

RITI-Access

Romania Information Technology Initiative

8/02 – 1/06

Status: Completed



Background

Recognizing a need to spread ICT benefits to Romania's rural and underserved communities, dot-ORG worked with USAID/Romania and with the RITI/dot-GOV team in improving ICT access and implementing innovative pilot throughout the country. In close collaboration with Romania's Ministry of Communications and Information Technology (MCTI), dot-ORG helped Romania in realizing its rural development agenda.

Project Overview

The Romania Information Technology Initiative (RITI) – Access is a bold and exciting approach to improving access and utilization of ICTs for public and private sector organizations in Romania. This three-year, \$2,500,000 USAID-funded program implemented a range of projects in the following key project areas:

- **Expanding equitable public access to ICT resources**, particularly via private sector-led expansion of IT services through public access centers in rural or otherwise under-served communities.
- **eGovernance and NGO strengthening**, particularly as related to increased transparency, efficiency, and responsiveness.
- **eHealth and access to medical technology**, particularly through hospital management software and access to hand-held computers.
- **eBusiness**, particularly those related to the involvement of small and medium enterprises (SMEs) and business associations.

Through these four thematic areas, RITI Access made substantial contributions to USAID/Romania's strategic objectives, namely accelerated private sector growth, improved democratic governance at the local level, and improved effectiveness of selected social and primary health care services.

ICT Access

MCTI / USAID Telecenters

Background

The project team recognized early on that Romania's ICT sector was growing rapidly. The problem was that growth of the ICT sector had not been spread evenly. There are many underserved areas of Romania that still are not able to reap the economic and social benefits of access to ICT. Such impoverished rural areas find it difficult to attract private investment in the telecommunication infrastructure that is so vital to economic growth.

The MCTI was at the forefront of efforts to further promote ICT access in underserved areas. More specifically, the Government of Romania passed a Universal Service Law in 2003, assuring citizens a right to benefit from access to reliable and affordable ICT, regardless of their location within the country and finding ways to stimulate private sector investment in the telecommunication infrastructure. In this context, the Romanian Ministry of Communications and Information Technology (MCTI) has been implementing a Universal Service policy. A key component of this policy is the promotion of telecenters in underserved areas.

Launched in 2003, this project established telecenters in the underserved communities in Frecatei (Braila County), Balasesti (Galati County), Iana (Vaslui County) and Rebricea (Vaslui County), each located in northeastern Romania. RITI Access worked in close collaboration with our partners at the Ministry of Communications and Information Technology (MCTI), RITI/dot-GOV and the U.S. Peace Corps in implementing this project. The centers are operated in mayor's offices and schools. The Mayor's office in each of the four sites are sharing some of the costs by donating building space, paying salaries and utilities, and covering telephony and connectivity costs.

Affordable fees are charged to users for various services offered at the telecenters. While each telecenter serves a distinct set of villages and adapts its services according to the needs of the nearby communities, the centers have experienced similar successes in attracting customers to use their telephony services, but also increasingly for computer training and computer usage, including email and web searching. In all cases, the telecenters have become an essential communication link with the rest of the country and the rest of the world. Each center provides value-added business development services and content (e.g. computer training, access to information relating to agribusiness, business, and public administration procedures) and is connected to a telecommunications operator (Connex, Rom Telecom, Orange and Rar Tel) via wireless or fixed-line to a publicly switched telecom network (PSTN).

The services offered by the Telecenters are: communication with the surrounding villages via telephone networking/communicating with institutions located in the capital of the county; Internet access, e-mail, access to computer applications (creating templates for currently hand written or typed forms), copying, scanning, printing; faxing, e-mail, training for youths and adults and Peace Corps Volunteer counseling. The Telecenters offer fee for use services in order to cover recurring costs.

Impact

Based on the success of the MCTI Telecenters project, the ministry established additional telecenters in several underserved areas of Romania. Private sector partners at Orange Telecom also invested heavily in developing a network of rural for-profit telecenters and continue expanding deeper into underserved areas.

Workspace Center project

Background

Many regions of Romania are economically underdeveloped due to past reliance on the state-owned mining industry. It's vital that new and existing businesses be created and strengthened so that these regions can compete in the global economy.

The Workspace centers, located in Campulung and Muscel were financed through a World Bank loan given by the Romanian Government - The Ministry of the Economy and Commerce and managed by the National Agency for the Mining Areas Development (ANDIPRZM) and were passed through a tender procedure to Enterprise Inc. These companies will manage the centers until May 2005.

Impact

The Workspace Centre Project created new job opportunities and supports new income-generating initiatives in these underdeveloped regions. The WSCs are business incubators that provide beneficiaries (new and existing small businesses) with such support services as information, marketing, consultancies, and business development assistance. The businesses are supposed to benefit from free access to phone services, fax, Internet, technical and business consultancy, accounting services, and security for the first year of operation. Business consultancy is also available to all local businesses.

The desired end result of the WSC is to create a core business community able to attract foreign investment and launch profitable

partnerships with other local or foreign business communities.

Under this project, RITI Access provided the Workspace Center with additional equipment such as: computers, professional copy machines, binding and laminating devices and software to serve the needs of SMEs located in the incubator and surrounding area. RITI Access also provided a range of business support services. These services include providing business clients with access to information and communications technologies (ICTs), such as fax, photocopying, email, and Internet; publishing brochures and other marketing materials for clients; and providing businesses with training in such areas as computer usage, web design, document management and secretarial services.

Business incubators created in disadvantaged areas need competitive IT infrastructure and document management facilities as well as IT related know-how. The Campulung WSC Telecenter is a viable project that could be replicated in other communities.

ICT4U / Netpoints

Background

RITI Access, together with the Regional Cisco Academy of Constanta and the School Inspectorate of Constanta, developed the ICT4U Telecenter Project.

ICT4U is a telecenter that provides important development activities/services as well as commercially-oriented services. Sustainability and positive community impact are fundamental to the ICT4U model. Profits are generally re-invested into the telecenter to expand services, add new staff, reach new clients, etc.

ICT4U provides the Constanta community with a range of important ICT and capacity building services. ICT4U works with Constanta's business community to offer training and consulting services specifically targeted to the development needs of businesses in

Constanta. With expertise in IT, Human Resource Development, and Strategic Business planning, the project enhances the success of Constanta's business community.

In addition to establishing a telecenter in Constanta, the project established two Netpoints in smaller communities within 10 kilometers of Constanta. The Netpoints have been modeled after the goals of the ICT4U telecenter to serve the ICT needs of the community with an aim towards sustainability. Netpoints differ from the ICT4U telecenter mainly in scale, offering more basic training services and fewer hours of operation. The two Netpoints have been established in the towns of Cumpana and Valul lui Traian.

Impact

ICT4U seeks to achieve the following five goals:

- Enhance community information access and sharing by providing communications services such as: downloading, copying, faxing, telephone and email;
- Promote resources of NGOs active in the county;
- Encourage local participation in community sponsored events;
- Provide training and other capacity building activities to community ICT skills through customer service, education, and access to training at a reduced cost;
- Develop and support two Netpoints (ICT infrastructure for two additional communities currently experiencing limitations in ICT access).

Future steps...

By focusing on sustainability from the outset and taking a demand-driven approach, ICT4U expects to generate significant results to the local community and to create a model to be replicated at the local and national level.

Library Informatics System - National Collective Catalogue & Digital Library

Background

The Library Informatics System (LIS) pilot project supports the RITI-Access objective of implementing innovative e-government projects to increase government efficiency and transparency and to improve citizen participation.

Under this pilot project, the National Library of Romania combined efforts with two county libraries in Braila & Salaj to develop and implement a National Collective Catalogue, a unified point of access to bibliographical information across the country. This effort resulted in the creation of a Collective Catalogue that enables library managers and ordinary citizens with access to information resources in minutes rather than hours or days as it was prior to the project.

Following a tender in early 2004, a Romanian software development company was selected to implement the Library Informatics System project. A dedicated libraries software application was customized and installed in Braila & Salaj County Libraries and National Library of Romania, each location being connected via Internet. Local librarians and system administrators received training in the fundamentals of the application and Internet use.

The project's key objectives were successfully completed, helping the National Library of Romania to maintain and develop the Public County Library Network of Romania, improving the efficiency of book delivery processes at the Salaj and Braila county libraries, improving the accuracy of the book descriptions / presentations available to readers and promoting process change that led to greater transparency, efficiency and reader participation. Starting August 2005, the libraries system is fully functional.

Impact

The LIS project has made immediate impacts in the following areas:

- Instantaneous updates to the database: coordination between the Braila & Salaj County Libraries and National Library of Romania has improved significantly
- Instant information for all the readers, especially increased access to library resources for local entrepreneurs in creating business plans and researching business law, etc
- Creating the National Collective Catalogue to extend the project across Romania
- Increasing the number of paid services provided by libraries to the readers

Future steps...

RITI-Access, in cooperation with the National Library of Romania, Braila & Salaj County Libraries will continue to focus on monitoring & evaluation and will prepare an analysis about the effectiveness of the Library Informatics System emphasizing adoption of this model for libraries across Romania. The project was adopted by twelve (12) additional county libraries and, most notably, crossed borders in 2005. The National Library of the Republic of Moldova has joined the network and is currently digitizing its collection.

eGovernment

Sibiu - Social Services Assistance Integrated System

Background

The "Sibiu IntraJud Informatics System" improves public administration in Sibiu County by increasing the transparency, efficiency and responsiveness of local governmental services. The initial purpose of the project was to implement an "Intra Jud Informatics System" at the Sibiu County Council and to network three remote county towns Apoldu de Jos, Copsa Mica and Agnita with Sibiu County Council. Three primary applications were created and

distributed across the network/Internet: Document Management System (DMS), Electronic Archive and Transparent Budgeting System.

At present, the Sibiu City Hall successfully uses the system and communicates with the County Council - Social Services Assistance Center via the Internet instead of using phones. The employees prepare their reports using the new Social Services Assistance Integrated System and send those reports via email instead of traveling to Sibiu to hand them over in person. In this way, the system enables all county towns and County Council to automate social services reporting functions, thus improving the efficiency of the whole process and determining a more accurate analysis of the Social Services funds allocated to the citizens in an error-free manner.



**Photo: Maria Lalu,
Social Services Assistance Employee.**

The Social Services Assistance software application was installed in 62 city halls all over the Sibiu County and each location was connected via Internet with Sibiu County Council at the center. Local officials received training in the fundamentals of the application and in Internet use. The system was created to develop effective budgets for each county town, enable all county towns and the Sibiu County Council to automate social services reporting

functions and exchange data in "real time" via the Internet.

Impact

- Major reduction in citizen complaints
- Reduced time for processing applications from one day to one hour
- Increased the speed for processing a requests from 90 minutes to 5 minutes
- Increased efficiency in distributing social benefits at the county level (citizens are now receiving their benefits in less than 30 days)
- Reduced answer time to citizen applications from 5 days to 2 days
- Increased the number of requests processed by social services employees (from 5 requests to 25 - 30 requests per day)
- Reduced administrative expenses each year
- Provided Internet access for all 62 locations
- Created the necessary ICT infrastructure for implementing a Document Management System and a Virtual Private Network (VPN)
- Increased the allocated ICT budget in 2005 by 25% in comparison with the previous fiscal year.

Giurgiu - Document Management and Tax Automation Systems

Background

This project establishes an Integrated Informatics System in the Giurgiu City Hall. The initiative developed an information and communications technology application that increases the efficiency and transparency of the Local Council. The Document Management and Tax Automation Systems (DMS/TAS) project supports the RITI-Access key objective of implementing innovative e-Government projects.

The DMS/TAS project strengthens the capacity of the Local Council and improves government service delivery to local businesses and citizens by providing easy and quick access to public documents and information,

implementing a highly developed infrastructure (computers, software, networks, and Internet access), and provides computer literacy training for city employees.

Using the new DMS/TAS systems, Giurgiu's City Hall is now open around the clock for businesses and citizens, providing efficient and high quality services. Documents are no longer paper-based – everything is now in digital format. Taxes are now collected electronically and have eliminated wasted time and resources. The Giurgiu City Hall has developed a portal which can be accessed at www.primaria-giurgiu.ro and provides FREE access to services for local businesses and citizens.



Photo: Giurgiu City Hall

Impact

The Giurgiu project received two highly distinguished rewards. It won the "**Debut of 2004**" Award from ANIAP (the Public Administration Informatics Systems Professional Association) for excellence in Interoperability of Informatics Systems. In 2005, it won again in the "**E-administration**" award category. The results of the Giurgiu Project was awarded for transparency in relationship with citizens. Other impacts and achievements include:

- More efficient tax payments and document management processes;

- Substantially reduced waiting time for taxpayers in submitting payments;
- Easy and quick access to public documents and information;
- Increased transparency in budgetary processing; and
- Greater involvement of citizens in making decisions on tax matters.

Future steps...

Giurgiu City Hall will organize different events to convey a positive message about its efforts to strengthen the capacity of the public administration, improve the services for the business environment and citizens, and improve citizen access to public information.

Based on these results, it is envisioned that the DMS/TAS project in Giurgiu will be adopted by Local Councils across Romania.

Valcea - Environmental Integrated Informatics System

Background

RITI-Access partners with the Environmental Protection Agency Valcea (EPA) to develop and implement pilot information and communication technology (ICT) applications increase the efficiency, transparency and accessibility of environmental permitting procedures. EPA Valcea is part of the Ministry of Agriculture, Forests and Rural Development and is charged with the dissemination of environmental protection regulations in Valcea County.

The Environmental Integrated Informatics System is built on a modern, flexible and reliable IT and telecommunications infrastructure. This infrastructure consists of a high-speed Internet connection, Internet Server, Application Server and a Local Area Network (LAN) to connect the computers from the regulatory department within EPA Valcea's computer network and central database. The project software application automates the authorization process and has the following features:

- A database containing authorization and agreement data issued by EPA Valcea;
- Secure Intranet access for environmental inspectors to consult and update the database;
- A portal where applicants can:
 - access important information regarding authorization requests;
 - contact the agency's environmental inspectors and submit required documents for environmental authorization;
 - information concerning the status of the request; and
 - download a copy of the final authorization.

Impact

- Increased efficiency and transparency of the EPA Valcea;
- Increase computer literacy for agency employees;
- Facilitate access to environmental information (policies, legislation, permit procedures etc);
- Real time access to documents and forms;
- Encourage greater public participation in environmental decision-making processes and increased efficiency in issuing environmental permits for the business community; and
- Reduced red tape through improved document management.

Future steps...

The Environmental Integrated Informatics System is expected to be replicated on a nationwide basis by other environmental protection agencies through proactive promotion with EPA Valcea and the Ministry of Agriculture, Forests and Rural Development.

Calafat E-learning project - Local Economic Development through eLearning facilities

Background

In July 2004, RITI - Access and the Calafat Local Council launched the Local Economic

development through e-learning facilities project. The project ensures the implementation of e-learning systems for public servants, business owners, teachers, and ordinary citizens.

The e-learning system is comprised of computer-based training modules related to key economic and administrative topics such as: project management, computers literacy, foreign languages, customs legislation and procedures, tax systems and commercial agreements.

The adoption of the e-learning system is facilitating access to ICTs and knowledge for citizens, public servants and businesses, which strengthen the local institutions' ability to design and implement strategic plans and business development programs. More broadly, the project stimulates local economic development and improves the local government service delivery.

Impact

The adoption of the e-learning system is expected to make significant impacts on the political and economic climate of Calafat. These anticipated impacts include:

- Improved Access to ICTs: facilitating access to information technologies and knowledge for citizens, public servants and businesses;
- Improved Governance: strengthening the local institutional abilities in designing and implementing strategic plans and business development programs, strengthening public-private interactions (between public officials and businesses) and improving staff productivity and capacity;
- Economic Growth: developing an open information network in Calafat to assist the surrounding county in better integrating itself with the national, regional and global economy, providing businesses and non-governmental organizations with key business information to improve competitiveness and comparative value.

Future steps ...

The project will facilitate local economic development and stimulate cross-border cooperation and trade with neighboring Bulgaria.

Slatina - Infosocial Network

Background

RITI-Access and the Slatina Local Council launched the Infosocial Network Project to develop and implement pilot information and communication technology (ICT) applications and programs to improve social services provided by Slatina Local Council and the Olt County Agency for Labor Occupancy by offering proactive support to the unemployed. The project also improved data transfer between institutions that provide assistance and social protection services in Slatina.

Integrating services and data will enable citizens to more effectively view and select service offerings at these institutions and provide citizens with more personalized services according to their specific needs. The project also developed an Integrated Data Exchange System between these institutions to enable them to track micro- and macro-level trends in social protection assistance.

Impact

- Better budgeting and resource allocation for the Local Council and Olt County Agency for Labor Occupancy;
- Automated reports identifying administrative cost over runs;
- Efficient access to information for businesses and citizens related to the unemployment market;
- Reduced time for processing social service applications and requests;
- Reduction in the number of complaints in benefit distribution; and
- Increased efficiency in distribution of benefits to citizens.

Future steps...

The project will facilitate local economic development and proactive social support by

creating a bridge between local businesses and the unemployed citizen.

eHealth

Targoviste - Hospital Integrated Informatics System

Background

RITI-Access and the Targoviste County Hospital launched a pilot project to develop and implement pilot ICT applications and programs to improve the hospital's operational efficiency, improve internal and external communications, and increase access to information.

Working with InfoWorld, a Romanian software development company, the hospital developed and successfully introduced a state of the art Integrated Informatics System. The company installed and configured the following modules: patient admissions, hospital wards, pharmacy, laboratory, radiology, functional explorations, pathological anatomy, statistics and reports, administration, communication, financial and human resources modules.

Over 200 employees of the Targoviste County Hospital attended basic computer training and specific training for effectively using the Hospital Integrated Informatics System.

The hospital software application enables staff to manage the hospital's entire range of activities and processes. Interoperability between the application modules provides hospital administrative staff with appropriate support in the decision-making process, improves services provided by the hospital, personnel activities, as well as communication between doctors and patients and other institutions. Doctors and patients can access files electronically on the hospital website at <http://dbspital.valahia.ro>.

Impact

- Provide easy, rapid access to patient medical histories by accessing electronic

files instead of searching through a paper-based archive (using PCs and PDAs);

- Increase access to information by providing access to the patient electronic file on the hospital website via a wireless LAN;
- Reduce costs by having efficient access to a range of activities and processes and associated expenditures and cost over runs; and
- Provide improved ability to calculate average cost per patient. This indicator allows the hospital to measure its performance, increase the efficiency of its activities and optimize operational capacity.

Future steps...

RITI-Access and InfoWorld will begin the monitoring and evaluation phase of the project and will create and disseminate value-added information for other hospitals and health providers across Romania. With local partners, RITI-Access and the National Institute for Research and Development in Health will promote the Hospital Integrated Informatics System as a model for other health institutions nationwide.

eBusiness

Jiu Valley Association – E- Business Pilot Project

Business Information Bureau – Call Center

Background

The Jiu Valley region has long been economically depressed due to its dependence on the low-profit state-run mining industry. It is critical for the region to strengthen existing alternative businesses and develop a more sophisticated information-based economy. As a result, in 2003, the RITI-Access project launched the Business Information Bureau-Call Center (BIB/CC) project. The BIB/CC project supports RITI-Access mandates of implementing innovative e-business applications in underserved areas particularly

to support small and medium enterprise (SME) development.

The BIB/CC project is a partnership between RITI-Access, the Jiu Valley Association (JVA), a technical implementer, E-Romania Gateway, University of Petrosani, and the Peace Corps. The Jiu Valley Association is a non-governmental organization that is the primary implementer of the BIB and provides overall project oversight.

In early 2004, an income-generating Call Center was established at the University of Petrosani, providing telemarketing and e-commerce services for companies outside the Jiu Valley region, including international clients. The Call Center has eleven employees that received customer service and computer training.

The BIB, which is located within the JVA, is providing a range of affordable fee-for-use business support services to SMEs, including access to information and communication technologies (e.g. email, word processing, desktop publishing), business information, and legal consultancy.

Impact

The BIB/CC project has made a strong impact in the Jiu Valley region in such areas as:

- Raising the region's technology profile and promoting investment;
- Creating an important new job-creation initiative;
- Strengthening the local IT sector by procuring a range of computer equipment/software and training;
- Demonstrating the powerful impact of public/private partnerships; and
- Providing SMEs with valuable information.

Vrancea - Agrilinks - Agricultural Portal

Background

Much of Romania's economy depends on agriculture and related products and services.

In order to increase competitiveness in the agribusiness sector, companies should integrate information and communications technologies (ICTs) to compete effectively in the local, regional and international marketplace. Many agricultural companies (e.g. producers of cereals, honey, fruit, grapes and wine) are not well versed in the opportunities and challenges of e-business due to the lack of exposure and familiarity with ICTs. To address this gap, this pilot project tests important new approaches in agribusiness development through the creation of an e-business portal that serves agribusinesses in the southeastern region of Romania specifically: Galati, Bacau, Buzau, Vaslui and Vrancea counties.

The Galati Chamber of Commerce & Agriculture - EURO INFO Department in cooperation with Vrancea County Council will assist agricultural local companies to adopt more advanced ICT-oriented customer relationship techniques, such as applications that help companies adjust their presence on the Internet, their products and services to customers' needs.

The project is currently under implementation. Following an open tender, RITI Access, Galati Chamber of Commerce & Agriculture and Vrancea County Council selected a Romanian software development company to design, develop and implement the Agrilinks project.

Impact

The Agrilinks project expects to make a significant impact in the southeastern region of Romania by enabling agribusinesses to become more competitive on local, regional and international markets.

Impacts from using the portal include:

- Increased efficiency;
- strengthened capacity to communicate/collaborate with the public sector, clients, and other companies;
- Improved product and service promotions;
- Stronger brand identity;
- Establishing e-commerce transactions;

- Improving access to specialized information on market conditions and competitive intelligence on other producers; and
- Raising the profile of agribusiness opportunities in the southeastern region of Romania, especially Galati and Vrancea Counties.

Future steps...

RITI-Access, in cooperation with Galati Chamber of Commerce & Agriculture and the Vrancea County Council will focus on the monitoring & evaluation of the pilot and will analyze the effectiveness of the Agrilinks project to replicate the project in other counties across Romania.

eTourism

Background

AED's RITI Access project maintained close contact with the municipal leadership in Sibiu and was informed that the beautiful medieval City of Sibiu was designated the next European Cultural Capital in 2007, RITI-Access started the eTourism Portal project, in order to offer local, small, tourism related facilities, the chance to present this stunning city to the world. In preparation of this monumental event, RITI Access is developing a pilot tourism portal for the region. This portal will serve as a foundation for an on- and off-line, back-end service center to tourism stakeholders throughout the region. By establishing a "best-in-class" portal at the county level, this model will be able to replicate itself across other regions in Romania.

As additional regional portals scale up, the partnership will work with the National Tourism Authority (NTA) to integrate the regional sites into a nationwide tourism portal under a single tourism brand identity. The front-end target market for this pilot portal/service center is independent domestic and foreign travelers seeking information on travel in Sibiu. Back-end users will include all tourism stakeholders throughout Sibiu, including accommodations, tour operators, travel agents, guides, restaurants, activity/event managers,

craftspeople, and other ancillary tour providers. Estimated completion is Summer 2006.

Looking at Romania's integration into the European Union in 2007, it is expected that tourism will become one of the main drivers for economic development. However, Romanian tourism still needs improvement in IT and accommodations infrastructure, destination marketing, etc. And this is due to both a lack of infrastructure/services and a lack of information and awareness of the general public on Romanian tourism opportunities.

In terms of its natural beauty and spectacular landscapes, Romania ranks very high in European travel. Romanian hospitality is legendary and is a major bonus for travelers. Romania's rich traditions and history are the "killer applications" for international tourists interested in an authentic travel experience. The key constraints to becoming a top destination rest with the limited capacity of tour operators and Romania's travel industry to market the country electronically and to manage back office travel management applications.

The project encompasses the entire County of Sibiu and could be easily scale to include the rest of the country. As large tourism facilities are already known, the project focuses on small, mainly rural tourism/accommodation facilities (family houses, small pensions/ bed & breakfasts, etc). Adventurous travelers are able to pursue mountain treks, skiing and rock climbing along the banks of the Danube River and activities along the beautiful Black Sea. Cultural tours, festivals steeped in ancient tradition abound and will be promoted through the eTourism Portal.

The most important tourism enabling factor of the project will be the e-payment gateway

integrated into the eTourism Portal; this enables online booking and electronic payment via credit cards.

Impact

The eTourism Portal project has immediate impacts in the following areas:

- Enabling small rural tourism (accommodation) facilities to grow their tourism related business by increasing national/international visibility and awareness; and
- Offering Sibiu city and county a powerful tool to promote internationally as 2007 European Cultural Capital.



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