**REPORT OF THE 2017 PUBLIC MEETING OF THE
ZIMBABWE INTERNET GOVERNANCE FORUM (ZIGF)**

1   INTRODUCTION

Preparations for the 2017 Public Meeting of the Zimbabwe Internet Governance Forum (ZIGF-17) started in September 2017 with a call from the then Interim ZIGF MCT for submissions of *thematic topics*. The *annual theme* for ZIGF-17, "*Shaping and Securing Zimbabwe's Digital Future*", was derived from that of the 12th Annual Meeting of the Global Internet Governance Forum (IGF), which will be held in Geneva, Switzerland next week, from 18 to 21 December 2017, under the theme "*Shape Your Digital Future!*"

The 2017 Public Meeting of the ZIGF was held at Zimbali Gardens, located in the Greendale Suburb of the City of Harare, on Thursday, 14 December 2017. The Forum comprised *four main Sessions*:

- An *Official Opening Session* with Welcome Remarks, Definition and Basis of Internet Governance and a 'Report on the Activities of the Interim ZIGF MCT from 2015 to 2017' delivered by the outgoing Chairperson, Dr. Gilford Hapanyengwi, and a Presentation on 'Regulatory Perspectives on Internet Governance' by the Deputy Director-General of the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ), Mr. Alfred Marisa;
- A *Working Session* with a 'Panel Discussion on the Draft Cybercrime and Cybersecurity Bill, 2017 and the Draft Electronic Transactions and Electronic Commerce Bill, 2017' and a Thematic Break-away Segment followed by Plenary Feedback Presentations;
- *Elections* to select a new ZIGF Multi-stakeholder Coordination Team (MCT); and
- A *Closing Session* including 'Reading of the 2017 ZIGF Thematic Group Recommendations' and delivery of the 'Acceptance Speech by the incoming Chairperson of the new ZIGF MCT' and the Closing Remarks.

The Forum was attended by 70 participants, representing the *Technical*, *Academia*, *Civil Society*, *Private Sector* and *Government* Stakeholder Groups.

2   OFFICIAL OPENING SESSION

2.1   Welcome Remarks

The outgoing Chairperson of the Interim ZIGF MCT, Dr. Gilford Hapanyengwi, welcomed the participants to the 2017 Public Meeting of the Zimbabwe Internet Governance Forum (ZIGF-17) and immediately went on to define Internet Governance and its Basis. That must have brought participants who were not aware to be on the same wave length with other knowledgeable participants.

2.2   Definition and Basis of Internet Governance

Dr. Hapanyengwi defined Internet Governance as "The way in which 'stakeholders' influence and foster the continued **proper** development and use of the Internet". He added that the basis of Internet Governance is Resolutions that were made at the World Summit on the Information Society in 2005. He also said that Internet Governance is necessary since the Internet is **ownerless** and thus **owner full**.

The Internet is **ownerless** since in principle no one owns the Internet. It becomes **owner full** because of the production of information onto the Internet; access to the Internet; and use of the Internet.

Dr. Hapanyengwi then said that the Internet is about the size of one's **source**. He expected deliberations beyond Internet Governance to discuss the significance of the source and posed the question to participants 'whether or not they are a source of the Internet for any Governance to occur'.

2.3   Report on the Activities of the Interim ZIGF MCT from 2015 to 2017

Dr. Gilford Hapanyengwi began by thanking the participants for the opportunity to chair the inaugural Zimbabwe Internet Governance Forum - Multi-stakeholder Coordinating Team (MCT), on an interim basis. He recalled that the same participants had gathered at the Rainbow Towers on 17 June 2015 to witness the birth of the ZIGF. During that meeting, the MCT was given four mandates, namely:

- To facilitate the finalisation of the founding documents for the operationalization of the ZIGF;
- To publicise extensively the establishment of the ZIGF and its objectives;
- To invite a broad base of stakeholders to participate in the formulation of the founding documents and activities of the ZIGF; and
- To develop an independent website for the ZIGF.

Dr. Hapanyengwi was happy to report that the Interim ZIGF MCT made tremendous strides, over the last two and a half years, to fulfil those mandates.

During its first few months in office, the MCT worked on the founding documents for the operationalization of the ZIGF. This resulted in the production of a draft Terms of Reference (ToR) document which defined what the ZIGF is all about and spells out its main objectives; and

its main institutional bodies, which include the Public Forum; the MCT and the Secretariat. The ToR clearly articulates the composition of the MCT and how each stakeholder group will be represented. Functions of each institutional body are also well specified in the document. That draft ToR was subjected to public scrutiny during the 2015 ZIGF Public Forum which was held on the 19 October 2015 at the Cresta Lodge, and resulted in the adoption of the draft as the founding document of the ZIGF. The ToR has been very instrumental in publicising the establishment of the ZIGF and its objectives, as its contents have been used to produce a pamphlet that is being distributed to members of the general public during activities such as the Zimbabwe International Trade Fair (ZIGF) and the different shows that are held in the different provinces of the country, including the Harare Agricultural Show. Participation at these fora has become a regular feature on the ZIGF annual calendar - thanks to POTRAZ for facilitating this process by giving ZIGF space at their various stands every year. An independent website has also been developed for the ZIGF, although it requires regular updating.

Dr. Hapanyengwi also reported that, over and above meeting the mandates, the MCT made other achievements elsewhere, including registering the ZIGF with the Global Internet Governance Forum (IGF). The ZIGF has also participated remotely in international Internet Governance activities. Physical participation was however limited due to financial constraints. Although no Public Forum was held in 2016, the ZIGF participated in the public consultation processes on "*Policy Options for Connecting and Enabling the Next Billion*" which was conducted by the IGF, and the Open Consultation process on "*Building an enabling environment for access to the Internet*" which was conducted by the International Telecommunication Union (ITU). The two public consultation processes resulted in the holding of a Breakfast Meeting on 23 August 2016 at the Monomotapa Hotel, in Harare, to consolidate all the input received from the different stakeholders before submission to the ITU and IGF. The ZIGF is currently coordinating this year's Open Consultation process which is focusing on achieving gender equality for Internet users, and is being conducted by the ITU under the theme "*Bridging the Digital Gender Divide*". Contributions for this process close on 23 December 2017. Dr. Hapanyengwi then urged the participants to visit the blog on the ZIGF website and answer the few questions on same that are there.

Dr. Hapanyengwi also reported that the MCT and most of the participants at ZIGF-17 also participated in SAIGF 2015 hosted by Zimbabwe at the Cresta Lodge in Msasa, Harare. He thanked the Government of Zimbabwe, through the Ministry of ICT and Cyber Security for agreeing to host that event, which provided the ZIGF an opportunity to be taken seriously as a country IGF. The ZIGF also had the opportunity of participating both as part of the stakeholders and also as resource persons for some of the proceedings.

In the spirit of the words of the former UN Secretary General, Kofi Annan, that 'there is no greater wisdom than knowing when to pass the torch to the next generation', Dr. Hapanyengwi believed that the Interim MCT had run its part of the race and was now willing to pass the button to a new team to continue the race. That is why the ZIGF-17 concluded with the election of a new MCT.

Dr. Hapanyengwi ended his Report by thanking ZIGF participants for the support they rendered him and his team over the last two and a half years. He also thanked the Ministry of ICT and Cyber Security, through its Permanent Secretary and other Officers, for providing an enabling and conducive environment in which the ZIGF flourished. Thanks were also extended to POTRAZ, who have always been there, not only to render Secretariat services, but also to

sponsor the various ZIGF activities. Stakeholders in this whole IGF space, some active, some passive, some reactive, were also thanked.

Dr. Hapanyengwi thanked Members of the out-going Interim ZIGF MCT for being there despite the fact that MCT work is voluntary and requires a lot of personal sacrifice in terms of both time and resources. He then welcomed the in-coming ZIGF MCT and wished the new team success in its future endeavours to move the ZIGF forward.

2.4   Presentation on 'Regulatory Perspectives on Internet Governance

Participants received a Presentation on 'Regulatory Perspectives on Internet Governance' from the Deputy Director-General of POTRAZ, Mr. Alfred Marisa. Lamenting why the country had entered the IGF space late, he said that Zimbabwe had found a problem confronting the Governance of the Internet and, like other nations, had questioned the accountability of the Internet Corporation for Assigned Names and Numbers (ICANN).

Zimbabwe has now realized the need for Internet Governance to mitigate the negative side effects of the Internet, which have been summarized in a Figure from the World Development Report of 2016 to include: significance of the net; digital divides; trust bubble (c.f. the Snowden revelations); moral panics (social media); 'left out of policy' (regarding decisions arrived at ICANN); and national policy and regulation.

Mr. Marisa described Internet Governance in Zimbabwe as concerned with establishing policies and monitoring proper implementation as well as creating an enabling environment to promote safe and affordable Internet access by all. He said that the efforts of the Regulatory Authority, POTRAZ, in **internet regulation** are guided by the Postal and Telecommunications Act as well as other Statutory Instruments; namely SI 262 of 2001.

Mr. Marisa then outlined in detail POTRAZ's Internet Regulatory Activities in Zimbabwe, which include overseeing the following aspects in the regulation of Internet services:

- DNS Management;
- Licensing of Internet Access Providers in Zimbabwe;
- Universal access to Internet Services - Bridging the Digital Divide;
- Protection against harm to the Consumer; and
- Further advancement on relevant technology.

3   WORKING SESSION

3.1   Panel Discussion on the Draft Cybercrime and Cybersecurity Bill, 2017

This Session was moderated by Mr. T. Mujuru. Three panelists - Mr. Robert Shoniwa, Mr. Cade Zvavanjanja, and Mr. Mudiwa - led the discussion.

Mr. Mujuru began by outlining what the Draft Cybercrime and Cybersecurity Bill, 2017 provides for.

Mr. Robert Shoniwa said that the Draft has improved from previous versions since it now covers the privacy and security of individuals. The Bill now covers child pornography, revenge pornography, xenophobia, extortion, and ransomware. Mr. Shoniwa did not expect much from inclusion of the Remote Forensics Tool, which he said only becomes necessary after the crime has been committed.

Mr. Cade Zvavanjanja felt that the Bill is mature and human rights centered although it is still weak on cyber security. The suggested introduction of a Cyber Security Centre is on its own is not enough? Mr. Zvavanjanja is also not happy with some operational words used in the Bill, for example 'consult' as opposed to 'advise'. He also said that the section on international cooperation has to be improved regarding provision on extradition and references to the Council of Europe's Budapest Convention. Mr. Zvavanjanja said that overall the Bill is an improvement to the original SADC Model Law.

Mr. Mudiwa also observed that the Bill is now a vast improvement from its original versions. He was however not happy that work on the Bill has now entered the fifth year since 2013. He said that further refinements would still never make it 100% perfect. Regarding the Cyber Security Centre, Mr. Mudiwa wondered whether or not it would be possible to secure the required expertise.

Discussion from the floor followed and a suggestion was made to craft a resolution urging the Ministry of ICT and Cyber Security to speed up the gazetting of the Bill, which has taken long in the Attorney General's Office where it is undergoing legal drafting.

3.2   Panel Discussion on the Draft Electronic Transactions and Electronic Commerce Bill, 2017

The same panel was given the opportunity to discuss the Draft Electronic Transactions and Electronic Commerce Bill, 2017.

Mr. Zvavanjanja observed that half of this Bill duplicates the Draft Cybercrime and Cybersecurity Bill, 2017. He said that the three Cyber Security-related Bills should converge rather than diverge. Mr. Zvavanjanja also observed loopholes in the Bill exposing both service providers and consumers through suggestion of '30 days cooling off periods'.

Mr. Mudiwa said that the country needs legal basis for conducting electronic transactions. During discussion of same Dr. Hapanyengwi observed that we are already transacting electronically without the Bill. Mr. Zvavanjanja then reminded the Meeting that Sections 161

and 164 of the Criminal Codification Laws have provisions on cybercrime. Minimal Case Law also exists, for example The *State versus Bennett* in which the State produced digital evidence but lost the Case.

Discussion on 'regulation of crypto currencies' then creeped in and was discussed for a while. Mrs. H. Mutseyekwa posed the question, 'Where else in the world are crypto currencies regulated. Besides, our own Central Bank, the Reserve Bank of Zimbabwe, has no control over it.

Mr. Shoniwa concluded the discussion on the Draft Electronic Transactions and Electronic Commerce Bill by urging speeding up of the gazetting of the Bills since crimes continue being committed.

3.3   Thematic Break-away Segment followed by Plenary Feedback Presentations

Participants were divided into the following six Thematic Working Groups:

1. Internet and Human Rights;
2. Data Economy;
3. Social Media;
4. Sustainable Development and the Internet;
5. Bridging the Digital Gender Divide; and
6. Cyber security and Cybercrime.

Discussion by each Thematic Working Group was guided questions that were supplied to Moderators. During the Plenary, the outcome from the discussions was presented by chosen rapporteurs and was captured by the Secretariat for the Forum's Communique (See below). Although not part of this year's selected themes, '*net neutrality*' creeped in and was discussed during this Session.

4   ELECTIONS TO SELECT A NEW ZIGF MCT

Following Elections to select a New ZIGF MCT, the following stakeholder representatives were chosen:

Stakeholder Group	Names of those elected to MCT	Organisation	Position in the MCT
Technical	Alex Mawere	Econet Wireless	Member
	Mark Charangwa	Liquid Telecom	Member
	Mavis Maunganidze	Powertel	Member
Academia	Kingston Magaya	Individual	Member
	Cleto Nhokwara	Executive Skills College	Member
	Robert Shoniwa	Harare Institute of Technology	Member
Civil Society	Tawanda Maguze	ISOC Zimbabwe	Member
	Ntandose Hlabangana	Africom	Member

	Koliwe Majama	MISA Zimbabwe	Vice Chairperson
Private Sector	Yvonne Michelle Chiangwa	Dandemutande	Member
	Cade Zvavanjanja	Greeyps	Chairperson
	Nigel Sheima Muguza	Primeview	Member
Government	TBA	OPC	Member
	TBA	POTRAZ	Member
	TBA	MICT&CS	Member

Note that names of all Members of the out-going Interim MCT, who had indicated that they were offering themselves for re-election, were forwarded to representatives of their stakeholder groups, for consideration. Only three members of the out-going Interim MCT were re-elected by their stakeholder groups, namely Mr. Kingston Magaya, Mr. Cade Zvavanjanja and Mrs. Mavis Maunganidze.

The Government stakeholder group did not submit any names during the meeting as they said that they needed to consult their Principals first.

5   CLOSING SESSION

5.1   Reading of the 2017 ZIGF Thematic Group Recommendations

The following recommendations that were suggested by the various Thematic Working Groups during the Thematic Break-away Segment were read by the Vice-Chairperson of the outgoing Interim ZIGF MCT, Mrs. Mavis Maunganidze.

These recommendations are expected to 'inform and inspire those with policy-making power in both the public and private sectors'.

5.1.1   Sustainable development and the Internet Thematic Group Recommendations

Way Forward

1. More liberalization of the telecoms sector in order to increase competition and improve quality and value for the consumers;
2. The Government should review licensing costs of telecoms licenses with a view to attracting more players in the industry;
3. Availing more spectrum to the Operators by fast tracking the digitalization of the broadcasting service;
4. Creation of Innovation and information Hubs to the under-served areas;
5. Increased use of Green energy, i.e. solar and wind power in order to arrest global warming;
6. Use the USF to fund research.

5.1.2   Data Economy Thematic Group Recommendations

Way Forward

1. There is need for a framework which makes sure that internet is available all the time in the country;
2. The USF and the regulator should be separate so that the regulator does not operate CICs as well;
3. Centralized and Localized data systems, in order to avoid data blackout in the event of blackout;
4. DNS management should also be done locally in order to improve names resolution;
5. The government should avoid monopoly by service providers;
6. Robustness of legislation;
7. Content should be directed to the demographic so that its relevant, rural and urban;
8. The environmental policy to do the dig once policy.

5.1.3   Social Media Thematic Group Recommendations

Way Forward

1. Enhance competition amongst telecoms players;
2. Speed the implementation of Cyber legislation;
3. There should be government policy support at the highest level;
4. Government must invest in technical and R&D;
5. Need for an attitude change, Government should change its stance on Social Media;
6. There is need for an experiment so that government will have proper statistics on user preferences with regards to social media, because current bundles are creating a bias;
7. Consumers should get more value on the internet. The debate must not be limited to social medial so that citizens have the right to decide what they want to access on the internet.

5.1.4   Cyber Security and Cyber Crime Thematic Group Recommendations

Way Forward

1. Policy - The Bills should be gazetted;
2. Technical - There is need for equipment to set up a cyber centre / hub and there is need for the creation of a CIRT;
3. Socio-economic - Awareness, education, preservation of common values;
4. Environmental - Establishment of an infrastructure that is eco-friendly;
5. Research - Creating a path with knowledge sharing establishment of a resource centre and international partnerships;
6. Increase the number of stakeholders involved in cybersecurity.

5.1.5 Internet and Human Rights Thematic Group Recommendations

Way Forward

1. Internet consumer education policy;
2. Accountability policy from government level to individual;
3. As a nation we need a CERT (Computer Emergency Response Team);
4. Infrastructure sharing;
5. Need an encryption solution that can work locally;
6. Accessibility of internet to differently abled persons i.e. use of brail keyboards;
7. Subsidizing equipment for the differently abled;
8. Pollution and green energy solution (sub-stations to be using green energy, replace service scratch cards with digital recharging);
9. Multi-stakeholder in research;
10. Advocate for number portability.

5.1.6 Bridging the digital Gender Divide Thematic Group Recommendations

Way Forward

1. Education curriculum should be crafted to cater from the young and encourage use;
2. Civil society should take part in educating and encouraging women to adopt digital platforms;
3. Appoint a Gender Focal Person in the Ministry of ICT and Cyber Security;
4. Statistics on digital adoption and usage based on gender are required to make informed decision;
5. Cultural changes and approach.

6 SPEECH BY THE INCOMING CHAIRPERSON OF THE MCT

The new Chairperson of the ZIGF MCT, Mr. Cade Zvavanjanja, began his Acceptance Speech by thanking the outgoing Chairperson of the Interim ZIGF MCT, Dr. Gilford Hapanyengwi for ably leading the ZIGF from the time the ZIGF was only a concept without founding documents and a structure.

He promised that during his term of office, he will advance Internet Governance; improve awareness of the ZIGF; facilitate participation of all stakeholders; and ensure representation of ZIGF at the Southern Africa Internet Governance Forum (SAIGF), African Internet Governance Forum (AfIGF) and at the Global Internet Governance Forum (IGF).

Mr. Zvavanjanja then said that he accepts his new responsibility and thanked the participants for having chosen him to be their new Chairperson.

7   CLOSING REMARKS

On behalf of the secretariat, Mr. Tichafa Mujuru thanked the panelists for leading the discussion on the draft cybersecurity bills well. He also thanked the participants for their attendance and active participation during the whole ZIGF-17 meeting.

The 2017 Public Meeting of the Zimbabwe Internet Governance Forum (ZIGF) ended at 16:28 hours on Thursday, 14 December 2017.