

Index

Symbols

1993 Public Expenditure Review 216

A

abnormally low tenders (ALTs) 153
 Above Poverty Line (APL) 70, 71
 Accessibility at data level 313
 Accessibility at infrastructural level 314
 Accessibility at organizational level 313, 314, 316
 Accountability at organizational level 313, 316
 Action Plan 38, 39, 40, 41, 54
 Administrative Fragmentation 98, 100
 administrative regulations (AR) 289, 297
 Afghan Computer Science Association (ACSA) 202
 Afghan Funds Transfer System (AFTS) 199
 Afghanistan 185, 186, 187, 190, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208
 Afghanistan Network Information Center (AFGNIC) 202
 Afghanistan Telecommunications Regulatory Authority (ATRA) 197, 198, 199, 204
 Afghan National Police (ANP) 194
 Afghan Wireless Communications Company (AWCC) 197, 198
 Anchor Domain 110, 111, 112, 113, 114
 Armed Forces Communications and Electronics Association (AFCEA) 202
 Authority for Information Technology in the Public Administration (AIPA) 39
 Automated System for Customs Data (ASYC-UDA) 218

B

Below Poverty Line (BPL) 70
 bidirectional communication 358
 Bolivia 24, 26, 29, 30, 31, 32
 bordecostero.cl portal 400
 Brazilian Institute of Geography and Statistics (IBGE) 174, 184
 Brazilian States and Federal District 157
 Brazilian States Electronic Governance Index (BEGI) 165, 166, 170, 171, 172, 173, 174, 175, 176, 184

C

capacity building 406
 Capacity Conditions 106
 Catalan parties 356, 361, 370, 374
 Catalonia 355, 356, 361
 Catalonia cluster 444, 459
 Central Census Management System Project (MERNIS) 274
 Central-local government relations 191
 Chennai Metropolitan Area (CMA) 11
 Chile 383, 385, 386, 387, 390, 391, 392, 393, 394, 395, 397, 399, 400, 401, 402, 403, 406
 City Corporations 7
 City of Bits 124, 125, 130, 138, 139, 140
 Civil Service Reform 105, 116
 civil-society organizations (CSOs) 189
 Civil Society Participation 335
 clustering 445
 coastal border 400, 401, 402, 406
 Coastal Zone Project 400, 401
 cold war 190

Index

co-location 443, 450
Colombia 324, 325, 326, 327, 328, 329, 331, 333, 334, 335, 336, 337
Commission Against Corruption 59
Committee for Digital Administration 234
Committee to Protect Journalists 351, 352
Commonwealth Centre for e-Governance (CGeG) 308
“The Competitive Advantage of Nations” 445, 462
competitiveness 380, 381, 393, 394
Competitive Potential 110, 111
Computer Emergency Response Team (CERT) 204, 206
conceptual re-engineering frameworks 313
convergence 426
corruption 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 354
corruption, control of 258, 341, 354
Corruption Perception Index (CPI) 341, 345, 346, 347, 348, 354
Council of Transformation Leaders 265, 270
Creating Leadership 107
critical success factors (CSFs) 152
Custom Administration Modernization Project (GIMOP) 275
customer relationship management (CRM) 148
customisation 427
Customs Excise and Preventive Service (CEPS) 211, 216, 217, 220, 221, 225, 226

D

Data Provision and Information System Development 107
data quality evaluation 313
decentralization 406
Democracy Phase 326
Denmark 231, 232, 233, 234, 235, 236, 238, 239, 240, 243, 244, 246, 247, 248, 250, 251, 252, 253
Development 186, 187, 191, 195, 201, 203, 207, 208
Development Finance Holdings (DFH) 220
Development of governance 191
diffusion of innovation 60

digital access index (DAI) 7
Digital Denmark 234, 236
digital divide 408, 422, 442
Digital Taskforce 234, 235, 241, 242, 244, 247, 249
District Communication Network (DCN) 196, 197, 204

E

E-Administration 84
Ecobank (Ghana) Limited (EBG) 220
e-commerce 60, 61, 65, 144, 149, 151, 195, 203
e-commerce, business to business (B2B) 410
e-commerce, business to consumer (B2C) 410
economic and social development 157, 158, 159, 173, 174, 175, 176
Economic Development 55
e-democracy 34, 35, 36, 37, 38, 42, 43, 45, 49, 50, 53, 55, 84, 164, 209, 335
e-democracy portal 36, 43
Education & Training 195
e-Factory 36, 41, 42, 45, 46, 49, 50, 52, 53
eG4M 310, 311, 312, 313, 314, 323
eG4M methodology 310, 311, 312, 313, 323
e-governance 1-22, 26, 32, 67, 68, 71, 75-84, 93, 100, 157, 158, 160-178, 182, 185, 187, 188, 207, 209, 216, 219, 221, 223, 227, 228, 229, 257, 264, 265, 304, 305, 307-323, 407-423, 442
e-governance development 157, 165, 177
e-governance policies 399
e-governance practices 157, 158, 164, 165, 170, 173, 176, 177, 178
e-government 2-8, 18-27, 32-44, 49, 50, 53-66, 102-108, 111-123, 145, 195, 199, 203, 205, 206, 209, 211, 212, 226, 231-278, 286-326, 335, 351, 393, 408, 409, 410, 416, 421, 422, 443-463
e-government clusters 443, 444
e-government development team 59
e-government-driven PAR 112, 115
e-government, external strategy 111, 112, 115, 117
e-government, government-to-business (G2B) 117, 189, 203, 410

e-government, government-to-citizen (G2C) 8, 18, 117, 189, 203, 410
 e-government, government-to-employees (G2E) 117, 410
 e-government, government-to-government (G2G) 117, 189, 203, 410
 e-government, internal strategy 111, 112, 113, 114, 115, 117
 e-government portals 398
 e-government potentials 112
 e-government support 112, 115, 117
 E-Gram Suraj 67, 68, 69
 e-healthcare 199, 205
 e-invoice 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396
 electronic data interchange (EDI) platform 210, 214, 217, 229, 385, 395
 Electronic Monitoring and Municipal Investment Information System (SIM) 29
 electronic public procurement (E-PP) 146, 147, 148, 149, 152, 153, 154
 electronic public services (EPS) 108
 Electronic Sale Project (e-Sale) 275
 El Salvador 397, 398, 399, 402, 403, 404, 406
 entrepreneurial clusters 426
 e-participation 314, 318, 335
 e-procurement 145, 146, 149, 154
 e-readiness 1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 14, 16, 17, 18, 19, 21, 22, 273, 277, 278, 313, 314, 317
 e-readiness assessment 107
 E-Russia 290, 291, 292, 293, 294, 297, 298, 299, 300, 302
 E-Services 84
 e-topia 124, 125, 126, 127, 128, 129, 130, 131, 135, 136, 137, 138
 e-transformation 255, 257, 265, 270
 e-Transformation Turkey Advisory Council 265, 270
 e-Transformation Turkey Executive Committee 256, 264, 265, 270
 e-Transformation Turkey Project 259, 265, 270
 e-Turkey 272
 European Clusters for Innovations (ECI) 444, 455

European Information Society 259
 European Union (EU) 234, 239, 273, 282, 284, 285
 e-vivienda initiative 400, 402, 403
 e-voting 409, 411, 412, 413, 423
 external support and internal support (ESIS) 16
 External Support (ES) 16

F

Federal Guard Service (FGS) 297, 298
 Federal Information Technologies Agency (FITA) 297, 298
 Fondazione Rosselli Americas (FRA) 465
 foreign direct investment (FDI) 195
 Free and Open Source software (FOSS) 327, 334, 335

G

GAUDI cluster project 444, 454, 455, 457, 458, 459, 463
 GELT strategy 324
 gender based digital divide 67
 Gender Evaluation Methodology (GEM) 68, 81
 gender gaps 67, 70
 General Radio Packet System (GRPS) 198
 GENESIS System 28
 geographic clusters 444, 445, 447, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463
 Geographic Information System (GIS) 274
 GePeGi e-government framework 449
 GePeGi e-government framework, demand factors 449
 GePeGi e-government framework, policy factors 449
 GePeGi e-government framework, supply factors 449
 German Technical Cooperation (GTZ) 397, 398, 399, 400, 401, 402, 404, 405, 406
 Ghana 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229
 Ghana Commercial Bank (GCB) 220
 Ghana Community Network Services (GCNet) 209, 211, 217, 219, 220, 221, 226, 228, 229

Index

Ghana Shippers Council (GSC) 220
Gini Index 157, 159, 166, 174, 175, 177, 184, 345, 346, 347, 354
Global Mobile Personal Communications by Satellite (GMPCS) phones 195
global strategy 124, 125, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136
good governance 16, 406
good governance theories 288
governance 185, 186, 187, 188, 189, 190, 193, 204, 207, 208, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 338, 339, 341, 345, 346, 348, 350, 351
governance processes 317
Government Affairs 148, 149
Governmental policy 144, 145
Government Communication Network (GCN) 196, 204
Government Effectiveness 258
Government Machinery 105
Government of Afghanistan (GOA) 195, 200, 204, 205
Government of the Municipality of La Paz (GMLP) 24, 25, 26, 27, 28, 29, 30, 31, 32
Government Services 195
Government Supply Office (GSO) 275
Government Support System (GSS) 16
Grand corruption 340
Grillo, Beppe 349, 352
gross domestic product (GDP) 146, 157, 159, 166, 174, 175, 176, 177, 272, 273, 287, 303, 345, 348

H

Habitat Agenda 2
Harper's Illustrated 351
High Technology in Low income Communities 127
Horizontal Communication 372
Horizontal Mobilization 363, 364, 365, 366, 367, 368, 369, 372
Human Capacity Development 107
Human Development Index (HDI) 157, 159, 166, 174, 175, 177, 184

human resources 426

I

ICT4AD Policy 223
ICT-enabled Governance 304
ICT for Good (ICT4G) 407, 408, 409, 410, 411, 412, 414, 419, 421, 423
ICT National Plan 325
ICT penetration 407, 408, 423
ICT policy process 255, 257, 266
IFC 27, 32
Impacted Domain 110, 111, 112, 113, 114
Improvement of Transparency 324, 335
income 387, 394
India 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 15, 16, 18, 20, 21, 22, 23
Industrial Automated Management Systems (IAMS) 287
industrial clusters 443, 444, 445, 451, 455, 456
information & communication technologies (ICT) 231, 232, 233, 234, 236, 238, 239, 240, 241, 242, 244, 245, 246, 247, 248, 249, 250, 251, 253, 254, 255, 256, 257, 258, 260, 263, 264, 266, 267, 269, 271
Information Phase 325
Information Policy Conception 290, 301
Information Publishing 4
Information Society Development Strategy (ISDS) 296
Information Society Strategy 259, 260, 262, 263, 264, 265, 269, 270, 271
Information Society Strategy Progress Report 260, 269
information technology (IT) 3, 4, 5, 7, 13, 18, 22, 125
informatisation and public administration 309, 320
infrastructure 464, 465, 466, 468, 472, 473, 475
Infrastructure & Convergence 195
Infrastructure Development 107
infrastructures of information policy 309
innovation 424, 425, 431, 432, 433, 439, 440, 441, 442, 466, 467, 475, 476, 477
Institute of Applied Economic Research 174, 184

Integrated Management and Modern Administration System (SIGMA) 28
 Integrated System of Local Government (ISLG) 86, 92, 93, 94, 95, 96, 97, 98
 Integration 5
 intellectual property rights (IPR) 467, 477
 Interaction Phase 325
 interactivity 358, 362, 373, 426
 Intermunicipal Cooperation 100
 internally displaced persons (IDPs) 186
 Internal Revenue Service 216
 Internal Support (IS) 16
 International Telecommunication Union (ITU) 7
 Internet 355, 356, 357, 358, 359, 360, 361, 369, 370, 371, 372
 Internet service provider (ISP) 3, 29, 32, 198, 202
 Internet Tax Office Project (VEDOP) 274
 Interoperabilità e Cooperazione Applicativa tra le Regioni e le Province Autonome (ICAR) 40, 41
 interoperability 422, 423
 Investment 195
 invoices 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396
 IPEA DATA 174, 184
 Italy 343, 348, 349, 352
 IT architecture 109
 IT organization 109, 111, 120
 IT strategy 108, 109, 110, 111
 IT structure 109

K

key performance indicators (KPIs) 152
 knowledge assessment methodology (KAM) 428, 430, 431, 432, 433, 441, 442
 knowledge cities 427, 428, 434
 knowledge development 465
 knowledge economies (KE) 426, 427, 428, 429, 430, 432, 433, 442, 464, 465, 466, 467, 468, 469, 472, 473, 474, 475, 476, 477
 knowledge economy five pillars 465, 466, 477

knowledge economy five pillars, education 466, 476
 knowledge economy five pillars, equal opportunity 467
 knowledge economy five pillars, ICT development 466
 knowledge economy five pillars, innovation 466, 467, 475, 476, 477
 knowledge economy five pillars, social inclusion 465, 467, 468, 472, 477
 knowledge economy index (KEI) 430, 431, 433
 knowledge, encoded 426
 knowledge for development 477
 knowledge, new economics of 425
 knowledge societies 425
 knowledge society 424, 442
 Kouvala cluster 444

L

Land Registry and Cadastral Information System Project (TAKBİS) 274
 Latin America 380, 381, 397, 398, 399
 Latin America and the Caribbean (LAC) region 464, 465, 466, 467, 469, 471, 472, 473, 474, 475, 476, 477
 living-labs 423
 local governance 191
 Local Government 83, 84, 85, 86, 88, 90, 91, 92, 94, 95, 96, 97, 98, 99, 100, 101
 Local Government Denmark (LGDK) 236, 251
 Lombardy cluster 444

M

Macao 66, 66, iv, x, 58, 59, 60, 61, 62, 63, 64, 65, 66
 Macao Economic Services Bureau 59
 Macao Law 59
 Macao SAR Government (MSARG) 115, 116, 122
 many-to-many communication 358
 Mediateca 2000 37, 44
 methodological perspective 310
 m-government 278
 Millennium Development Goal Monitor 215
 Millennium Development Goals 468, 477

Index

Ministerial Level 271
Ministry of Communications & Information
Technology (MCIT) 196, 197, 199, 200,
201, 202, 204, 205, 206
Ministry of Economic Development (MED)
297, 298
Mitchell, William 124, 125, 126, 127, 128,
129, 130, 131, 132, 133, 134, 135, 136,
137, 138
Mobile Governments (M-Governments) 24,
25, 32, 33
Mobile Services 25
Mobile Short Message System (SMS) 24, 25,
26, 28, 29, 30, 31, 32
model of governance 127
Mozambique 409, 414, 415, 416, 422
multifunctional centers (MC) 289
Multimedia Center 35, 43, 44
Municipal Development Plan of 2007-2011 27
Municipality of La Paz (MLP) 24, 26, 27, 28,
29, 31

N

National Chief Information Officer (CIO) 202,
203, 205
National Council for Applied Economic Re-
search (NCAER) 9
National Data Centre (NDC) 199
National Family Health Survey 75, 80
National Health Service (NHS) 150
National ICT Association of Afghanistan (NIC-
TAA) 202
National ICT Council of Afghanistan (NICT-
CA) 195, 202
National Informatics Centre 3
National Informatization Quotient (NIQ) 7, 20
National ISP Association of Afghanistan (NI-
SPAA) 202
National Judicial Network Project (UYAP) 274
National Police Network Project (POLNET)
274, 275
national productivity 380, 381, 384, 393
National Russian Information Center (NRIC)
295
National State Automation System (NSAS)
287

new media 355, 356, 357, 362, 369, 370
New Public Management (NPM) 104, 105, 288
new supply management 145
New Urbanism 127, 138, 139
New York Times 350, 351, 352, 353, 354
non-governmental organizations (NGOs) 233,
256, 263, 265, 270, 276, 277, 289

O

Offenlig Information Online (OIO) 238, 239,
242, 250, 252
Office of Government Commerce (OGC) 150
one-to-one communication 358
operational planning 311, 317
Operation Enduring Freedom 193
ordered index of communication 364
ordered index of participation 362, 364
Organizational Change 107
Organizational Development and Information
and Communications Technologies Di-
rection (DDOTI) 24, 25, 30, 31, 32
Organization for Security and Cooperation in
Europe 344, 350, 353
Organization of American States 342, 344, 353
Other Backward Class (OBC) 69, 70, 82

P

Panchayati Raj 68, 69, 75, 76, 77, 78, 80, 81
Panchayati Raj System 68, 69, 75, 76
paradigmatic Latino-sclerosis 442
Paraguay 407, 409, 416, 418, 419, 423
PAR External Strategy (PES) 111, 112, 113,
114, 115, 117
PAR Internal Strategy (PIS) 111, 112, 113, 114,
115, 117
PAR Strategy Execution 112, 113, 115
Partnership Development 107
Partners in Technology International (PACTEC)
199
Pearson's correlation 157, 165, 174, 175
per capita GDP 166, 174, 175
Peru 341, 342, 352, 353
Peru's internal security agency (SIN) 341, 342
Physical Planning 16, 23
Pivot Domain 110, 111, 112, 113, 114
Placing Words 130, 131, 138

Planning Support Services (PSS) 16
 Policy impact 318
 Political context 191
 Political Mobilization 355, 356, 357, 358, 359,
 365, 366, 367, 368, 369, 370, 371, 373
 Political Participation 373
 Political Stability 258
 Portal and Electronic Public Service Develop-
 ment 107
 Porter, Michael 444, 445, 446, 447, 451, 455,
 460, 461, 462
 post-AD 2000 126
 Pradhan Patis 76
 PRELUDE project 444, 455
 principal-agent theory (PAT) 306
 Private Corruption 354
 private-public sector partnership (PPP) 220,
 224
 PROA project 397, 402, 403, 404
 ProVotE e-voting system 409, 411, 412, 413
 Public Administration Reform (PAR) 102, 103,
 104, 105, 106, 107, 108, 111, 112, 113,
 114, 115, 116, 117, 118, 119, 120, 304,
 305, 310, 315, 316, 317, 318, 323
 public call office (PCO) 198
 Public Corruption 354
 Public Financial Management Reform Pro-
 gramme 216
 Public Key Infrastructure (PKI) 243
 public participation 406
 Public-Private Partnership (PPP) 83, 86, 87,
 88, 89, 90, 91, 92, 95, 96, 97, 99, 100,
 224
 Public procurement 146, 156
 Public Procurement Authority (PPA) 151, 156
 Public Procurement Contract Law no. 4735
 (PPCL) 151
 Public Procurement Law no. 4734 (PPL) 151,
 153
 public procurement projects (PPP) 150, 151
 Public-Public Partnership (PUP) 86, 90, 91,
 92, 94, 95, 96
 Public/Public-Private Partnership (PUP-PP)
 95, 96
 public relationships mediated by new media
 309

Q

Queen, James Brian 426

R

regional development 463
 Regulatory Framework 107
 Regulatory Quality 258
 Remote Access Server (RAS) 44
 Republican Automated Management Systems
 (RAMS) 287
 research and development (R&D) 465, 466,
 475
 Rule of Law 258
 rural e-governance 67, 68, 79, 80
 rural governance 67, 68, 69, 74, 75, 76, 77, 78,
 79, 80
 Russia 286, 287, 288, 289, 290, 291, 292, 293,
 294, 296, 297, 298, 299, 300, 301, 302
 Russian Ministry of Telecommunications and
 Media (MTM) 293, 297, 298

S

Santiago Chamber of Commerce (SCC) 383,
 384
 Sarpanchas 68, 69, 70, 71, 72, 73, 74, 75, 76,
 77, 79, 80
 Scheduled Cast (SC) 69, 70, 77, 82
 Scheduled Tribe (ST) 69, 70, 77, 81, 82
 Service delivery quality 317
 Service Level 110, 111
 service level agreements (SLAs) 41
 service-oriented architecture (SOA) 415, 423
 short message service (SMS) 198, 199
 Simple, Moral, Accountable, Responsive and
 Transparent (SMART) Governance 4
 Simputers 69, 70, 71, 72, 73, 74, 75, 78, 79,
 80, 81
 sine qua non 186
 Single Sign-On (SSO) 243
 SISRCR 40
 SITR@M (Municipal Processes System) 28
 SIT (Territorial Information System) 28, 35
 six dimensions of governance 258
 Small Local Government Organizations (SL-
 GOs) 83, 84, 85, 86, 90, 92, 96, 97, 98

Index

social contract 192
Social Development 55
social media 338, 339, 348, 350, 351, 354
Societe General de Surveillance (SGS) 220
Southern Italy 34, 35, 36, 37, 40, 41, 46, 48,
51, 53, 54
Soveria Informatica 45, 50, 51
Soveria.it 34, 35, 36, 37, 38, 39, 41, 42, 43, 44,
45, 46, 47, 48, 49, 50, 51, 52, 53
Soveria.it project 34, 35, 36, 37, 38, 41, 42, 43,
45, 52, 53
Soveria Mannelli 34, 35, 36, 37, 38, 42, 43, 44,
45, 46, 47, 48, 49, 50, 51, 53, 54, 55, 56
Spain 355, 356
Spanish parties 356, 361, 372, 374
SPC model 41
Special Administrative Region (SAR) 58, 59,
64
Splintering Urbanism 125, 128, 138
State Planning Organization (SPO) 259, 260,
264, 265, 267, 271
State Wide Area Network (SWAN) 3
Stiglitz, Joseph 465, 467, 477
Strategic Alignment Model (SAM) 102, 103,
104, 109, 110, 111, 118, 120
strategic innovation 424, 426, 427, 438, 440
strategic perspective 310
strategic planning 311, 312, 313, 316, 317
Strategy Execution 110, 112, 113, 114, 115
Structural Conditions 105
Subscriber Identity Module (SIM) card 198,
199
Supply Chain Management (SCM) 148
sustainability 408
SWOT analysis 144, 146, 152

T

Tambaram Municipality 2, 9, 14, 17, 19
Tamil Nadu 1, 2, 7, 8, 9, 10, 11, 12, 13, 17, 20,
21, 22
Tamil Nadu Urban Development Project
(TNUDP III) 11, 13
tax documents 382, 384, 385, 387, 388, 390,
391, 396
taxes 380, 382, 388, 389, 390, 392, 394
taxpayer, issuing 380, 390, 393

taxpayer, recipient 380, 393
tax policy 394
tax regulations 381
technological content 425, 427
technological development 425
Technological Infrastructure 43
Technology Potential 110
Territorial e-government Strategy (GELT) 324,
327, 330, 331, 333
territorial information system 404, 405, 406
territorial planning 405, 406
Top-Down Communication 373
Total Index of Mobilization 373
Total Weighted Index of Mobilization 373
TradeNet 214, 215, 217, 218, 219, 227, 229
Transaction 5, 14
Transaction Phase 326
Transformation Phase 326
Transparency International (TI) 340, 341, 345,
346
Turkey 255, 256, 257, 258, 259, 260, 261, 262,
263, 264, 265, 267, 268, 269, 270, 271,
272, 273, 275, 276, 277, 278, 281, 282,
283, 284, 285
Turkish e-Government infrastructure 144
Turkish Information Society Strategy Studies
276
Tweed, William 351, 352
Two-way Communication 4

U

Ubiquitous IT (u-IT) cluster initiative 444,
454, 456, 458, 459, 461, 463
UN e-Government Survey 2008 257
unified automated information system (UAIS)
216, 221
uninterrupted democracy 345
Unique Registry of the Municipal Tributary Ad-
ministration (RUAT) 29, 30, 31, 32, 33
United Automated Network of Communication
(UANC) 287
United Nations 58
United Nations Centre for Trade Facilitation
and Electronic Business (UN/CEFACT)
212

United Nations Development Programme
(UNDP) 104, 105, 108, 122, 161, 174,
183, 184

United Network of Computation Centers
(UNCC) 287

United States Dollars (USD) 287

UN Millennium Development Goals 187

Urban Development 2, 11, 13, 23

urban governance 2

Urban Municipal Governments (UMG) 8

Urban Municipalities 7

user-centric approach 423

V

value-added taxes (VAT) 216, 383, 384, 388,
394, 396

value for money (VFM) 87, 88, 90

versatility 426

Vertical Mobilization 363, 364, 366, 368, 369,
373

vestiges of utopia 128

video teleconferencing (VTC) 196

Village Communications Network (VCN) 197

Village Good Governance 68

Village Level Local Self Governance 68

virtual networks 426

Vladivideos 342

Voice and Accountability 258

W

Web 2.0 233, 254

Web Geographical Services 24, 25, 26, 29

weighted index of mobilization 364, 365, 366,
367, 368, 369

Wide Area Network (WAN) 13

World Bank 3, 6, 13, 21, 22, 105, 108, 122,
211, 212, 213, 224, 228, 229, 341, 344,
346, 352, 353, 354

World Bank Background Note 25

World War II 190