Case Note on ICT4D Project:
Telescentre: Community Knowledge Hubs and Networks

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(2) Title of the Case:
Telescentre: Community Knowledge Hubs and Networks

(3) Subject of the Case:
Poverty and hunger reduction and employment opportunities for the poor

(4) Description of difficulties and problems:
Thailand as one among the developing countries in Asia confronting of “global village” which ICT is the vital drive to all kinds of innovative changes. Its current 10th National Economic and Social Development has clearly identify the ICT 2010-2020 policy to be one among its main policies because the demanding of Knowledge-base Society keeps its challenging to all global countries. The main policy of Thailand has focus some of the prioritized categories: 1) Knowledge Management contains many activities such as Thailand Integrated Water Resource Management project, Agricultural Information Network Project (AIN), e-Agriculture project, Plant Genetic Conservation project; 2) Access to Information and Knowledge contains SchoolNet Thailand, the Community Telecenter / Telecentre, Economy-Class PC, Wireless Local Loop for Rural Telephone, and all kinds of database management; 3) Knowledge Application for Self-sufficiency, well-being and Sustainable Development contains distance learning via satellite, catalog for community products, automatic web translation services, ICT to empower the homeworkers, etc. Some of the main strategies are its “5 E” : 1) e-Government, 2) e-Commerce, e-Industry, e-Education, and e-Society.

Yet despite the drastic increase of ICT activities in Thailand, the digital gap especially in the rural community which is the main population are still quite slow in its ICT adoption. E-Society is one among the prioritized policy aimed to access knowledge and opportunities to all group of people with its final aimed for the sustainable development. One among the dominant projects under the E-Society is the community telecenter with its 20 centres started in 2007 followed by 60 centres then 300 centres in this 2009 with its variety organizational based : GOs, NGOs, BOs, Pos. The www.thaitelecentre.org is its interactive hub for any development purposes; the www.ASEANhomeworkers.org is for the homeworkers in all ASEAN countries; the www.ICT4Youth.com aimed for being the portal for all youths, etc. This integrated E-Centre has been served as the knowledge platforms for all the rural communities especially rural women who are quite being left behind to access more in many aspects such as ICT literacy, SMEs skills, leadership skills, etc.
(5) Short descriptions of the ICT applications:

The “Community Tele-Center / the Community ICT Learning Center” all over the country are currently being used as the “Knowledge Platform” in narrowing down all kinds of gaps especially the digital gap as well as strengthening the capacity of all groups of Thai people starting from their self-sufficiency till their regional and global achievement. Some examples are as followed:

- **The Youth Groups**: both for the general ones and the risked ones for any kind of their appropriated development i.e. learning, exposed to more perspectives;
- **The House wife and the Women Groups**: for their own and their family development, access more information, more knowledge, more opportunities then more income, and more self esteem, etc.;
- **The Vocational and the Homeworkers Groups** (the non-formal economy): for their communication, products production and marketing, etc.
- **The Farmers**: for their farm production development as well as doing farm online, etc.;
- **The Monks**: for their learning, opening up more perspectives, and religious distribution;
- **The Aged Group**: for their social network, information seeking for any of their development, etc.

(6) Results and lessons learnt:

The Thai telecentre or the Community ICT Learning Centre has proved itself to be one of the main concrete knowledge hub / platform for both of the community and all the relevant levels especially at the policy level to share and offer any kind of public service to the community people. All the prosperous success got its warm and participatory welcome from all the community people all over Thailand….. because of the mutual and collaboration among all kinds of stakeholders as well as all levels of collaboration especially from the community themselves. The bottom-up knowledge sharing and learning among themselves has been keeping its emerging up which really help in strengthening both of their development and their dignity themselves.

(7) Source of Information: Indication of websites, and information on publications relevant to the applications for further information on the ICT4D project, if any;

7.1) Website:

- www.ThaiTelecentre.org
- www.ThaiAseanHomeworkers.org
- www.ASEANhomeworkers.org
- www.CCDKM.org

7.2) Publications:

- “How To” Cooked Book : How to Move the Sustained Telecentre