oct-08

South Asia making great progress in mobile connectivity, India PRwire, 2-Oct-08

Evaluating a Real-Time Bio-surveillance Program: Research collaboration with IIT-Madras

IIT-Madras' Rural Technology and Business Incubator is an incubator which focuses on rural technologies and businesses in India. It supports entrepreneurs in building ventures to promote livelihoods, education, healthcare, agriculture, connectivity and financial inclusion in India's rural areas.

A team headed by Ashok Jhunjhunwala at RTBI is collaborating with LIRNEasia on its mobile health [m-health] pilot project, Evaluating a real-time bio-surveillance program [RTBP]. The project aims to evaluate the possibility of introducing USD 100 mobile phones for collecting near real-time syndromic data for the purpose of detecting disease outbreaks through statistical analysis tools.

The m-Health Survey, a mobile application developed by RTBI for the pilot, is being field-tested in the Sivaganga district in Tamil Nadu, India. and the Kurunegala district in Sri Lanka. Approximately 3,000 patient records are streamed through the m-Health Survey from 24 health sub-centers and four primary health centers in the Sivaganga district with a similar volume of records from 17 hospitals in the Kurunegala district. The Tamil Nadu case study is being implemented by RTBI.



In addition, LIRNEasia researchers have been invited to speak at the University of Missouri at Columbia (Harsha de Silva), the Annenberg School at the University of Southern California (Helani Galpaya) and the Quello Center at the Michigan State University (Helani Galpaya and Payal Malik). Rohan Samarajiva was invited to speak at Jamia Millia University in New Delhi and at a national conference hosted by Tamkang University in Taiwan ROC.



Helani Galpaya at the 3rd Internet Governance Forum [IGF], 3-6 December 2008, Hyderabad, India

South Asia making great progress in mobile connectivity, Daily News and Analysis, 2-Oct-08

South Asia making great progress in mobile connectivity, Sulekha.com, 2-Oct-08

South Asia bottom of pyramid mobile user data and presentation, Wings Capital, 26-Sep-08

Colomba Wate awards ceremony, The Daily Mirror, 10-Sep-08

South Asia making great progress in mobile connectivity, WebIndia123.com, 2-Oct-08

Speed test of Sri Lanka ISP, Malinda's Blog, 30-Sep-08

Coverage of International Voice Benchmarks presentation at GSM Asia Pacific Conference, 7-10-Sep-09, Colombo), Lanka Business Report (ETV), 13-Sep-08

Chanuka Wattegama at IPDET

Senior Research Manager, Chanuka Wattegama was awarded a scholarship to attend the International Program for Development Evaluation Training [IPDET], Building Skills to Evaluate Development Interventions, held in Ottawa, Canada from 8 June - 3 July, 2009.

IPDET is a collaboration of the Independent Evaluation Group of the World Bank and Carleton University. It is an executive training program in development evaluation, established by co-directors Linda Morra Imas and Ray C. Rist. It is best known for its flagship program, an intensive and unique training opportunity offered once each year at the Carleton University campus.

The core program aims to provide a basic knowledge of development evaluation concepts, processes, and methods; it focuses on monitoring and evaluating the implementation of poverty-reduction strategies and emphasizes results-based management and stakeholder participation.



LIRNEasia pays a great deal of attention to recruitment. Advertising, head-hunting, tests, multiple interviews, probationary periods, we do them all. We believe that most problems in organizations arise from personnel management and that most problems related to personnel derive from bad recruitment. We believe that only the best work for LIRNEasia; therefore, it has to be difficult to get into LIRNEasia.

We put resources into training, though we are still working on systematizing the process. Our lead economist Harsha de

Silva participated in a cutting-edge training course at MIT with Esther Duflo and Abhijit Banerjee of the Abdul Latif Jameel Poverty Action Lab on a scholarship in 2006. The Poverty Research Lab is one of the leading research organizations in development and evaluation, with Professor Duflo being considered one of the most promising young economists in the world. Our Senior Research Manager and Broadband Specialist Chanuka Wattegama was awarded a scholarship to IPDET, the leading evaluation training program, in 2009.

In addition to these high-profile actions, we build training into the everyday routines of life at LIRNEasia. The colloquia are at the heart of the organization, serving not only as the principal quality-control mechanism for research but also as means of continuing education for the participants.

India's urban, rural mobile growth gap yawning, iGovernment, 1-Sep-08

Cell: The social change, State of Telecom Industry in Pakistan, 30-Aug-08

NGOs need to think beyond just mobile costs, consider policy, Cellphone Reviews Blog, 20-Aug-08

Essence: Watchdog Dynamics, The Financial Express, 18-Aug-08

Is Green Tax only adding to public woes? The Nation, 31-Aug-08

NGOs need to think beyond just mobile costs, consider policy, Internet VoIP Phones Reviews, 29-Aug-08

NGOs need to think beyond just mobile costs, consider policy: A review by Frederick Noronha, MobileActive.org, 18-Aug-08

Selected LIRNEasia colloquia (from a total of 84 held since October 2004)

Prospects of volunteer computing model in performance data gathering for broadband policy formulation: *A Case study from South Asia*, Chanuka Wattegama, Nilusha Kapugama, 17-Sep-09

Challenges for new millennium: *Demographic perspectives*, Indralal de Silva (University of Colombo), 08-Sep-09

Mobile2.0: *Identifying conditions for delivery of successful m-government services to the bottom of the pyramid in India*, Subhash Bhatnagar (via Skype), 07-Aug-09

Mobile 2.0: *M-banking and telecom policy interface*, Erwin Alampay (via Skype), 30-Jul-09

Mobile 2.0: *Freedom of expression in mobile content: Pakistan*, Hina Sarfaraz (via Skype), 22-Jul-09

Mobile 2.0: *Business models for delivering mobile value-added services: The case of BuzzCity in Thailand*, Puree Sirasontorn (via Skype), 13-Jul-09

Mobile 2.0: *Evaluation of Different Models of allocating Licenses and Frequencies*, Payal Malik, 09-Jul-09

Mobile 2.0: *Mobile e-money for the unbanked*, Erwin Alampay (via Skype), 30-Jun-09

The future of community-based hazard information systems: *Insights from the Internet-sharing economy*, Gordon Gow (University of Alberta), 17-Jun-09

Mobile adoption and usage in Emerging Asia, Harsha de Silva and Nishantha Hewavithana, 13-May-09

Banded forbearance: *A new approach to price regulation*, Tahani Iqbal (via Skype), 18-Nov-08

Telecentre sustainability, Harsha Liyanage (Sarvodaya), 07-Feb-08

Broadband quality of service benchmarks, Chanuka Wattegama, Nilusha Kapugama, Ranga Kamaladasa, 06-Feb-08

Transaction costs and traceability 1: *Potential for ICTs in the agricultural value chain*, Harsha de Silva, Dimuthu Ratnadiwakara, Shamistra Soysa, 05-Feb-08

Communication and technology: *What's new?* Robin Mansell (London School of Economics), 19-Jan-08

Mobile payments and banking: *Dialog eZ Pay vs. Sampath Mobile Cash*, Lara Alawattagama, 04-Dec-07

Towards a virtual organization: *First steps*, Chanuka Wattegama, Nilusha Kapugama, 23-Oct-07

Mobile kills the telecentre star, Helani Galpaya, 21-Sep-07

Forecasting methodology for mobile penetration, Dimuthu Ratnadiwakara, 04-Sep-07

In-situ capacity-building for telecom reform in Asia: *Beyond CPRsouth2*, Sujata Gamage, 07-Aug-07

Last-mile hazard warning system in Sri Lanka: *Lessons learned from the pilot phase*, Nuwan Waidyanatha, 03-Jul-07

Research and policy processes, Rohan Samarajiva, Helani Galpaya, 07-Jun-07

Intelligent benchmark regulation: *Forbearance within benchmark limits*, Ayesha Zainudeen, 11-Apr-07

Pakistan: A success story, Joseph Wilson (via Skype), 01-Dec-06

Six-country multi-component research project: *Philippines case study*, Lorraine Salazar (via Skype), 29-Nov-06

An analysis of the reform of India's telecommunications industry: *Policy, regulation and indicators*, Payal Malik, 23-Nov-06

Six-country multi-component indicators project: *Indonesian country study*, Divakar Goswami, 09-Nov-06

Real-time bio-surveillance for early warnings in Sri Lanka, Nuwan Waidyanatha, 12-Oct-06

Digital Opportunity Index applied to Indonesia: Assessing ICT policy and regulatory environment, Divakar Goswami, 22-Aug-06

Bridging the divide: Building Asia-Pacific capacity for effective reforms, Rohan Samarajiva, 10-Aug-06

Base line sector analysis of the BPO industry in Sri Lanka, Dilshani Samaraweera, 13-Jul-06

Assessing telecom knowledge capacity, Sujata Gamage, 06-Jul-06

A common alerting protocol message relay, Nuwan Waidyanatha with (via Skype) Nabil Seddigh, Rupinder Singh, Gordon Gow, Biswajit Nandy (Solana Networks), 18-Jun-06

Indonesia Wi-Fi Access Innovation, Divakar Goswami, 12-Sep-05

Methodology for analysis of leased-line tariffs, Sriganesh Lokanathan, 02-Sep-05

Diversifying participation in network development: *Moving beyond the market*, Payal Malik, Harsha de Silva, 20-May-05

Hazards to disasters: *The role of electronic communication*, Rohan Samarajiva, Asantha Sirimanne (Lanka Business Online), 29-Apr-05

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LIRNEasia's vision and mission, Rohan Samarajiva, 12-Nov-04

Internet usage by telecom regulators (Sinhala language), Ethalaya.com, 14-Aug-08

Envy tax on mobile phones shows TRC doesn't have a clue (Sinhala language), Lakbima News, 10-Aug-08

Not all Asian telecom regulators value the power of web, News of Information Technology in Bangladesh, 8-Aug-08

India can do better on mobile phone growth, ://URLFAN, 7-Aug-08

Envy tax on mobile phones shows TRC doesn't have a clue (Sinhala language), Lankadeepa News, 12-Aug-08

PTA website assessment: Good but needs improvement, State of Telecom Industry in Pakistan, 10-Aug-08

India can do better on mobile phone growth, AOL News, 7-Aug-08

The colloquia are held at the Colombo office and are accessible to all through Skype conferencing and live blogging.

In addition, LIRNEasia also provides direct training, in the form of scheduled courses and customized programs. The LIRNE.NET regulatory training course, which was started by Professor Bill Melody in Europe and was offered in Africa, Central America and the Caribbean, was brought to Asia in 2005 by LIRNEasia, with the support of a limited number of scholarships from IDRC. Several of the trainees have gone on to play important roles in ICT policy decision-making in their countries, and have also worked on LIRNEasia research projects.



12th Executive Course on Telecom Reform, 10-14 June 2008, Singapore

Cambodian minister and ICT project

Output-based aid for rural telecom in Cambodia; we sincerely hope the lessons of Nepal have been learned
Written by Rohan Samarajiva on April 28, 2009 — 1 Comment

The World Bank has committed USD 2.6 million (or USD 10 per intended beneficiary) in grant funds for rural public access telephones in Cambodia according to a recent news release. The amount is not too steep and the local official in charge is Deputy Minister Chin Bunsean, an alumnus of LIRNEasia's regulatory training course in 2005 (Mr. Chin is dead center of the picture on the course page), which among other things discussed the lessons that should be drawn from the Nepal output-based aid project, so I guess we can surmise that the lessons have indeed been learned.

But it still makes us wonder why the World Bank is funding rural payphones, when the evidence is abundant that cheap mobiles are what will connect poor people, not payphones?

Poor families in four of the poorer provinces of northern and northwestern Cambodia – Banteay Meanchey, Otdar Meanchey, Preah Vihear, and Pursat – will benefit from a USD 2.6 million grant to increase access to telecommunications services signed by the World Bank, acting as administrator for the Global Partnership on Output-Based Aid [GPOBA], and the Royal Government of Cambodia.

Up to 52,000 poor households or 260,000 Cambodians are expected to benefit from the scheme, through improved telecommunications network coverage and the installation of public access points where people will be able to make and receive telephone calls on a regular and reliable basis. Full news release: <http://www.gpoba.org/gpoba/node/37>

<http://lirneasia.net/2009/04/output-based-aid-for-rural-telecom-in-cambodia-we-sincerely-hope-the-lessons-of-nepal-have-been-learned/>

Puree Sirasoontorn: LIRNEasia Research Fellow

Puree Sirasoontorn, is an Assistant Professor at Faculty of Economics, Thammasat University, Thailand. In 2008, she joined LIRNEasia as the lead researcher on a case study on business models for delivering mobile value-added services based on the Thai experience. Her study centered around *My Gamma*, a mobile-based social networking application, popular among Asia's lower middle-income and working class.

Puree's interactions with LIRNEasia began when she participated at the inaugural CPRsouth conference in Manila, in January 2007, as a Young Scholar. Puree obtained her PhD from the Australian National University.

In 2007 she attended LIRNEasia's Executive training course on telecom reform in Singapore on a scholarship.

Puree's recent research interests have extended to the analysis of sectoral-level economic measures and policies on climate change such as energy and agricultural sectors. She advises the Energy Regulatory Board of Thailand on electricity tariff regulation.



10th LIRNE.NET Executive Training Course on Telecom Reform (September 2005, Singapore): Course Faculty

Course conveners

William Melody, Managing Director, LIRNE.NET
Rohan Samarajiva, Chair and CEO, LIRNEasia

Guest speakers

Randolph Kluver, Executive Director, Singapore Internet Research Centre; Associate Professor, Nanyang Technological University, Singapore
Tan Geok Leng, Chief Technology Officer, Infocomm Development Authority of Singapore
Satish Ranade, Secretary to the Board & Vice President (Legal), Videsh Sanchar Nigam Limited (VSNL)
Andrew Haire, Assistant Director General (Telecommunications), Infocomm Development Authority of Singapore

Course faculty

Ewan Sutherland, International Telecommunications Users Group
Rajendra Singh, Secretary, Telecom Regulatory Authority of India
Jens Arnbak, Professor, Delft University of Technology & former Chairman, OPTA (Netherlands Regulatory Agency)
Milagros Rivera, National University of Singapore
Chanuka Wattagama, LIRNEasia



Bill Melody at the 10th LIRNE.NET Executive Training Course on Telecom Reform, September 2005, Singapore

India can do better on mobile phone growth, Keral.com, 7-Aug-08

India can do better on mobile phone growth, Mangalorean.com, 7-Aug-08

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India can do better on mobile phone growth, New Kerala, 7-Aug-08

India can do better on mobile phone growth, Electronic Engineering Times India, 7-Aug-08

India can do better on mobile phone growth, Sindh Today, 7-Aug-08

India can do better on mobile phone growth, India PRwire, 7-Aug-08

The training course drew from the relevant research being conducted by LIRNEasia and sought to bring alternative regulatory practices more appropriate for emerging-economy conditions to the fore. The instructors were highly qualified reflective practitioners (**see Box**).

In 2009, the regulatory course was taken over by our sister organization in Africa. The

course director Alison Gillwald sharpened the focus on alternative regulatory practices even further. The course is now offered under the auspices of the Graduate School of Business at the University of Cape Town, a significant step forward from the stand-alone offering in Singapore in 2005-08. From LIRNEasia, Rohan Samarajiva and Helani Galpaya travelled to Cape Town to teach. LIRNEasia will continue to support

the course and channel Asian trainees to it.

The current focus in terms of training is on two initiatives: developing a course on demand-side analysis and Bottom of the Pyramid strategy primarily for telecom operators, and the training of personnel from National Regulatory Authorities on collecting appropriate ICT indicators and improving their quality.

Demand-side analysis and BOP strategy training at LIRNEasia

Many telecom operators are seeking ways to expand their markets, particularly into the bottom of the pyramid [BOP]. With consumers who have very little to spend, operators need to know exactly what they need. How do companies find out what their customers want? LIRNEasia's research has been helping answer this question since 2005 through large, multi-country consumer studies of over 20,000 BOP individuals to date.

LIRNEasia's training course now in planning seeks to provide operators with the wherewithal to understand customer behavior, and how that knowledge can be (and has been in Asia as well as Africa) used to design business strategies.

In addition to LIRNEasia's expertise, the course will include the quantitative methods expertise of Christoph Stork of RIA, South Africa. The course will also draw from the qualitative methods expertise of Aditya Dev Sood of CKS Consulting, India, Helani Galpaya will lead on the business strategy side.

Courses can be tailored to suit different requirements, adding more advanced modules and mock quantitative or qualitative fieldwork exercises as required.

India can do better on mobile phone growth,
Daily News and Analysis, 7-Aug-08

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Bangladesh has cheapest mobile rates,
says study, GroundReport, 6-Aug-08

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