

Index

A

Aarakshi 111
 accenture 6
 Advancing Girls and Women in Nepal (AGWN) 114
 AGMARKNET 93
 Agro-Ecological Zone (AEZ) 116
 aligned development 22
 architectural options, four major 24
 artificial language processing 123

B

B2C (business to consumer e-commerce) 149
 back-office attributes 12
 Bangladesh 33, 115
 Bangladesh Agricultural Research Council (BARC) 116
 Bangladesh, Government of 34
 Bawpara 40
 Bharat Nirman Plan 112
 Bhoomi 110
 bibliometric analysis 176
 BPEL (Business Process Execution Language) 260
 bridging the digital divide. four pillars to address 84
 business to consumer e-commerce (B2C) 149

C

C2G (citizen-to-government) 133
 citizen-to-government (C2G) 133
 collaborative networks 25
 community information centres (CICs) 118
 community knowledge systems 71, 75, 76, 303

community participation 71, 75
 Computer-aided Administration of Registration Department (CARD) 110
 computer hardware and software, appropriate use of 60
 computerized milk collection centers 93
 conceptual model and hypothesis 165
 connected governance framework 28
 country portal 127
 cross-organizational back-office integration 23
 cross-organizational business processes (CBP) 23, 24
 customer orientation, of e-government portals 9

D

deliverables 75
 democratic divide 101, 102
 development 71, 74, 75, 77, 312, 326, 329
 development, some perspectives of 35
 development, understanding 34
 Dhar 288
 digital access, world-wide 105
 digital broadcast initiative (DBI) 115
 digital divide 54, 55, 56, 57, 58, 85
 digital equity network (DEN) 116
 digital operating task force (DOT) 59
 Digital Opportunity Index 85
 District Collector (DC) 265
 District (or Sub district) level Web Services Repository (DWSR) 261
 DRC (Disaster Recovery Centre) 259
 Drishtee's software platform 110
 Drishtee Telecentre Initiative (DTI) 286, 288

E

- e-biz 127
- e-choupal 93
- eCops (e-Computerised Operations for Police Services) 111
- e-democracy 102
- e-democracy, and citizen empowerment 105
- EDI (Electronic Data Interchange) 127
- EGOS (e-governance online services) 133
- e-Governance 71, 74, 75, 76, 77, 78, 308, 316, 319, 329
- e-governance and e-government 156
- e-governance architectural framework 261
- e-governance (e2-governance), meaning of excellent 157
- e-Governance Grid of India (e-GGI) 257, 259, 260
- e-governance, in developing countries 157
- e-governance, in India, Nepal and Bangladesh 109
- E-Governance Institute at Rutgers-Newark 54
- e-governance, major aims of 123
- e-governance, major related activities 126
- e-governance online-service quality (EGOSQ) 134, 139, 145
- e-governance online service quality (EGOSQ), need to measure 134
- e-governance online services (EGOS) 133
- e-governance online services, understanding 135
- e-governance, oroblems of in India, Nepal and Bangladesh 117
- e-governance, potential of as a development tool 85
- e-government 3, 77, 122, 309
- e-government adoption and diffusion, a literature perspective 163
- e-government, analyses of limitation concept 154
- e-government applications, issues in bringing excellence to 158
- e-government, benefits and challenges 273
- e-government, defined 3
- e-government development frameworks, existing 6
- e-government, four levels of interaction 155
- e-government, framework layers of 151
- e-government framework model 149
- e-government in Oman, a brief overview of 275
- e-government interoperability 22
- e-government, in the state of Qatar 163
- e-government maturity models 155
- e-government portal development 1
- e-government portal development, conceptual framework 6
- e-government portals 3, 4
- e-government portals, managerial considerations for the development of 1
- e-government, stages of maturity 5
- e-government, the opportunities of 150
- e-halli 264, 265
- e-halli, about 265
- e-halli, four levels of operation 265
- electronic commerce for developing countries (EC-DC) 102
- electronic data interchange (EDI) 127
- electronic government (e-government) 1
- electronic government research, authors actively involved in publishing 181
- electronic government studies, according to country 183
- electronic government studies, according to document type 179
- electronic government studies, according to institutions 183
- electronic government studies, according to language 183
- electronic government studies, according to publication year 181
- electronic government studies, according to source titles 179
- electronic government studies, according to subject category 178
- electronic markets 27
- e-service quality measurement 136
- e-Seva (electronic Seva) 110
- Excise, Taxes & Customs (ETAC) Data Computerization Project 116

F

financial support 267
 focus group discussions (FGDs) 38
 Food and Agriculture Organization (FAO) 116
 framework 71, 74, 75, 76
 FRIENDS: Fast, Reliable, Instant, Efficient
 Network for the Disbursement of Ser-
 vices 110
 front-office attributes 6
 Fully Automated Services of Transport (FAST)
 111

G

G2B (government-to-business) 233, 149
 G2C2G 71, 74, 75, 76
 G2C (government-to-citizen) 122, 133, 149
 G2C service delivery 95
 G2E (government and employees) 274
 G2E (government-to-enterprise) 122
 G2G (government-to-government) 122
 Gandhi, Mahatma 80
 global divide 101, 102
 Global e-Policy e-Government Institute at
 Sungkyunkwan University 54
 Global Grid Forum (GGF) 258
 Globus Toolkit (GT) 259
 Globus Toolkit Version 4 (GT4) 259
 Gonoekendra, librarian/trainer 42
 Gonokendra 33, 38, 42, 47
 Gonokendra, general rural people 44
 Gonokendra ICT program, and guardians 45
 Gonokendra, in Bawpara village 40, 42
 Gonokendra, trainee 44
 good governance 74, 78, 122, 318
 governance 13, 71, 73, 74, 75, 76, 79, 323
 governance, in concept of international dem-
 ocratisation 285
 government-to-business (G2B) 149, 274
 government-to-citizen (G2C) 133, 149, 274
 government-to-government (G2G) 274
 government, traditional 150
 government Websites, use of natural language
 in 129
 Gramsampark 112
 Grid File Transfer Protocol (GridFTP) 259

Grid Resource Allocation and Monitoring
 (GRAM) 259
 Gross National Product (GNP) 34
 Group of Eight Digital Task Force (G8 DOT
 Force) 83

H

Habermas 281, 283
 Habermasian model of societal development
 285
 Hindi Website of Ministry of Home Affairs
 (HA). 129
 Hong Kong framework 25
 Human Poverty Index (HPI-1) 81
 Hungarian telecottage movement 286
 Hungarian Telecottage Movement (HTM) 286
 Hungarian Telecottage Movement (HTM),
 comparative analysis with Drishtee Tele-
 centre Initiative (DTI) 286

I

IBM 31
 ICT 71, 74, 75, 76, 77, 78, 79, 305, 307,
 312, 315, 323
 ICT4D project 38
 ICT for development (ICT4D) 34
 ICT for development (ICT4D), literature re-
 view 34
 IC,T in developed and developing countries
 103
 iInfrastructure, and access to ICT 60
 implementation approach, of e-government
 portal 12
 India 76, 77, 78, 85, 74, 303, 305, 307,
 308, 311, 312, 314, 316, 319, 320,
 326, 329
 information communications technologies
 (ICTs), in developing countries 281
 information strategy 15
 information technology (IT), progress of 4
 innovation diffusion theory (IDT) 164
 Institute for Scientific Information (ISI) 177
 Integrated Citizen Facilitation Centres (SETU)
 110
 International Telecommunication Union (ITU)
 58, 102

interoperability, modeling methods for 29
iPark 167
iPark initiative 161
IT strategy, in e-government portal 14
ITU World Telecommunication Development
Conference (WTDC) 103
IVRP 94

J

Jan Mitra 110

K

KHAJANE 111

L

Land Resources Information System (LRIS)
116
Least Developed Countries (LDCs) 103
Library and Information Centres (LIC) 113
lifecycle 75
Linking ICT with development (ICT4D), in
developing countries 36
Lok Mitra 110

M

Machine translation (MT) 126
Madhya Pradesh 288
Mahiti Shakti 112
Middle Eastern countries 272
MUDRA (Municipal corporation towards Digital
Revenue Administration) 111

N

National Association of Telecottages (Magyar
Teleház Szövetség - MTSz) 287
National e-Governance Action Plan of India 81
national e-governance architectural framework,
pre-requisites for 261
National e-Governance Plan (NeGP)
257, 258, 259
Natural Language Generation (NLG) 125
Natural Language, generation systems in e-
governance 130
natural language processing (NLP) 122
natural language processing (NLP), what is
123

Natural Language, three discrete levels in pro-
cessing 124
Natural Language Understanding (NLU) 125
Nepal 113
New Zealand 146
NLG (Natural Language Generation) 125
NLG, stages of 125
NLP, major tasks in 126
NLP techniques, in e-governance and how 128
non-governmental organization (NGO) 115
non-OECD nations 54, 55, 57, 58

O

OECD 54, 55, 57, 58
OGSA (Open Grid Services Architecture)
257, 258
OGSA (Open Grid Services Architecture), in-
tegrating Web Services (based on SOA)
with grid computing 258
OLTP (OnLine Transaction Processing) 111
Oman 272
one-stop e-government service provision 25
Organisation for Economic Co-operation and
Development (OECD) 96

P

portals 1
poverty 80
Public Key Infrastructure (PKI) 259
public sphere, theory of 284
PURA (Providing Urban amenities in Rural
Area) 265

Q

Qatar 161
Qatari free-wireless-internet-park (iPark) 161
Qatari government 161

R

Rajshahi City Corporation (RCC) 115
real access to ICT, twelve factors related to 59
Republic of Hungary 286
return on investment (ROI) 4
r-government, implementation in Oman 276
rural 71, 74, 75, 76, 78, 315, 319

Rural ICT Centre (RIC) 116
 rural livelihoods, and e-government 80
 rural telecenters 83

S

Sarkar Aapke Dwar 288
 self-service technologies (SSTs) 139
 service delivery 8
 service oriented architecture (SOA) 257, 260
 service-oriented computing (SOC) 30
 service quality measurement 135
 SERVPERF scale 135
 SERVQUAL 135
 social divide 102
 socially inclusive e-government 85
 socially inclusive e-government, policy recommendations for 96
 socio-economic development, in developing countries 33
 socio-economic impact of ICT on Poverty Alleviation 84
 SOC (service-oriented computing) 30
 South Korea 54
 speech recognition (SR) 125
 speech recognition system 129
 speech synthesis (SS) 124
 SSTs (self-service technologies) 139
 state portals 127
 storage area network (SAN) 258
 Sultanate of Oman 272
 SWANs (state wide area networks) 257
 system quality 136

T

TARahaat 94, 112
 technology acceptance model (TAM) 135, 136, 145, 161, 162, 164
 telecentre, description of 285
 telecentres 281
 telecentres, in the framework of public sphere 281
 text-to-speech (TTS) 124
 theory of planned behaviour (TPB) 164
 theory of reasoned action (TRA) 164

Thomson Scientific 177
 three-level framework 26
 trustworthiness, in an e-government portal 11

U

UEML (unified enterprise modeling language) 29
 unified enterprise modeling language (UEML) 29
 unified theory of acceptance and use of technology (UTAUT) 164
 United Nations Department of Economic and Social Affairs (UNDESA) 84
 United Nations Development Programme (UNDP) 36, 115, 116
 United Nations Educational, Social and Cultural Organization (UNESCO) 58
 United Nations (UN) 58

V

Valletta Action Plan (VAP) 103
 Village Knowledge Centre 113
 Village Public Telephones (VPTs) 112
 village service provider, identification of 267
 VOICE system 111
 VSAT (Very Small Aperture Terminal) 111

W

Warana 95
 Warana Wired Villages 112
 Web-based inter-organizational initiatives 27
 WebCITI 111
 Web portals, global municipal 54
 Web services repositories 260
 Wi-Fi 162
 World Bank (WB) 282
 World Market Research Council (WMRC) 6
 World Summit on the Information Society (WSIS) 105
 WSIS 102
 WSIS (World Summit on the Information Society) 105
 WSRF (Web Services Reference Framework) 259