PREFACE

E-Governance holds considerable promise in terms of public service delivery improvement, and empowerment of citizens. However, the extent to which E-Governance has succeeded in delivering these promises, varies widely from one project to the other. In that way, the story of every E-Government initiative, be it a success or a failure, offers a great learning opportunity. Taken together, these field experiences could serve as a useful knowledge base for public administrators who wish to replicate the success story of a country, state or district, in their respective settings. Also, these learnings can help in keeping away from pitfalls which have plagued past E-Governance initiatives. Since the complexities and challenges involved in implementing E-Governance projects vary from one context to the other, it is useful to look at E-Governance projects which are contextually diverse in terms of geographical location, tier of government, and sector.

This book makes a valuable contribution by bringing together papers which address contemporary issues related to citizen centric administration; and city-state, city, and rural levels of government. I hope that practitioners and researchers connected with Public Administration and E-Governance will find this book a useful resource.

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