     >> NANY JAMALUDDIN: Good morning, everybody. Thank you
for coming. I would like to steal another 15 minutes from you.
I am so sorry. One of our equally important speakers is a bit
late. She's on her way, so just -- we are on for a few minutes,
then we will start quickly. All right? Thank you. There's
time for you to catch coffee and stuff.
     >> NANY JAMALUDDIN: All right. Good morning, everybody.
We can start right now. The other speaker, Poomjit, she is
coming a little bit late, looking for parking. But we can start
now.
     Welcome, everybody, to this session. I am grateful for you
to be present this morning. So this session would be about
access to rights online. The panel with us today will be --
will give you an overview of what issues revolves around access
to rights online, particularly for the disenfranchised and
marginalized communities.
     To my far right, he is from the alliance, A4AI Asia, Web
Foundation based in India. Basheerhamad, if I pronounce your

name correctly? He'll give you an idea what digital gap is about. And to my left, Lisa Garcia, from FMA, will give an overview about what Philippines has done from the audit. And to her left is Adrian Pereira from North-South Initiative based in Malaysia. He will give an overview about the access to rights online from Malaysia.

To the empty seat on my right is Poomjit. She is NCUC member, based in Thailand. She will give an overview about the access to rights online perspective from Thailand, as well as the impact from that for the case study of missing persons in Thailand.

So, basically, this session is focusing, discussing the information to rights and freedom of association online through digital means, access or for different marginalized and disenfranchised communities. So we will look into five Web Foundation themes, which is Internet access and women's empowerment, affordability, digital skills and education, and online safety. This session will begin -- so each speaker will be given 15 minutes at least to talk about what they want to talk about. There's no pressure. You can go within five minutes or ten minutes. And then after that, there will be a Q&A. So the participants are more than welcome to intervene to ask questions, to leave comments, so there's no restriction for you to interrupt and say what you want to say, speak up your mind. This is a discussion. It shouldn't be formal or too formal, so we're here today to share our experience and skills and our thoughts.

So let's start with Basheer.

>> BASHEERHAMAD SHADRACH: Thank you. I think before we start, let's recognize the people in this room, the ones that manage the, you know, the presentation deck, the computers out there, the ones who manage the audio system, the translators, the transcribers. Let's give a big hand to them.

[Applause]

They've been doing a remarkable job, very quietly behind the scenes, and they contribute a lot to this cause here, and thanks also to the university. It seems to have a tremendous facility to accommodate an international conference of this kind.

My name is B. Shadrach. I come from India, southern part of India. Which means we do have only one name oftentimes. The reason we have only one name is because we wanted to abolish the caste system. India has this idea of first charter of society, and there are different occupations accorded to different communities, traders, warriors, the learned, and the untouchables. So we decided one fine morning, because there was a campaign to drop our surnames, because the surnames were the ones that identified you as somebody who belonged to a particular strata of society.

So I don't have a surname. My name is Shadrach. And

because we have to have a surname, we pick up the first letter of the father's name. My father's name was Basheerhamad. So my name is B. Shadrach. So that's how we name ourselves.

When it comes to online, there are predominantly five types of groups that we see excluded. We see the lowly, we see the people who migrated, internally displaced, migrated to another place for want of opportunities, from the calamities that they face. Women. The disabled. And the indigenous population.

These are the five communities that are predominantly marginalized in an online world. And I am grateful to Nany, who chose to announce this particular workshop, mainly to discuss how the online world can work on the challenges, particularly with regard to providing equitable access and equal access to all people.

The Web Foundation is founded by the inventor of the web, and I would like to ask the people in this room how many of you are aware of at least the name of the inventor of the web? How many of you know? Okay. So some of you know. So do you want to name the person, the inventor of the web?

So oftentimes, we take it for granted that the web could be open, could be transparent. But the way Tim Berners-Lee, he said for all. That would mean that all of the marginalized communities that I named also have to be included, and they have the right to be open, and with that desire, he founded the Web Foundation, so that the web could continue to be open. We are an advocacy foundation. We would like to advocate for the web to be open, because had a property of the web patented, he would have been five times richer than Bill Gates, maybe five times richer than Mark Zuckerberg, we just don't know. He never wanted to appropriate the web for himself. Rather, he gave the web for free to the world, which is what we call protocols to enable us to talk to each other, share knowledge, and create content on the Internet.

So I am going to talk to you not on all the five groups that I mentioned, but one of the five groups, which is the women, women online. We do have a research group called Women's Rights Online, and we are trying to form a network around the world that would basically advocate for policies that would enable women to come online. So my colleagues here, I think Lisa is the only one within the research group who is going to present is findings of her small research that we carried out, to basically explore the status of women online.

So why do we consider women excluded in the online world? The research shows that a lot of the world's population is offline, 3.9 billion people are offline, and you shouldn't be surprised that a majority of these people are women. More than 50% of the 3.9 billion are women, and the gender digital divide is real. It's real and we see it all around. The bad news is, it's not just real, with more and more ways to access the web, with technology's advance, we also see men appropriating

technology as compared to women quicker and earlier, leaving women a few years behind.

So, gender digital divide is real, and it's worsening. But what is the percentage of the divide. The development is skewed. Women in the global development arena, we are not going to witness the real development that we want to witness, even we need to ensure that women are empowered, more so in the connected world, particularly in the online world.

So there is a threat to economic growth, and there is a trend of stunted global development, which is likely to happen if we ignore women.

The reason women are excluded, it's not because they want to be excluded. It's mainly because the high cost of access, lack of know-how, digital skills, scarcity of content online with respect to the daily needs of women, and the barriers women face oftentimes to speak freely and express and participate in an online world. There are a few reasons why women are unable to be online. And yesterday, it was interesting that in a panel on feminism and surveillance was the topic of the panel, and we did discuss this issue of the most surveilled people in this world are the women, in any communities, for that matter, more so in the developing world, because women are in a patriarchal society, women are expected to behave in a certain way offline, but also that behavior is expected to be also seen in an online world. Otherwise, you know, they are intimidated, threatened, and whatnot. So that was the topic of the discussion yesterday.

But we see this inability to express freely online also as a reason. Now, who do we blame? We can't blame men for women not being online, but as a policy, we would like to blame the policymakers. We want to ensure that the policy is right, because women's exclusion in the digital revolution is primarily due to policy failure. The good news is we can correct the policy. We have the ability in the democratic setup, the policymakers of the elected representatives, so who we can advocate to. We can speak to them and ensure that the policy is remedied, not only in terms of prevailing incentives for women to come online, but also to mainstream their needs, where there is content, whether it is policy support in terms of protecting them online, to provide them with safe and security environment, and also to provide skills.

So with this understanding, we wanted to explore further, and I want to leave the findings of her research for Lisa to mention. But the headlines of our research findings are like this. We had kind of a scorecard on the basis of certain prior elements. We wanted to explore the participation of women online, and globally, the trend is like this. When it comes to women's ability to access the Internet and participate online, then only three of the ten people, three women out of ten people are able to be online. So the score globally is three out of ten.

When it comes to affordability, which is the one idea women seem to have a little more flexibility, because oftentimes, in developing countries, the financial resources, particularly in rural areas, are managed by women, and should they want to be online, if they want to procure a mobile phone or access information online, they can afford to be online, so only in the affordability domain, they seem to score five out of ten. When it comes to digital skills and education, three out of ten. When it comes to relevant content and services pertaining to women, this is four out of ten. When it comes to online safety, it's three out of ten.

So in other words, women are less likely -- 50% less likely to be safe online, to participate online, to access content online, and to also exploit the power of the Internet online. The only place where this is marginally better is to ability to afford access to the Internet, but oftentimes, they prioritize amongst the people, they prioritize the male folk to have access than they themselves having access.

We do have certain policy recommendations, which I'll leave it to the end, if we have the time to come around, but I never had the intention of spending 15 minutes with my deliberations, so I want to stop here by stating that, you know, there are five types of communities that we find to be very marginalized. Indigenous population, the disabled, women, people who have migrated, and among this five, we had the opportunity to focus on one set of groups, which is the women, and we recognize that there's a long way to go.

[Applause]

>> NANY JAMALUDDIN: Thank you. Now we can proceed with Lisa to share the findings from Philippines.

>> LISA GARCIA: Thank you for giving the context of my presentation. So, you know, I come from the Philippines, and I see two compatriots here. When you're in the Philippines, and when people go to restaurants, the first thing that they ask the waiter is not for a menu, but they ask the waiter, is there free Wi-Fi. So it seems that, you know, food comes second only to connectivity.

So connectivity is actually very important. Let me give you first a short background on the Philippine digital landscape. I come from a country with a population of more than 100 million, and the Internet penetration is from 44% to 58%, depending on which source you are citing, whether it's ITU, Internet stats, or we are social. So social media use is very high, and Facebook is still the most popular. So 50% of those who identify as females are on Facebook in the Philippines.

Now, I would be focusing my presentation on the digital gap when it comes to urban poor women. In 2015, the Worldwide Web Foundation did a survey of urban poor women in ten countries, and the Philippines was one of them. About a thousand individuals in each of the ten countries were surveyed, so in

the case of the Philippines, 251 males and 749 females were surveyed. So based on the survey that was conducted, 42% of the males and 46% of the females surveyed said that they are online.

But being in the Philippines, being able to connect, being online is important because more than 10% of the population is outside, so it's like one in every ten has a relative or a family member who is working overseas, and it's important to be connected. But as the figures show, there's still the other half that is not connected.

So I think Shady mentioned the general trend when our research was conducted in ten countries, but in the Philippines, it's also the same. When the women are asked why they are not online, they said that they do not -- they do not use the Internet because, among others, they do not have the skills, they do not know how to use it. Or that they do not have the time, that they would rather -- especially for women, they would rather do household chores than to go online. And for others, it's the affordability. Either it is expensive, or they cannot afford to buy a prepaid sim or prepaid load to get online.

While in urban areas, we found out that the gender gap in Internet access is closing. Few women in poor areas of Manila have used the Internet to look for important information on their rights or to voice their opinions online. So this is very low, according to our findings, and this gap is actually driven by the high cost of Internet and also limited opportunities for digital skills education.

So following this study, the survey that was done, what my organization did was also to conduct focus group discussions with urban poor women to validate the findings of the survey, and we also looked into existing policies of the government in terms of access, affordability, digital skills, and education, relevant content, and online safety, which were looked into in the digital agenda report card that Shady was talking about.

So some of our findings are as follows in terms of ownership of all mobile phones. Most households own one, at least a feature phone, but priority for phone ownership is for that family member who is working. So women or mothers, mostly who are left at home, they just borrow cell phones from other members of the family or from their neighbors if they want to use it.

As I mentioned, for women, connectivity is not that a priority because they would rather spend the money to put food on the table, especially for urban poor women. But if it's necessary to go online, then they buy prepaid data, and they rely heavily on promos by ISPs. Those that offer free Facebook or free viper.

Of course, among students, Internet connectivity is important. Speaking of students, the Department of Education in my country has a computerization program in public schools. However, when we had the discussion with young people with

students, we found that in public schools, there are very few computers that students can use, so in many instances, students are not allowed to use computers because the priority is for teachers and the school administration who are doing administrative and clerical tasks. So how do you expect students to learn about computers when they can't even touch them? Sometimes they don't even see a computer in the labs. I think this is 2017 or 2014, it says that 86% of public primary schools and 45% of public high schools do not have Internet access. But in fairness, recently, the government has rolled out free Wi-Fi -- this free Wi-Fi project, according to government website, there are almost 13,000 public areas, including public schools, parks and plazas that are connected. For instance, if you wish to be connected for 50 MB of data, you need not register. If it goes beyond that, you have to register to their system.

Now, most local governments, government units also, down to the village levels, have connectivity, most of them are in social media, and they use it to announce community programs. However, in urban poor communities, they are not -- not many are connected, so the local village officials still have to go through the house-to-house, information dissemination, so they do that either verbally or they distribute fliers to the community to announce some programs of some of their programs.

And then we also looked into the issue of online harassment, because there have been plenty of cases being reported, such as images and videos being posted without consent, women receiving hateful and threatening messages, being stalked online, et cetera. So although we have laws that can be used by women to seek recourse, and there are also agencies that can investigate cyber violence against women, the presence of laws are not enough.

So how are they actually being implemented? When we had the meeting with some women's groups, they said that access to justice should be a component of the digital gender gap, even if women have access, what kind of instrument -- or what kind of environment are they -- do they have, or are they able to access online. Are the digital spaces actually safe for women? So access for them should be meaningful access, which should also mean access to online mechanisms.

So as SGD5 specifically states that -- encourages countries to implement policies and empower women through technology, because we know how ICT tools are important to provide women with information and opportunities to enhance their income, access credit, to achieve quality education, healthcare, and also for more accountable government, among others, but this can only be achieved with access and meaningful access at that.

I think I would end here and just discuss about how to close the gap later, if we have the time. Thank you.

>> NANY JAMALUDDIN: Thank you, Lisa.

So now, I am going to collect some questions or suggestions or comments that you have in mind, if there's any.

>> I am from Bangladesh. I represent a think tank. It's just an idea. Since you have been doing this research involved with several countries in this region, would it be possible for you to let us have some figures related to the cost of the Internet services, which are offered to different people? There's a segment of the population, so the opportunity to evaluate and to see to compare, because in some areas, it's very high. In my country, for example, we try to reduce it and we are fighting to reduce it further, and it's gone to the village level as well now. Thank you very much.

>> NANY JAMALUDDIN: All right. Is there any more? Can one of the organizers help pass the mic? Thank you.

>> Okay. Thank you very much. I came from Bangladesh, and I am just -- under the Prime Minister to develop the national civil liberty policy. You can see, if we just consider anything, taking into account about the Internet development, whatever, vis-a-vis websites, content, whatever, if we consider the facility or the concept, then maybe nobody will be left behind, including if you just targeted to the women, then you must need to consider the women of disabilities. There is a diverse kind of women in disabilities, like especially the sign language users, women and girls -- and also communication is the biggest barrier. But believe me, this can be very helpful for a person with disabilities, especially women with disabilities when you are considering to ensure equal rights for all.

And also, we are talking about to ensure -- like saying please consider. That's not a question. The question is there is some international treaty, like U.N. convention. They have a separate article in article 21. Article 9 is accessibility and article 21 is right to information. It is clearly mentioned what the state can do, to ensure for people with disabilities. And also, after a long fight, disability was completely missing. The main thing is no one left behind, and there is a number of goals directly, like directly insured the people with disabilities. So it is directly impossible -- it is nearly impossible. But the country, we saw the VNR report, government have provided to the U.N., the voluntary VR report. We saw the country in this region seeing the people who have disabilities as a charity. They are not really properly addressed. Their rights are not properly addressed. That's why people with disabilities are very much anxious, and also became hopeless.

Lastly, I would recommend, please bring the IZ shoes to global, especially to inclusive means, not excluding the people with disability. Thank you very much.

>> All right. Thank you.

>> B. SHADRACH: Thank you for that question about affordability. We do bring out an annual report, what we call the affordability report, so I have copies of that, if you are

interested. We also have an Asia report. We don't actually
rate all the countries. We only rate the developing economies,
emerging and developing economies. So Bangladesh is also
included in this report.

You know, you are right when it comes to affordability, the
cost is high, and we seem to recommend something called the 1
for 2 target. 1 gb data accessible to people at a cost less
than 2% of the per capita income. So that's the kind of -- it's
a bit more ambitious than the U.N. broadband target. 500 mb for
5% of per capita. They have lowered it to 1 for 2. Last year's
study was only 19 countries around the world, including the
developed world, have exceeded this target. That means more
than 180-plus countries have lagged behind. And if the policy
is not remedied, the 2030 targets are to be missed. We can only
reach this target by 2042. By then, you know, the Internet
technologies will have developed.

So if you're interested, we can show you the report, and
you can collect a copy. But I want to also emphasize upon
another factor. It's not enough for developing countries to
simply meet a target. When it comes to the bottom percentile,
the bottom 20%, the poorest of the poor, for them, even if the
country meets the target of 1 for 2 at a country level, for the
bottom percentile, you seem to have a situation where people end
up paying, in the African countries, almost 40% of their per
capita income. When it comes to Asian countries, Bangladesh in
particular, 8%. So you can see the skewed development. You
know, the person who has more money is paying less as compared
to a person who has less money having to pay more.

So the targets have to be very, very ambitious. So I would
like to recommend you to take a look at the report. Thank you.

>> NANY JAMALUDDIN: All right. Awesome. So let's move on
to Adrian. He can give you an idea of perspective from
Malaysia.

>> ADRIAN PEREIRA: Good morning, everyone. My name is
Adrian Pereira and I run a small human rights NGO called
North-South Initiative, and one of the topics of the many issues
I work on which is labor. Migration is happening at a very
rapid and unpredictable manner. So complex that now governments
are in a discussion called the global compact, and they have
two. One is more migration, and the other one is for refugees.

Among the different reasons migration happen is, of course,
for labor issues. War and crisis also causes people to migrate.
Now we see climate change, family problems, trafficking, and of
course a global economic system. A scenario called mixed
migration where the interchangeability between the different
people of different status happens, and in Malaysia, we saw a
few years ago the refugees, the traffic victims, and the migrant
workers arriving on the same boat. So it's that complex.

So how do we deal with it?

I'll be sharing a bit on a very microlevel analysis of my

experience in Malaysia. Malaysia is a country of about 31 million people, labor force of 15 million, including 2 million migrant workers, and in the Asean region, I think we are either the third highest GDP per capita after Singapore and Brunei, so from the '80s, we were very dependent on migrant labor, bringing in labor from different countries in Asean, and also outside the region.

So in my work, which is helping migrant workers with their labor migration issues, looking at the different types of cases they experience, and helping them resolve them. Okay? So one of the digital tools that I use is a database called the Migrant Rights Violation Reporting System. So when a migrant worker comes to my NGO with a case, we document it and we try to analyze it using a case management system, hoping that we can resolve it in a better process. Okay?

My first initial project was with Nepali migrant workers, and in 2016 alone, we received about 400 cases of violation. So we document, we look at the cases, and along the way, we realized that about 80% to 90% of these cases, the migrant worker doesn't have its proper documents, and there's no evidence of whatever he experienced, and then it becomes very complex to resolve. Justice is merely a dream of what he can imagine.

But this is more of solving a problem. Okay? Not having documents. And if you look at the stages of migration, it's so long and so complex, and every stage there's definitely some form of manipulation, and somebody wants to make money out of them. It's so ridiculous and bizarre. Let me just share a bit.

So from the village, his departure, his recruitment stage, someone will cheat him for the recruitment fees. So the actual fees, which is about 10,000 Nepali rupees, he ends up paying 180,000 Nepali rupees. So you do the math, okay? And then when he goes for his pre-medical checkup, there's forgery. Someone fakes a medical certificate. So he pays money. And then when it's time for departure, also they are cheated. They forced us to pay higher. They arrive in Malaysia, they face all kinds of corruption and extortion from police.

When they start work itself, they are cheated from their overtime. Their salary slips. They don't even have their salary slips to prove that, you know? But we can look at their bank balances. They pay a tax called levy. So even 40% of Malaysians don't pay tax, but migrant workers have to pay tax. Even the repatriation, sending back after they finish their ten years or when there's a crisis, even that has been privatized.

So at every stage of a migrant worker's life cycle in Malaysia, there's some form of exploitation. But the problem that I face in helping them resolve, there's no documents. Either somehow they have run away or the employer has taken the documents and that makes it extremely difficult for access to justice.

So what I would like to propose in -- oh, before I go there, Nany has asked me to share how the migrant worker themselves use technology. Okay? Of course, when they arrive in a foreign country, they want to communicate with their families, so they get a SIM card. In Malaysia, to get a SIM card, you need to produce your passport. I don't know why -- I think most countries in the region, you need a passport to register your SIM card. Security is the reason, but then how safe is the ownership of the data by these telecomm companies? In my experience, about 70% of migrant workers in Malaysia own a cell phone, so they are connected to their families.

We also have cases where migrant workers send distress messages in Facebook. So, example, if they are caught in a forced labor situation, they use Facebook to actually send a distress message to friends, and then that message either comes to us and then we try to do a small rescue operation.

The telecomm companies are smart. They know that migrant numbers are large in Malaysia. 2 million documented, 4 million undocumented. So these are big figures. Okay? Big figures. So what they do is they organize concerts, give out free SIM cards. Of course, money is made. It's a business. But how do we now use that opportunity and technology to protect, for the protection of their rights and the dignity of the migrant worker?

So what I in my organization and a few coalition of migrant worker leaders and other NGOs, these are some of our suggestions. To solve this problem of losing their documents in the whole cycle and the chain of the migration cycle to maybe have a digital locker from the recruitment site. All right? Of course, the dilemma is who manages this locker. I think the most key important documents that need to be there is, of course, their passport, their contract, and their permit. So these three documents should be locked safely in the digital locker. I don't know which government or private sector service provider is going to set this up, but at least when there's a crisis, we have evidence. We are able to trace the digital footprint of the migrant worker in this whole track, and help them access justice. Okay? When there's documents, a digital footprint, we can track.

Of course, what happens if this data falls in the wrong hands? If it falls into the hands of gangsters, bad people who are in the agencies or the employment. Sometimes you see a lot of physical violence in labor, migration. And that's one of the reasons why migrants run away, physical abuse. So how do we set up a system like this?

Another suggestion is to have a G-to-G digital recruitment process. If I'm not mistaken, India is trying to do it, where migrant workers can go to the net portal, directly register according to a match employer who they'd like to work with, and then the process is as simple as that. Myanmar and Korea also

practice that, G-to-G.

The problem happens when people want to make money from this process, and then it becomes G-to-G plus. So I think our friends from Bangladesh may have heard of the crisis. It becomes more complex. So if you shorten the process, eliminate all this middle man and agents using digital tools, I think the smaller the risk of being exploited is okay.

Besides that, my other suggestions, which I think migrant workers can really benefit from digital tools is, of course, in times of emergencies, sending out distress signals, data collection, either through small service. We have done data collection on recruitment processes. Normal phones where there's a call-back option. You can key in your options using number one, two, three. We have done that.

Other than that, the other NGOs work with the story telling to promote imaging. And of course, last, but not least, is helping migrant workers get organized. Helping them get organized and connected to one another. And hopefully that helps them to not just socialize, but to fight for their rights. Unfortunately, in Malaysia, for domestic workers, imagine it's 2017 and we still can't guarantee a day off for them. This is very unfortunate.

But among the challenges that come -- oh, yeah. Big data. One of the reasons why I accepted Nany's invite to speak is I'm looking for ideas on how big data can be used for the protection of migrant workers. If any of you have ideas, please share with me. Whether it's private sector or government sector. The challenge which I face is, of course, like I mentioned, the digital footprint. And after collecting the data, how much autonomy has the migrant worker himself as an individual had over the data that he has shared? Who owns the data? Who controls it? How can he use it for his benefit in the most conscious manner? So this is a challenge. I hope friends here can give suggestions. Thank you.

[Applause]

>> NANY JAMALUDDIN: Thank you, Adrian, for a very insightful perspective.

So we can move on to Poomjit.

>> POOMJIT SIRAWONGPRASERT: Good morning. I'm Poomjit Sirawongprasert. I'm from Bangkok, Thailand. And I'll just give a little bit of history about myself. I actually had the anti-censorship in Thailand. The issue that government or organization or community want to censor some content online to many issues in Thailand. You know, just start from the small issues like gambling to women, kids, and then become the main issue in Thailand.

So, it's not the situation for me to discuss about the censorship in the politics in Thailand at the moment. I am sorry about that. So I just want to move to another part of the activity regarding to the censorship in Thailand.

Because of one major issue that is always sensitive in Thailand is about sexual content. No matter for children, female, even male in Thailand now. There are a lot of cases, like more than 20 years after the Internet become barely used in Thailand, and a lot of people who feel like this cannot be open online, because other countries, other people can see, and it's not for everybody, so they want to censor everything on the Internet.

So for me, I feel like we have to learn from what good and bad from the Internet. I also say that a lot of people that women can be lying online, because they are too innocent, they are too illiterate, so they have to be protected, and that's why the government must censor, to protect them. But that is not true. So I don't want to share the information like how female abuse in Thailand, how -- because I think that everybody can research by yourself and you know a lot about that actually. So I want to share about the kids, how kids use the Internet, and can go home.

I'll just give you a brief background about Thai Internet use. This is last year, a statistic last year that people using the Internet about 45 hours per week, 6.4 hours per day. And actually, the group of the people who use everybody and including not only male/female.

Platform that Thai people like to use more last year is YouTube, Facebook, a chat application, just like chatting in China, but Thai people like to use LI, maybe because of -- that's why. Not many people use like What's App. And YouTube, just because from my point of view, I think because of the censorship, makes people want to move to select the content and they want to watch on YouTube. It's not about -- like sometimes, it's quite boring on TV, which people want to see what they want on YouTube instead.

Here, I'll show you the first case. This boy in the picture was disappeared from home, became a -- he was 8 or -- 9 or 10 years old. Actually, followed his friend to play games online. A friend asked him to, like, traveling in Bangkok, use a bus, and go to, like, and then he lost him and he cannot remember how to go home, and he became state case that time. That was he himself when he became adult.

In the picture, he believes that he is 25 years old. The problem is he cannot remember the age that he disappeared from home. So he just suspects his age is about 24 to 25 years old. He has no I.D., because he ran away from home when he was too young.

The issue is he -- when he ran away from home, he hadn't gone to school, so he cannot read and write. You have to think about a kid that cannot read and write, how can he survive? He survive by asking money, become a beggar. Try to ask money from everybody. When he grew up, he cannot ask money anymore, so he went to stay in the temple. He asked food from monk. And then

he collect small money, until like four or six years ago, he
followed some of his friends to become the labor over there.
And then he feel like some of his friends has family, and during
the holiday, they can't go home. So he feels like he wants to
go home. Miss home.

So he finds ways to go home. How he go home is
interesting. That's why I use this case to tell us that
Internet is helping the marginalized people, that we have to
tell government that we need Internet for them. Because he
cannot read and write, but he used to play games online from
time to time. So he knows how to use computer. Okay?

When he went to the cafe, and then he used Google, he
opened a browser, he clicked a microphone on Google, and he said
missing child. And Google translate what he said into the
language into the text. So he used the text and searched. And
then later, an organization -- the foundation is a foundation
that's very popular to help search for the missing people in
Thailand. So he contact -- he got the Mirror foundation on
Facebook, and he sent a message to Mirror foundation, to their
inbox.

The only way he -- people only use Google Voice, because he
cannot read and write. When people from the foundation sent
back a message, so he used the message, copy into the Google
Voice again, and read out loud, then he understand. Until they
can communicate and make sure that the story is real, the people
from the foundation then came to see him, help him, and then he
asked why you may think about going home since 10 years old to
25. That means 15 years of missing from home. So he said he
used to contact the police station, some police station, he
couldn't remember where. And then he tell his story, and the
policemen couldn't believe him. Said, you haven't proven your
I.D. Of course. 9 years old, 10-year-old kid, how can you
prove your I.D.? Cannot go to the school. Cannot read and
write. And he cannot remember his name. He did not know his
last name. He can only remember his nickname, because Thai
people use a nickname.

He cannot remember his home address because they live in
slum. And everywhere are the same slum. So from that point,
the foundation contact to the police for the welfare of women
and children's subdivision to how to look for home.

Finally, they found his father. After 15 years, this is
him and his father. The police already check his DNA with his
father and they are the same. So it confirmed that they are the
parent. So in this case, people who do not know any languages,
speak and write -- I'm sorry, read and write. Still, if you can
use the Internet, you can go for some certain purpose and you
can achieve it. For everybody to learn how to use Internet, and
he find home. Very, very successful story. And I'm really
happy, and happy for him.

I used to tell the -- depends on how you use it. How you

operate it. You can use it to educate children also in some way. This is example, 15 years of missing family and go home. This is a foundation that I mentioned. The Mirror foundation. You can find them on Facebook. The Thai people like to use Facebook. Can find on Facebook.com. This is the model that they said on Facebook. A lot of times, misunderstanding about what other marginalized communities believe that they are, the people who live at the border, so that's why we are marginalized. Actually, we know that they are anyone in the community that people just ignore.

The foundations start in Chimrai. They actually did something about helping people drive. If you know about the history -- if you know the biography of the province in the north, in the golden triangle, it's a part of (?) actually, so there are a lot of problems about the human trafficking. Girls came to town, joined the sex industry, and and the parents cannot contact them anymore. The foundation helps the girls who are missed from home.

It was too expensive in Thailand. I remember the times like Internet access (?) it's very expensive. If you compare to nowadays, we can get unlimited access for 600 a month. Totally different. They said they cannot help the parents who want to search for the girls who are missing from home because of a lot of problems, like they do not have the contact with people in Bangkok yet, the organization that helped them, and their organizations, they will become very, very local, and no one knows about them.

So, a little mention about this, too. The girls near to the border. People live in border, they have to prove their identity, like they are Thai. They are Thai-born. So it's not about the foreign worker. It's just like, Thai who are born in Thailand, they still cannot declare that they are Thai. So they have got a limited space. They cannot travel to other province, because they are not -- they do not have their I.D. If they have only that certificate that they are born in Thailand, but they haven't proved their identity yet. So there's a problem for them to have work, especially to other provinces, like come to Bangkok and get better job, or get a better education, so it's quite impossible for them to get a good life.

After a while, in 2003, they moved to Bangkok for -- to make organization more function. Followed a precedent to look at Bangkok, and from that time, they start the missing people project. Another good part is from 2003 to 2004, Internet access, Internet fee in Thailand became lower, and people can get access, and more people join the Internet, so the organization become, like, well-known and they get good cooperation with the authorities.

So because they are well-known, more cases like that get reported to ask for help. Sometimes the asking for help is from, like, people got some pictures or some notice that some

kid is missing, but don't know whether it's true or false.
Recently or previously, because of the content on the Internet
sometimes cannot confirm a time. So the public will send those
message to us, the foundation to check if they already found
this kid or not. So they get more and more experience. Also
found those kids (?).

A lot of cases are successful, like the first case that I
saw you just now. And then not only that case. I want to show
you another case about this boy.

This boy got kidnapped when he was 11. I think 11 years
old. By pedophile. He kidnapped this boy and actually, he
raped the boy for almost two years. Those who help this case,
the game shop owner. The game shop owner just suspect why is
there one uncle to send this boy to the shop, pay money, let the
boy play game whole day, and then in evenings, just pick up the
boy. Left money for boy to have lunch, buy food. Just very
curious for the shop owner. And then the shop owner ask the
boy, why do you not go to school? Like, uncle not let him go to
school. The uncle here in the evening.

So the shop owner report to police. Suspect case that the
boy didn't go to school. And then this is a case -- you can say
that the old man in the middle in the top left is the uncle that
I mentioned. And the boy walking behind. He went to shop at
the supermarket and the little boy eat. There is a story that
he hid the boy for the sexual abuse. Then finally, because of
the shop owner tell this story, everybody could help and found
that that was the boy that got kidnapped, almost three years,
and brought the boy home. And the pedophile, he traveled from
one province to another province, so that's why the boy really
missed from home, the family cannot find him. He got kidnapped
in the south, and then moved to another province in the east.
And then finally, over there. Found him over there.

So this one is not about a boy who know how to use Internet
or use computer, but it's just because of people who were not
ignored, and something wrong that can help kid to get home. And
this is another -- it's also how can people help in this kind of
cases. The foundation used both online and offline
advertisement to reach to those kids -- the meaning of reach to
those kids, like sometimes they advertised, and people on the
street, people can report to the foundation, so the organization
you go to see if it's true or not.

Maybe wrong case, but that's why they need to advertise.
The advertisers will help them. But the foundation officer told
me, that some cases cannot help. Like should not advertise too
much like teenagers run away from home. Sometimes permanently
run away from home. Some want to go to friend's house to sleep.
Others go out for some reason, like maybe go out at 9:00, but
another day go home. But we've had to find kids and and not
report to the right place, the kid may finally run away because
they are too ashamed. The friends know, the school knows that

they ran away. And sometimes Internet not really good for all
ages. The young kid or the people who have a mental problem.
Maybe like the old people who have Alzheimer's kind of thing,
they cannot remember anything, so advertising is better in that
choice.

So can protect those missing people, need to let them have
their -- how to say -- you have to have the lifestyle. They
don't want to go back to that community.

An example for the foundation, how to let the public know
about missing people. Put the banner like that. You can see
the shopping mall. And then a police station, and the right one
is inside, and it's inside the airport.

Even on bus, they also have the advertisement beside bus.
And local drinking water, put a tag of the missing kid. Can see
pictures of missing kid. Now they have application for people
who want to check if these kids or these people are missing or
not, and they can check the accuracy. So this comes in as
complete -- this they're found, consider the case complete. So
this case is no longer needed to be reported. And these are
other cases.

So that's why I say that censorship is not always good. We
need to let people learn good and bad. We may have to help by
guiding them what's okay, what's not okay. But not say no. We
help each other, maybe someday we have a better community, we
live in the same community, and the community is good. That's
it. Thank you.

[Applause]

>> NANY JAMALUDDIN: Thank you, Poomjit.

Now we go back to the floor. If there's any questions and
comments before we wrap up with Shadrach sharing what foundation
can do to move forward. No? Okay.

>> B. SHADRACH: Thank you. At a policy level, we
witnessed the actual usage of the web in the case of Alicia, in
the case of Thailand. So we do recognize that the web is a
medium that has to be pervasive, has to be in the hands of
everyone.

So we would like to set at the policy level a framework
which we call the react framework. To ensure that the ideas of
the worldwide web is fulfilled. React stands for rights,
education, affordability, content, and targets. When it comes
the rights, we want all governments to declare that Internet is
a basic right for every individual. It doesn't mean to say that
Internet is a right for only those who can afford to pay for it,
but also among those kinds of people that we spoke about in the
last hour or so. They're different groups, the poorest of the
poor, the real marginalized communities, and in this case, we
also recognize the aspect of disability and so on.

So when it comes to education, we do recognize that the
marginalized and the poorest of the poor have to have a special
program in terms of digital education and the basic education.

Both are important. In the case of this boy missing, he didn't have basic education, so he was not able to communicate. He didn't even know his full name. He only knew his nickname, for instance. And digital education is equally important, because the boy was actually being abused and he was allowed to play games in a shop. He could have actually contacted -- he could have exercised his right, but unfortunately, he couldn't do so, so a digital education is equally important.

When it comes to affordability, we discussed the factors, particularly when it comes to the bottom 60%. The top 20%, for instance, is a normal salary of a person is, say, $2,000 in a country, he or she may not be paying more than $20 per month for accessing the Internet, which means 1% of this person's income is spent on online means. But when it comes to the poorest of the poor, you really end up seeing them paying a lot. So affordability is extremely important, not just the basic plans and the Internet cost, but also the device cost, the taxation, the tariffs. So there are ways the governments can help to reduce cost, whether it's encouraging sharing, freeing up spectrum, promoting a licensed spectrum for connecting, to ensure that levies are not charged on the telecomm and passed on to the consumers, but to ensure that taxation and tariffs, that there is a balance.

And to cite an example, in Bangladesh, people pay 42% of tax for devices, customs duty to go towards tax. So the

So the fourth issue is content. In this case, we also saw the Malaysian example of how how migrant workers can protect themselves from abuse and report their abuse online. So if the right applications and content and services are not there, we are not going to see the marginalized mainstreamed.

And finally, governments. Governments don't seem to have ambitious targets. We are very happy with the statistics that 50% of the population is online. Oftentimes, the regulators and the policies come -- oh, we have 70% of broadband penetration. 80% of our penetration is accessed by people with smart phone and whatnot. But I think that research and evidence actually shame them. They are unable to come up with targets that are ambitious, and if a government stands for the community, they stand for the entire community. They don't just stand for only those who can -- who have the economic means to be connected. More so, they need to have -- to see targets by governments to connect the unconnected, because that's where the need is. The predominant need is there amongst the unconnected rather than the connected, amongst the have nots.

So we want the governments to take the REACT framework seriously, so that rights, education, affordability, content, and ambitious targets are the norms of the day. Thank you.

>> NANY JAMALUDDIN: Okay. So, questions, right? Okay.

>> Thank you. This question is aimed at Shadrach. You mentioned that women is one of the communities that is being

marginalized in this digital age. Also, you see that men are
not to be blamed, but policymaking is the sole cost of it. But
it is I think a truth that policymaking -- policymakers are
still dominated by men. Do you think that adding (?) to our
women can resolve this issue, and if it is the case, is that one
of the costs of the NGO to advocate for women in policymaking?
Thank you.

>> B. SHADRACH: I think many governments come up with the
reservation for women in terms of ensuring that there is equal
participation of women representatives who make policies.
Unfortunately, these are not ratified by male dominated
parliaments in various countries. Particularly so, in addition
to the policymakers, we also see the need for women in
technology. Unless and until we have women entrepreneurs, women
developers, women hackers and promoting IT education for girls
and women, girls in schools at an early age, we are not going to
see a change of trend. So we won't recognize as much the
policymakers, but also the technologists. So education among
women is extremely important in days to come.

>> NANY JAMALUDDIN: Okay. So other speakers -- would you
like to have closing remarks? If there's any? Okay. Hold on.
There is someone.

>> I have a comment on Louis's question. I think it is
very unfair to blame men on, like, Internet or technology stuff,
because how do you say -- like, we do have a lot of women's
corridors in Malaysia. Like, my friends are developers,
females, and then I think the thing is how do we empower the
women to involve in the policymaking process, rather than we
keep blaming male dominate industry or the policymaking process.
That's what I thought. Thank you.

>> NANY JAMALUDDIN: Okay. Thank you. All right. So
let's go back to Adrian.

>> ADRIAN PEREIRA: Thanks, Nany. So for me, personally,
sometimes I feel in this paradox, the more technology and tools
that are put out, I sometimes find marginal communities even
more disenfranchised. I don't know. Maybe I'm in my own world,
but that's what I see and feel on the ground.

Another example that I saw is maybe quite interesting, the
SIM cards. Cooperation between two countries producing one SIM
card with two numbers. So a migrant worker just doesn't have to
get two or three SIM cards, he can get one. He can communicate
with his family without the roaming charges, because you have
numbers from both your country of origin and destination. So I
think there's so many brilliant ideas for technology, but
whether these ideas lead to the better rights of the migrant
worker or helping them in their social justice, I think we need
to put up more ideas for convergence and more critical thinking.
Thanks.

>> LISA GARCIA: Thank you. Indeed, there's still a lot of
work to be done if you want to close the gender gap. Some of

the things that we are looking at, at least in the Philippines, is, number one, for instance, the integration of gender into the national ICT plan. I think in other countries, that would also work, because in many instances, women are not consulted, thus their voices are not heard. So definitely we need to engender the different policies that we have in our open countries, let us interrogate the policies, the laws. Check if they address the concerns of women and other marginalized groups, including, of course, the persons with disabilities.

And then also, I think Shadrach already mentioned the issues of affordability, speed, inclusion of digital literacy programs, and also, perhaps we can also do gender audits of government agencies, like in the Philippines, we would be doing an audit of the different websites to see the content that they have. If this address of women's concerns, if there are feedback mechanisms for them to -- where women can provide feedback on different issues, they would like to look into.

So closing the digital gender gap isn't just the work of us, but government should definitely be involved in it, because they are supposed to be there to promote, to protect, and to fulfill our rights, including in the digital space.

>> NANY JAMALUDDIN: Thank you, Lisa.

>> POOMJIT SIRAWONGPRASERT: Actually, I'm also a member of the female network which help in Thailand. We think that Thai women can help the country to improve policies. So recovering and we try to tell the government what we wanted, so can government can follow. Because we believe that female members in the community, so if everybody, like, female can help, so the community would be better.

But actually, after I join a while, I realize that because of the -- I have to say that because of the politics, maybe female community in Thailand also collects in pieces. So some female like to help some other female. So it's quite upset me, because you not help the community, because actually, you want to help people just because you are -- those who support your ideas. So a lot of things in this community, in this country.

And then back to the previous -- the issue that I addressed, about anti-censorship. Censorship doesn't help, and there will be more and better technology to how to get through the censor -- the government won't win. Because people will find way to get the information, to get access, and there will be some people who -- the developer, a hacker to find, to help other people to reach each other. So we may have to think how to balance these kind of issues. If government doesn't want some people to reach the content, but we need everybody to reach the content. Information is power. So we have to let people know how to reach the information, especially for the marginalized community. They have very limited access to know how to cause that kind of behavior, so we need to help. That's it.

>> NANY JAMALUDDIN: Thank you. Now we end the session, but let's not end the discussion here. So let's continue the discussion outside of this room, on the inside of this room. So thank you for coming, and also, I would like to note that there will be a hack-a-thon today at room 710. So please visit, drop by, and hack.

So thank you to all the speakers who come today. Thank you for your time. Thank you to the support tech team for supporting us and also the cameraman.

So, have a good day.

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