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Yes

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**1. Which stakeholder category do you belong to?**

Non-Government

**If non-government, please indicate:**

Civil society

**If non-government, please indicate if you are:****2. What do you think is the significance, purpose and scope of enhanced cooperation as per the Tunis Agenda? a) Significance b) Purpose c) Scope****(a ) Significance**

The Tunis Agenda, in Paragraph 69, recognizes enhanced cooperation as an integral part of Internet Governance. It helps each stakeholder group to contribute in areas of its expertise and focus.

**(b) Purpose**

Paragraph 71 of the Tunis Agenda states the purpose of such co-operation. The need is to establish principles of public policy in matters relating to governance of Critical Internet Resources, Infrastructure and in matters that affect human rights of people on the Internet.

**(c.) Scope**

The scope lies in the process of enhanced co-operation being inclusive and responsive to innovation in the Internet domain. This should supplement the implementation of the WSIS mandate. This includes reviewing of overall outcomes of the World Summit on Information Society and assessing how far the agenda has been implemented. In this the role of various Action Line facilitators are very important and they should have a clear plan for ensuring enhanced co-operation. The role of civil society is not restricted to community matters alone and it should have a greater say in policy matters related to Internet Governance including those related to Critical Internet Resources. The scope for enhanced co-operation is much more relevant in the current scenario when there is greater distrust between the various stakeholders in the backdrop of the Internet surveillance issue.

**3. To what extent has or has not enhanced cooperation been implemented? Please use the space below to explain and to provide examples to support your answer.**

Although there have been attempts at implementing enhanced co-operation in various organisations, these have been limited and the experience varied.

Although the ITU has sent messages that it wants to involve the civil society in the deliberations, in reality the ITU has often made it difficult for the civil society to engage in a meaningful way in deliberations. The WCIT 2012 in Dubai was a case in point where it was difficult for representatives of civil society organisations to even attend many meetings, if they were not part of national delegations.

ICANN has tried to involve most stakeholders including Governments in its decision making process. Although GAC in ICANN has Government and inter-governmental organisation participation, the ICANN board does not have a balanced representation from various stakeholder groups. However W3c has representation from civil society, academia, academic institutions and private bodies in its decision making process. Thus, there is a need to involve more stakeholder organisations representing all sections of the people, across geographies and across economic and other boundaries in decision making process in all inter-governmental and international organisations.

#### **4. What are the relevant international public policy issues pertaining to the Internet?**

The relevant international public policy issues pertaining to the Internet are as follows:

- a) Protection of Human Rights on the Internet: It is essential to evolve mechanisms to ensure the protection of Human rights as proclaimed in the Universal Declaration of Human Rights like Freedom of Expression and Privacy. Recent issues related to surveillance have shown how human rights are often violated in the name of security. There have also been umpteen instances of violation of Freedom of Expression of people on the Internet in the name of religion, politics and various other reasons.
- b) Governance of Critical Internet Resources: The recent events of Internet surveillance could lead to a call from various countries for servers and other infrastructure to be set up in their countries and this could change the Internet as we know for ever. Hence it is important for the world community to discuss the issue and to regain the confidence of users as well as Governments in the governance of Critical Internet Resources and infrastructure.
- c) Access and capacity building: With various parts of the world being in various stages of economic development it is essential to have a concerted effort in improving access and to build capacity. All stakeholders from private sector to civil society to Governements have a role to play in this.
- d) Law-making: If e-commerce and transactions over the Internet have to grow it is essential to have legal certainty for entities operating on the Internet. It will be ideal to work towards a common minimum standard in areas like Intermediary liability and cyber crimes amongst countries.

#### **5. What are the roles and responsibilities of the different stakeholders, including governments, in implementation of the various aspects of enhanced cooperation?**

The roles of various stakeholders cannot fit into water-tight compartments and are often inter-related. However some of the important roles of various stakeholders based on the greater say they have traditionally had in these areas are:

(a). Governments:

Governments have a leading role to play in issues related to security of infrastructure, law-making and in ensuring access and capacity building.

(b). Private bodies

Private bodies have an important role in development of technical standards.

(c). Civil Society

Civil society has a major responsibility in ensuring protection of human rights and in ensuring uniform distribution of the Internet resources.

(e). Intergovernmental Organizations

These organisations have an important role to play in issues relating to trade and commerce.

(f). International Organizations

International organisations have a major responsibility in management of Critical internet Resources and in development of technical standards.

#### **6. How should enhanced cooperation be implemented to enable governments, on an equal footing, to carry out their roles and responsibilities in international public policy issues pertaining to the Internet?**

Enhanced cooperation would act as an enabling platform for governments in development of national Internet policies. Such cooperation should support an enabling and competitive environment for necessary investment in ICT infrastructure, development of new services and

policies pertaining to them. It should help in the spread of ICT-enabled services in the case of national and local governments. This in turn would help in the implementation of cross-sectoral and cross-institutional coordination as stated in the Tunis Agenda. Development of public policies from the enhanced cooperation platform would ensure stability, security and continuity. The engagement with various stakeholders should happen at multiple levels, viz., global, national and local. This should ensure a proper and meaningful participation in international policy dialogues by the Government as well as by the various stakeholders in the country. There should be sharing of information, resources and know how between the Government and various stakeholders and this would facilitate better policy making on issues.

### **7. How can enhanced cooperation enable other stakeholders to carry out their roles and responsibilities?**

While the role of Governments in policy making is important, other stakeholders also have a lot to gain from enhanced co-operation. Enhanced co-operation results in better interactions and sharing of ideas. Thus, private sector could provide lots of inputs to civil society in issues related to standards and the civil society could formulate their opinion on the openness of standards proposed. The Private sector could gain by understanding the human rights implications of many of the issues like that of privacy and freedom of expression from civil society.

### **8. What are the most appropriate mechanisms to fully implement enhanced cooperation as recognized in the Tunis Agenda, including on international public policy issues pertaining to the Internet and public policy issues associated with coordination and management of critical Internet resources?**

There cannot be one single mechanism or one single entity to implement enhanced co-operation. It will be more appropriate to discuss the principles to be followed in evolving such a mechanism. It is essential for all inter-governmental and international organisations to work on the principle of enhanced co-operation. The implementation of enhanced cooperation should be based on the principles of transparency, balanced representation of stakeholders and informed decision-making. This would involve identification of issues and resolving the same through consultation with the stakeholders.

Enhanced co-operation model should not be a top-heavy model and should be balanced with proper representation from all stake-holders at all levels. Firstly, the stakeholders should participate in the relevant international Internet policy discussion fora in order to put forward their sectoral concerns in relation to policy developments in the respective sectors. They should then work towards spreading the learning from such fora in their respective areas. It can be done by publishing review reports or white papers or consultation documents. Once informed and educated, stakeholders will be in a position to have informed debates. This might be in the form of recommendation, critical analysis or economic analysis of the issue. Now the stakeholders will have to reach out to the non – participating entities affected by the decisions, educate them and note down their concerns and analyze them in respect of the outcomes of the processes.

### **9. What is the possible relationship between enhanced cooperation and the IGF?**

The most important outcome of the WSIS process is the establishment of the Internet Governance Forum, a process for enhanced cooperation. The Tunis Agenda for the Information Society invited the Secretary-General, United Nations to formulate a new forum for multistakeholder policy dialogue, called the IGF and implement this mandate in an open and inclusive process. Enhanced cooperation under article 69 and 71 of the Tunis Agenda speaks of multi stakeholder consultation, including the government and other stakeholders, on issues involving international public policy pertaining to the Internet. IGF as a forum has been a testing ground for enhanced cooperation. The IGF has created a platform enabling interaction between various stakeholder groups. However, there is a need for outcome documents from the IGF to feed into policy initiatives at various international and

inter-governmental organisations. This would make IGF more meaningful as a forum that can influence policy dialogues in the international sphere.

#### **10. How can the role of developing countries be made more effective in global Internet governance?**

The major issues in the digital space in developing countries relate to access, content, infrastructure and security. The influence of developing nations in the global internet governance space is limited. The inter-governmental and international organisations need to work towards rectifying this anomaly. These organisations need to work towards a balanced resource allocation based on categorisation of countries. Care should be taken to ensure that there is proper representation of least developed and developing countries in the policy space. Areas for development in the ICT technologies can be identified and higher priorities can be given to developing countries and their partners. This would bridge the digital divide and would result in efficient usage of the development funds.

Inter-governmental organisations need to play a more proactive role in protecting the interests of the developing and least developed countries while making Internet public policy on the issues of inter-connection cost, access, cyber security, technology transfer, multilingualism etc.

#### **11. What barriers remain for all stakeholders to fully participate in their respective roles in global Internet governance? How can these barriers best be overcome?**

As the name itself signifies there will be a constant tussle between stakeholders in policy issues as their stakes are often different and sometimes colluding. Hence, the objective should be to have greater transparency in processes and to have better representation from all stakeholder groups and to strive for informed decision-making.

There also exist barriers due to economic, geographical and political differences. However, these issues can be resolved to a great extent by building a sense of trust based on transparency and open discussions.

There should be more direct stakeholder participation from the developing countries in international fora discussing Internet policy issues. Issues of protection of Human Rights over Internet, access, local language usage and education should be debated and addressed and this would further boost the stakeholder participation across the globe.

#### **12. What actions are needed to promote effective participation of all marginalised people in the global information society?**

Para 84 of the Tunis agenda affirms the responsibility of government and other stakeholders to work together in this regard. There is an established need to identify areas where further efforts and resources need to be pooled for the marginalized community. Firstly, affordable access to information and communications technology and digital literacy for the rural poor and other marginalized groups, including women should be ensured.

The continuing digital divide shows the imbalance between the policy making and implementation stages. There is a need for concerted action with participation from all stakeholders including civil society and private sector to promote effective participation of marginalised people in the global information society.

#### **13. How can enhanced cooperation address key issues toward global, social and economic development?**

The important issue for global, social and economic development is reducing the vast gulf between various regions of the world in terms of education, financial opportunities and health care. Telecommunications and Internet can play a major role in bridging this divide. To achieve this, all stakeholders from the private sector to civil society and the Government have to take concerted action. Better telecommunication, affordable internet facilities and easy access to content in local languages can make a great change to the life of people living in countries and regions which are less developed. Enhanced cooperation can play an

important role in achieving coordination between the various stakeholder groups in making this happen.

#### **14. What is the role of various stakeholders in promoting the development of local language content?**

In para 53 of the Tunis agenda commits to working earnestly towards multilingualization of the Internet, whereby it also supports the local content development, translation and adaptation, digital archives, and diverse forms of digital and traditional media. Multi stakeholders are now launching flagship partnership and advocacy Initiatives aimed at accelerating connectivity and access. The same has been cited in of statement of the Secretary General on "Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels" on March 2009.

All stakeholders including private sector, civil society, inter-governmental organisations and international organisations have a role to play in promoting the development of local language content. ICANN has a dedicated group working on local content development. The steps taken by ICANN to register domain in non-latin script in 2008 was an important milestone. UNESCO with various programmes like Local Content for Development through ICTs, UNESCO Programme for Creative Content, Public Service Broadcasting and Community Multimedia Centres have helped in this regard. The free software and Wikimedia communities have been in the forefront of developing applications and content in local languages. The Governments should enlist the participation of all these agencies and should have co-ordinated programmes for development of applications and content in local languages.

#### **15. What are the international internet-related public policy issues that are of special relevance to developing countries?**

The important Internet related public policy with special relevance to developing countries are the following:

- a) Overcoming the digital divide in terms of both access and capacity.
- b) Development of multilingual capability and local content for better access of Internet resources.
- c) The lack of legal and regulatory framework that enables trade and commerce on the Internet

#### **16. What are the key issues to be addressed to promote the affordability of the Internet, in particular in developing countries and least developed countries?**

Paragraph 54 of the Tunis agenda recognizes that an enabling environment is crucial, for "value is added at the edges of the network in both developed and developing countries when the international and domestic policy environment encourages investment and innovation."

The key issues to be addressed to promote the affordability of the Internet are :

- a) Issues in telecom regulation;
- b) Accessibility to affordable hardware;
- c) Awareness of ICT technologies;

#### **17. What are the national capacities to be developed and modalities to be considered for national governments to develop Internet-related public policy with participation of all stakeholders?**

National Governments should hold national and regional consultations with participation from all stakeholders. Such consultations will result in greater deliberation of policy issues and will result in creation of entities that have better understanding of Internet governance issues. The National Governments should also hold consultations with stakeholders prior to any international forum or consultation. Such consultations and deliberations will create a pool of

stakeholders who have a good understanding of Internet-related public policy issues.  
National delegations to international forums should have multi-stakeholder representation.

**18. Are there other comments, or areas of concern, on enhanced cooperation you would like to submit?**

No