

## CASE STUDY

# Zimpost's digital centers

Zimpost, in collaboration with the Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ), has established over 200 Digital Centers (formerly known as community information centres) across Zimbabwe. These centres, primarily located in rural and marginalized communities, aim to bridge the urban–rural digital divide by providing residents with crucial digital infrastructure and services. Equipped with computers, internet access, printing, photocopying, scanning, and even gaming facilities, Digital Centers are designed as hubs where community members can access information and essential digital tools, empowering them to participate more actively in social, economic, and governmental processes.

The Digital Center initiative, which was funded by Zimbabwe's Universal Service Fund, targets underserved populations, including rural inhabitants, the elderly, and economically disadvantaged groups who traditionally face barriers to accessing digital technologies. Along with post offices, Zimpost has established Digital Centers in 24 shipping containers placed in very remote areas located far away from existing post offices, helping further expand the CIC network. By offering affordable and localized digital services, Digital Centers facilitate greater civic engagement, improve education outcomes, and support local entrepreneurship and economic activities. Furthermore, Zimpost's Digital Centers are instrumental in achieving national digital inclusion goals outlined in Zimbabwe's National Development Strategy, aligning with the vision of nationwide internet accessibility by 2030.

Looking forward, Zimpost and POTRAZ plan to further expand the network of Digital Centers, enhance their sustainability through community-driven approaches, and continuously upgrade infrastructure to ensure these centres effectively meet evolving community needs, and are considering leveraging Digital Centers to provide e-government services.



Sources: (Gumbo, 2024; MISA Zimbabwe, 2023; Pikirayi, 2018)