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SOME EXTRAORDINARY INITIATIVES THAT HAVE HELPED REINVENT GOVERNANCE BY MAKING IMAGINATIVE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY

Governance is always in a state of flux largely due to the continuous delegation of power by governments to different administrative authorities, resulting in the multiplication of government agencies. The modern day 'information society', a product of the significant developments in information and communication technologies, has surely been beneficial, but it has also complicated governance. Fortunately, the same technologies have come to the rescue and are now being used for e-Governance.

This inspirational collection of twelve case studies by the Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions, Government of India, brings into focus the creators of some very successful e-Governance initiatives that have used technology to better people's lives. Different governments and local bodies- eight from India and four from South Africa, Canada and Singapore-have significantly bettered their efficiency and effectiveness with the help of these projects; these initiatives have also made these organizations more accessible and accountable.

The enormous cost-saving opportunities alone make e-Governance the best tool of governance.

This book would motivate not only other government agencies, but also those in the corporate sector who feel that the time has come to increase transparency, efficiency and accountability in the working of companies through corporate e-Governance.