



Refreshers Training on “Accessing and Intermediation of Local Language Content”

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Refreshers Training on “Accessing and Intermediation of Local Language Content”

Duration: 22-23 August, 2008

This report reflects the outcome of the Refresher Training titled “Accessing and Intermediation of Local Language Content” for information worker, infomediary working in different telecentre under PAN Localization project in collaboration with BRAC University. Md. Masum Billah, Project Coordinator of PAN Localization & head, Knowledge Management Division, D.Net inaugurated the training. The inaugural event was attended by Md. Forhad Uddin, Sk. Masudur Rahman, Md. Mosharraf Hossain and Shahina Pervin. Infomediaries from different telecentre practitioners like BNNRC, Dhaka Ahsania Mission, Practical Action, YPSA, Digital Equity Network and D.Net took part in the training as participant.

Summary of Discussions (Day Wise)

22 August, 2008: Day 1

- Registration
- Pre Evaluation
- Expectation from Re-fresher training
- How to operate a telecentre

Registration and Evaluation:

The entire participants fill up Pre Training Evaluation questioner.

Expectation from Re-fresher training:

What are the outcomes and learning of the last training? What opportunity you have given to your locality people? What was the lacking of your last training? Do you think it was better if extra some curriculum was added in your last exercise? Bearing in my mind those questions, facilitator wants to know from the participants their expectations from the re-fresher training.

Muhammad Abul Hasan (RTC):

At the time of my last training, I was very new as an infomediary, not informed about the responsibilities and process of information collect. After that training I have overcome my lacking.

Rita Rani Dey (GHAT):

I am same to Hasan. After taking that training we arrange a field seminar in 20 schools in my locality and inform those students about our services. I also have overcome my lacking in maximum difficulty areas. About college and school related all information in my locality and outsides is now available to me.

Motahar Hossain (RKC: Dwip Unnyan Songstha):

From this training mainly my computer and Internet related knowledge is developed. In last Independent day, in a discussion session of my locality, I expressed our services to the audience, I also informed about some extra facilities from some doctor and women that I can include in my information service centre.

Azizul Hakim and Goutom Kumar Saha (CRC: Dhaka Ahsania Mission):

Just after taking the training, I prepared a presentation to present in my office about what I have learned from the training. After that presentation our management can easily informed as an infomediary what I will need more for smooth service. By these six months my organization has fulfilled my maximum needs like Internet connectivity, digital camera, jeeon content etc. I am very happy to share with you a success story of my locality. A woman named Aklima kathun can know about poultry business from me and start it. Now she is maintaining her livelihood better than past. We now provide deferent government forms. Every week we update our locality market price and provide it to the needed people.

Nurul Abser (YPSA : RKC)

First of all I will say computer knowledge was too much effective for me from the last training. Jeeon.com was in many problems from the beginning but recently ok. Mainly after that training I told everybody about my information centre because I can feel both is most important for properly work as an infomediary. One is inform all about information centre and another is information collecting process.

Ratna Rani (GHAT):

At the time of my last training taking, I was very new as an infomediary, not informed about the responsibilities of an infomediary. In my locality maximum problems is health related, women entrepreneurship, communication problems. Recently we are giving information services by boat in my locality.

Altaf Hossain (RKC):

I have learned how to be an effective and successful informediary. But from this training our expectation was more related computer than received from this training. I received a question in every month after that training it was same for every month. But I think if there had any option to express my sayings it was better. It is need to update Jeeon CD. I feel good to collect information form Jeeon because it is in Bangla.

How to operate a telecentre:

In this session, facilitators collect different types of in formations from the participant which is as follows:

| Center | Online | Offline | Video picture | Local information | Related service/ others | Helpline/ Experts | Director |
|-----------------------|--|--|---|---|---|-------------------|----------|
| Dhaka Ahsania Mission | <ul style="list-style-type: none"> • Internet • DV Lottery • Examination Result | <ul style="list-style-type: none"> • Reading book • Give book • Job Information • Citygen charter • Rights of grassroots • Newspaper • Daily market information | <ul style="list-style-type: none"> • Total 26 • Price of 26 CD is tk 1200/- <p>Training for increasing efficiency</p> <ul style="list-style-type: none"> • Jam-jelly produce • Repair tractor • Block Batik • Beauty parlor • Success history of actual businessman <p>Educational</p> <ul style="list-style-type: none"> • English | <ul style="list-style-type: none"> • Success history • Citygen Carter • Daily market Information • Information of Union Parisad • Information Board • Service Map | <ul style="list-style-type: none"> • Computer • Computer training • Mobile Servicing Training • Training on block-batik • Other related training • Commercial mobile call • Photogra | Health and Legal | |

| | | | | | | | |
|---|--------------------------|---|--|--|---|--|--|
| | | | <p>grammar</p> <ul style="list-style-type: none"> • Talking Dictionary • Introduction about air • Some information about water • Spoken English • Mina cartoon Awareness • HIV aids • Amusement • Gopalver • Children Education | | <p>phy</p> <ul style="list-style-type: none"> • Computer compose • weight measure • Scanning | | |
| Oral Technology Center (ORTC- Practical Action) | Agricultural Information | <p>Agricultural Information</p> <ul style="list-style-type: none"> • Book • CD • Vaccination information | <ul style="list-style-type: none"> • How to preserve high yield variety seed? • Food processing <p>Source of CD collection DFID/ IRRI/ BRRRI/ BINA/ CARE/ Action Aid</p> | | <ul style="list-style-type: none"> • Laminating • Photocopy • Spiral binding • Packet Filling & sealing machine rent (Jam, spices, dry rice etc packing) Charge: 95tk/10 packing, | | |

| | | | | | | | |
|-------|--|--|-----------------------|--|---|--|--|
| | | | | | <p>time require 30min</p> <ul style="list-style-type: none"> • Agricultural equipment: Sprayer, dram seeder. Charge : 200tk/day • CD writing • Computer compose • Magic box <p>This box is available in Cochukhet, Ibrahimpur, Dhaka</p> | | |
| GHAT | <ul style="list-style-type: none"> • Fill up result form • Email | Data base | | | <ul style="list-style-type: none"> • Photography • Health & legal • Camp • Computer compose <p>Computer training</p> | | |
| PGEUS | | <ul style="list-style-type: none"> • Paper related to Jeeon | Educational video CD: | | Laminating | | |

| | | | | | | | |
|-------------------------|---|-------------|---|--|--|----------|-------------------|
| | | Information | <ul style="list-style-type: none"> • Study tour • Math education • Sisimpur | | | | |
| Dip Unnoyan Songsta | | | <ul style="list-style-type: none"> • Disaster management • Cartoon related to Awareness • Nurnaher Jhark-related to cyclone face | | Disclose Government Service: <ul style="list-style-type: none"> • Land related • Voter ID | | Through volunteer |
| Pallithaya-Digonter Dak | | | Computer game | | <ul style="list-style-type: none"> • Solve hardware related problem • Sale machinery parts • Cyber cafe | Helpline | |
| IPSA | Disseminate information of women & children from book | | | | Disclose information of different day through liflet | | |

23 August, 2008: Day 2

- Session continuing: How to operate a telecentre
- Post Evaluation
- Closing Session

Session continuing: How to operate a telecentre:

In this session facilitators try to find out the existing motivation processes and another can add for the best services:

PGEUS:

- Union Parishad/ different service provider
- Information service against of little price
- Volunteer group

GHAT:

- Disclose different awareness related video document through computer
- Meeting on courtyard
- Announcement
- Seminar in school, college

Dhaka Ahsania Mission:

- Weekly meeting
- Meeting on courtyard
- Individual contact through CAG
- Common meeting in Union Parishad
- Celebrate different Day
- Mediation meeting
- Through resource person
- Tea shop
- Personal communication

Dip Unnoyan Songsta:

- Through display video document
- Club basis Meeting
- Poster/ meeting

Digonter Dak:

- Information dissemination by going door to door
- Meeting with different organization

- Meeting in school & college
- Conference in center

IPSA:

- Meeting on courtyard
- Conference with different service holder
- Coordination meeting with Union Parishad (sometime)

Rural Technology Center:

- Group Discussion
- meeting with CBO House
- Meeting with Union Paroshad
- Meeting with market committee
- Meeting with GOs & NGOs
- Campaign
- Campaign in School
- Campaign with resource person

Now all the participants divided in three groups and draw a social map through motivation processes of their locality where mentioned all information provided places:

Group no-1

Objectives: Social Map

Name of village: Polashtali

Motivation Process: Seminar

Process:

- Select Date, time and venue
- Select participants (market committee, teacher, GOs / NGOs, OP, resource person etc)
- Letter writing and distribution
- Exchange of greeting
- Introducing session

- Discussion of seminar's objectives
- Hand over responsibility on one person through mapping among the participants
- Mapping according to opinion of all participants
- Review all that anything omitted
- Write up all opinion
- Closing Discussion
- Seminar budget
- Photo session
- Multimedia

Outcome:

- Good relation with common people
- Create a concept about the communication structure of that village.
- Get knowledge about what type of information they require
- Get knowledge about different service holder
- Get knowledge about religious status
- Get knowledge about history of that village
- Get knowledge about the culture of that village
- Get knowledge about local knowledge
- Get knowledge about virtuous
- Get knowledge about socio economic status

Stationary: White board, marker, brown paper, poster paper, sound system, banner

Output:

- participants of Polashtoli get a concept of map
- Prepare a map

Group no- 02

Motivation process: Meeting on courtyard

Process:

- Selection of subject for courtyard meeting
- Selection of time, date, and venue.
- Selection of courtyard.
- Selection of participants
- Confirmation of participation and opinion of resource / respectable / experienced person
- To aware about time, date and venue and to give a concept and importance of subject to the participants
- make budget
- Local situation survey (present health status, education, law etc)
- Prepare module
- Take preparation for selected subject.
- Take position before 30 min of selected time
- Confirm seating arrangement for participants
- Confirm the participation of volunteer
- Meeting become start through exchange of greeting
- Take signature of participants through someone
- Start discussion
- Presentation of necessary statistical data
- Display flip chart
- Inquire that all understand the discussed subject and take necessary steps
- one take responsibility for documentation

Subject under considerable:

- Participatory discussion
- Make confirm participation
- Discussion can not be extended for long time
- Provide clear and accurate information

Materials:

- Statistical data for related subject
- Flip chart
- Mat for sitting
- Poster paper and marker

- Computer
- Camera

Accessories:

- Volunteer
- Community worker
- 1/2 Participants
- Respectable persons and elite persons

Result:

- Introduce the participants about subject
- Participants can get knowledge about subject
- They become curious to get information
- They can exchange their opinion
- We can know about their problem
- We can select what type of information is needed.
- Knowledge of intermediary can be rich
- Increase the interest of participants to come information center
- Create mentality of participants to receive real information
- Women can know their real problem.
- Women can know about information center and can also share about this with other family member
- It help to select the intermediary to share information
- Get concept about new information technology.
- It help to know about religious feeling
- Reduce discrimination between different aged and status

Group no: 03

Importance of Union Parisad in ICT Development:

Motivation process: Discuss with Union Parisad

Process:

- Preparation
- Budgeting
- Guest selection

- Individual communication and develop relationship
- Prepare a plan
- Venue selection
- Time and date selection
- Letter preparation and delivery
- Distribution of responsibility
- Preparation of module
- Preparation of concept paper
- Registration
- Honorarium (If budget available)
- Entertain
- Mental preparation
- Workshop

Needed Stationary:

- Pen
- Pad
- File
- White board
- Board marker
- Duster cloth
- Artline
- Brown paper/ poster paper
- Masking tape
- Computer
- Multimedia
- Video CD
- Envelop
- Composing of letter
- Photocopy
- Name plate
- Flip chart
- Leaflet / concept paper
- Sound system

- Banner
- Decoration
- Generator

Work plan:

- Selection of presenter
- Selection of subject
- Selection of special and chair person
- time selection
- Selection of person for welcome speech
- Time selection according to session
- Summary of session
- Open discussion

Budget:

- Letter compose
- Photocopy
- Photocopy of concept paper
- Stationary
- Entertainment
- Honorarium
- Decoration

Result:

- Get knowledge about information and technology
- Become aware
- UP will play vital role in future
- Develop livelihood
- Increase employment opportunity
- Increase interest on information center
- To get knowledge about different service of UP
 - Population
 - No of population who has VGF, VGD card
 - No of population who get widow allowance

- No of population who get disable allowance
 - No of population who get aged allowance
 - About sanitation
 - Union Parishad
- Get knowledge about activities, duties and responsibilities of different committee of UP
 - Get knowledge about opinion of different UP member
 - Get clear concept about information center
 - Education - daily newspaper
 - Health - job information
 - Livelihood - UP budget
 - Agriculture - DV lottery
 - Law / Human right
 - Computer Training
 - Internet - examination result
 - Compose
 - Citizen charter
 - Different government form
 - Daily market price
 - Linkage between UP and information center
 - Help both Information center and UP through Information exchange
 - Help UP through provide information
 - Build a good relation between UP member
 - UP structure can be used
 - Financial help through UP

Barriers of offline information system

- Information is not updated
- Do not get all information
- Incapable of supply all type of information
- Technical problem to browse information system
- Need password to install information system

- Can not copy information system
- information system can not lasted long time

Barriers of online information system

- Maximum information of online is in English
- Shortage of information along with picture
- Limitation of speed
- Limited knowledge on website
- No list of website
- No way to prevent adult sit
- No list of interesting website

Barriers of local information system

- Information can be Inquired
- Justify information that is accurate or not
- Justify incompleteness.
- Wrong information
- Selection of source of information
- Mentality to supply information instead of money
- Limited knowledge on process of information collection
- Information without picture
- Limited list of source of local information.
- Limited person to supply information.

Barriers of Helpline information system

- Limitation of experts
- Limitation of experts` time
- User have no belief on experts
- It takes time to disseminate / supply information
- Experts are not available all time
- Limited interest to get information through helpline

In this session all the participants divided into three groups and make a respective list that who will go to whom for information related solution. Their made list is appended below:

| Subject | Information receipt | Intermediary |
|----------------------|---|--------------|
| Group no - 01 | | |
| Agriculture | <pre> graph TD A[Agriculture] --> B[Farmer] A --> C[Housewives] B --> D[Block supervisor] C --> E[Representative] D --> F[UP agric Office] E --> G[Neighbor] D --> G F --> H[Agriculture Ministry] H --> I[Agriculture Research Institute] </pre> | |
| Education | <pre> graph TD S[Students] --> T[Teacher] G[Guardians] --> T G --> SSC[SSC] T <--> SSC T --> UEO[Up Edu office] SSC --> UEO SSC --> EB[Education Board] UEO --> DEO[District Edu office] UEO --> EB DEO --> EM[Education Ministry] EM --> BA[Bangla Academy] </pre> | |
| Law & Human right | <pre> graph TD O[Oppressed] --> DC[Disciplinary committee] DC --> UP[Union parishad] UP --> NGO[NGO/ Thana/ women directorate Department] NGO --> DJC[District Judge court] </pre> | |

| | | |
|----------------------|---|---|
| | <p>High court ↓ Suprim court ↓ Truth commission</p> | |
| Health | <p>patient (all category)</p> <p>↙ ↓ ↘</p> <p>Village Doctor Neighbor</p> <p>Indeginious healer/UP health complex</p> <p>↓</p> <p>Upazila health complex</p> <p>↓</p> <p>Upzila / District Hospital</p> <p>↓</p> <p>Divisional Hospital</p> <p>↓</p> <p>Center Hospital</p> <p>↓</p> <p>Outside of country</p> | |
| Job | Service holder, Newspaper, Job website, Known Person, Office | Information Center |
| Group No : 02 | | |
| Agriculture | | Internet, BARI, BRRI, BINA, Information center, neighbor, radio, TV, library, newspaper, technical officer (NGO), Agri-businessesman, Khamerbari Dhaka, Divisional agriculture Office, District Agriculture Office, Upazila Agriculture Office, |

| | | |
|----------------------|---|--|
| | | Farmer |
| Education | | Upazila education office, Internet, library, Newspaper, information center, school, college, university, students, Parents, neighbor |
| Law and human right | | Internet, Humen right organization, information center, NGO, Library, Local government, Oppressed, neighbor, humen rights authority |
| Health | | Health Directorate , Internet, Hospital, information center, village doctor, patients, neighbor, library, newspaper, helpline, community clinic, |
| Job | Job seeker | PAC, Internet, information center, service holder, neighbor |
| Group no : 03 | | |
| Subject | Information seeker | Intermediary |
| Agriculture | Farmer, housewife | Farmer, dealer, BADC, Upazila Agriculture Office, other farmer |
| Education | Students, teacher, Parents, service holder | Education Institute, teacher, students, GOs/ NGOs, Internet, CD, newspaper, Radio, mobile |
| Law and human right | Farmer, laborer, service holder, students, businessman, women and children, journalist, disable | Advocate, Court, chairman, member, politician, GOs / NGOs, UP, human right, journalist |
| Health | Farmer, laborer, service holder, students, day laborer, businessman, journalist | Doctor, Indigenou healer, Pharmacy, gypsy, health complex, clinic, hospital, NGOs |
| Service | Unemployed, service holder, students, parents, housewife | Institute, Employment organization, service holder, newspaper, internet, relatives, advertisements |

Post Evaluation:

All the participants fill up post evaluation questioner.

Closing Session:

In the training session, infomediaries sharing their experiences and discussed about difficulty in their working processes. The 2 days long training period applied different significant and effective strategy to improve skill among infomediaries for local content intermediation and refresh the learning of their earlier training. At the closing session, the project coordinator with all participants decided to make an email group and have a work plan for the next one month by which they can share with each other about their activity more efficiently. The two days training session was rapped up by Mr. Masum Billah, Mr. Mynul Islam, Ms. Sabila Enun and Shahina Pervin.
