



**INTERNATIONAL INITIATIVES CONCERNING ICTs AND DEVELOPMENT:
BRIEF SUMMARIES OF INITIATIVES AND ACTIVITIES**

The following pages give brief summaries of the work of a number of the major international organisations currently working in the field of ICTs and development. They are not intended to be comprehensive, but to illustrate work which is underway.

These pages have been prepared by the CTO (Commonwealth Telecommunications Organisation) for the OECD Global Forum on the Knowledge Economy held in Paris on 4 and 5 March 2003, with support from the Japan International Cooperation Agency.

The information contained in these summaries is largely derived from institutional websites and has been verified by the CTO where possible. The timescale for preparation of this briefing has not, however, allowed for direct verification by the institutions described, and this information should be used in that understanding.

CTO
Clareville House, 26-27 Oxendon Street, London SW1Y 4EL,
United Kingdom
Telephone: +44 20 7930 5511
Fax: +44 20 7930 4248
Email: info@cto.int
www.cto.int - www.ictdevagenda.org

G8 Digital Opportunities Task Force (DOT Force)

Background

The Digital Opportunities Task Force was formed following the Okinawa G8 Summit held in October 2000, which adopted the Okinawa Charter. The aim of DOT Force was to “actively facilitate discussions with developing countries, international organisations and other stakeholders to promote international cooperation with a view to fostering policy, regulatory and network readiness; improving connectivity, increasing access and lowering cost; building human capacity; and encouraging participation in global e-commerce networks.”

The Okinawa Charter also stated that the DOT Force would encourage the G8's own efforts to co-operate on IT-related pilot programmes and projects; promote closer policy dialogue among partners and work to raise global public awareness of challenges and opportunities; and examine inputs from the private sector and other interested groups such as the Global Digital Divide Initiative's contributions.

To achieve the above objectives the DOT Force examined ways to help:

- foster policy, regulatory and network readiness;
- improve connectivity, increase access and lower costs;
- build human capacity;
- encourage participation in global e-commerce networks.

DOT Force Implementation Teams

After the 2001 Genoa Summit, DOT Force established a number of Implementation Teams to address the priorities out-lined above. The teams were made up of representatives from G8 and developing country governments, development agencies, private sector and non-governmental (civil society) organisations. The Implementation Teams covered the following areas of activity: National e-strategies; Access and Connectivity; Human Capacity; Entrepreneurship; Global Policy Participation; ICT for Health; and Local Content and Applications.

Since the formal end of the DOT Force at the 2002 Kananaskis Summit, the work of the Implementation Teams has continued within the framework of a DOT Force Informal Network, with initial logistical support from the Canadian government. DOT Force outcomes have also been fed into the UN ICT Task Force and its Working Groups.

E-Strategies

Work in this area has been focused through the International e-Development Resource Network (leDRN), which aims to provide regulatory, policy and

strategy expertise to developing countries. The Canadian Government leads this initiative, whose first meeting was held in Paris in October 2002. In February of 2003 in Geneva leDRN partners discussed the leDRN Operational Framework and general Code of Conduct.

An E-Government for Development initiative was launched in April 2002, led by the Government of Italy, to contribute to awareness-building of the potential of e-government for bridging social and economic inequalities. It has projects underway in five countries - Albania, Jordan, Mozambique, Nigeria and Tunisia.

Increasing Access and Connectivity

Projects in this area include:

- the Community Access Centres Network (ADEN), which aims to lower the cost of the Internet and is being supported by the French Government;
- the CATIA programme (Catalysing Access to ICTs in Africa (CATIA), which is being led by the British Department for International Development (DFID). Three of the nine CATIA components, including the African component of the Open Knowledge Network are underway. The overall CATIA Programme Management will commence in April 2003;
- Connectivity Africa, which is being established by Canada's International Development Research Centre (IDRC). This is twinned with IDRC's ACACIA Initiative and will be launched at the Networking Africa's Future Conference in April 2003.

Developing Skills for the Information Economy

A DOT Force Entrepreneurial Network has been proposed to draw on private, public and civil society resources to provide tailored support for entrepreneurs and businesses with high potential. Another project is the Enablis initiative, which is aimed at supporting ICT entrepreneurship in developing countries. This was launched in conjunction with the World Economic Foundation's Digital Divide Initiative (GDDI) in January 2003.

Fostering Local Content and Applications

The Open Knowledge Network (OKN) is being developed under the leadership of One World International. It will promote the creation and exchange of local content across the south and will be launched at the UN World Summit on the Information Society in December 2003.

Global Governance

A substantial research project recommending ways to improve developing country participation in international ICT decision-making - *Louder Voices* -

was funded for the DOT Force by UK DFID and undertaken by the CTO and Panos London. Its recommendations for action by international organisations and in national governments have been taken forward to the UN ICT Task Force. Funding is being sought from bilateral donors for the establishment of regional centres of expertise in international ICT policy issues, internet resources, research and media awareness facilities.

The Global Digital Opportunity Initiative (GDOI) is supported by the UNDP and the Markle Foundation. It aims to work with a broad set of public and private institutions and experts with a commitment to increasing the impact of ICT in achieving development goals. The GDOI will form an integral part of the International e-Development Resource Network (leDRN).

New Partnership for Africa's Development (NEPAD)

The DOT Force Informal Network is giving particular attention to the development of ICT in Africa and as such is responding to the requirements defined by the New Partnership for Africa's Development (NEPAD). One of the aims of NEPAD is to double tele-density to two lines per 100 people by 2005. DOT Force initiatives relevant to NEPAD include ADEN, CATIA, the Telecentre Help Desk Initiative and the Health InterNetwork. In 2002, the Government of Canada has also associated a substantial package of assistance to Africa with both NEPAD and the DOT Force.

URL:

www.dotforce.org

Commonwealth Telecommunications Organisation (CTO)

The CTO is an intergovernmental treaty organization which works as a partnership between governments, the private sector and other bodies to promote ICTs in development, primarily but not exclusively within the Commonwealth of Nations. It is owned by 35 Full Member Governments, while Sector Membership is open to businesses, development agencies and civil society organizations.

The CTO's mission is as follows:

- a. to promote the efficient development of telecommunications and ICTs within Commonwealth and other countries;*
- b. to promote the provision and use of telecommunications and ICTs in order to:
 - i) meet the needs and aspirations of citizens and consumers;*
 - ii) support the social and economic development objectives of governments and civil society; and*
 - iii) facilitate the successful development of telecommunications and other businesses;**
- c. to promote effective cooperation and partnership amongst Full Member Countries, Member Countries, Sector Members and other international organisations in the attainment of these objectives; and*
- d. to develop and implement programmes and activities to promote and fulfil the purposes set out in paragraphs a to c above.*

CTO programmes include:

- the Programme for Development and Training, which provides ICT technical assistance to developing countries on a bilateral basis (currently approximately 250 projects per annum);
- the International Events Programme, which provides international conferences, seminars and workshops on ICT and development issues;
- the Building Digital Opportunities Programme, funded by the UK Department for International Development (DFID), which supports capacity-building in ICT policy and regulation;
- the Louder Voices project, which proposes action to enhance national ICT policymaking and improve the engagement of developing countries in international ICT decision-making;

- www.ictdevagenda.org, which summarises the outcomes of international ICT reports and meetings and provides other information resources for ICT policymakers in developing countries;
- other research, information, technical assistance and scholarship programmes.

Contact point:

CTO
Clareville House
26-27 Oxendon Street
London SW1Y 4EL
United Kingdom

+44 20 7930 5516 (telephone)
+44 20 7930 0995 (fax)
d.souter@cto.int

URL:

www.cto.int
www.ictdevagenda.org

The Development Gateway Foundation (DGF)

Background

The Development Gateway Foundation is a recently established not-for-profit organisation.

The Foundation is governed by a board of directors that represent major donors and partners from international organisations, public and private sector, civil society and representatives from developing countries. The World Bank was one of the first members of the Foundation and played a major role in its initiation.

Mission

The stated mission of the Development Gateway Foundation is to:

promote the use of ICT for poverty reduction and sustainable development, and help overcome the digital divide through practical and dynamic programs.

The Four Key programmes of the Foundation

To achieve the ends set by its mission the Development Gateway Foundation supports four programmes, which are the:

1. Development Gateway Portal;
2. Network of Research and Training Centres;
3. ICT Development Forum;
4. Grants and Investments Programme.

The Development Gateway Portal

The World Bank is providing services associated with the Development Gateway Portal until June 2003. The Development Gateway is an interactive portal where knowledge, experiences, resources and tools on development can be shared.

The portal has four main services, which are: (i) Topics and Development Focuses, which build virtual communities around development topics; (ii) Accessible Information on Development Activities (AiDA), which is the largest online source of public information on development activities in the world and offers information on over 350,000 planned, current and completed programmes; (iii) dgMarket, which is a global market place that shares information on donor and government funded development activities; (iv) Country Gateways, which are independently owned and operated partners of the Development Gateway that facilitate the effective use of ICT for sustainable development and poverty reduction at local level. There are now 43 Country Gateways in process.

Network of Research and Training centres

This will include a network of training hubs in the developing world. In September 2002 a node of the Research and Training Network was launched in India. In November 2002 the Republic of Korea's Information Society Development Institute started providing training focused on e-government and ICT policies.

The ICT Development Forum

The purpose of the ICT Development Forum is to bring together a cross section of leaders and entrepreneurs to help find ICT solutions to poverty and the issue of connectivity. The first event will be held in May 2003.

The Grants and Investment Programme

Under this scheme US\$ 1.25 million has been allocated to help Country Gateways establish its services.

Contact Point:

info@developmentgateway.org

Mailing Address

Development Gateway
815 Connecticut Avenue, NW
Suite 620
Washington, DC 20006, USA

URL:

www.developmentgateway.org

The Global Business Dialogue on Electronic Commerce (GBDe)

The Global Business Dialogue on Electronic Commerce (GBDe) is a worldwide, CEO-led, business initiative, established in January 1999. The GBDe exchanges views with key stakeholders with the aim of creating an environment to ensure that e-commerce can reach its full potential. As such, it is the view of the GBDe that the development of e-commerce requires a global, flexible and in large part, a private sector leadership and market based policies.

Mission

Its aim is to assist in the creation of a policy framework for the development of a global online economy. Its Chair, Yong-Kyung has stated that the purpose of GBDe is to enable the private sector to voice its opinion so that various regulations of governments do not become an artificial barrier to the growth of e-commerce.

Activities

Its membership is comprised of leaders, at CEO and Board Level, and as such GBDe believe that this differentiates it from many other business groupings.

The GBDe has established working groups covering the following areas:

1. Consumer Confidence
2. Convergence
3. Cyber Security
4. Digital Bridges
5. E-Government
6. Intellectual Property Rights
7. Taxation
8. Trade

The GBDe is involved in a number of initiatives aimed towards bridging the digital divide. The 'Digital Bridges' working group reinforces GBDe's role as a key private sector reference point in global divide initiatives and a substantive contributor to the development of e-commerce policy frameworks in emerging economies.

At the GBDe Annual Conference held in Belgium in October 2002 the chair of GBDe signed up to a commitment along with the Global Information Infrastructure Commission (GIIC) and the Global Digital Divide Initiative (GDDI). The joint statement on 'Bridging the Digital Divide' clarifies their individual and collective commitments to bridging the international digital divide. The statement recognises GBDe's commitment through its Digital Bridges working group, which provided advice to ASEAN and APEC economies on the policy framework needed for the development of e-commerce

services. The joint statement also recognises that GBDe is undertaking a study on best practices used by industry for commercial investment ICTs in developing countries.

Future GBDe plans include work with ASEAN to institutionalise ICT dialogue, with APEC to build knowledge networks, e-government, education alliances and connectivity initiatives, and with the WEF and other organisations to support deployment of best practice approaches in ICT areas.

Contact Point

GBDe Secretariat
secretariat@gbde.org
Tel 1.802.434.6155
Fax 1.802.434.5063

URL:

www.gbde.org

Global Information Infrastructure Commission (GIIC)

Background

The GIIC is an independent, non-governmental initiative by chief executive officers of businesses related to information and communications technology and infrastructure, from both industrial and developing countries. The GIIC is dedicated to speeding the spread of information infrastructure throughout the world.

The Commission was established in 1995 at a meeting at which Heads of State challenged business leaders to unite in the promotion of public policies and information technology applications that would spur investment in communications infrastructure facilities.

Mission

The mission of the Global Information Infrastructure Commission (GIIC) is to foster private sector leadership and private-public sector cooperation in the development of information networks and services to advance global economic growth, education and quality of life.

The GIIC's stated goals are to:

- strengthen the leadership role of the private sector in the development of a diverse, affordable and accessible information infrastructure;
- promote involvement of developing countries in the building and utilization of truly global and open information infrastructure;
- facilitate activities and identify policy options, which foster effective applications of telecommunications, broadcasting and information technologies and services.

Activities

The current activities of the GIIC are divided into regional and topic areas. It recently held the GIIC Annual Forum in Beijing in April 2002. The conference focused on China and the global digital divide. GIIC also held the 'India Conference to Demonstrate ICT's Role in Enhancing Human Capital Development'. The conference, held in New Delhi, examined the private sector's role in providing rapid, cost effective and efficient IT-based social infrastructure.

The GIIC's 'Information and Communications Technology in Education' project is led by GIIC India Commissioner Gopal Rajagopalan. This project will focus on the criteria of sustainability, scalability and replicability, from which the GIIC will draw upon successful partnerships to provide a blueprint for strategies to help companies and government officials exploit the

advantages of information and communications technology for education and training.

GIIC is also actively working in the area of e-commerce and is facilitating the creation of harmonised rules to support global electronic commerce. To this end the GIIC aims to identify issues best suited for self-regulatory approaches by business and those requiring government priority. It is cooperating with international organisations working on electronic commerce including the WTO, the OECD, the United Nations Economic Commission for Africa (UNECA), Asia Pacific Economic Cooperation (APEC) and the World Intellectual Property Organisation (WIPO).

Contact Point:

GIIC
2121 K Street, N.W.
Suite 800
Washington, DC 20037
Ph: +01 202 261 6572
Fax: +01 202 261 6573

URL:

www.giic.org

Global Knowledge Partnership (GKP)

Background

The Global Knowledge Partnership (GKP) was established in 1997 following the Global Knowledge Conference, which was hosted by the World Bank and the Government of Canada. Described as a 'network of networks', GKP has a vision of a world of equal opportunities where all people are able to have access to and use knowledge and information to improve their lives. Its membership includes public, private and not-for-profit organisations.

The GKP was substantially restructured through an extensive consultation exercise after its 2000 Conference in Malaysia, where it is now headquartered.

Mission

The rationale of the GKP, which is out-lined in its strategy document entitled 'Strategy 2005', is that if people are "given the opportunities to access ICT, they can improve their economic well being and empower themselves and their communities to participate and be responsible for their own development." As a 'network of networks, GKP is aware that increasing numbers of organisations are engaged in activities that support access to information and knowledge. GKP believes that there is a risk of duplication and overload and as such scarce resources need to be more effectively utilised through co-ordination, information exchange and increased collaborative opportunities."

The mission of the GKP is encapsulated in its three-point mission statement, as follows:

- *The Global Knowledge partnership is an evolving network of public, private and not for profit organisations.*
- *We aim to promote broad access to - and effective use of - knowledge and information as tools of equitable sustainable development.*
- *We share information, experiences and resources to realise the potential of information and communication technologies to improve lives, reduce poverty and empower people.*

GKP believe it can best maximise its impact through achievement of the following three objectives:

1. facilitating advocacy in Global Policy Dialogues on ICT for development;
2. providing services that enhance members' individual and collective efficiency and effectiveness;

3. increasing the availability of information and knowledge on ICT for development and empowerment.

A number of activities contribute toward achieving the aims of the GKP's first objective of facilitating advocacy in global policy dialogues on ICT for development. To this end GKP's activities include: conducting virtual conferences; financing the representation of core groups at International Conferences, including those concerned with youth, gender and indigenous peoples; strengthening institutional and other capacities needed for effective self-advocacy; bringing members' experience into the formulation of strategies; and enabling the formulation of policy positions.

GKP is focusing its activities on major international conferences and policy making processes. This has included the World Summit on Sustainable Development and will include the World Summit on the Information Society (WSIS) to be held in Geneva in 2003 and Tunis in 2005.

In support of its second objective GKP provides a number of services. These include: the provision of a virtual marketplace and advertising board; maintaining a full members profile and activities database; assisting members to find partners for problem solving; providing a customised calendar of global and regional ICT events with participation lists, reports and ranking; organising international and regional thematic conferences, workshops and learning events; and organising face-to-face marketplaces and networking opportunities.

The GKP also carries out a number of activities aimed at fulfilling its third objective (information and knowledge). These include: making available a 'successful practice' depository; maintaining a general members profile and activities database; sign-posting information and resources; creating virtual knowledge centres; organising regional events; producing a monthly newsletter; and maintaining a basic calendar for global and regional ICT events.

Recent GKP Activities

In January 2003 the GKP organised a workshop on 'ICT at the Service of Development: Multi-stakeholder Initiatives and Lessons Learned'. This served as a pre-conference event at the WSIS Regional Preparatory Ministerial Conference of Latin American and the Caribbean and was the GKP's first outreach in the region.

At the recent WSIS Asian Conference in Tokyo in January 2003 the GKP organised a successful knowledge sharing session entitled 'Information Society Issues: Asia Pacific Concerns, Challenges and Solutions'. At this session the GKP presented its new report entitled 'GKP Report on ICT and Poverty in Asia'

The GKP has also recently co-sponsored a meeting with the Asia Pacific Regional Meeting of the World Summit on the information Society in Tokyo

to discuss ICT sector opportunities for Pacific island countries. The meeting entitled 'Information and Communication Technologies for Development - Resources, Needs and Opportunities' comprised four thematic sessions on National ICT Applications for Development, Connecting Communities through ICTs, a Development Partner Dialogue and WSIS and the Pacific.

Contact Point:

Global Knowledge Partnership Secretariat
Lot L2-1-4, Enterprise 4
Technology Park Malaysia, Bukit Jalil
57000 Kuala Lumpur, Malaysia

Telephone: +603 8996 2379

Fax: +603 8996 2382

E-mail gkps@gkpsecretariat.or.my

URL:

www.globalknowledge.org

International Telecommunication Union (ITU)

Background

The International Telecommunication Union (ITU) is the United Nations agency responsible for telecommunications. Its work is organised in three Sectors along the lines of its main areas of activity. These are: (i) Telecommunication Standardisation (ITU-T); (ii) Radiocommunication (ITU-R); (iii) Telecommunication Development (ITU-D). There is also a General Secretariat, with responsibilities including research and information.

The ITU is lead agency for the United Nations in the organisation of the World Summit on the Information Society (WSIS).

Established following the ITU's Nice conference in 1989, the Telecommunication Development Bureau (BDT) serves as the executive arm of the Telecommunication Development Sector (ITU-D). Its work supports telecommunication development through programme supervision and technical advice to the collection, processing and publication of information. The BDT's work programmes are determined on a four-yearly cycle through meetings of the World Telecommunication Development Conference (WTDC), which met most recently in Istanbul in 2002.

The World Telecommunication Development Conference (WTDC)

The 2002 World Telecommunications Development Conference adopted the Istanbul Action Plan, which underlines the "leading role the ITU can play in bridging the digital divide". The conference identified awareness, accessibility and affordability as the key factors in bridging the digital divide.

The Istanbul Action Plan consists of six programmes, as follows:

1. Regulatory Reform;
2. Technologies and Telecommunication Network Development;
3. E-strategies and E-Services / applications;
4. Economics and Finance, including Cost and Tariffs;
5. Human Capacity Building;
6. Special Programmes for Least Developed Countries.

In addition the Istanbul Action Plan includes two cross cutting activities.

- Statistics and Information on Telecommunications;
- Partnerships and Promotion.

ITU-D and the Telecommunication Development Bureau (BDT)

The task of ITU-D is to help redress the imbalance of reliable access to telecommunications services that the ITU estimates affects two-third of the

world. It has stated that “rapid action is needed to upgrade telecommunication networks in Africa, the Arab States, Latin America and parts of Asia.” Moreover ITU-D recognises that “emerging new technologies like tele-education, electronic commerce and tele-medicine can open up new possibilities for poorer nations, giving communities a chance to make dramatic improvements in their social infrastructure and allowing them to participate as equals in an emerging digital marketplace.”

Within this framework, the Telecommunication Development Bureau has “well established programmes of activities to facilitate connectivity and access, foster policy, regulatory and network readiness, expand human capacity through training programmes, formulate financing strategies and e-enable enterprises in developing countries.”

BDT has partnerships with many organisations, including the United States Telecommunications Training Institute (USTTI), the Commonwealth Telecommunications Organisation (CTO) and Alcatel. BDT is also pioneering tri-sector partnerships between public institutions, private companies and civil society. An important tool to aid the development of partnerships has been the new BDT partnership brochure entitled *The Platform for Partnerships*. The brochure is aimed at demystifying what BDT does and details the ITU Telecommunication Sector’s mechanisms for partnership; the substantive action areas and regions in which the development activities are carried out.

BDT plays an important role in providing assistance to regulators and policy makers in developing policies aimed at sustainable development and expanding access and use of ICT. This will continue to be undertaken as part of the Programme on Regulatory Reform out-lined in the Istanbul Action Plan. The annual Global Symposium for Regulators organised by BDT has become a leading event for telecommunication regulators throughout both the developed and developing world. In addition, the BDT manages the G-REX facility, a hotline providing peer-to-peer sharing of expertise between regulatory bodies.

The collection of key ICT data and statistics is an important ITU service. This work includes the World Telecommunication Development Report and the Yearbook of Statistics. BDT has also been tasked with producing comparative reports on e-readiness and make recommendations as to how e-readiness can be improved.

The TELECOM Surplus Programme, funded from the proceeds of periodic TELECOM conferences and exhibitions, includes support for human resource development through a network of regional Centres of Excellence.

World Telecommunication Policy Forum (WTPF)

The first World Telecommunication Policy Forum (WTPF), held in Geneva in 1996 examined the subject of Global Mobile Personal Communications by Satellite (GMPCS). The second WTPF held in 1998, examined Trade in

Telecommunication Services, and the most recent, held in 2001, looked at Internet Protocol (IP) Telephony.

Contact Points:

Postal Address

International Telecommunication Union (ITU)
Place des Nations
1211 Geneva 20
Switzerland

General Enquires

Tele: +41 22 730 5111 (ITU Switchboard)
Fax: +44 22 733 7256
E-mail: itumail@itu.int

URL:

www.itu.int
www.itu.int/itu-d

Organisation for Economic Cooperation and Development (OECD)

Background

The Organisation for Economic Cooperation and Development (OECD) is made up of 30 developed/industrial member countries and works with other countries, NGOs and civil society. The work of the OECD examines economic and social issues and plays a key role in fostering good governance in public services and corporate activity.

To this end, the OECD monitors sectors, tracking emerging issues and identifying policies useful in areas such as regulatory reform. It also undertakes the collection of statistics and preparation of analysis, essential to the better understanding of the economic drivers within each sector of the economy.

Information and Communication Technologies

Part of the OECD's activity supports the improvement of understanding as to how information and communication technologies contribute towards sustainable economic growth, including the impact of electronic commerce. At present the OECD is examining policy frameworks that underlie the digital networked economy and the information society. The OECD is also examining the social impacts of ICTs and the potential of ICTs to contribute to development strategies and poverty reduction. Furthermore, the OECD is looking closely at the possibilities presented by e-government.

OECD ICT Projects

The activities of the OECD in relation to ICT include:

1. E-Government

Work includes a project launched in 2001 by the Public Management Service to explore how ICT can be used to support good governance principles and achieve public policy goals.

2. Information and Communication Technology Learning

The OECD is examining the various way in which countries are investing in ICT to improve the quality of teaching and learning.

3. Information and Communication Technology for Development

This is looking at how ICT can help meet existing development objectives, in particular the Millenium Development Goals for poverty reduction, education, health and environment.

4. Information and Communications Policy

The Committee for Information, Computer and Communications Policy (ICCP) addresses issues arising from the digital economy, the

developing global information infrastructure and the evolution towards a global information society.

5. Innovation and Education R&D

Work in this area includes looking at whether education is sufficiently innovative and if there is sufficient investment in R&D.

6. Measuring the Information Economy

This work involves the development of measures and analysis that will help provide a better understanding of the economic impact of ICT and applications like e-commerce.

7. Teaching, Learning and Schools for the Future

This work is looking at the kinds of teaching and learning that will take place in the schools of the future.

8. Electronic Commerce

OECD work in this area aims to support a facilitating environment for electronic commerce, with a particular focus on transborder solutions based on international cooperation and agreement.

Contact Point:

2, rue André Pascal
F-75775 Paris Cedex 16
France
Dsti.contact@oecd.org

URL:

www.oecd.org

United Nations Development Programme (UNDP)

Background

The United Nations Development Programme is the global development network of the United Nations. Its work is undertaken in 166 countries throughout the world and it will play a major role in efforts to meet the Millennium Development Goals, which include the overarching goal of halving poverty by 2015. To this end, UNDP aims to harness ICT to expand economic growth, improve human welfare and develop stronger forms of democratic government.

Through its offices based in 131 developing nations, UNDP sees its role as one that will "stimulate the enabling environment, catalyse the applications and innovate projects on the ground necessary to help bridge the information gap and bring everyone into the global economy."

Mission

The mission of the UNDP is as follows:

UNDP assists in building capacity for good governance, popular participation, private and public sector development and growth with equity, stressing that national plans and priorities constitute the only viable frame of reference for the national programming of operational activities for development within the United Nations system.

In the ICT context, UNDP defines its role as follows:

Information and Communications Technology (ICT) is an increasingly powerful tool for participating in global markets; promoting political accountability; improving the delivery of basic services; and enhancing local development opportunities. But without innovative ICT policies, many people in developing countries - especially the poor - will be left behind. UNDP helps countries draw on expertise and best practices from around the world to develop strategies that expand access to ICT and harness it for development. Working in 166 countries, UNDP also relies on ICT solutions to make the most effective use of its own global network.

UNDP ICT Initiatives include:

- the Digital Opportunity Initiative (DOI), a partnership between UNDP, Accenture and the Markle Foundation which developed a framework for action on ICTs and development within the context of the G8 DOT Force process. The DOI report, *Creating a Development Dynamic*,

argued that ICTs appear to be an essential component of development initiatives and can act as ‘a powerful overall enabler of development’;

- the Global Digital Opportunity Initiative (GDOI), a partnership between UNDP and the Markle Foundation launched in 2002 aimed at mobilising resources for national ICT for development strategies;
- a partnership with Cisco Systems to implement Networking Academies in developing countries, so enhancing expertise in ICT deployment;
- support for the global ICT volunteer programme UNITEs;
- and Netaid.org, another partnership with Cisco Systems, which aims to promote citizen involvement in poverty alleviation.

UNDP has initiated a Sustainable Development Networking Programme, aimed at reducing inequalities in Internet and ICT availability, and supports a Networking and Information Technology Observatory of ICT-related developments in developing countries.

The UNDP also works at both country and regional levels. Two regional initiatives of importance are:

- the Asia-Pacific Development Information Programme (APDIP), which provides capacity building on IT and policy issues, supports and backstops IT initiatives, and assists in the design and implementation of IT systems in 42 countries in the region;
- and the Internet Initiative for Africa (IIA), which aims at enhancing national Internet infrastructures and promoting the development of national and regional backbones, including a strong component for building national technical capacities and telecom skills in 15 African countries.

The Global Network Readiness and Resource Initiative provides country level assistance to develop national information infrastructure strategies.

UNDP is establishing a Thematic Trust Fund (TTF) for ICT for development, as a flexible instrument to enhance its response to countries' requests for assistance.

Contact Point:

One United Nations Plaza
New York, NY 10017, USA
Tel: (212) 906-5558
Fax: (212) 906-5364

URL:

www.undp.org

United Nations Economic Commission for Africa (UNECA)

Background

UNECA is the African regional arm of the United Nations, mandated to support the economic and social development of its 53 member States, foster regional integration, and promote international cooperation for Africa's development.

One of UNECA's core programmes is concerned with 'Harnessing Information for Development.' UNECA's Development Information Services Division (DISD), which services this programme and its governing Committee on Development Information, aims to be 'the premier, integrated information service and resource centre for Africa, making quality information on African development globally available.' It assists UNECA member-states to use information and communication technologies and to build national capacities in development information management for accelerated and sustainable development.

Programmes related to ICTs include:

- The Africa Information Society Initiative (AISI), described as 'an action programme to build Africa's information and communication framework', aims to support the development of national infrastructure plans, the implementation and deployment of infrastructure programmes, enhanced stakeholder awareness of the relevance and value of ICTs, human resource development for professionals and skilled workers in ICTs, and information resources. To date, it has supported:
 - 24 national ICT development strategies in Africa, together with regional workshops on ICT development in each of Africa's four sub-regions.
 - The Partnership for Information and Communication Technologies in Africa (PICTA), an informal group of donors and executing agencies committed to improving information exchange and collaboration around ICT activities in Africa. Major initiatives in which PICTA partners are involved include the AISI (above) and:
 - SCAN-ICT, an initiative which aims to build support for the phased development of a comprehensive African capability to collect and manage key information needed to support the growing investment in information and communication technologies.
 - The Information Technology Centre for Africa, an exhibition and knowledge enhancement facility based around UN events.

URL:

www.uneca.org

United Nations Information and Communications Task Force (UN ICT)

Background

The UN ICT Task Force held its inaugural meeting on 19th-20th November 2001, following a March 2001 request by the United Nations' Economic and Social Council (UNESCO) for the Secretary-General of the United Nations to establish an Information and Communication Technologies (ICT) Task Force. The Task Force is the first UN body in which representatives of governments, civil society and organisations have equivalent status.

Mission and Objectives

Secretary-General Kofi Annan summarised the mission of the UN ICT Task Force in his speech at its launch. He said that the UN looked to the ICT Task Force to “build digital bridges to the billions of people who are now trapped in extreme poverty, untouched by the digital revolution and beyond the reach of the global economy.”

The objective of the UN ICT Task Force is outlined in its Plan of Action. This was adopted in November 2001. The Plan of Action states that the Task Force will:

Provide overall leadership to the United Nations role in helping to formulate strategies for the development of information and communication technologies and putting those technologies at the service of development and, on the basis of consultations with all stakeholders and Member States, forging a strategic partnership between the United Nations system, private industry and financing trusts and foundations, donors, programme countries and other relevant stakeholders in accordance with relevant United Nations resolutions.

The stated roles of the UN ICT Task Force are to:

- Help harness the power of information and communication technologies for advancing the internationally agreed development goals of the Millennium Declaration, particularly halving the number of people living in extreme poverty by 2015.
- To this end, serve as a bridge between the ICT and development communities and examine how to use ICT to leverage and enhance development programmes and projects.
- Provide a global forum for: a) integrating ICT into development programmes and addressing such issues as strategy, infrastructure, enterprise, human capacity, content, applications, and smart partnerships, and b) sub-regional, regional, and international policy and governance issues related to the digital revolution, facilitating

the effective participation of all countries and of women and men in the decision making processes of international policy fora.

- Enhance synergies among UN agencies, complementarities and mutual awareness among the many existing and emerging initiatives, support replicating and scaling up of successes, and assist developing countries and countries with economies in transition in developing and launching national ICT-for-development strategies.
- Explore partnerships of public, private, non-profit, civil society and multilateral stakeholders by helping develop new models of leadership and collaboration to significantly advance the global effort to bridge the digital divide, foster digital opportunity, and firmly put ICT at the service of development for all.
- Generate actions through multi-stakeholder partnership, building on the basis of the demands and priorities of developing countries, and drawing upon the United Nations universality, legitimacy, neutrality and experience in human resource development world wide, to promote national capacity-building, deployment and transfer of ICT for development, including education, human resource development and training, health, gender equality, enterprise development, and e-government through actions at the local, national, sub-regional and regional levels, including South-South cooperation.
- Help coordinate, mobilise and link existing and new public and private resources, at national, regional, and global levels, to address the issues of connectivity, capacity, and content with a view to promoting universal, affordable, and meaningful access to ICT, particularly for the poor and disadvantaged. Opportunities for preventing, reducing and eliminating gender disparities in participation in the ICT sector, and in access to and use of ICT for development will be pro-actively identified. Special attention will be given to the goal of poverty eradication, with particular focus placed on least developed countries and Africa.

The ICT Task Force is not an operational or executing agency. For the execution of programmes and projects that it should wish to promote and support, it intends to identify appropriate entities and facilitate connections among interested parties.

Focus

In October 2002 the Task Force agreed a strategy for the next two years. This contains two key objectives:

- facilitating application of ICT for achieving the Millennium Development Goals (MDG);
- making a substantive contribution to the preparations for the World Summit on the Information Society (WSIS).

The Task Force has established a number of Working Groups, which focus on:

1. ICT Policy and Governance;
2. National and Regional e-strategies;
3. Human resource development and capacity Building;
4. Low Cost Connectivity Access;
5. Business Enterprise and Entrepreneurship.

Regional nodes have been established to identify and pursue region-specific goals.

Initiatives currently underway within the Task Force and its Working Groups include:

- work to enhance the role of developing countries in international decision-making, including follow-up work to the *Louder Voices* report to the DOT Force and work on developing country participation in the World Trade Organisation (WTO);
- the development of Digital Diaspora Networks for Africa and the Caribbean;
- work to foster human resource development in health and other areas of development policy;
- support for partnership between the public and private sectors, in particular in support of small and medium sized enterprises' use of ICTs.

The fourth meeting of the Task Force was held in Geneva in February 2003, followed by meetings of its Working Groups.

Contact Point

The interim secretariat of the UN ICT Task Force can be contacted at:

(212) 963 5796

(212) 963 1712

icctaskforce@un.org

URL:

www.unicttaskforce.org

The World Economic Forum (WEF) Global Digital Divide Initiative (GDDI)

Background

The World Economic Forum is an independent organisation funded by the 1000 foremost global companies. It is committed to improving the state of the world by developing initiatives which are in line with its core principles and values. These core principles and values are to: (i) provide a collaborative framework for world leaders to address global issues; (ii) promote entrepreneurship in the global public interest; (iii) maintain a non-partisan and independent position.

Its strategic vision "is to be a leader in identifying strategic issues and provide a platform for decision makers to effect constructive change." One of the strategic issues identified by the Forum is the 'digital divide' between countries and regions and within countries. In order to address these disparities the World Economic Forum launched the Global Digital Divide Initiative (GDDI) at its Annual Meeting 2000 held in Davos, Switzerland.

The Global Digital Divide Initiative

The GDDI was given a three-year mandate to develop and transmit creative public and private sector initiatives to transform the digital divide into an opportunity for growth. The initiative comprises a Task Force and Steering Committees, which focus on education, local content, entrepreneurship and regulation policies. The GDDI Task Force is co-chaired by Microsoft EMEA and the International Development Research Centre (IDRC). To date the Task Force has helped initiate the following projects:

1. Education

- Projects in over 10 countries, which impact on 9000 schools and telecentres and reach 2 million students and out-of-school youth. Total investment exceeds US\$ 25 million.

2. Entrepreneurship

- Projects that provide professional support to small and medium sized businesses to help accelerate local enterprise creation. It has created a 'not-for-profit' organisation to continue this work.

3. Policy and Strategy

- Projects that raise awareness and provide advocacy by organising seminars and workshops, conducting research and publishing reports and recommendations.

4. Resource Mobilisation

- Projects that seek to organise the business community to assist them in their citizenship efforts, focusing on technology for development.

Another initiative of the GDDI has been the CEO Charter for Digital Development. This was proposed at the Annual Meeting 2002 and is "designed to bring together members of the private sector to confirm their commitment to social, economic and educational progress in the developing world." Participating CEOs agree to make their best effort to target at least 20% of their annual corporate citizenship and/or philanthropy budgets to support concrete and sustainable actions aimed at promoting social, economic and educational progress in developing countries and disadvantaged communities through information and communication technologies.

The Annual Meeting 2003 of the World Economic Forum marked the completion of the Task Force's mandate. However the World Economic Forum will continue to facilitate private, public and NGO partnerships that use information communication technology to address social and economic development.

Contact Point:

World Economic Forum
91-93 route de la Capite
CH - 1223 Cologny / Geneva
Switzerland
Tel: +44 (0) 22 869 1212
Fax +41 (0) 22 786 2744
E-mail: contact@weforum.org

Global Digital Divide Initiative E-mail: digitaldivide@weforum.org

URL:

www.weforum.org

World Bank Group

Background

The World Bank works in over 100 developing countries and is one of the largest sources of development assistance in the world.

The World Bank Group consists of five subsidiary agencies: the International Bank for Reconstruction and Development (IBRD, development assistance); the International Development Association (IDA, interest-free credits to poorest countries); the International Finance Corporation (IFC, private sector investment partnership); the Multilateral Investment Guarantee Agency; and the International Centre for Settlement of Investment Disputes.

The development and access to information and communication technologies (ICT) is an essential element of the work undertaken by the World Bank Group, particularly IBRD, IDA and IFC, in its primary focus of helping the poorest people and the poorest countries.

Mission Statement

The overall mission of the World Bank Group is:

- To fight poverty with passion and professionalism for lasting results.
- To help people help themselves and their environment by providing resources, sharing knowledge, building capacity, and forging partnerships in the public and private sectors.

The Bank's assessment of the role of ICTs in development is summarised as follows:

Information and communication technologies provide the basis for increasing and applying knowledge in the private and public sectors. Countries with strong information infrastructures that employ innovative information technology applications, have many advantages for sustained economic growth and social development.

Activities and programmes related to ICTs are focused in the :

Global Information and Communication Technologies Department (GICT)

The Global Information and Communication Technologies Department (ICT) was established in January 2000, to further the World Bank's role in assisting ICT development and the provision of opportunities in developing economies to bridge the digital divide. Its mission is: (i) to accelerate the participation of client countries in the global information economy; (ii) to promote private sector investment in information infrastructure to extend the reach of information and communication technologies in developing

countries to help reduce poverty and improve people's lives; (iii) to support innovative projects which foster the use of information and communication technologies for economic and social development with a special emphasis on the need of the poor in developing countries.

GICT co-ordinates the private investments practice of the International Finance Corporation (IFC) and the public sector advisory and funding arms of the World Bank. It is organised into 5 divisions which are: (i) Communications Investment Division; (ii) Information Technology Investment Division; (iii) Credit & Portfolio Division; (iv) Policy Division; (v) and Grants Division.

GICT has primary responsibility for implementing two key elements of the World Bank's ICT Sector Strategy, which are:

1. Broadening and deepening sector and institutional reform.
This includes the provision of advice and technical assistance regarding policy and regulatory reform as well as the convergence between the Internet, postal and broadcast sectors. GICT also provides advice and technical assistance with regard to regulatory development and capacity building to ensure sustainability and development of competitive markets.
2. Increasing access to information infrastructure
This work includes mobilising and leveraging private sector investments to finance and support increased access to ICT. GICT will also seek to ensure that the benefits of reform are widely distributed to rural and marginal urban areas and will provide technical and investment assistance to extend access beyond what commercial providers are prepared to do.

The Policy Division of GICT assists governments in the following areas: sector reform; Internet, convergence and e-strategies; strengthening regulatory structures; access; ICT applications; and knowledge-sharing.

Through the work of GICT, the World Bank has a portfolio of 60 stand-alone telecommunications and IT projects in the public sector, totalling \$4.5 billion. At the end of the 2002 financial year the World Bank had approved 106 private sector ICT projects, with a total funding of over US\$ 4 billion. Of the 88 countries around the world that have privatised the incumbent telecommunications operator, it has been estimated that 63 relied on some part of a sector reform programme.

The Information Development Programme (*infoDev*)

infoDev was established in 1995 to support innovative projects demonstrating the development opportunities offered by ICT. It is managed in close alignment with the World Bank's work in ICTs for development.

It is a multi-donor grant programme and operates as a venture fund for new ideas. In 2002 *infoDev* funded 34 new projects, with a total of 43 projects active at the end of the fiscal year. Its key areas of focus are: Consensus Building; Information Infrastructure Development Strategies including Knowledge Assessments; Telecommunications Reform and Market access; and Demonstration Projects

infoDev has 6 flagship initiatives, which include the *Incubator Initiative*, aimed at facilitating emergence and development of small and medium sized ICT enabled companies; *African Connection*; *Country Gateways*; *ICT Infrastructure* and *e-readiness*; *Dialogue on the Regulation of the Networked Economy* and *e-Government*. It has also published a widely-used *Telecommunications Regulation Handbook*.

In Latin America and the Caribbean *InfoDev* has funded projects such as the *Voice Portal for Health* in Peru and the *Strengthening Women's Leadership in Community Development through Radio Internet in Brazil*. In Africa it has funded *Using Satellite Technology to Disseminate Critical Knowledge Throughout Africa* and in East Asia it has supported the *School Governance Networks for Educational Improvement in Developing Countries*. At a global level *infoDev* has been involved in the VITA-Connect project to expand access to connectivity.

Contact Points

Global Information and Communication Technologies Department
c/o The World Bank
1818 H Street NW
Washington, DC 20433
Email: [GICT Help Desk](mailto:GICT_Help_Desk@worldbank.org)
Tel: 202.458.2400
Fax: 202.522.7464

URL:

www.worldbank.org
www.infodev.org

World Summit on the Information Society (WSIS)

Background

The World Summit on the Information Society is an intergovernmental summit scheduled to take place in December 2003 and in 2005, covering the whole range of ICT issues, particularly ICTs and development. Its Preparatory Process is currently underway.

At the 1998 International Telecommunications Union's Plenipotentiary Conference it was recognised that the gap between the information "haves" and "have-nots" was increasing, while telecommunications were playing an increasingly important role at the political, social and cultural level. To address this problem the ITU instructed the ITU Secretary-General to place the question of holding a World Summit on the Information Society (WSIS) on the agenda of the United Nations' Administrative Committee on Coordination (now known as the Chief Executive Board for Coordination, CEB).

A decision was subsequently made that a Summit would be held under the patronage of the United Nations' Secretary General and that the ITU would take the leading role in its preparation. It was decided to hold the Summit in two phases. The first phase will be held from 10th to 12th December 2003 in Geneva, Switzerland. The second phase will be held in 2005 in Tunis, Tunisia.

UN General Assembly Resolution 56/183 endorsed the framework for the summit adopted by the ITU. Resolution 56/183 also endorsed the leading role of the ITU in the Summit and its preparation, in cooperation with other interested organisations and partners. It recommended that preparations for the Summit take place through an open-ended intergovernmental Preparatory Committee. Furthermore the Resolution encouraged effective contributions from and the active participation of all relevant UN bodies - in particular the UN ICT Task Force - and encouraged other intergovernmental organisations, NGOs, civil society and the private sector to contribute to and actively participate in the intergovernmental preparatory process of the Summit and the Summit itself.

A High Level Summit Organising Committee (HLSOC) is undertaking the coordination of the preparation, organisation and holding of WSIS. The HLSC is chaired by the Secretary General of the ITU and is composed of a Representative of the United Nations Secretary-General, and Executive Heads of UN specialised agencies. These include: FAO, IAEA, ICAO, ILO, ITU, UNCTAD, UNDP, UNESCO, UNHCR, UNIDO, UPU, WHO, WIPO, WMO, the Director General of WTO, the Executive Director of UNITAR, the Executive Secretaries of the UN Regional Economic Commissions and the President of the World Bank. The WSIS Secretariat operates from Geneva, where the ITU is also headquartered.

Objectives

The first Preparatory Committee Meeting (PrepCom) of the WSIS, held in July 2002, announced broad agreement that “the stakeholders must co-ordinate and consolidate their efforts to ensure that information and communication technologies (ICTs) benefit all the inhabitants of the world.” The PrepCom also announced “the anticipated outcome of the Summit is to develop a clear statement of political will and a concrete plan of action for achieving the goals of the Information Society, while fully reflecting all the different interests at stake.” Mr Yoshio Utsumi, Secretary-General of the ITU emphasised that the Summit would need to look beyond technology and focus on applications, adding that the issue “is not just to find a way of providing more computers and telephones but to extend access to information, to focus on how ICTs can be used to achieve broader social and economic goals, such as the eradication of poverty.”

Principles and Themes for the Summit

Guiding principles for the Summit were endorsed at the first Preparatory Meeting. These principles include: transparency at all levels; information access and sharing; opportunities to present ideas, arguments and positions and openness in discussion.

The intention is to give full status to the input of the private sector and civil society, but the arrangements for this had not been agreed by governments at the time of writing.

At the first meeting of the Preparatory Committee a list of possible topics for the Summit was defined. These fall into 3 categories:

1. The Vision

Opening the Gates

- Freedom of expression and of the media
- Meeting the needs of the developing world
- Access to information / knowledge

Developing a Framework

- The roles of government, the private sector and civil society in shaping the Information Society
- Intellectual property rights
- Data protection, privacy and network security

2. Access

Building the Infrastructure

- The role of telecommunications, investment and technology
- Bridges between digital media: radio, television, press and Internet
- Wireless technologies

The Needs of the User

- Consumer protection and privacy
- The gender perspective

- Affordability

3. Applications

Services and Applications

- ICT for government, empowerment and democracy
- E-health
- The implications of the Information Society for economic, social and cultural development

ICTs and Education

- ICTs as a lever for educational change
- ICTs, teachers, learners and content
- User training

A number of regional PrepComs have been held since the first global PrepCom. The second global PrepCom met in Geneva in the final two weeks of February 2003, and outcomes from this meeting were not known at the final preparation time of this briefing. This second PrepCom was expected to finalise Summit themes and also arrangements for participation of the private sector and civil society in the Summit.

Contact Points:

World Summit on the Information Society
International Telecommunication Union
Place des Nations
1211 Geneva 20
Switzerland

Contact for Governments:

wsis.gov@ties.itu.int
Phone: +41 22 730 63 75
Fax: +41 22 730 63 93

Contact for International Organisations:

wsis.unag@ties.itu.int
Phone: +41 22 730 63 53
Fax: +41 22 730 63 93

Contact for Business Sector Entities:

wsis.priv@ties.itu.int
Phone: +41 22 730 63 62
Fax: +41 22 730 63 93

Contact for Civil Society Entities:

wsis.csd@ties.itu.int
Phone: +41 22 730 63 64
Fax: +41 22 730 63 93

Contact for Media & Press:

pressinfo@itu.int
Phone: +41 22 730 60 39
Fax: +41 22 730 59 39

Contact for other general inquiries:

wsis@itu.int
Phone: +41 22 730 61 11
Fax: +41 22 730 63 93

URL:

www.itu.int/wsis

World Trade Organisation (WTO)

Background

The rules of trade between nations are established by WTO agreements. Located in Geneva in Switzerland, the WTO was established in 1995 following the Uruguay Round negotiations. Today the WTO membership consists of 145 countries. The WTO's predecessor was the General Agreement on Trade and Tariffs (GATT), which was established at the end of the Second World War. GATT was formed in 1948 with the collaboration of 23 countries.

The World Trade Organisation (WTO), is a global international organisation and its agreements are negotiated and signed by most of the world's trading nations.

Mission

The stated mission of the WTO is to make trade flow as smoothly and freely as possible and to make the rules governing trade as transparent, fair and predictable as possible.

The WTO identifies itself as having six main functions:

1. Administering and implementing trade agreements;
2. Acting as a forum for trade negotiations;
3. Handling trade disputes;
4. Monitoring national trade policies;
5. Providing technical assistance and training for developing countries;
6. Co-operation with other international agencies in trade-related matters.

ICT Related Activities

The WTO is exploring how **electronic commerce** should be dealt with in the context of the Uruguay Round Agreements and the WTO, within a work programme established by the WTO General Council in 1998. The WTO bodies working on e-commerce have produced reports for the General Council which were discussed on 15th June 2001. The broad findings were:

1. Identification of three types of transactions on the internet;
2. The general view that the vast majority of transactions on the internet are services which are covered by the General Agreement on trade and Services;
3. The general view that the GATS does not distinguish between technological means of delivery;
4. The general view that all the provisions of the GATS apply to trade in services through electronic means.

However there remain a number of unresolved matters.

In November 2001 the Ministerial Declaration adopted by the WTO members at Doha included a statement on electronic commerce, which says:

We take note of the work which has been done in the General Council and other relevant bodies since the Ministerial Declaration of 20 May 1998 and agree to continue the Work Programme on Electronic Commerce. The work to date demonstrates that electronic commerce creates new challenges and opportunities for trade for members at all stages of development, and we recognize the importance of creating and maintaining an environment which is favourable to the future development of electronic commerce. We instruct the General Council to consider the most appropriate institutional arrangements for handling the Work Programme, and to report on further progress to the Fifth Session of the Ministerial Conference. We declare that members will maintain their current practice of not imposing customs duties on electronic transmissions until the Fifth Session.

Another area of ICT related activity for the WTO has been the **Information Technology Agreement (ITA)**. This provided for the complete elimination of duties on IT products covered by the agreement by January 2000. The periods permissible for duties have been extended for some products in developing countries. A workshop on EMC / EMI for Information Technology Products is scheduled for the 24th April 2003.

The WTO is also responsible for matters relating to the **Agreement on Telecommunications Services**, which establishes the basis for international trade and investment in telecoms services, creates a framework of 'offers' covering aspects of the restructuring and liberalisation of national telecoms networks, and includes a Reference Paper on Regulation which sets a basic framework for telecoms regulatory matters.

Contact Point:

World Trade Organization
Centre William Rappard,
Rue de Lausanne 154,
CH-1211 Geneva 21,
Switzerland.

General enquiries
Tel: (41-22) 739 51 11
Fax: (41-22) 731 42 06
email: enquiries@wto.org

URL:

www.wto.org