

Nenasala Telecentre Network

Digital Inclusion · Good practice · Sri Lanka

Quality score: 72/100

Evidence strength: Observational / pre–post

Summary

Sri Lanka's Nenasala telecentre network grew to nearly 1,000 rural ICT centres by 2014, winning a \$1 million Gates Foundation award, but had shrunk to just 46 centres surveyed by its new operator in 2024, illustrating the sustainability challenge of telecentre models.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-03

[Information and Communication Technology Agency of Sri Lanka \(ICTA\) / LK Domain Registry](#) — accessed 2026-07-03

[Bill & Melinda Gates Foundation: 2014 Access to Learning Award](#) — accessed 2026-07-03

[Nenasala history \(LK Domain Registry\)](#) — accessed 2026-07-03

[Nenasala about \(LK Domain Registry\)](#) — accessed 2026-07-03

[ICTA: World Bank commends e-Sri Lanka results](#) — accessed 2026-07-03

[World Bank: e-Sri Lanka Development Project documents](#) — accessed 2026-07-03

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